PUBLIC

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Help Articles for Modules

SAP Litmos

THE BEST RUN SAP

CONTENTS

MODULE OVERVIEW

Modules are the various types of content that can be created or uploaded into a course. The learner will become complete for the course when each of the modules in the course are complete. Each module type is responsible for providing just one type of content.

There's no limit to the number of courses or how much space you can use, however there is a **limit of 60 modules per course**. If you require more than 60 modules for your course, we recommend that you group them into courses and put those courses in a Learning Path.

Module Types, File Type and Size Requirements

There are three ways to add modules into courses: *Upload*, *Create*, and *Browse*.

Upload Module Types and File Type and Size Limitations

- **Audio** (.mp3) = 100 MB
- **Word Docs** – (.doc, .docx) 30 MB
- **Video** – Upload a video file (.avi, .wmv, .mpg, .mov, .flv, .m4v, .mp4 of max file size: 1 GB) **-** The video will be viewable in a similar format to that of YouTube but is secure so that only the assigned users can see it.
- **PowerPoint** (.ppt, .pptx, or Keynote saved as PDF or a PowerPoint Format) – Upload your presentations (max file size: 30 MB) and they will be viewable online without requiring users to have PowerPoint installed on their computer
- **AICC/SCORM/Tin Can**– Upload a SCORM 1.2 or 2004 (1st and 2nd edition) version compliant zip file. Max file size is 1GB
- **Additional References for Courses**: Any file type allowed (with the exception of .exe, js, .xml .py and any code type files) = 250 MB

Tip: Please remove the special characters from the file name prior to import, including files imported to the Content Author: **< > : " \ / | ? ***

Create Module Types:

- **Assessment** - Create an assessment containing Multiple Choice, Keyword, and Free Text / Essay style questions
- **Survey** – Create a simple survey using a mixture of different question types to gauge the effectiveness of your course, or just find out more about your trainees.
- **Page of information** - Create a page of text or an intricate page with HTML.
- **Live Session or ILT** - Track and manage your classroom and webinar live training for synchronous or blended learning.
- **User Checklist** - Have your learners mark off items or have your administrators evaluate your learners.
- **Embed** - Use this option to embed publicly available content from other websites such as YouTube or SlideShare.
- **Link to another website -** IFrame content from another website into your Litmos instance
- **Learner Upload Module** - Allows learners (or admins on behalf of the learner) to upload files of various types, up to 3 files per module, no larger than **250 MB** in size, each. See the Learner Upload Module section.
- **Video Assessment** - Allow learners to upload or record a video that fulfills the directions listed for the assignment. See the Video Assessment Module Type Overview section.

- **Esignature** - Capture Learner consent to acknowledge and agree to terms, policies, contracts, and important requirements and stipulations related to the training content the Learners are consuming. See the Esignature Module section.
- **Content Author** - Allows users to create dynamic and visually appealing SCORM 1.2 content within the LMS.

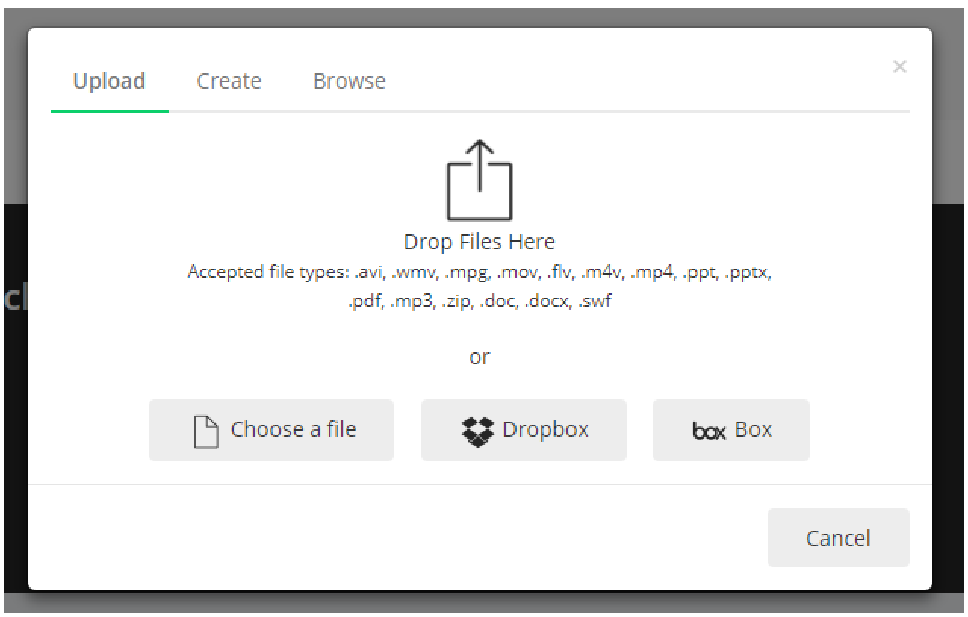
Browse Module Type (Copy/Link/Mirror function)

- **Duplicate ('Copy')** or **Link** – Use this option to include a module that you have created in another course. If a module is "Linked" between one or more courses the trainee will only have to complete it once. If you want to use most of a module contained in another course but add a little extra to it, you should use the "Duplicate" option.

IMPORTANT NOTE: The ILT, User Checklist and Leaner Upload modules **will not** be available in the browse section. If you need to add any of these 3 module types into your course, they must be created in the course

How to Create a Module

1. Create a Course or select one to add additional modules to.
2. Open the Content sub tab of the Course (by default, this is the first tab selected when opening a course).
3. Select "Add Content".
4. Select if you want to Upload modules, Create modules or Browse modules.
5. Select the file or module type to add.



To Edit an Existing Module

1. Select an existing Course.
2. Navigate to the Content sub tab of the Course (by default, this is the first tab selected when opening a course).
3. Select the title of the module to update.
4. Make the changes necessary and click Save.

Modules can also be Created/Managed/Downloaded from within the Module Library at: Courses tab,>Modules. See the Module Library Overview section for more information.

Important Note*: When you make changes to an existing module, you'll need to decide whether or not you want learners who have already completed the module to go in and review the updates. If so, you'll want to select the module setting of: '****Change affects up-to-date status and the course will be placed back on Learner's To-Do list****'. This setting does not affect completion results. Instead, when this feature is selected, the module stays complete if a learner was complete, but the course moves back to the learner's to-do list showing a 'Course Updated' tag. Admins will see 'Not up to date' for the learner at the course's People subtab and in reports. Once the learner has reviewed the updated module, the updated flags will be removed in all views. The learner does not gain a new completion date since the module was already complete. For* ***Assessments and Surveys****, this setting can be found at the bottom of each question.*

Module Settings

- Title - Title of the Module
- Description - Description of the module
- Active - Activate or deactivate the module to show or hide the module from learners
- 'Change affects up-to-date status and the course will be placed back on Learner’s To-Do list' - When checked, completed courses will show back on the Learner’s To Do list with a “Course Updated” tag so that the learner will review the still complete, but updated module.
- Send email to learner once the module is completed - Send an email to the learner when the module has been marked complete.

For more on this, check out the "How To: Use the Upload, Create and Browse Course Building Functions" course in Litmos Dojo.

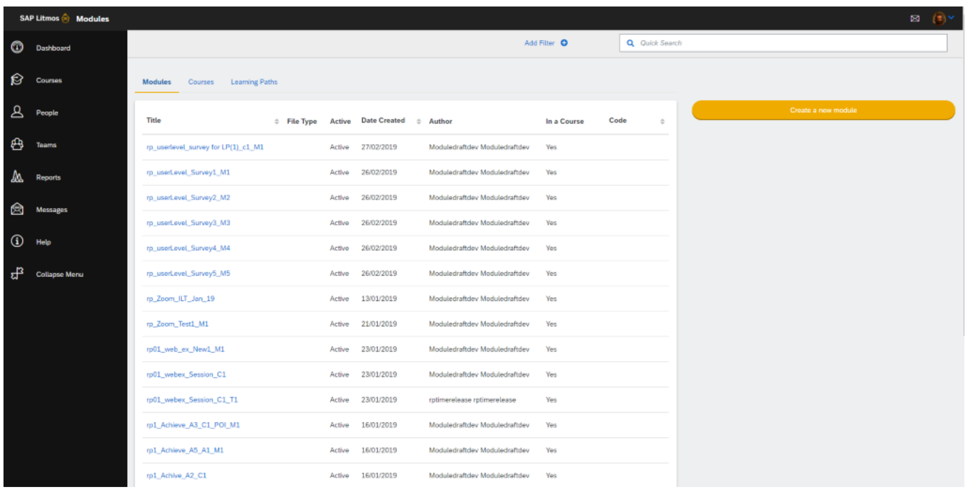
MODULE LIBRARY OVERVIEW

Account Owners and Administrators can create or manage modules and also download files for uploaded modules from within the Module Library

'*Allow download of files from the Module Library*'**.** This needs to be enabled prior to the time the file was uploaded.

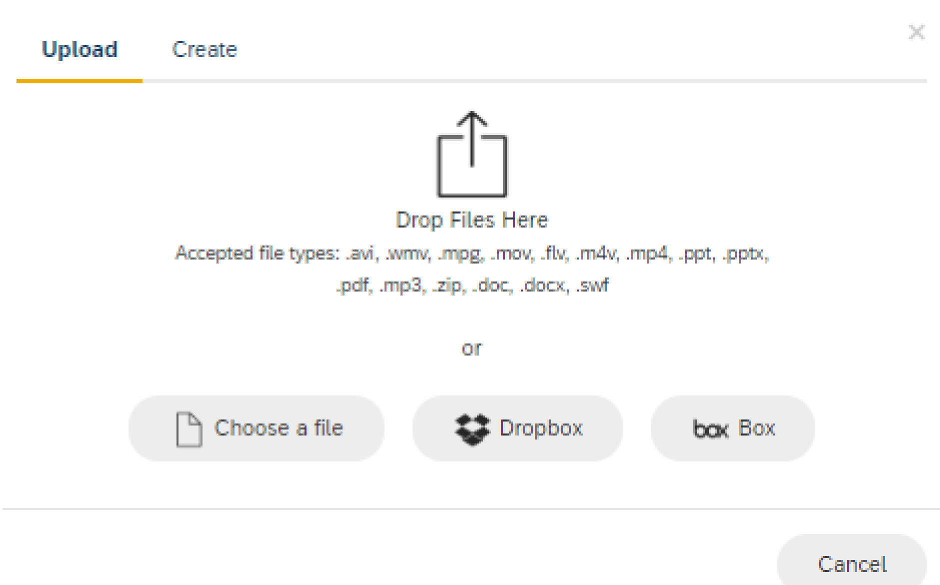
From within the Module Library at: , Account Owners and Administrators will be able to:

- Add, edit/update and preview modules before adding them to courses
- Download files for uploaded modules if the download setting is enabled in account settings
- View and search/filter the complete listing of all modules that you have added to SAP Litmos Training
- Update Modules that exist in multiple courses from the one convenient location.

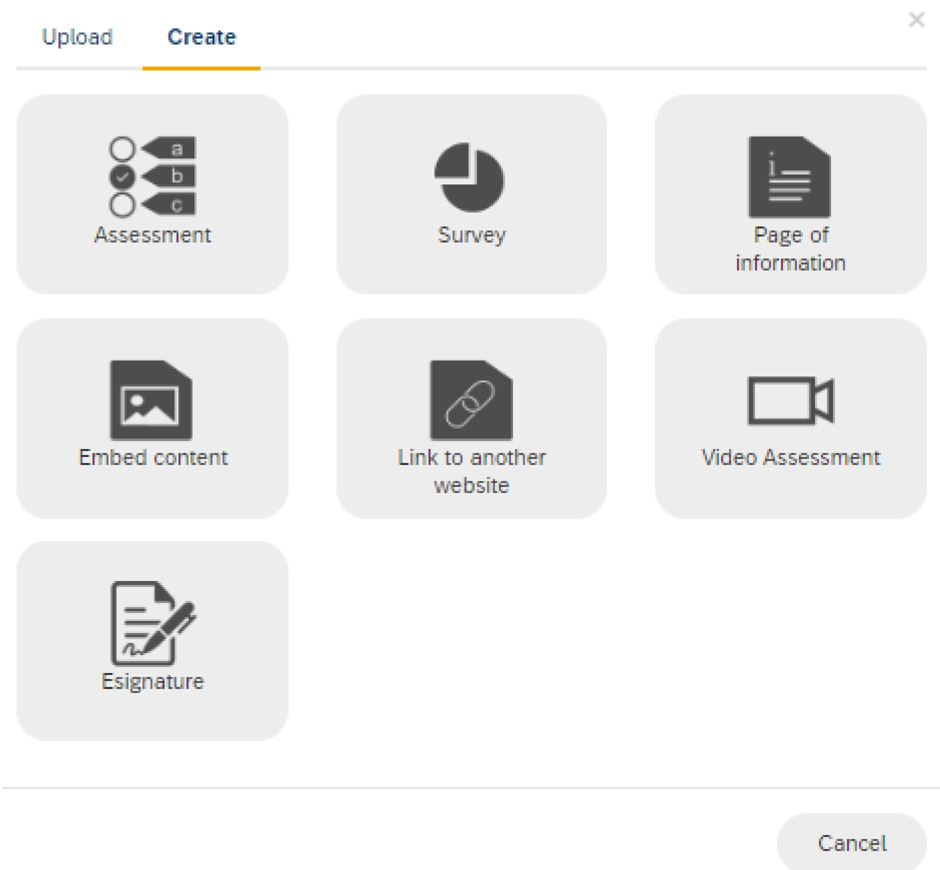


Modules can either be **Uploaded** (your file upload) or **Created** (choose a Litmos module type.)

To **Upload** a module, browse to the file and upload



To **Create** a module, Select Create and choose a module type.

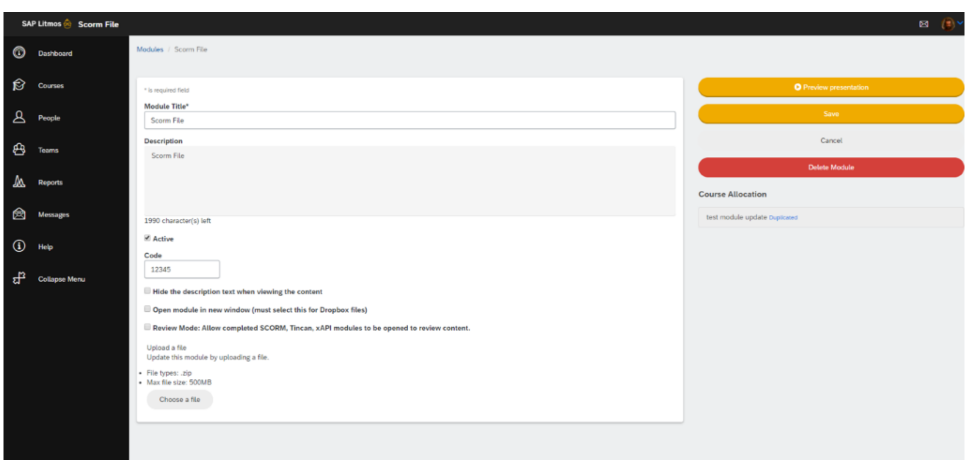


Once saved, module settings can be **Edited**.

IMPORTANT NOTE: The ILT, User Checklist and Learner Upload modules cannot be created via the Module Library. These module types must instead be created from within a new or existing course with the Litmos Content Creator (at the Courses tab)

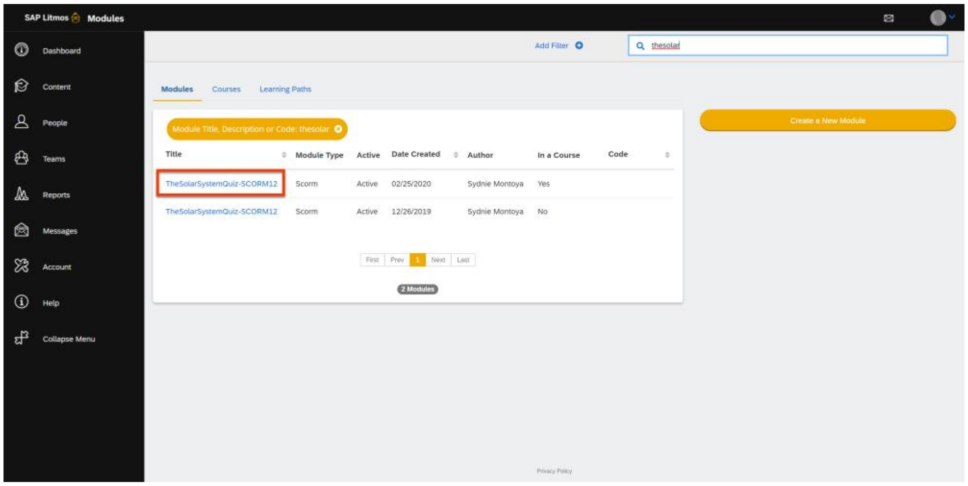
To Edit a Module

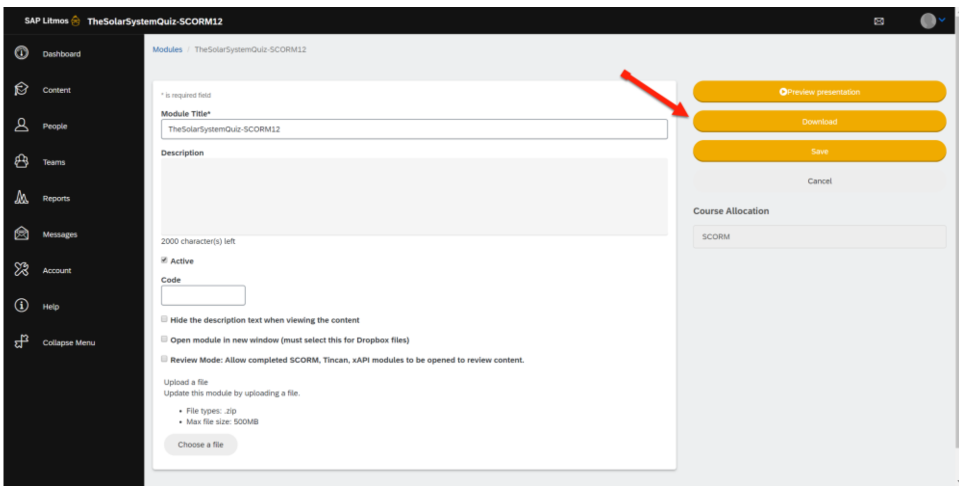
To **Edit** a module, click the module from the module library list then edit and Save.



To Download a Module

Once Downloads have been enabled by an Account Owner (Account Settings.>Profile,>Courses/Learning Path), navigate to: Content,>Modules,>Click on the module,>,Download





SURVEY OVERVIEW

Get ungraded input from your learners to see what they think of the course, if they think there could be improvements or any other information that does not need to be graded.

Creating a Survey

1. Create a brand new survey as you would with any other type of module. Navigate to the course that the survey will be in, select "Add conten" from the right, select the 'Create' section, and select Survey.
2. Give the Survey a title. The rest of the fields are optional.
3. To add your first question select "Create a New Question" from the right.
4. Write the question in the text and select the question type from:

– Multiple Choice (Single Answer)

– Multiple Choice (Multiple Answers)

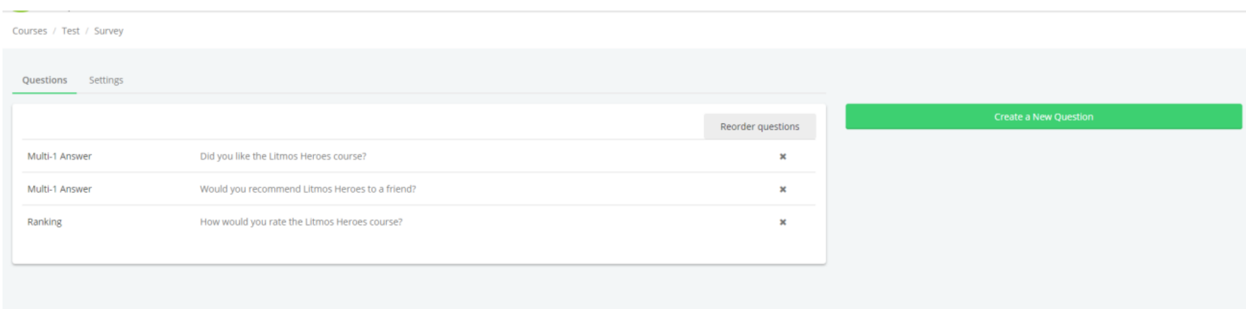
– Free Text Comments (this option has a 1000 character limitation, extra characters will be truncated)

– Rating/ Ranking (1 to 5).

All question types, except for Free Text, are editable.

Repeat steps 4 and 5 for remaining survey questions.

To edit questions, click on the question title. Select "Reorder Question" to change their order.

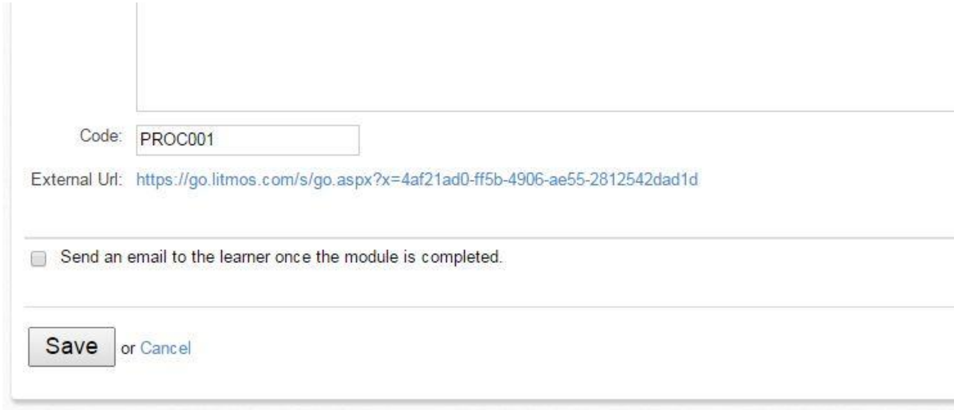


Taking a Survey

To take a survey from within Litmos, select the survey name from within the course in the Learner view and answer all questions. Once a survey has been completed it will lock to prevent users from skewing the results.

Linking to a Survey

To share your survey outside of Litmos, go to Settings and scroll down to see the URL link for the Survey module.

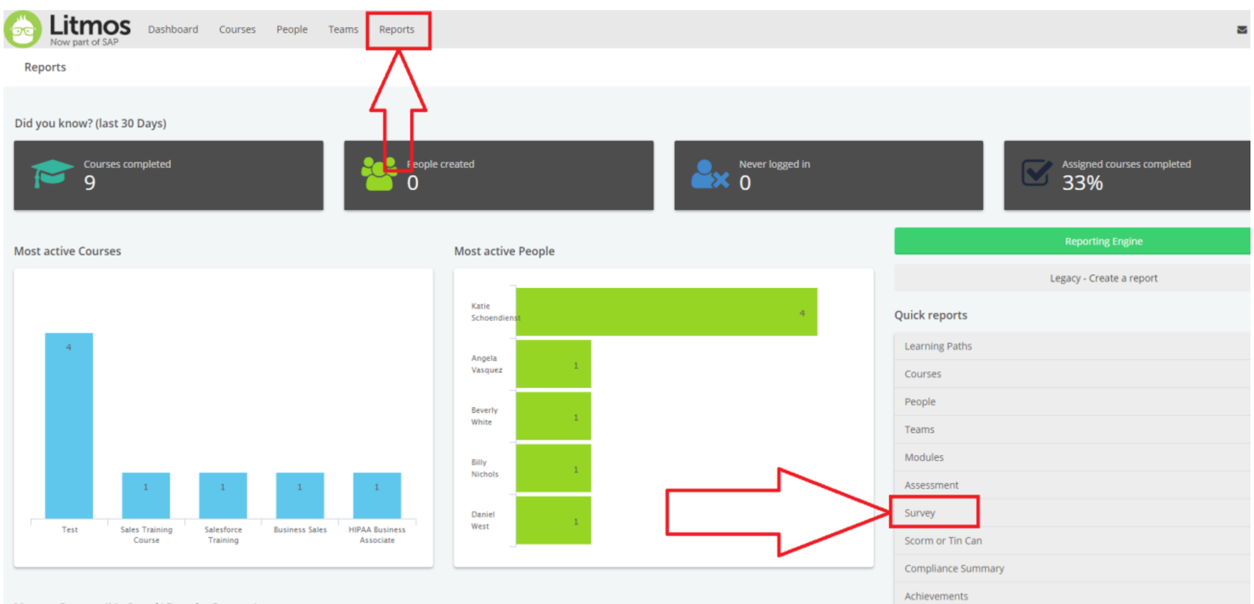


Viewing a Survey

The results of a survey can be viewed by:

1. Click on the Reports tab.
2. Click on Survey under Quick Reports on the left.
3. Select the title of the Survey
4. Select Download this report from the right to export it was a PDF or CSV

Note: Select "Filter this report" to filters to view specific user's answer and date ranges the survey has been complete.



COPYING MODULES- TO 'COPY', 'LINK' OR 'MIRROR'?

One of the features in Litmos that helps you save time when building courses is the ability to copy modules that you have previously created and add them into another course. It's important to note that when you make a copy you have to specify whether you want to 'Copy', 'Link', or 'Mirror' the module being copied. Below is the explanation of the difference between the options:

- **Copy** – This means you make a clean copy of the module, it will not be connected in any way to the copied module and acts autonomously for trainee viewing and reporting purposes. To prevent possible unwanted changes in the future, this is probably the preferred and safest method.
- **Link** – When you choose to 'Link', the module you are copying creates a link between the module and the copy and this link cannot be broken. What this means is that for module completion and reporting purposes, the two modules are one and the same. If a student completes the module in one course and a 'linked' copy of that module is present in another course they are assigned to, that module will also be marked as complete. In terms of reporting the modules will display in each respective course report, but each only leads to the same set of results.
- **Mirror** - A mirrored module is a hybrid between copy and link. The reporting and completion status will work as it does with copying a module, in that the completion status of one module does not affect the one it is mirrored to or from; however, editing the module (uploading new content or editing text) will affect all modules that have been mirrored to or from that module. This is particularly useful for modules that will have the same content but reporting will need to be tracked separately. Do keep in mind that certain modules can be mirrored. See the Mirror Modules in Another Course section for more information.

Be mindful of how you set up your course and if in doubt always 'Copy' a module rather than using the 'Link' function because, as previously mentioned, the link cannot be broken once it has been created.

Help – I Linked my modules and didn't mean to! What can I do now?

If you have unintentionally used the 'Link' module function instead of 'Copy' then you will probably want to fix the problem moving forward so that it will not happen in the future. Unfortunately, you cannot fix what has already been done. What you can do is go into each affected course and delete the 'linked' module. Then 'Copy' the module back into your course again using the following method:

1. Click on the course
2. Select 'Add Content'
3. Then choose 'Browse' from the course builder
4. Search and select the module to be copied
5. Click 'Add Modules'
6. In the pop up window, select 'Copy'

Note: Marketplace courses purchased from Litmos cannot use these features

Note: Learner Upload and User Checklist module types cannot be Copied, Linked, or Mirrored.

Courses created in Content Author when copied into another course will copy the published SCORM module in it's current state into the new course. It does not copy/duplicate the module within the authoring tool as well.

MIRROR MODULES IN ANOTHER COURSE

Similar to the Copy and Link module options, the "Mirror Modules in another Course" module helps you save time when building courses. The "Mirror Modules in another Course" gives you the ability to copy modules that you have previously created in Litmos and add them in to another course.

When using the Mirror Modules feature all completed status and reporting will not be carried over between each of the mirrored module. However, if a change is made to the content one mirrored module it will affect the other modules mirrored to or from it.

At this time the following module types are available for mirroring:

- Video
- Powerpoint Presentations
- Flash
- Audio
- Page of information
- Link to another website
- SCORM or Tin Can
- Embed content from another website

The module types that cannot be mirrored at this time are:

- Live session or ILT
- Assessment
- Survey
- Checklist

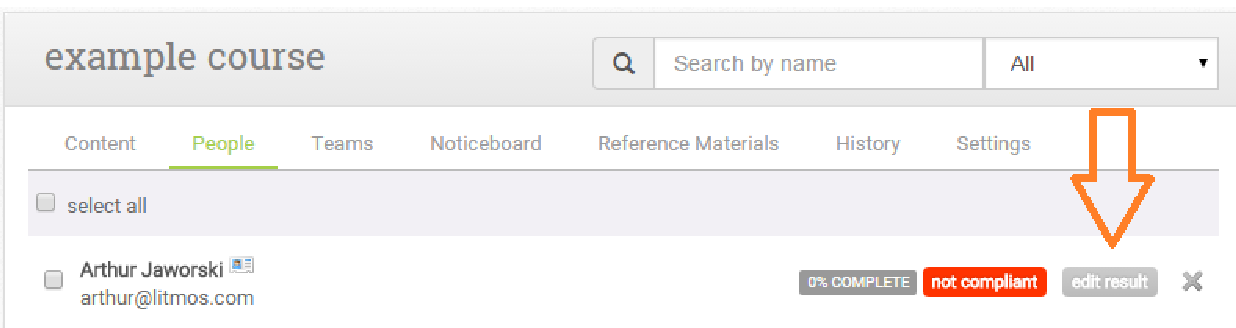
LOCKED MODULES OVERVIEW

Some module types can be set to lock so that learners must complete the training in the order listed, or to keep the learner from accessing the training out of order. Modules will lock under the following conditions:

- When 'Lock Assessment' has been selected in the Assessment settings, the assessment will lock after the set number of learner attempts
- Once a 'Survey' module has been completed one time. So that results won't skew, the survey module is module type where locking can't be turned off, however an admin can manually unlock a survey so that a user can complete the survey again.
- When 'Module Order' has been checked within course Settings, learners will be forced to complete the modules in the order listed in the course. In other words, the learner will not be able to move on to module two until module one is complete, and so on. No skipping around!

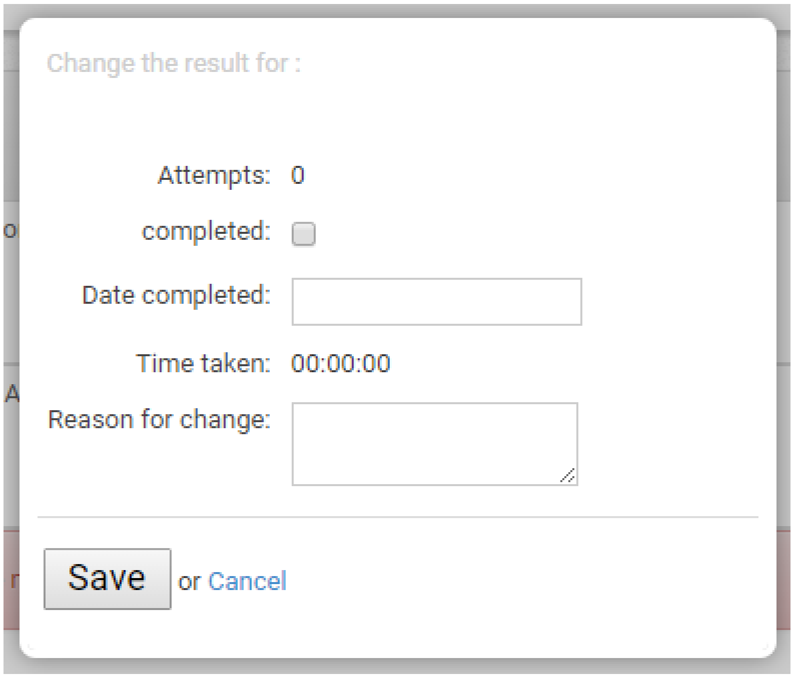
How to unlock a module to allow a learner to move on with the course:

1. Go to the "Courses" tab on the Administrators view
2. Select the course that contains the module to unlock
3. Navigate to the People sub tab
4. Select "Edit this result" next to the learner



5. Select "Edit" next to the name of the previous module to be unlocked

6. Check the Completed box and set a Date Completed and Reason for change

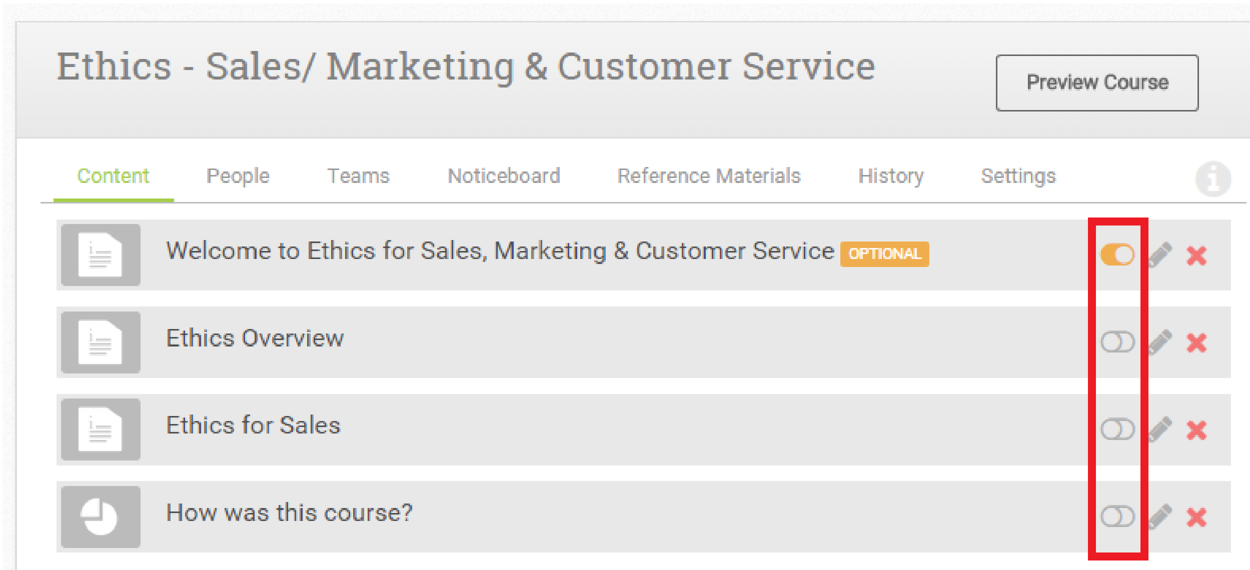


7. Click the "Save" button

OPTIONAL MODULES

When a module is marked as optional, the completion of that module is not included in the completion status. This means that an optional module does not need to be completed for that course to be completed. For example, if you have two modules and the second is marked as optional, the first module is the only module that will need to be completed. At least one mandatory module is required in a course to ensure completion can be calculated correctly.

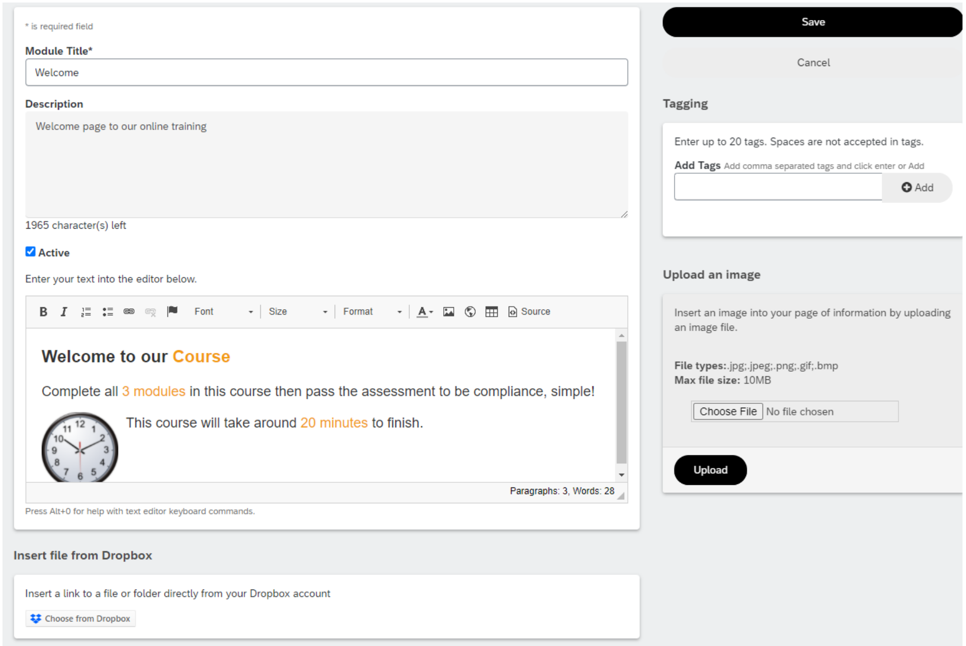
To set a module as optional, navigate to the "Content" sub tab of a course and click on the switch next to the module (see image below).



Learners will see a grey "OPTIONAL" tag next to any optional modules.

The Page of information module can be used to display text, images, hyperlinks, files from your Box or Dropbox accounts. If you use the Source view it is even possible to utilize full HTML, treating it as a webpage within your course.

Common uses for these modules are to introduce a course, separate sections of a course or to embed content from other website URLs using an IFRAME.



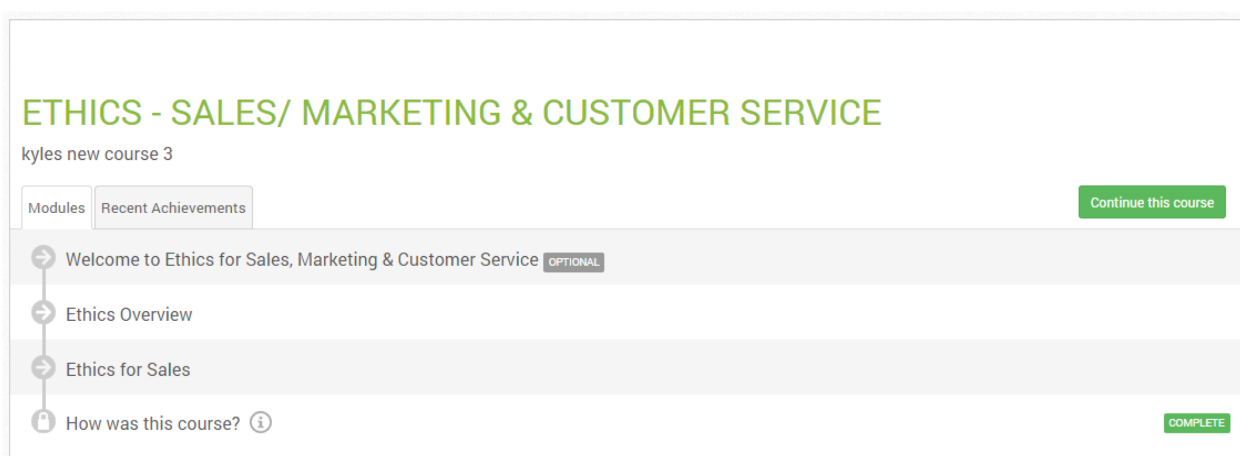
IFRAME Examples

IFRAMEs are HTML based therefore you'll need to switch to Source view, using the toolbar icon at the top right of the editor window.

- Use the code below to insert a You Tube video:<iframe width="560" height="315" src="https://www.youtube.com/embed/EfsgfcU1Xyo" frameborder="0" allowfullscreen></iframe>
- Or insert a page from a website, such as the page used to sell your courses within Litmos:

```
<iframe width="1000" height="1000" src="https://andym.litmos.com/self-signup/index"
frameborder="0" allowfullscreen></iframe>
```

During editing you will see a box with a red IFRAME label inside it, so to test the result save the module and click Preview Course.



WHEN IS A MODULE 'COMPLETE' AND HOW DO 'ATTEMPTS' WORK?

Here are the guidelines for the criteria that determines when a Litmos module 'completes' for a Learner, module timing and how attempts are recorded:

Video, Audio and PowerPoint Media Modules

These types of module only 'Complete' for a Learner once the media has been played to the end of the play timeline. While some may object to say that this leaves it possible for a student to scrub forward to the end of the video or audio content, this is no different to a Learner pressing play and then walking away from their computer, and is not something that can be prevented by Litmos. *Tip: It's always a a good idea to provide some kind of quiz follow up to media content to ensure that learners have watched and understood it all.*

Timing: We record the time a Learner spends on the page viewing each of these module and this is visible in the Reporting area.

Attempts: If a student starts watching a video or listening to an audio track, then closes it part way through to come back at a later date, this all falls under the 1st attempt. In fact, every time a student comes back to continue watching/listening to the content will be part of the 1st attempt, until they reach the end of the play timeline and the module' Completes'. The Learner can then continue to re-visit the module to review the content, but the only time a Learner would be logged as having a 2nd attempt is if their Admin resets their module result.

SCORM and Assessment Modules

For the most part SCORM modules have their own in-built completion settings which are set up at the time of publishing from your content authoring tool. SAP Litmos Assessment Modules also have settings that can be defined such as the 'Lock after 'x' attempts' and the quiz passmark. Both of these determine how many attempts a student can have at a quiz, as well as when they are determined to have 'Passed'.

Timing: We record the time a Learner spends in a SCORM or Assessment module and this is visible in the Reporting area.

Attempts: As above all lock, passmark and attempt restrictions are set up within the SCORM or Assessment Module itself. Therefore, these types of modules will complete and lock according to their individual specifications.

Flash, Link to Another Website, Embed Content and Page of Information Modules

These modules all 'complete' as soon as the student begins viewing the content.

Timing: We record the time a Learner spends on the page viewing each of these module types and this is visible in the Reporting area.

Attempts: When a student starts viewing Flash, Link to Another Website, Embed Content or Page of Information module, this is marked as their 1st attempt. The Learner can re-visit the module to review the content, but the only time a Learner would be logged as having a 2nd attempt is if their Admin resets their module result.

ESIGNATURE MODULE

The Esignature Module is designed to equip Administrators with a method to capture Learner consent to acknowledge and agree to terms, policies, contracts, and important requirements and stipulations related to the training content the Learners are consuming.

Litmos' esignature is not considered a legally binding signature in accordance with Esignature laws

With the Litmos Esignature module, Administrators can establish standards that require Learners agree to rules which can be enforced to hold the Learner accountable for their access to the materials in the course. This is a useful feature to employ when the content is confidential, proprietary or copyrighted.

To create an Esignature module, access a course, click into the Course Content tab, click "Add Content", select "Create", select "Esignature" and then proceed to configure the new Esignature module details.

LEARNER UPLOAD MODULE

The Learner Upload module type allows learners (or admins on behalf of the learner) to upload files (**up to 3 files per module, no larger than 250MB in size each).** Optionally, the module may be set to require **Marking** by an admin so that the module won't become complete until an Admin has reviewed the upload.

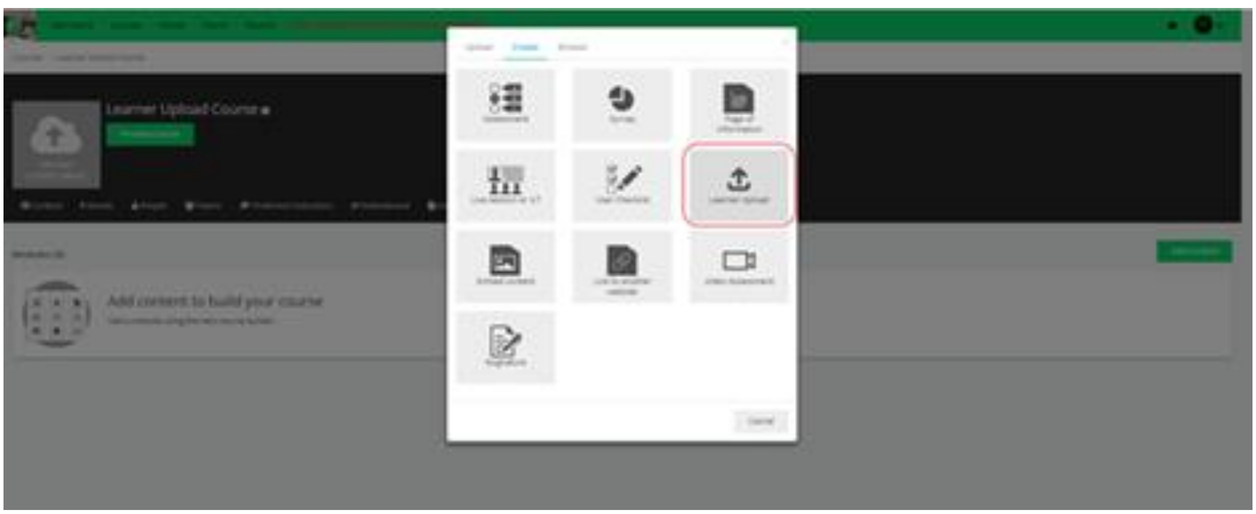
Learner Upload Modules might be used for:

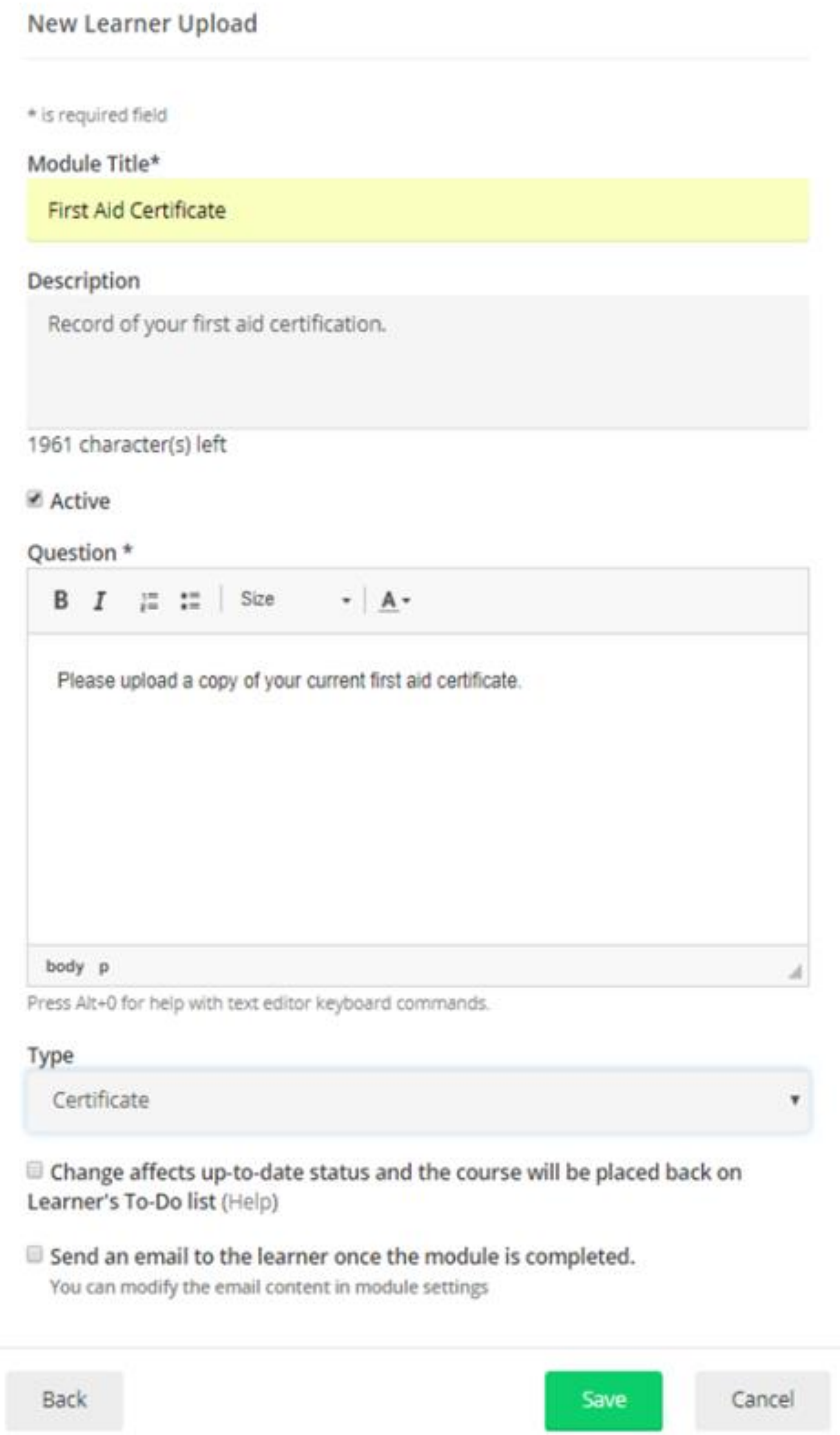
- Submitting written assignments
- Submitting documentation such as Driver's or other licenses which can remain on file and be reviewed administratively

Create a Learner Upload Module

Note: The Learner Upload module type must be created from within a course via the Content,>Courses tab and cannot be created via the Module Library.

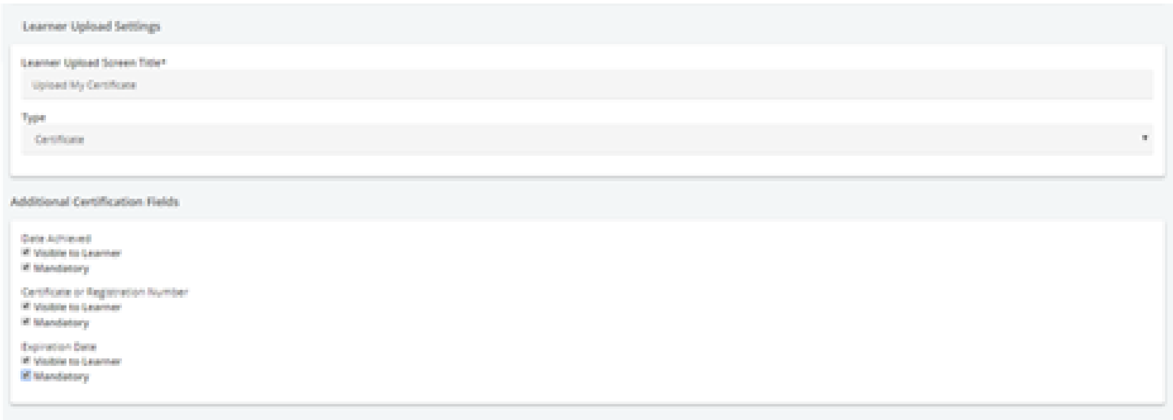
- Navigate to a course and select Add Modules,>Create,>Learner Upload module
- Now name the module,>Place a directive to learner in the Question field (i.e. Please upload your driver's license),>Select a module 'Type' (based on your use case), and Save
- Click the Pencil icon to select additional settings, such as whether the upload will require **Marking** (review) by an Admin before the module will become complete for learners




New Learner Upload
* is required field
Module Title*
First Aid Certificate
Description
Record of your first aid certification.
1961 character(s) left
Active
Question *
Size
Please upload a copy of your current first aid certificate.
body p
Press Alt+0 for help with text editor keyboard commands.
Type
Certificate
Change affects up-to-date status and the course will be placed back on Learner's To-Do list (Help)
Send an email to the learner once the module is completed.
You can modify the email content in module settings
Back
Save
Cancel

Additional Certification Fields

If you would like to use the Learner Upload to record a license/qualification or external training, click on the pencil icon to edit the Additional Certification Fields in the module's Settings.

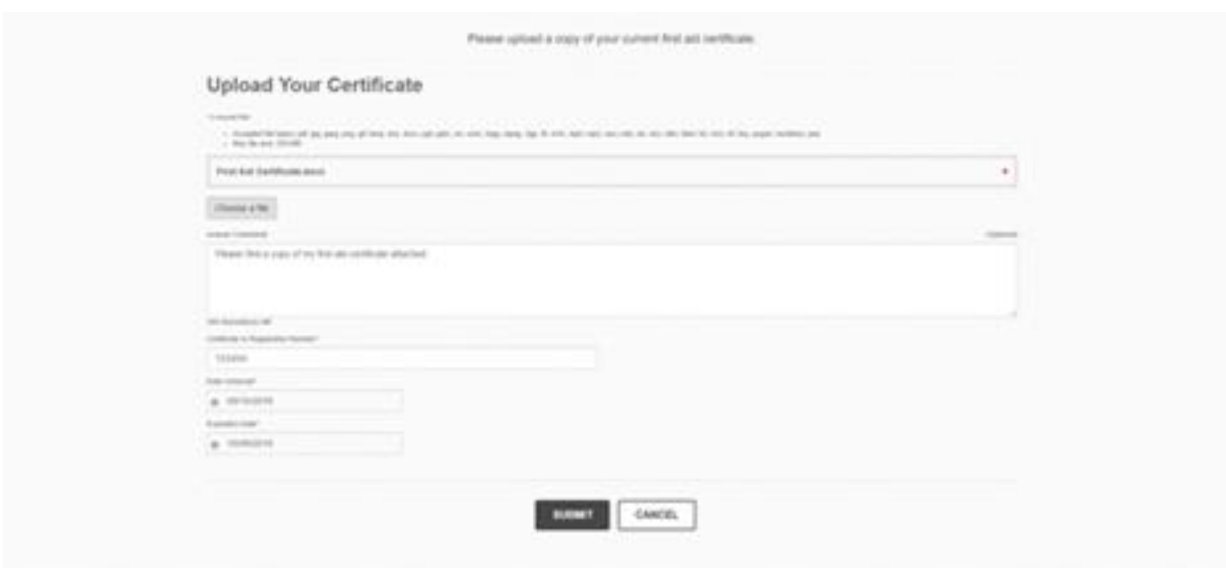


The **Learner Upload Screen Title** will display. Default text is added when the module type is selected. (This will not change if the module type is altered.) Administrators can change this text to any relevant text. It will display as the title text for the Learner within the Learner Upload Module.

The **Additional Certification Fields** can each be set to Visible or Visible and Mandatory:

The Learner Experience

When a learner navigates to the Learner Upload module, they will be able to upload a variety of file types (see below for a list), write a comment, fill in the required fields, and Submit (up to 3 files can be submitted per module).



Once a file has been Marked, the **Learner** will be able to navigate to the module to see:

- The passmark and their Score
- Their results including the ability to download the file, view their notes, and view the admin's comments. They will also be able to download this as a PDF or Excel file.

Accepted File Types and Size

Learner upload File size limit is **250MB** per file and up to 3 files can be uploaded per module. The file extension will need to be in **lowercase**.

Images

- .jpg
- .jpeg
- .png
- .gif
- .bmp
- .psd

Documents

- .pdf
- .doc
- .docx
- .ppt
- .pptx
- .txt
- .xls
- .xlsx
- .rtf

Video

- .avi
- .wmv
- .mpg
- .mpeg
- .3gp
- .flv
- .m4v
- .mp4
- .mov

Audio

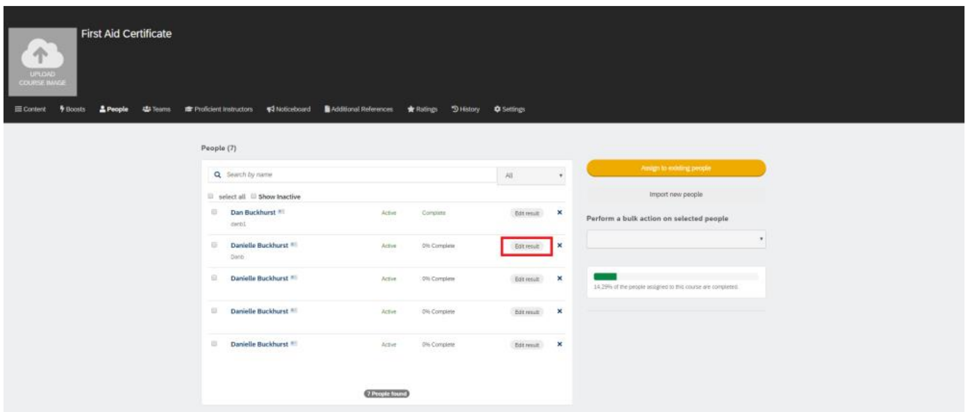
- .mp3
- .wav
- .mid

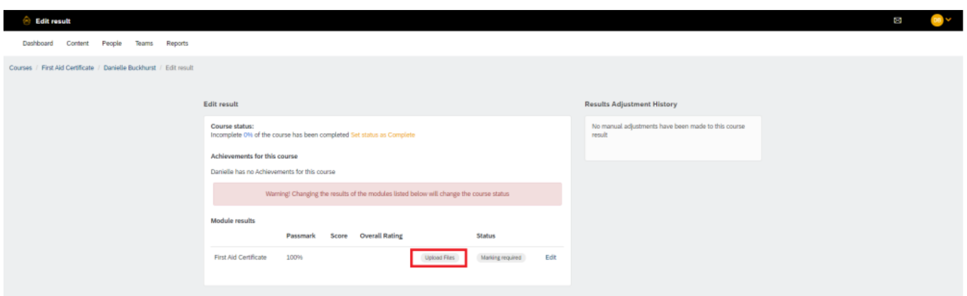
Other

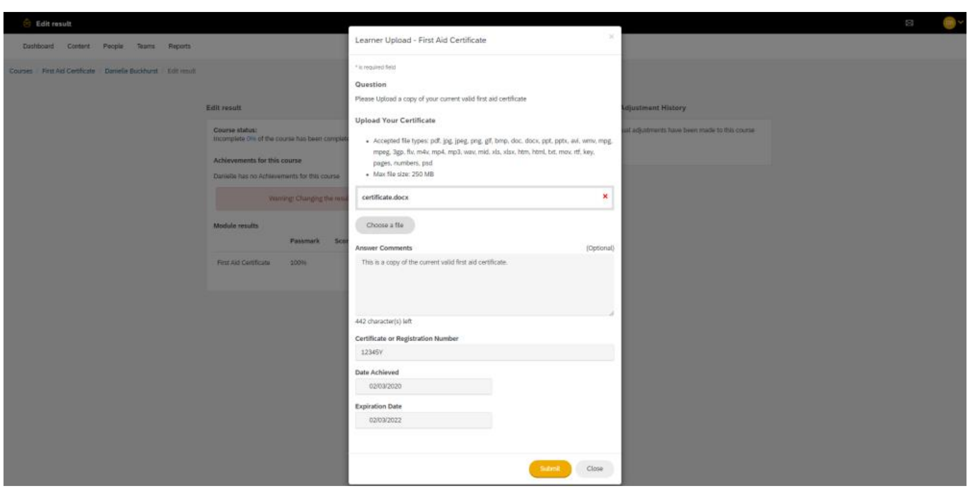
- .key
- .pages
- .numbers

How to Administratively Upload a File on Behalf of a Learner

1. From the course's People subtab, click the user's Edit Results button
2. Click the Upload Files button for the appropriate module
3. Populate the Comments and other fields then click Submit







Perform Marking and Download the Learner Upload File(s)

There are several ways in which Marking can be performed:

- Dashboard - Select "Go to Marking" in the Marking Required box and select the module name of the Learner Upload module.
- Course - Select "Marking required" from within the Content sub tab of the course
- Reports - Select "Required" from Module Quick Report. Then search for the module and click "Marking Required" for that learner
- Results Adjustment History page.

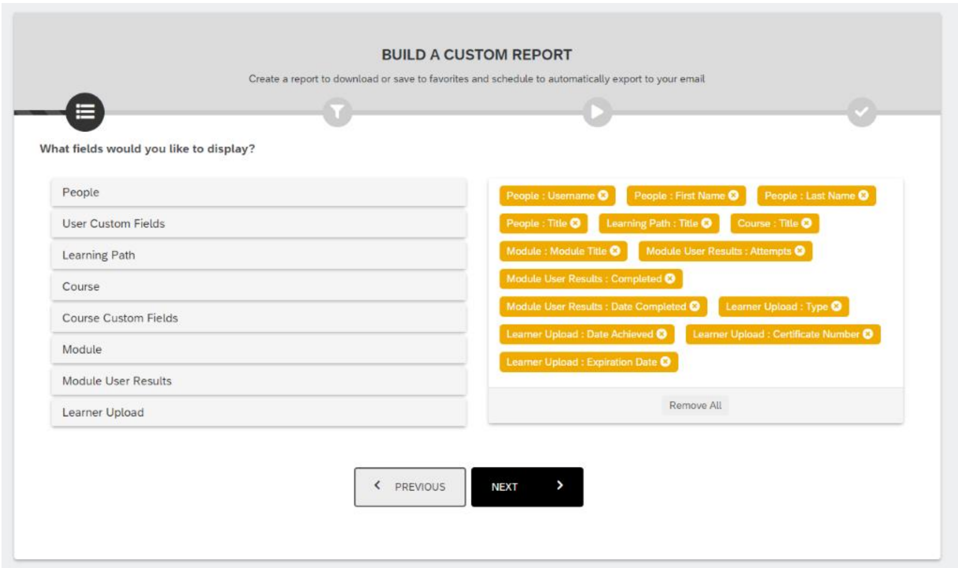
Download or Report on the Uploads

Quick Reports

See results and Download or view the uploaded files from within Quick Reports at: Modules,>Search for and click on the Module title to see results. Click on a user's name to view their results details or download their file(s). To view past attempts, use the dropdown arrow.

Reporting Engine

See results at: Reporting Engine,>User,>Details,>Results,>Learner Upload. Choose from among a variety of Fields to Display such as: Certificate Number, Date Achieved and Expiration Date, Answer and Marking Comments.



USER CHECKLIST MODULE

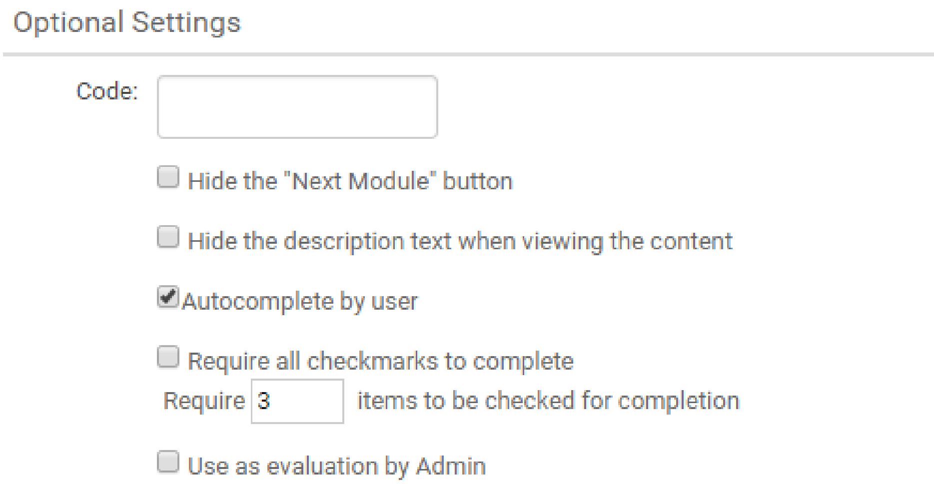
The User Checklist module was designed as a multipurpose module. Some possible uses:

- Ask permission to access course
- Create a Terms and Conditions for each course
- Enhance live training without needing a scheduled event
- Have a user notify Admins that they uploaded a document to an external drive
- Evaluate a learner on their performance
- Have an Admin assess if a learner has completed certain tasks

Create a User Checklist

1. Navigate to the Content section of a Course.
2. Select "User Checklist" from the Create menu.
3. Give the User Checklist a title, select any other settings, and click "Save".
4. Give your Checklist a description to help your learners understand the purpose or instructions for the checklist.
5. Add Items to the Checklist by selecting the Add Item button and typing in the Item fields.
6. Click "Save".

User Checklist Settings



Autocomplete by user - When checked, once the user has marked the necessary items, the module will be marked as Complete.

Require all checkmarks to complete - When checked, all items must be checked off in order for the module to complete. If this option is not checked, set the number of items that must be completed in order to complete the module. Without this setting Marking will be required by an admin in order for the module to become complete.

Use as evaluation by Admin - When checked, Marking by an admin will be required. The module will not complete until marking has been performed by an Account Owner, Administrator or Team Lead/Team Admin.

Note: Both Autocomplete by user and Use as evaluation by Admin settings can not be set at the same time. If neither setting is checked, the module will require Marking.

Use as evaluation by Admin Setting

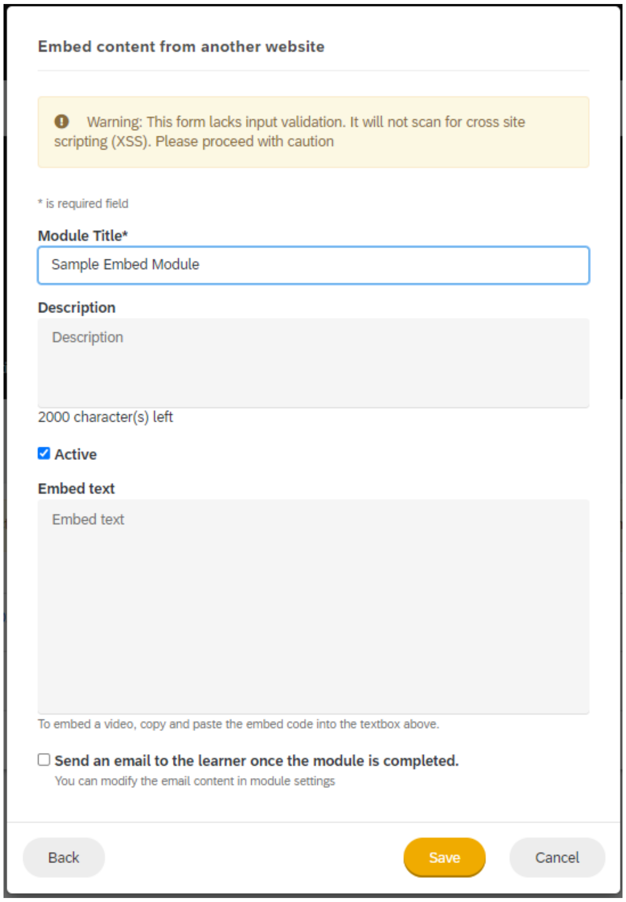
When this option is enabled, the evaluation process will follow these basic steps:

1. Learner will access the module and select "Start Evaluation with Administrator" to prompt an Admin to check off the list.
2. Account Owners, Administrators and Team Leaders will then be able to access the checklist to mark items off. They can access the Checklist from the Daily Marking Required email notification, or from the "Marking Required" section on the Dashboard or through the "Marking Required" tag next to the module in the Content subtab of the course, or via Module Quick Report.
3. If not all necessary items have been marked by the Administrator, the Learner can repeat the module and then click "Start Evaluation with Administrator" in order to trigger the Marking requirement again.
4. Once all the items have been ticked off by the Administrator, the module will be marked as complete.

EMBEDDED CONTENT FROM ANOTHER WEBSITE MODULE

Use the "Embed Content from Another Website" Module to show media that is hosted on an external site such as YouTube or Vimeo.

When creating an "Embed Content from Another Website" Module Administrators will see a security notification to highlight the potential risks of this content type. Please proceed with caution.



Using Placeholders

The placeholders allow you to reference content that may be specific to a user, course, or module. To accomplish this you would first need to create content that is hosted outside of Litmos using a URL that contains one or more of the available placeholders. This url will then be entered in the embed text field using proper embed HTML code. The following placeholders are available:

[USER_ID]
[USER_NAME]
[FIRST_NAME]
[LAST_NAME]
[COURSE_NAME]
[COURSE_CODE]
[COURSE_ID]
[MODULE_NAME]
[MODULE_CODE]
[MODULE_ID]
[COUNTRY]
[LANGUAGE]
[USERCUSTOMFIELD1]

[USERCUSTOMFIELD2]
[USERCUSTOMFIELD3]
[USERCUSTOMFIELD4]
[USERCUSTOMFIELD5]
[USERCUSTOMFIELD6]
[USERCUSTOMFIELD7]
[USERCUSTOMFIELD8]
[USERCUSTOMFIELD9]
[USERCUSTOMFIELD10]
[COURSECUSTOMFIELD1]
[COURSECUSTOMFIELD2]
[COURSECUSTOMFIELD3]
[COURSECUSTOMFIELD4]
[COURSECUSTOMFIELD5]

Using the Complete the module when opened/ viewed option

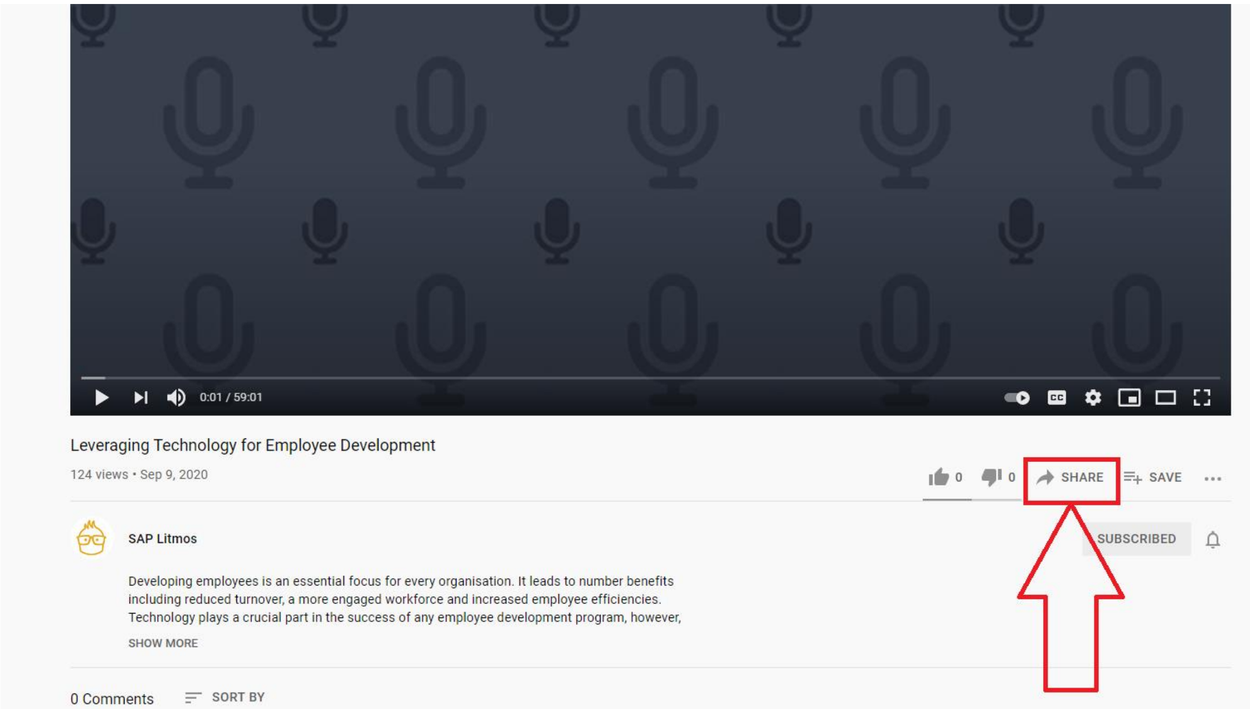
Because Litmos is unable to determine how long an embedded module is, by default, this module will complete as soon as a learner views it.

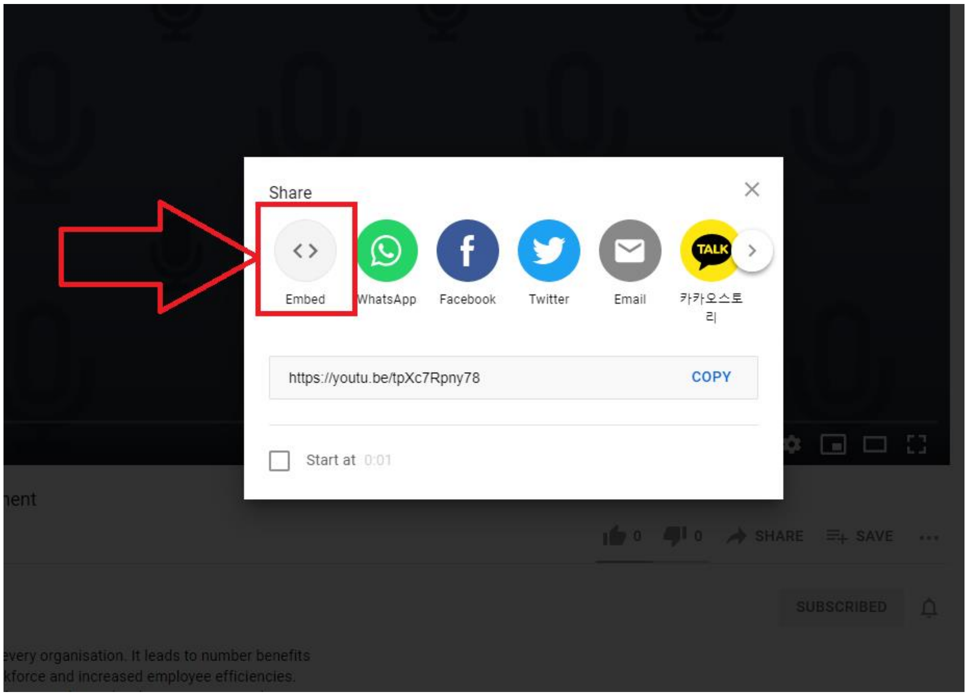
By unchecking this box, this option allows you to set the completed status through the Developer API instead of having it mark complete automatically.

Finding the Embed Link on YouTube

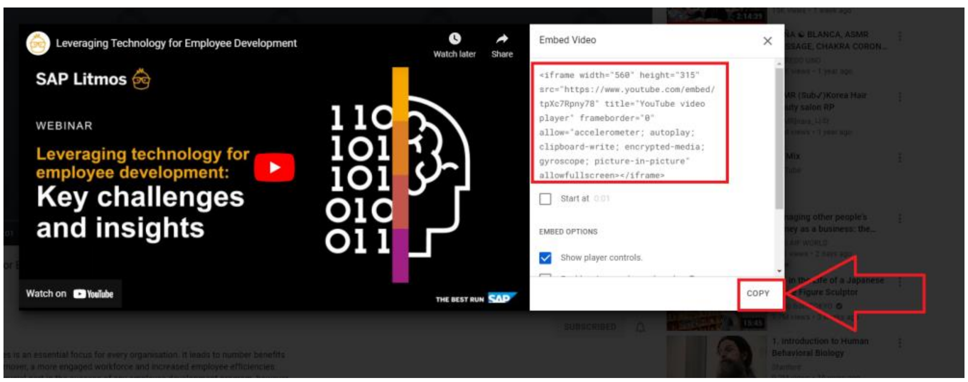
One of the most common sites to embed content from is YouTube. To find the embed code from YouTube:

1. Navigate to the video on YouTube to embed.
2. Select "Share", located below the video.
3. Select "Embed".
4. Set the Video size and any other settings.
5. Copy the code from YouTube and paste it into the "Embed text" field of an Embed module within Litmos.

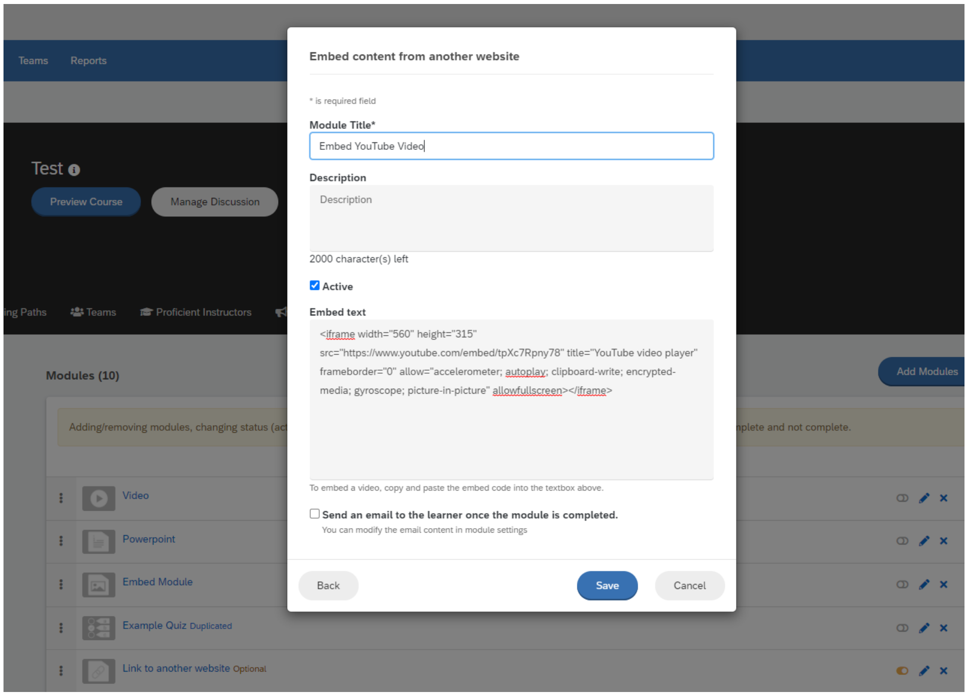




Share
Embed
WhatsApp
Facebook
Twitter
Email
카카오스토리
https://youtu.be/tpXc7Rpny78
COPY
Start at 0:01
SHARE
SAVE
SUBSCRIBED
every organisation. It leads to number benefits
kforce and increased employee efficiencies.



Leveraging Technology for Employee Development
Watch later
Share
SAP Litmos
WEBINAR
Leveraging technology for employee development:
Key challenges and insights
Watch on YouTube
THE BEST RUN SAP
Embed Video
<iframe width="560" height="315" src="https://www.youtube.com/embed/tpXc7Rpny78" title="YouTube video player" frameborder="0" allow="accelerometer; autoplay; clipboard-write; encrypted-media; gyroscope; picture-in-picture" allowfullscreen></iframe>
Start at 0:01
EMBED OPTIONS
Show player controls.
COPY



Please see the YouTube help guide for more information.

Note: Users may not be able to view the content if the video is set to private.

Finding the Embed Link on Vimeo

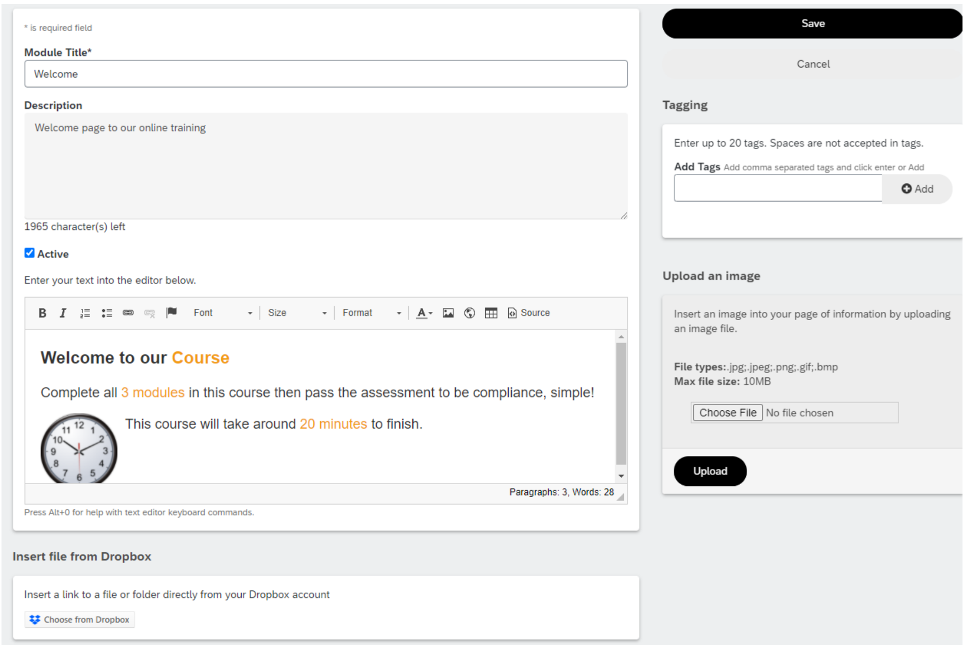
One of the most common sites to embed content from is Vimeo. To find the embed code from Vimeo:

1. Navigate to the video on Vimeo to embed.
2. Select the Paper Plane icon, located in the top right corner of the video.
3. Select "Show Options" to change the Video size and any other settings.
4. Copy the code from Vimeo and paste it into the "Embed text" field of an Embed module within Litmos.

PAGE OF INFORMATION MODULE

The Page of information module can be used to display text, images, hyperlinks, files from your Box or Dropbox accounts. If you use the Source view it is even possible to utilize full HTML, treating it as a webpage within your course.

Common uses for these modules are to introduce a course, separate sections of a course or to embed content from other website URLs using an IFRAME.



IFRAME Examples

IFRAMEs are HTML based therefore you'll need to switch to Source view, using the toolbar icon at the top right of the editor window.

- Use the code below to insert a You Tube video:<iframe width="560" height="315" src="https://www.youtube.com/embed/EfsgfcU1Xyo" frameborder="0" allowfullscreen></iframe>
- Or insert a page from a website, such as the page used to sell your courses within Litmos:

```
<iframe width="1000" height="1000" src="https://andym.litmos.com/self-signup/index"
frameborder="0" allowfullscreen></iframe>
```

During editing you will see a box with a red IFRAME label inside it, so to test the result save the module and click Preview Course.

POWERPOINT FILE AS A MODULE (PDF, WORD, AND KEYNOTE)

Import a PowerPoint file into Litmos using the media module. This module can also be used to import PDF files. If you are using Keynote, the file will first need to be saved as a .ppt before it can be imported into Litmos.

PowerPoint is still the dominant authoring tool for eLearning material. There are some very cool things you can do in PowerPoint if you know how so check the bottom of this article for tricks and tools of the trade.

All files imported into a media module will be converted into an online format to allow users who do not have PowerPoint to view the video. However, during this conversion, some features may be stripped from the file see below for more information.

Why does the audio, animations not play with my PowerPoint upload?

If your PowerPoint Presentation contains audio and/or animations content, these effects will be lost when your file is uploaded in to Litmos as a Presentation Module because after your file uploads, it's converted in to an online format so that it can be viewed over the web. This means trainees do not need to have PowerPoint on their computer to view the content. However, the downside is that the conversion process strips out the animations and/or audio so that the presentation becomes a static object.

What's the Solution?

If you want to upload a PowerPoint that contains audio and/or animations content you will need to first convert it to a Video file, then upload it in to Litmos as a Video module respectively.

Here are three easy ways to do this:

1. Use a PowerPoint to a video converter like the free one offered here by iSpringSolutions: https://www.ispringsolutions.com/ispring-free. This tool keeps all of the visual parameters, animation effects, slide transitions, audio narrations, video and other objects after the PowerPoint converts to a video file.
2. Use a screen recorder to record your presentation as it plays through, then publish the recording as a Video file and upload in to Litmos as a Video module. This blog post suggests some of the top screen recorders on the market, free or otherwise: http://www.litmos.com/blog/authoring-tools/top-screen-recording-tools and http://www.litmos.com/blog/authoring-tools/10-tips-for-recording-audio-on-screencasts
3. Export the PowerPoint file as a video file through PowerPoint (instructions below).

Why is part of my PowerPoint file missing?

This can be due to non-standard slide sizes which could be a result of custom slide size settings when a presentation is created in PowerPoint, or default settings when it is converted from Keynote to PowerPoint if you are using a Mac. This is easy to fix. How to fix will depend on whether they were built in PowerPoint, or whether they were built in Keynote (Mac) then converted to .ppt.

Here are the instructions for both cases:

PowerPoint 2007

- Go in to the presentation, click on the 'Design' tab, then 'Page Setup'. Change slide size to 'On-screen show (4:3)' and rename/save file. Now try to upload in to Litmos once again.
  Keynote conversion to PowerPoint Presentation
  You will need to ensure the slide resolution used in conversion is the same 4:3 ratio – either (800 x 600) or (1024 x 768). Here are Apple's instructions on changing slides from the default sizes: http://support.apple.com/kb/HT2925

Convert PowerPoint presentation to HTML5/ SCORM

- Alternatively, you can opt to convert your file from a .ppt/.pptx to a HTML5 SCORM file (.zip), which can then be uploaded in to Litmos as a SCORM module. To do this you can use many different tools but this one from iSpring can be downloaded for free from: https://www.ispringsolutions.com/ispring-free. Their

'PowerPoint to HTML5 Converter' is a PowerPoint plug-in specifically designed to preserve all aspects of your presentation through a conversion.

- *After downloading the free tool you will see 'iSpring Free' appears in your PowerPoint window as an extra menu along the toolbar. It is then simply a matter of opening your PowerPoint presentation and clicking on the 'iSpring Free' menu, then selecting to Publish it to HTML5 using their preset settings.

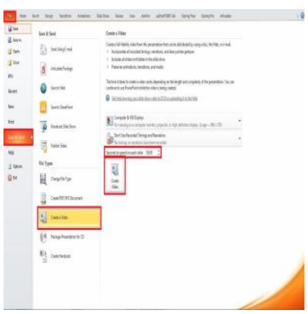
Exporting the PowerPoint as a Video File

There are many benefits to exporting a PowerPoint file into a .wmv video. Some of the main reasons include preserving audio and animation of the PowerPoint file.

To export the file as a video:

1. In PowerPoint, go to File.
2. Click Save & Send.
3. Click Create a Video.
4. Select the timing each slide should play.
5. Click Create Video.
6. Give the video a file name, choose where to save it and click Save.
7. Import the video into a video module within Litmos.

Note: Instructions are given for Microsoft PowerPoint 2010. Other versions may very.



Powerpoint Tips and Tricks for Training

Tom Kuhlmann's blog (@tomkuhlmann on Twitter) "The Rapid E-Learning Blog" which is attached to the Articulate product website. Here are a few of his posts to get started:

- How Walt Disney Would Use PowerPoint to Create E-Learning Courses
- PowerPoint Animations Made Easy with this Free Tool
- How to compress images in PowerPoint when it seems like things are getting sluggish

And some other articles and resources:

- Avoiding the Road to PowerPoint Hell

ARTICULATE - HOW TOS AND LINKS TO INFORMITIVE ARTICLES

Articulate How-To

Publishing a project for iPad or HTML5

Publishing a Project for LMS

Other Stuff

Quiz data sent to an LMS in Articulate Storyline

Troubleshooting LMS Issues

VIDEO OVERVIEW

Videos are one of the more popular of the module types to use in Litmos. Although creating a video module is similar to creating most other modules in Litmos, there are a few things to be aware of. For instructions on creating a module, see the How to Create a Module section.

Loading a Video

Video types supported in Litmos:

- .avi
- .wmv
- .mpg
- .mov
- .flv
- .m4v
- .mp4

Note: Although all video formats listed above are supported, the recommended file type to import is .mp4. This is because when a video is imported into Litmos it is converted into a .mp4. Importing a .mp4 will reduce issues during the conversion process.

All video files have a 1GB file size upload limit.

Video Options

Video width should be set when your video is smaller than 700 pixels wide. This is because if you import a video smaller than 700 pixels the video will be stretched which may result in a blurry picture.

Note: Once a video is uploaded with these settings, these settings cannot be changed unless the video is uploaded again.

Video quality is best set to "Use the source file bitrate and size." This is because when this setting is set, no change is made to the rate the video is played or the size of each image. All other settings will use that setting's default bitrate and size and may result in a blurry picture.

Note: Once a video is uploaded with these settings, these settings cannot be changed unless the video is uploaded again.

Passmark can be set to determine the amount a learner must watch a video before the video is complete. For example: If a 6 minute video has a 50% passmark, the learner must watch 3 minutes of the video before it will be marked as "Complete."

Note: It is not recommended to set the Passmark to 100% for any reason. It is not uncommon for learners to exit out of a video seconds before it ends, resulting in the video having a status of "In Progress" for that learner.

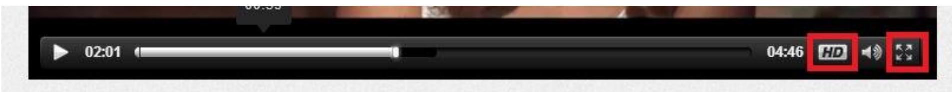
Viewing a Video

All videos are played within a third party tool, JW Player.

Videos may be expanded to full screen by hovering over the video and selecting the arrows pointing out icon in the bottom right corner.

If the user has low internet speed it may cause the video to buffer or load. This can be fixed by changing the Quality Level. This can be achieved by hovering over the video and selecting the HD button. This option is only available for videos that have the video quality set to "Use the source file bitrate and size" and have been loaded since February 5, 2013.

Bookmarking works across systems. This means if the learner leaves the video partially through and they resume the video using any device or browser, their viewing progress will be saved.



Frequent Video Issues and Questions

When is a video module considered complete?

A video module will be set to complete as soon as the video has reached the passmark of video set in the settings. By default this will be set to 95%.

For example, if a video length is 4:00 and the passmark is set to 50%, the video will be marked complete at 2:00.

If the user skips to the 2:00 mark they will be marked complete. To prevent this disable fast forwarding.

My video looks fine when played locally but is blurry when I watch it in Litmos. How can I fix it?

Videos may become blurry if they are playing at a different bit rate then the original video or is stretched beyond it's original size. This can be fixed by using the correct settings. See the Video Options section above to fix this issue.

The video keeps loading. How can I watch the entire video through?

If a video is loading and not playing all the way through, it is likely that your internet speed is to slow. To keep this from happening change the video quality. For more information see the Viewing a Video section above.

When I played a video I received an error message reading "An Error loading Media: File could not be played." How can I fix this?

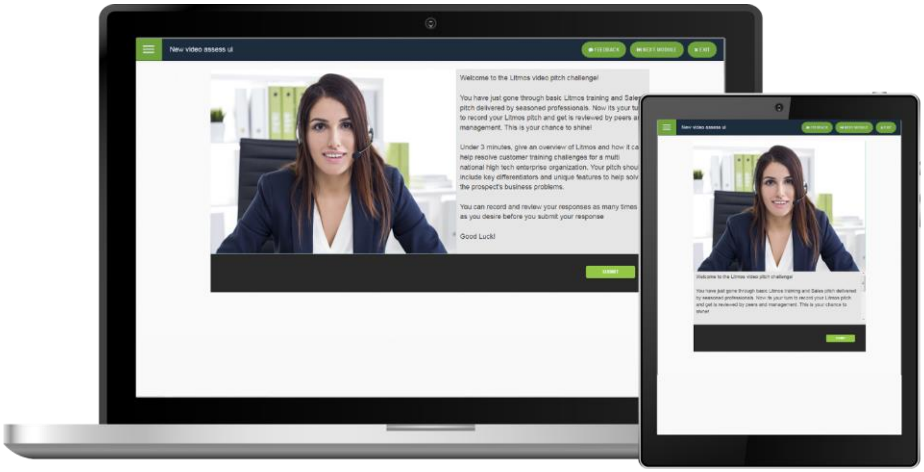
There are a few reasons as to why this may be occurring. The quickest and easiest solution that fixes this issue 95% of the time is to open the video in a new browser. If all users are receiving this error then check the video settings and contact support.

When I open a video module nothing happens. How can I fix this?

The most common solution to this issue is to clear your cache.

VIDEO ASSESSMENT MODULE TYPE OVERVIEW

A Video Assessment is a module type that can be added to a course. When a Video Assessment is added to a course, all Learners assigned to that course will upload a recorded video into that module that fulfills the directions listed for that Video Assignment. The Video Assessment can be recorded in the module itself, or it can be pre-recorded and uploaded. Once the video is uploaded, reviewers can give comments and grade the video and it will require module marking by an Administrator. Comments can be submitted to the Learner and the video can be rated, reviewed or marked.



Video Assessments are reviewed manually whereas AI Video Assessments are also analyzed using AI to determine the rate of speech, use of keywords (those you want included/excluded) and overall sentiment analysis as well.

Creating a Video Assessment

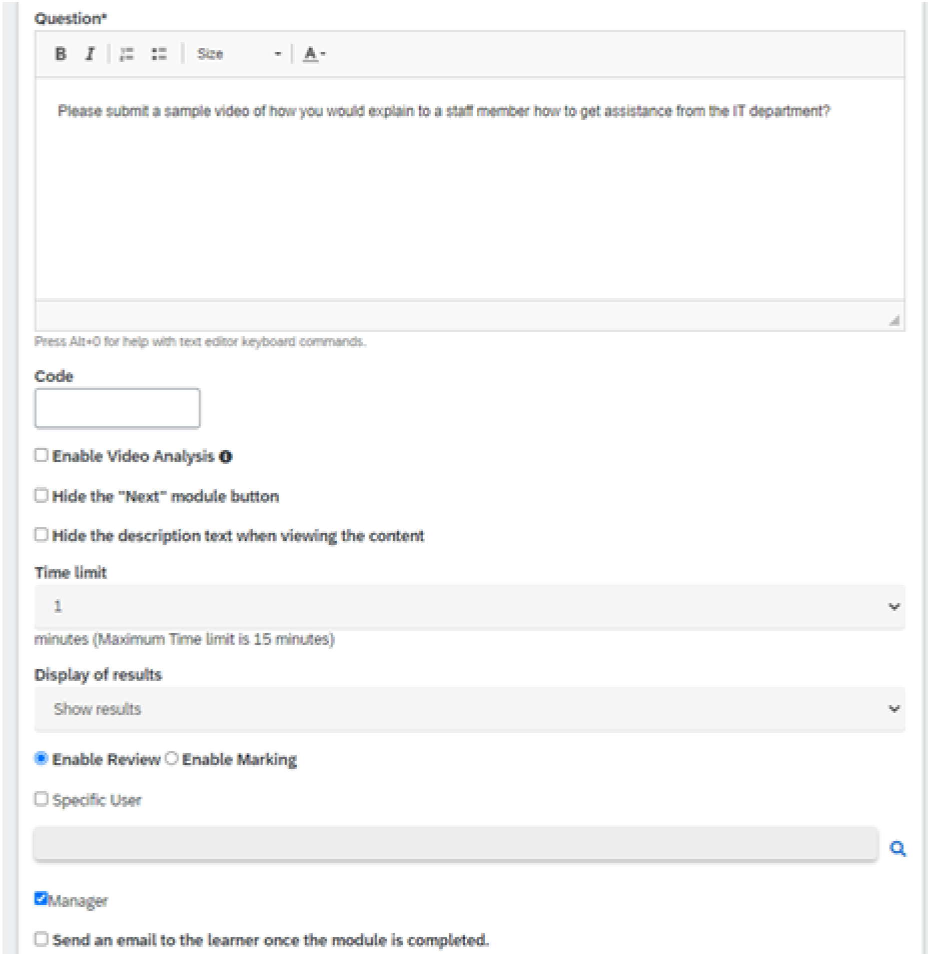
1. If Video Assessments have not been enabled for the account, as an Account Owner navigate to Accounts > Litmos Features > Enable Video Assessments.
2. From within the "Content" section of a Course, select "Create" and then select "Video Assessments".
3. Give the Module a title and the text or question describing the exercise to the Learner. Description is optional.
4. Edit any additional settings and click Save. The additional settings are optional. See below for more details.

Note: Video Assessments is a Premium feature and may be purchased at an additional price. The AI analysis feature is available with this purchase

Video Assessment Settings

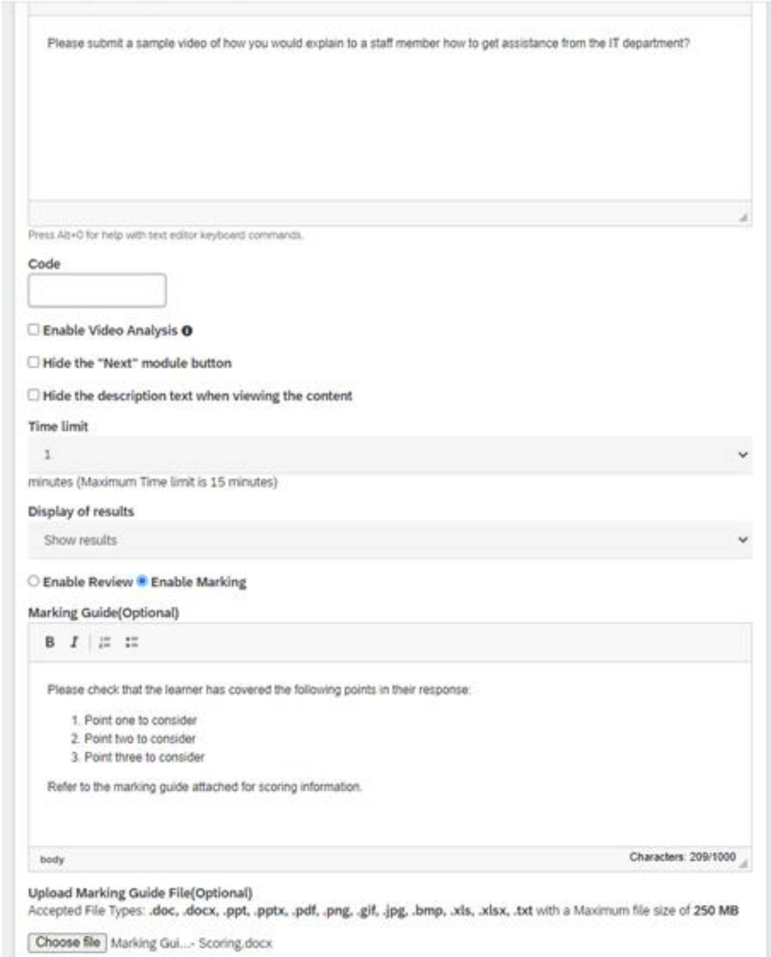
- **Time Limit -** The amount of time a Learner will have to make a video. The learner will be prompted with this limit upon opening the module and a countdown will be shown while the recording is in progress. The maximum time limit is now updated to 15 minutes.
- **Display of Results -** If checked, the Learner will be able to view the rating(s) and comment(s) given. All ratings and comments shown to the Learner will be anonymous. The results will be available after the module has been marked by and Administrator or Team Leader.If unchecked, the Learner will not be able to review the rating(s) and comment(s).

- **Review/Marking Options**



If neither option is selected, when the video is submitted by a learner it can be rated.

- *Enable Review* - When this option is checked, email addresses can be selected,from the pop-up list, and/or 'Manager' can be selected, to receive an email when a Video Assessment has been completed by a Learner. These emails will include submitted video along with the ability to give a rating and a comment (review). See the "Reviewers" section below for more details.
- *Enable Marking*-If Enable Marking is selected, a marking guide file can be uploaded and/or marking guide text added when creating a question. These will be displayed to the marker when reviewing the responses submitted by a learner.

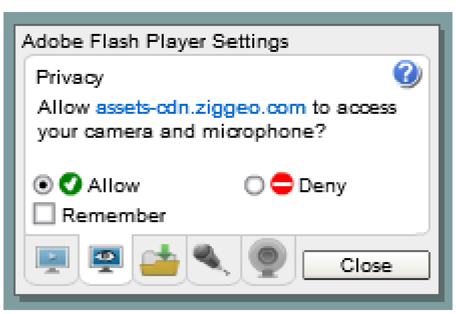


- **Enable AI Analysis** - When this option is checked, Video assessments will be auto-marked and 'Machine analysis score' provided for Learners and Administrators review. Admins can review the videos submissions alongside the machine analysis scores to decide on final scores, feedback and completion statuses. If unchecked, the module will behave as a regular video assessment. See the AI Auto-marking of Video Assessments section for more information.

Taking a Video Assessment as a Learner

When the learner launches a Video Assessment module, the learner will see the use case instructions set by the creator of the content. They will click the record button, record their video based on the use case, choose a thumbnail for the video, and then Submit the video. The learner will also have the option to upload a file. The file limit is 500MB, and the file types accepted: mp4, mpg, avi, mov, mkv, wmv, ogv, webm, and flv.

Note: The learner may be prompted to access their camera and microphone. The learner must select "Allow" to proceed in recording a video.



Reviewers

If the settings of the Video Assessment has Reviewers enabled, Admin can select 'Specific User' to add email addresses and/or 'Managers' to receive an email with the video and that user can provide their comments and rating. Managers will only receive the video assessments of their direct reports and no one else.

Once the video has been rated by an administrator by using the Marking Required feature (see below) or that link has been used to review the video, the video cannot be reviewed by Reviewers anymore.

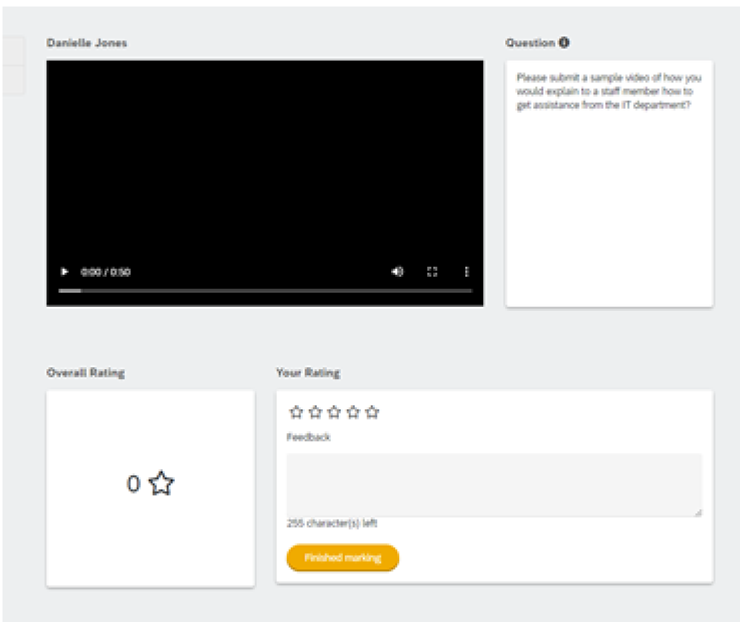
Marking Required

The completion trigger will occur when an admin marks the module through the Marking Required feature from within Litmos.

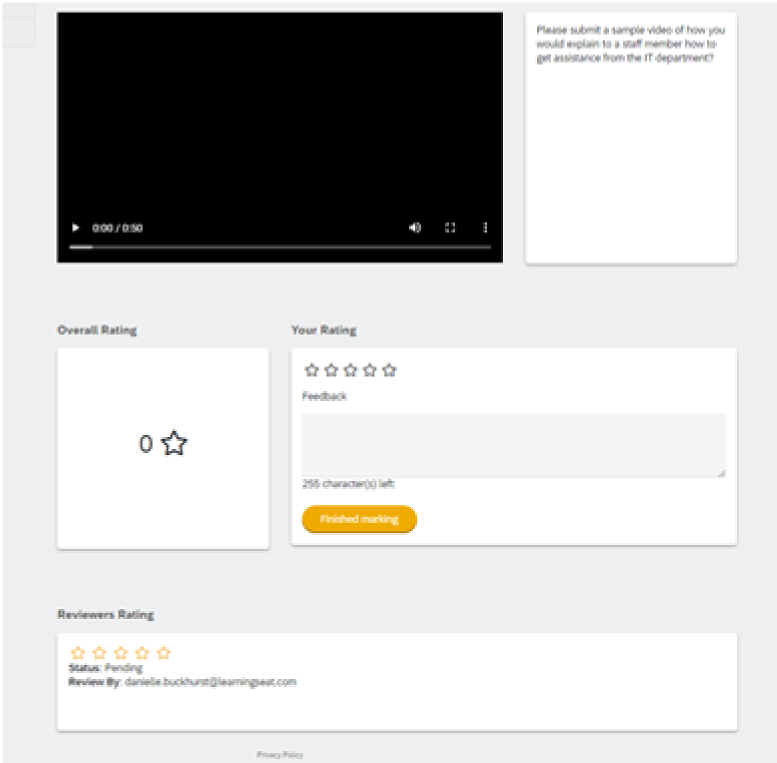
Marking Video Assessments can be found in:

- Dashboard
- Marking column in reports
- Next to the module within the course

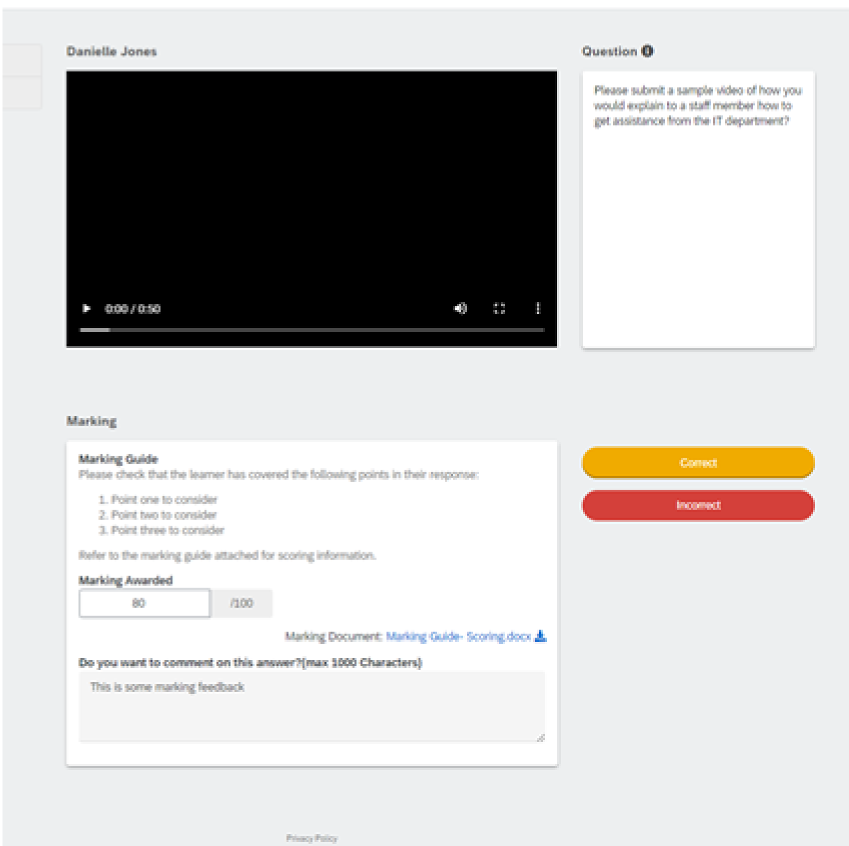
When no option is selected the marker can rate the video uploaded.



When Enable Review is selected, the marker can add feedback and rate the video supplied. Review allows multiple Administrators to rate and provide feedback. This is averaged for the Overall rating.



When Enable Marking is selected for the Video Assessment, the marking guide text is displayed and the marking document can be accessed. The learner is given a mark out of 100 (%) , in this example 80 out of 100. The Marker can also add feedback and mark the question as correct/incorrect.



This is the learner view of a marked video assessment with ratings (Enable Marking selected by Admin) displaying the feedback, mark and pass or fail status.

Please Note: The marker will determine a fail or pass. This is not automatically determined by the system as different assessments may require different standards or levels of competence in order to be deemed sufficient to pass.

When the assessment is an AI Video Assessment, the AI analysis will also be displayed in each case.

VIDEO MODULE - CLOSED CAPTIONS

What are closed captions?

Closed captions allow text to display over the top of a video while the video plays. The text that displays will be configured to display at exact segments of the video. This must be done by producing a text transcript file, which will be uploaded into SAP Litmos Training with the video so that the text can overlay the top of the video by a Learner who chooses to use the [cc] button for closed captions. Once a Learner clicks the [cc] icon, a list of languages will appear depending on which languages offer closed caption transcripts for that video module.

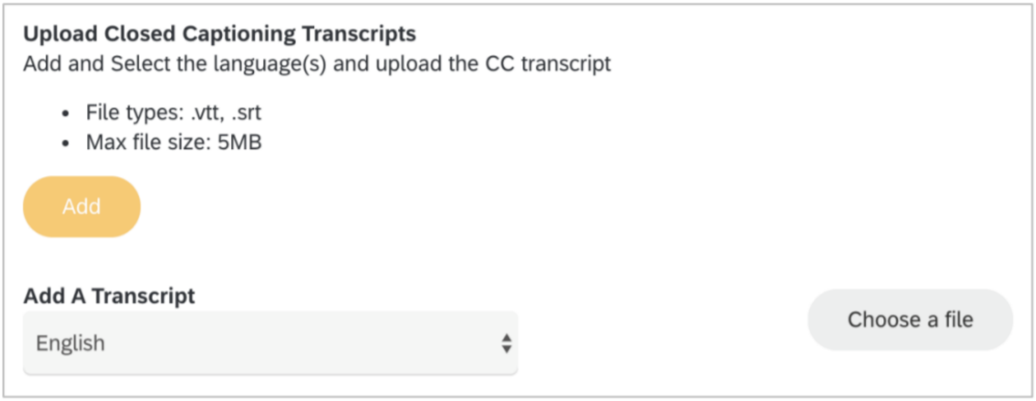
Closed captioning is useful for organizations that may want to use a single video for multiple languages. Once an Administrator uploads one or more text transcripts (one for each language), a Learner can choose to have the video display text over top of the video for translation purposes. Closed captioning is also useful for organizations who may want to assist Learners that are hearing impaired or may need assistance overcoming visual learning disabilities.

What files are used for closed captioning? What files and file sizes will Litmos support?

The two types of files that will be supported as closed caption transcripts are SRT and WebVTT files. The transcript file size can be up to **5 MB**.

Where do I upload closed captioning files with a video module? How do I align a language to a transcript file?

Once a video has been uploaded as a Module in a Course, an Administrator can click into edit module settings to upload closed captioning transcripts for the video; multiple transcripts can be added to that video by adding one file at a time.



One transcript is allowed per language for each video module.

How do I test the closed captions once the transcripts are uploaded?

Closed captions can be previewed as Admin previewing the course or as Admin previewing the video module from the module settings.

Are closed captions supported on the native mobile apps and will closed captions work with offline videos?

Closed caption transcripts will be supported for videos on the mobile apps and for offline videos that have transcripts.

Important Notes:

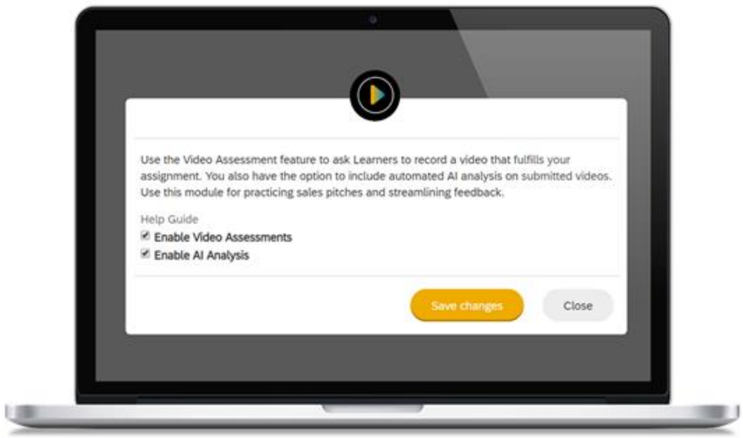
- Copying the module as an Administrator will not copy the transcripts.
- Up to five languages will display in the closed caption list that appears after clicking the [cc] button; the learner must scroll to view more languages in the list.
- Closed captions are not supported with 360 immersive videos.

AI AUTO-MARKING OF VIDEO ASSESSMENTS

Video assessment modules now has the ability to support auto-marking of Video assessments and provide a 'Machine analysis score' for Administrators and Learners. This allows learners to review their video assessments before submitting and admins the ability to review the videos submissions alongside the machine analysis scores to decide on final scores, feedback and completion statuses.

Enabling this Feature

An Account owner navigates to Account > Litmos Feature > Video Assessment feature to enable this feature. Admin has the option to turn the feature on or off for individual video assessment module on need basis.



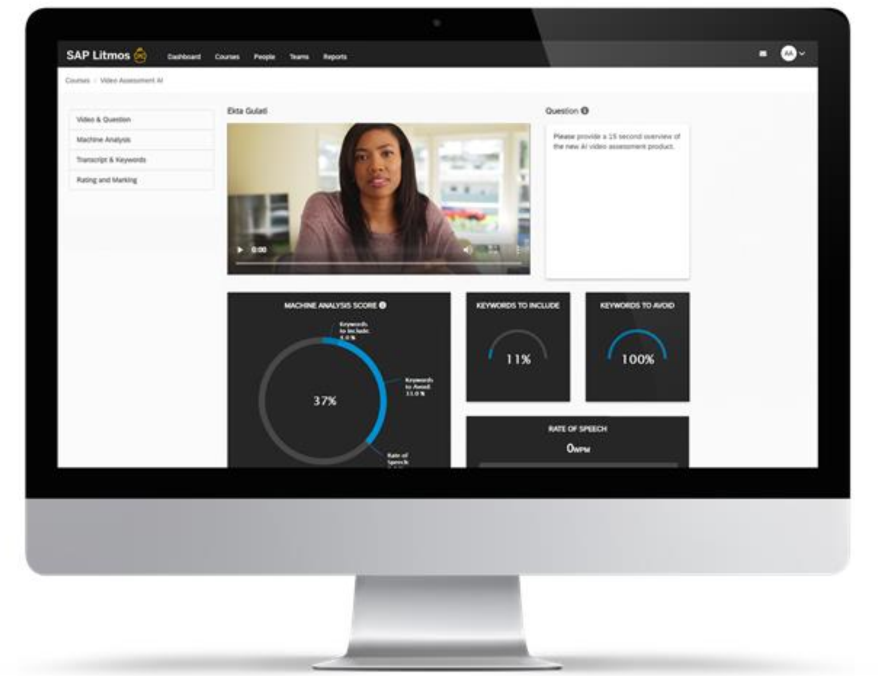
Admin experience

Administrators will be able to 'enable video analysis' on video assessment modules and and set keywords to include and avoid at the module level. Admin can now set the max time limit up-to 15 minutes. Keywords should be entered as separate single words and should be separated by commas with no sapce.

NOTE:

- Once the AI setting for a module is enabled or disabled it is not recommended to update the settings as this will affect the learner's experience who are already assigned to that module.
- A sentence will not be considered as a single keyword.

Once learner submits the video the administrators will be able to access submitted videos along with the machine analysis scores for each submission. The Administrator can then review the videos alongside the machine analysis scores to decide on final scores, feedback and completion statuses for the submissions. Once the Admin completes the markings, the machine analysis will not be needed and is no longer available to review for those video assessment attempts



NOTE:

- Machine analysis for Video assessment is only available to the reviewers that are logged into the system.
- Once reviewer completes the markings, the machine analysis will not be available to Admin for those video assessment attempts.

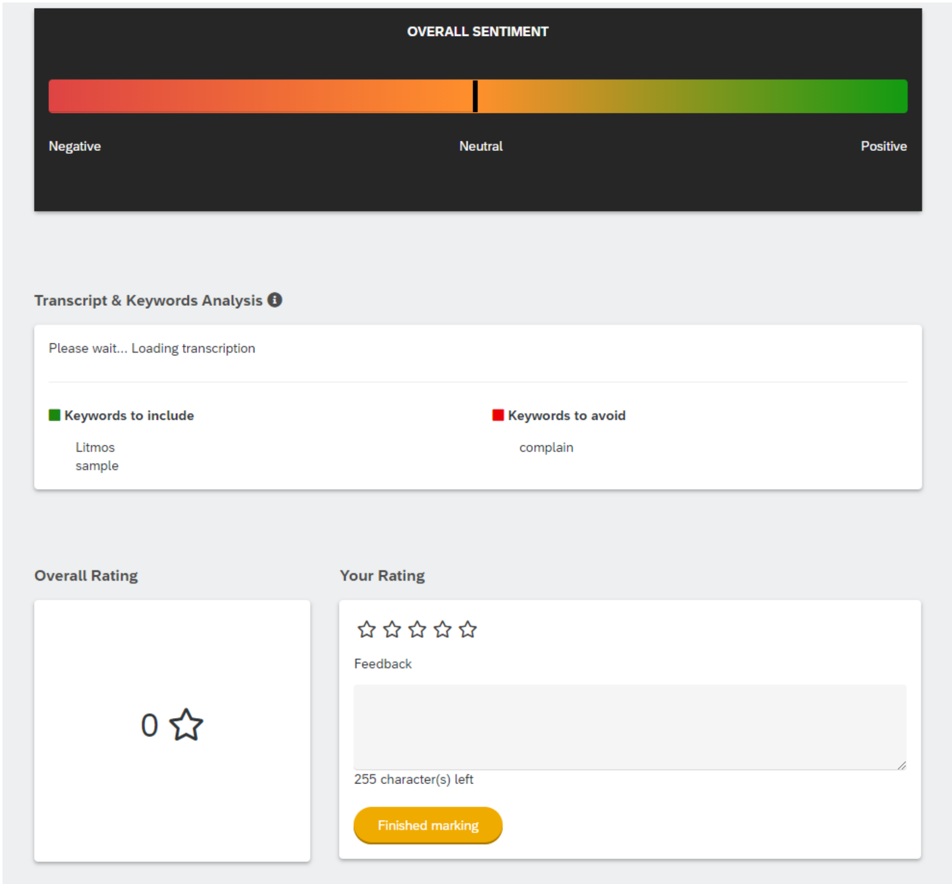
Marking Required

The completion trigger will occur when an admin marks the module through the Marking Required feature from within Litmos.

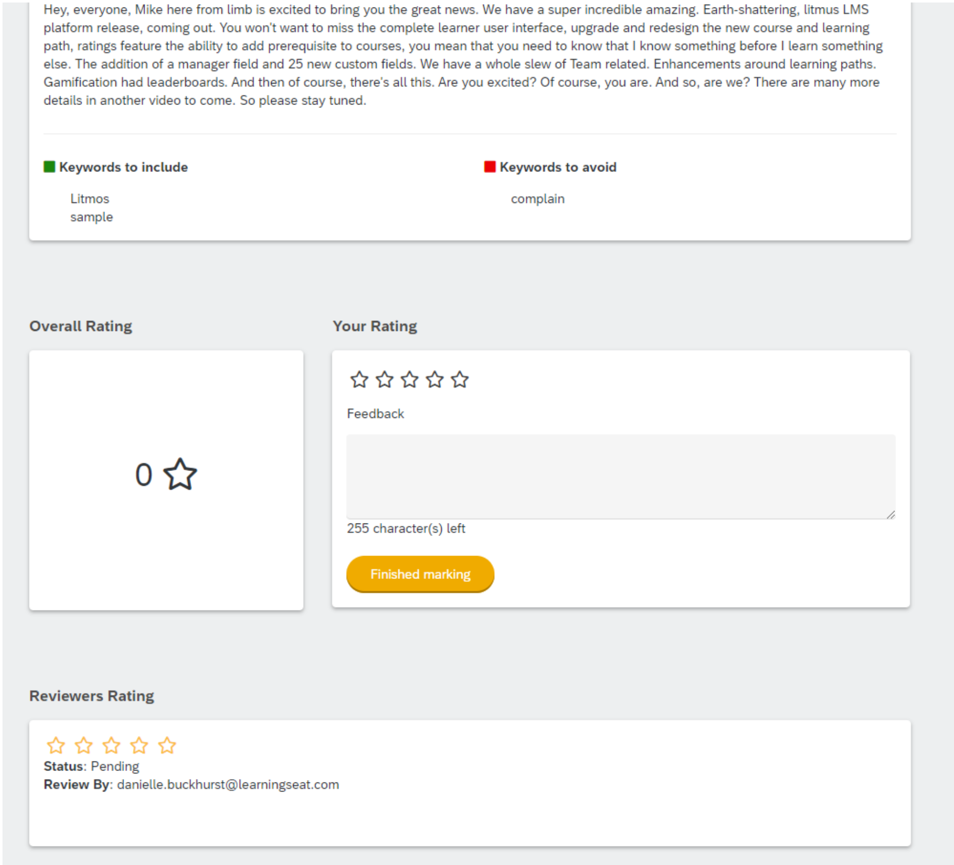
Marking Video Assessments can be found in:

- Dashboard
- Marking column in reports
- Next to the module within the course

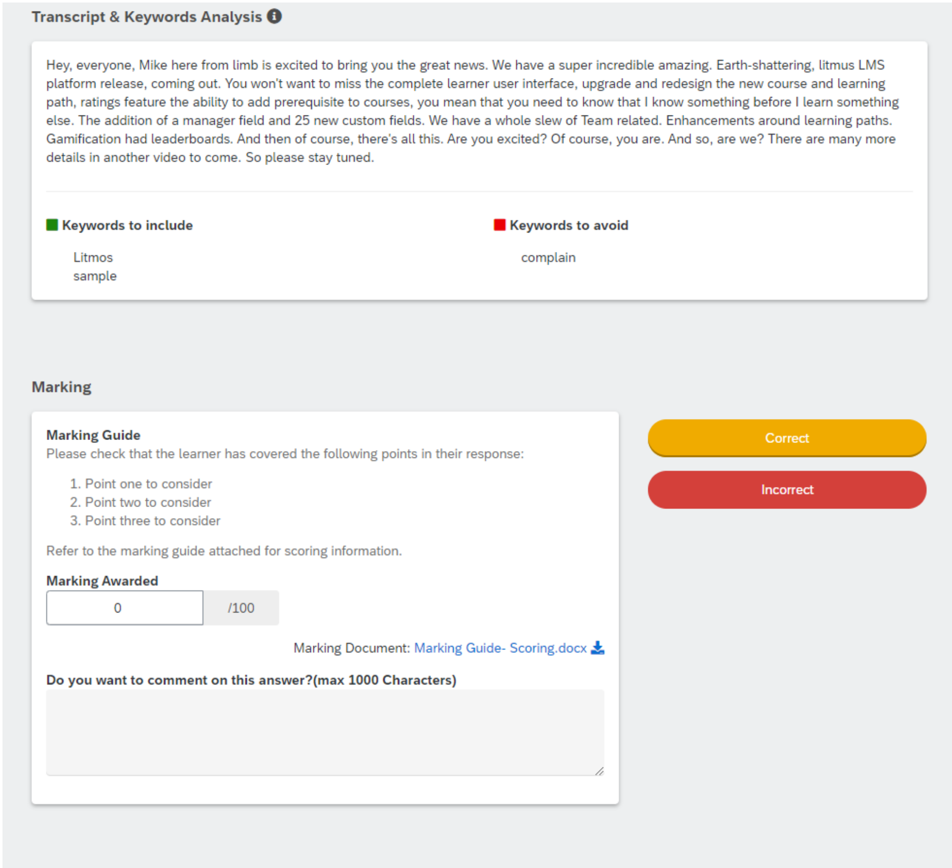
When no option is selected the marker can rate the video uploaded.



When Enable Review is selected, the marker can add feedback and rate the video supplied. Review allows multiple Administrators to rate and provide feedback. This is averaged for the Overall rating.



When Enable Marking is selected for the Video Assessment, the marking guide text is displayed and the marking document can be accessed. The learner is given a mark out of 100 (%) , in this example 80 out of 100. The Marker can also add feedback and mark the question as correct/incorrect.



This is the learner view of a marked video assessment with ratings (Enable Marking selected by Admin) displaying the feedback, mark and pass or fail status.

Please Note: The marker will determine a fail or pass. This is not automatically determined by the system as different assessments may require different standards or levels of competence in order to be deemed sufficient to pass.

When the assessment is an AI Video Assessment, the AI analysis will also be displayed in each case.

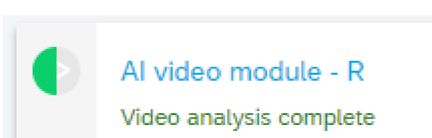
Learner Experience

Learner can record or upload their video assessment module and self- review the video before submitting for Admin review.

Once learners record or upload their video assessments and click “analyze video”, learners will be prompted to ‘analyze and continue the course’ to initiate and allow machine analysis time to process the transcript.

Note: A 15 minute video will take on average 7-10 mins process but could take longer in some instance.

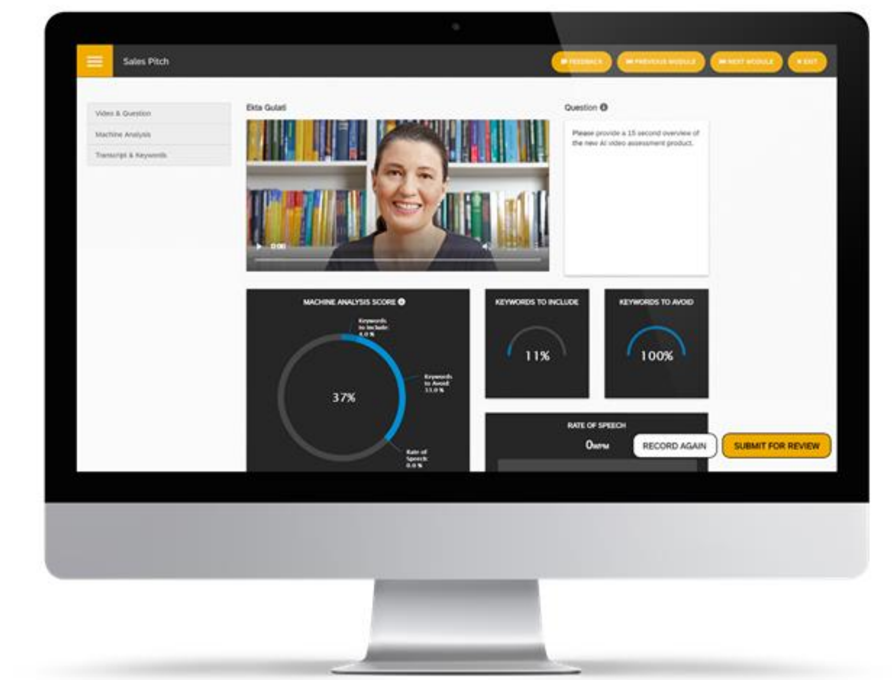
The learner will have to navigate back to the module listing within the course to view the machine analysis once the analysis is complete. Learner will see the machine analysis progress as 'Video analysis processing' or 'Video analysis complete' which is auto refreshed every few seconds so the learners see the latest update.



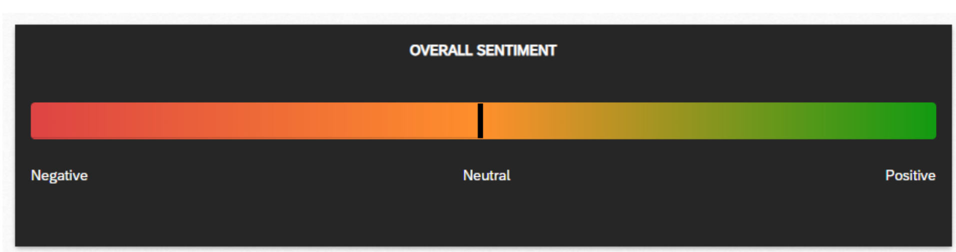
AI analyzes the learner’s transcript for emotional sentiment, rate of speech and keywords that the admin has configured.

- Machine Analysis Score is sum of

1. Keywords to Include : Checks to see if the transcript has all the configured keywords to include.*Partial keyword matches will not be included in the Machine analysis score.* Scores based on unique *keywords to include* in transcript divided by *keywords to include* defined by Admin
2. Keywords to avoid: Checks to see if the transcript has any of the configured keywords to exclude. *Partial keyword matches will not be included in the Machine analysis score.* Scores based on total *keywords to avoid* minus unique *keywords to avoid* in transcript divided by total *keywords to avoid*
3. Rate of speech: Checks the rate of speech on the video and assigns the scores based on the tier values. Note: The tiers are based on general best practice and considers the conversational speech as the ideal range (120 to 180 WPM).



- Overall Sentiment - Checks the tone of the Learner’s transcript to determine the Learner's sentiment and reflects on the progress bar.



Note:

- Translations are currently only supported for English language.
- For Mobile users the AI Video Assessment feature is only available on the on mobile browsers, it is not available SAP Litmos App .
- Partial keyword matches will not be included in the Machine analysis score

HOW CAN I SAVE MY GOTOMEETING, GOTOWEBINAR OR GOTOTRAINING RECORDING AS A LITMOS MODULE

Generally you can upload your published recording directly as a Litmos module. In some instances the GoToMeeting, GoToWebinar or GoToTraining recording may fail uploading as these products use a propriety video codec that Litmos cannot read. If this occurs you can try the following work around as suggested on this site: http://glenndcitrix.wordpress.com/2010/04/06/convert-recordings/ .

1. Go to http://www.any-video-converter.com/ and download and install the Any Video Converter
2. Launch the Any Video Converter
3. Click on “Add Video” and select your recording (Windows Media Player file)
4. Click on profile at the right and select Flash Video (*.flv)
5. Click on the “Convert” button
6. Once the conversion has finished a new flv file is created which can be uploaded into Litmos as a video module

HOW TO PUBLISH A CAMTASIA RECORDING THAT CONTAINS QUIZ QUESTIONS

If you have a quiz or survey embedded in to a Camtasia presentation, then you will need to “Produce video as” an “MP4/SWF - Flash output” format. Then make sure to enable SCORM reporting if you want to track the learner results in your SCORM compliant LMS. What you will end up with after publishing is a .zip package which you can then upload in to Litmos as a SCORM module. This way learner responses to questions are tracked in our Reporting area.

Check out the functionality overview directly the Techsmith website: https://www.techsmith.com/tutorial-camtasia-quizzing.html

Production settings to track learner results in the Litmos LMS

In the above-linked video, there is a chapter entitled “Production”. You will want to watch this and follow their directions to 1) Check the box “Enable video in to HTML” then 2) Under the “Quiz & Survey Reporting” click “Options” and 3) Fill the radio button next to “Report score using SCORM”. Select your reporting preferences – SCORM 1.2 for Litmos and your desired completion requirements – then carry on to publish your project.

Once the .zip package is ready, upload it in to Litmos as a SCORM module. Easy!

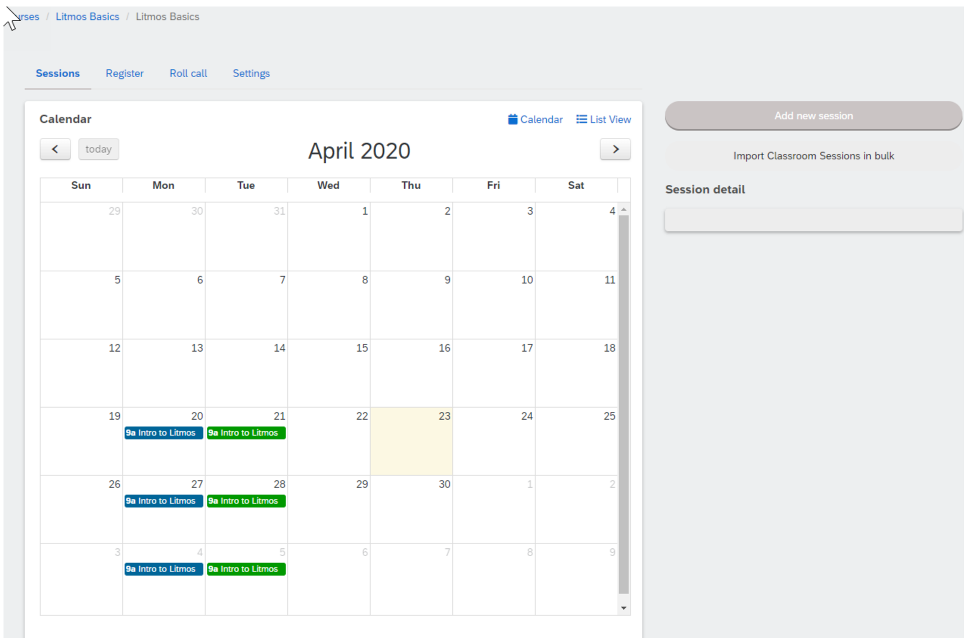
ILT – INSTRUCTOR-LED TRAINING MODULE OVERVIEW

What defines an ILT Session?

An ILT Session is a single curriculum or subject which is presented to learners in a module within a course. The module will become complete for the learner once the learner has attended/completed a session. A session can be a one-day event (Single Day Session) or can span over multiple dates/times (Multi-day Session). A session will always build on the information previously presented during the session. When you have more than one session in a single module, each session will have the same curriculum but each session may occur at different times, giving learners the option to register for the session most convenient for them. If a learner is to complete two separate (different) curriculum, the sessions would be created in two separate modules.

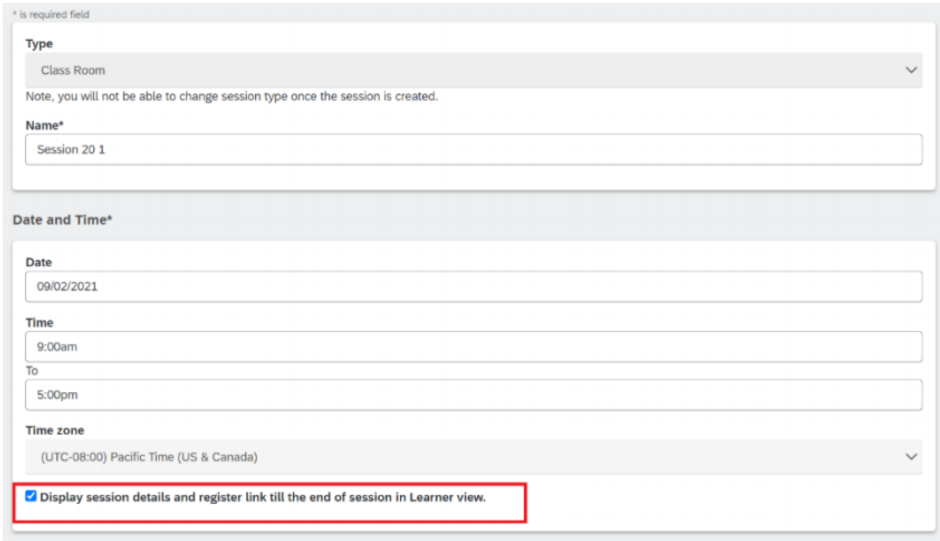
Example:

In the ILT Module called "Intro to Litmos", this training session takes place three different days over three weeks, which makes it a Multiday session. Because we have many of people who need to attend the training we will offer two separate but identical Multi-day sessions, one on Mondays and one on Tuesdays. Both sessions will cover the same training, so both sessions will be created in just one module. The learners will choose one of the multi-day sessions, and after attending all three days of the session, their module will become complete after 'Roll Call' is processed. (Roll Call tab is discussed farther below)



To Add an ILT Module and Session

1. Create or navigate to the course where you want to put the ILT,<Add Modules,>Create,>Live Session or ILT,>Title the Module and add a Module Description, then Save.
2. Fill out the "Create a new live session" form including location, date and time, instructor. Do not select Recurring Session unless the same curriculum is to be offered repeatedly.
3. 'Display session details.....' option to allow learners to register to in-progress sessions until the end of the session. This is an optional setting that could be enabled during the session scheduling process. Note that when this setting is enabled “Close Registration x Day(s) before session will be disabled”.



4. Seats Available - Once this number has been reached, learners can no longer sign up for that session. (At this point, only Admins/ instructors will be able to manually add learners to this session)
5. Waitlist: When enabled learners are added to the waitlist when seat limit is reached. Waitlisted users will have ,waitlist timestamp, reflecting the exact time the learner joined the waitlist. Waitlisted users can be added to the session in the order they joined the waitlist.

Adding multiple dates to a session (Creating a Multi-day session)

After a Single Day Session is created, navigate to the session and click Edit,>Select 'Add new day' or 'Add bulk Days',>Fill in the required session information and Save.

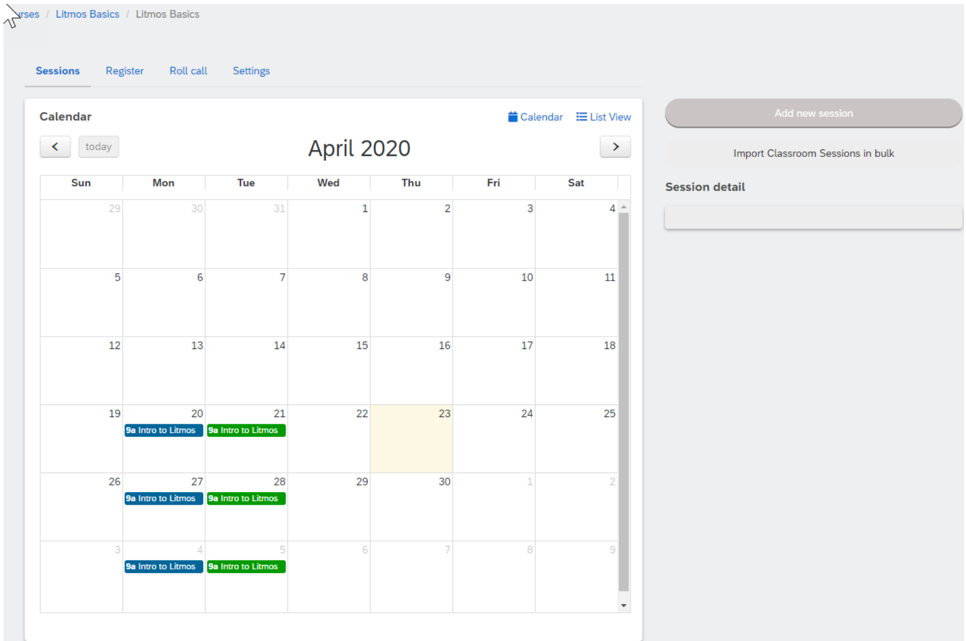
Administrators can also perform conflict checks on multi-day sessions before scheduling days in bulk.

Once a Session is created you will be able to manage the Session through the four tabs listed below

Sessions subtab

Once the ILT module has been created in a course, the Calendar view in the Sessions sub tab will be the default tab when the module is accessed.

Additional sessions for the same module can be added by selecting the "Add new session" button. Each course will be color coded and appear on the calendar along with all ILT module sessions the user is an instructor for. To see who has registered for each session select roll call next to each session in the List View in the Sessions tab.



Registration (Register) subtab

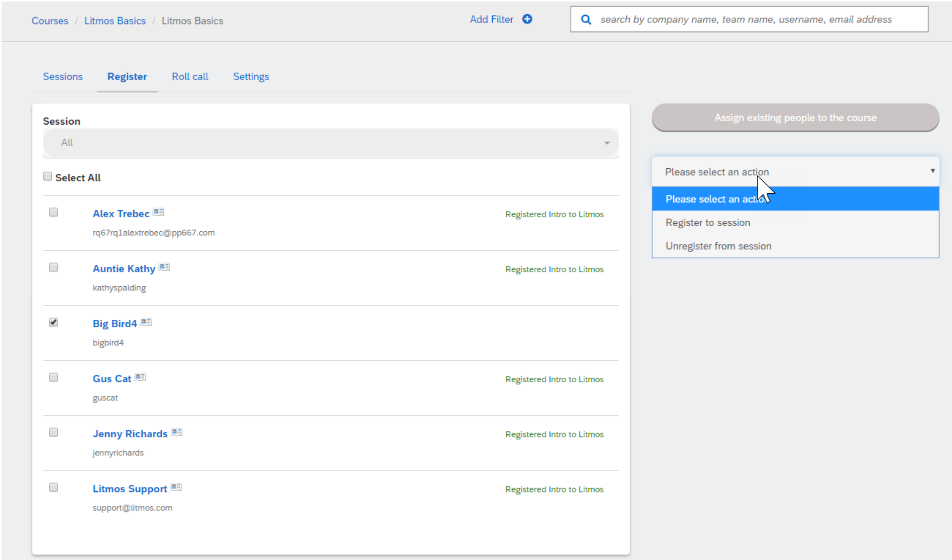
Assign the Live Session to users and view which of the assigned users has registered and completed the module.

Select "Assign to existing people to the course" to assign users to the course from within the ILT module at the Registration subtab. When assigning a Course with an ILT Session in it, a user will not be enrolled until they have Registered or until an Administrator has enrolled (Registered) the user by selecting the box next to a user's name and selecting Register to session on the right. If an Administrator has enrolled a user, the user will be able to decline and choose another session.

Admins can also choose the session specific view where they can select "Assign to existing people to the session" to assign users to the specific ILT session. Users will be registered to a session and to the course by selecting the box next to a user's name and selecting Register to session

Inactive Users: When a user is made inactive, they get unregistered from any future Sessions. If the user is reactivated they will not be automatically re-registered to the future session(s). Inactive users will not be unregistered from past sessions, however the user won't appear in the Register and Roll call tab. If the user is reactivated, they will again show Registered to those past ILT sessions and appear in the Roll call as well.

Note: If an administrator does not Register a user to a session, the user will be able to choose which session they would like to attend by navigating to the course and selecting the session or from the course assignment email.



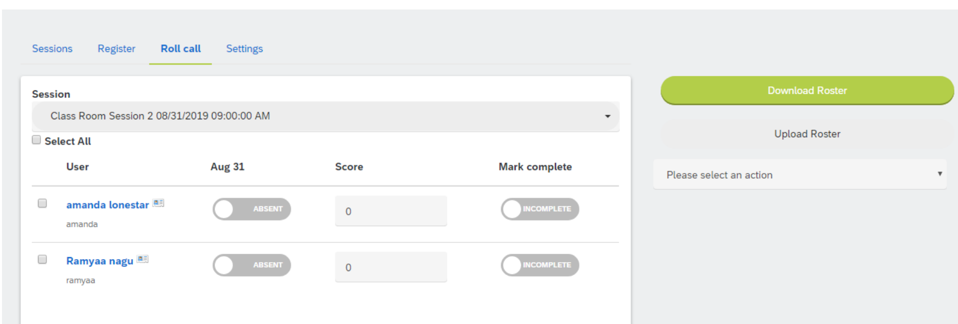
Roll Call subtab

View who has signed up for each session, keep track of which sessions each user has attended, give them a grade and mark complete. Change the session you are viewing by selecting the session from the dropdown menu. If you need to, download the roster in a CSV format.

Rollcall can also be bulk updated through the UI. This allows admins to mark learners attended or absent and mark them complete or incomplete with ease. Score cannot be bulk updated through the UI.

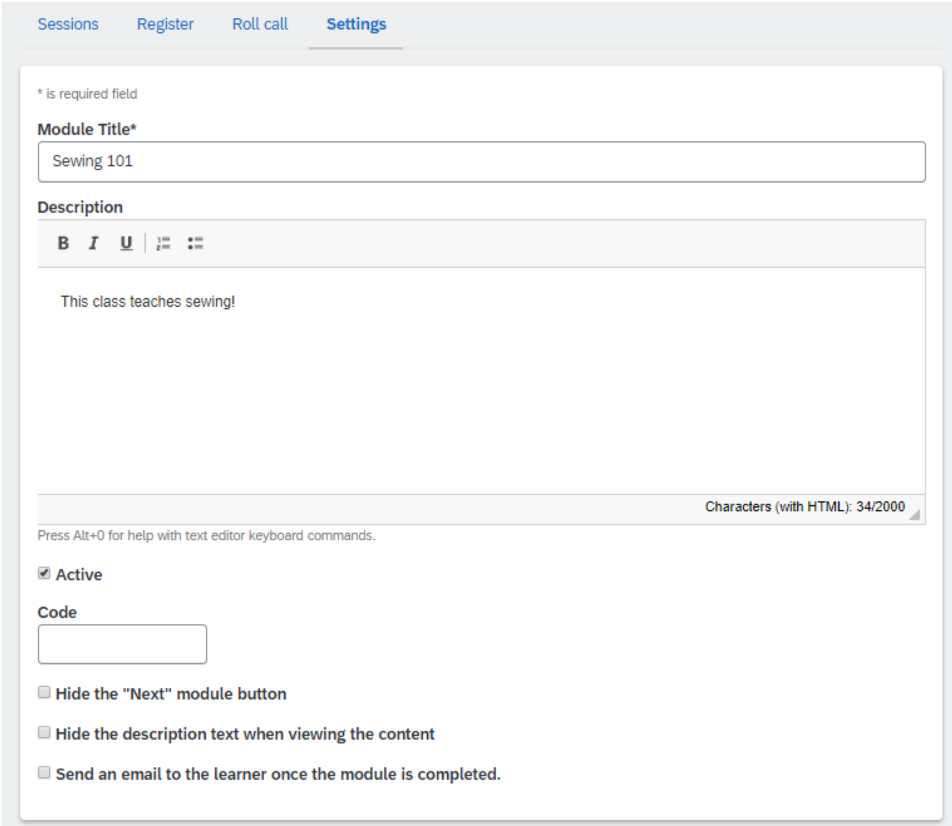
Inactive Users: When a user is made inactive, they get unregistered from any future Sessions. If the user is reactivated they will not be automatically re-registered to the future session(s). Inactive users will not be unregistered from past sessions, however the user won't appear at all in the Register and Roll call tab. If the user is reactivated, they will again show Registered to those past ILT sessions and appear in the Roll call as well.

Note: If a Roster is uploaded with users who are not registered for a session, those users will be ignored. This feature will not register them for a session



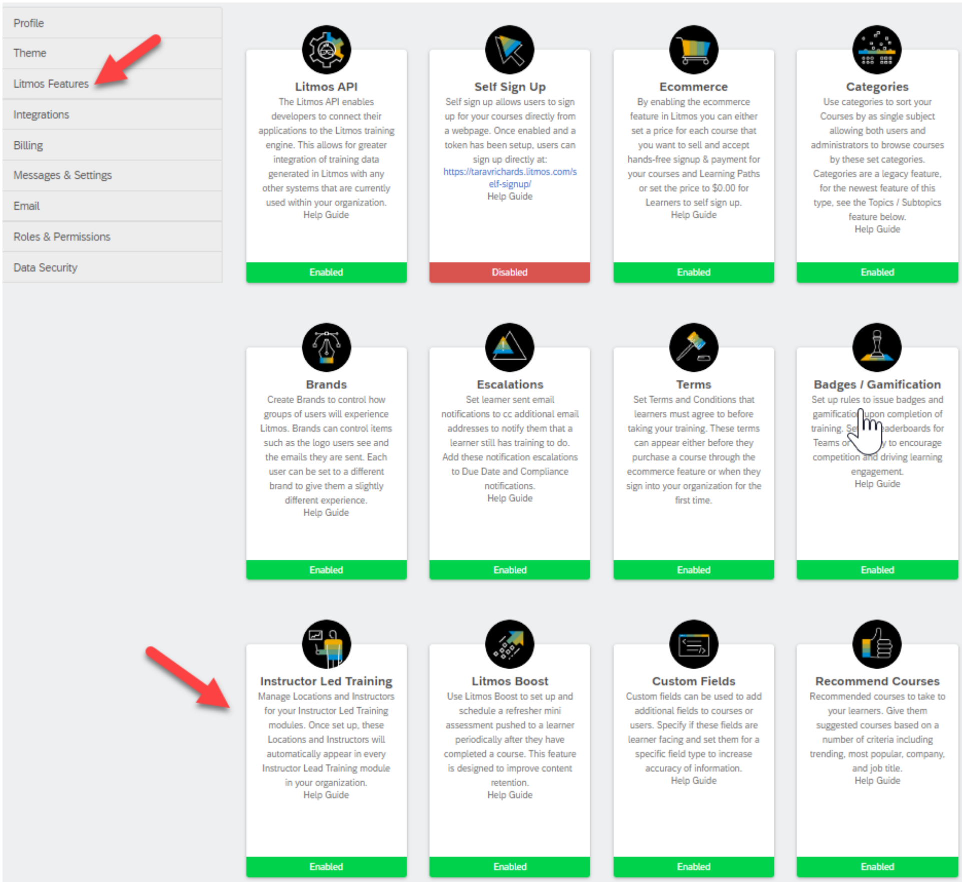
Settings subtab

Change the Title, description, code, settings or delete the live sessions.



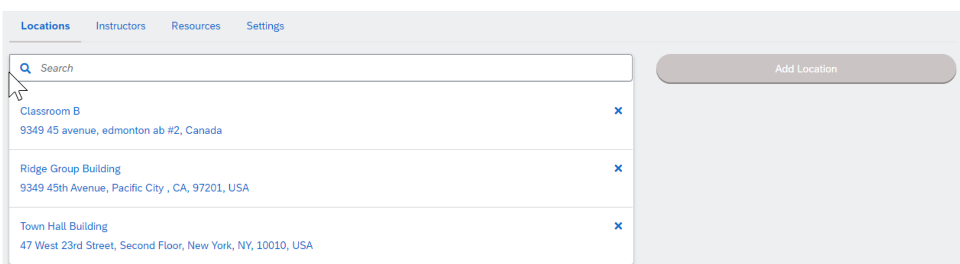
Navigate to Account --> Features --> Instructor Led Training to create and access these ILT management lists:

- Location list
- Instructor List
- Resource List
- Additional Settings

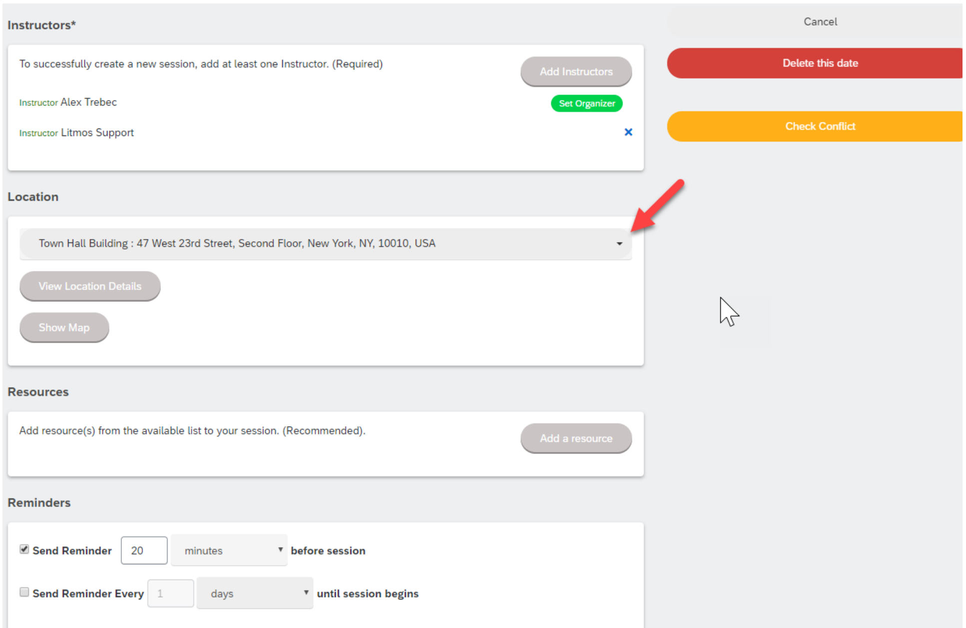


Location List

It's important to add locations to this master Location list so that these locations appear to Admins when creating an ILT session. This way, the Administrator knows this location is available to select by default. Admins can also search on locations and update as needed.

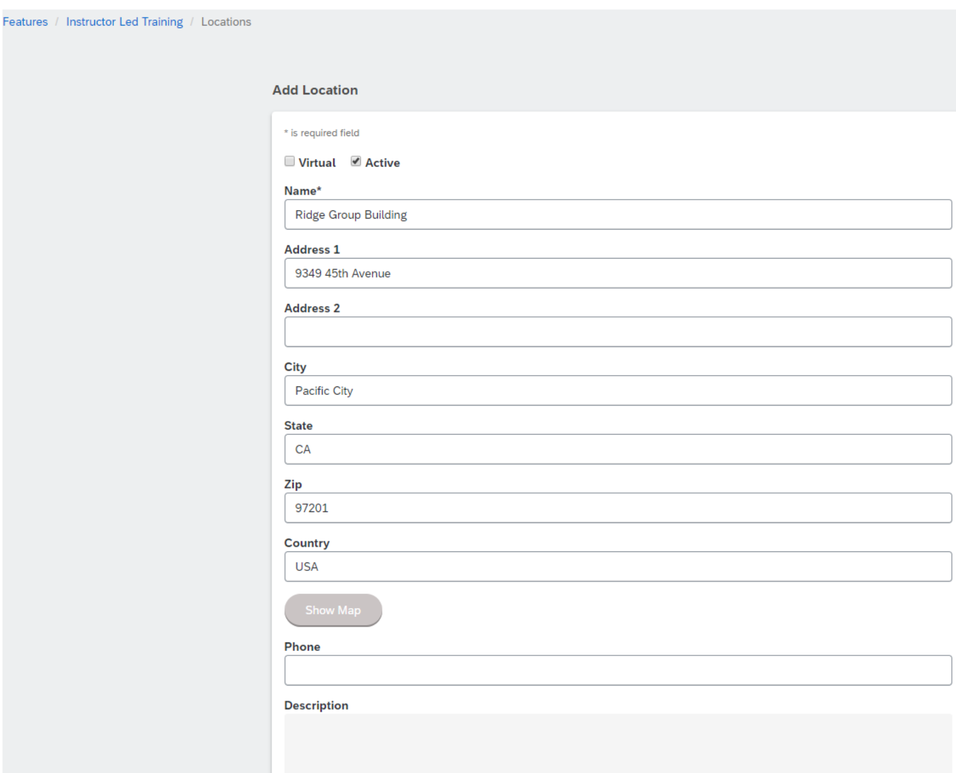


Example of choosing a location while creating an ILT session. A search option allows the admins to find the relevant session quickly and with ease:



When adding a location to the master list of ILT locations for the account, be sure to add as much detail as possible so that the Administrator can "View Location Details", which is most helpful during the scheduling process:

Location details added to Master Location List:



Instructor List

To add an Instructor:

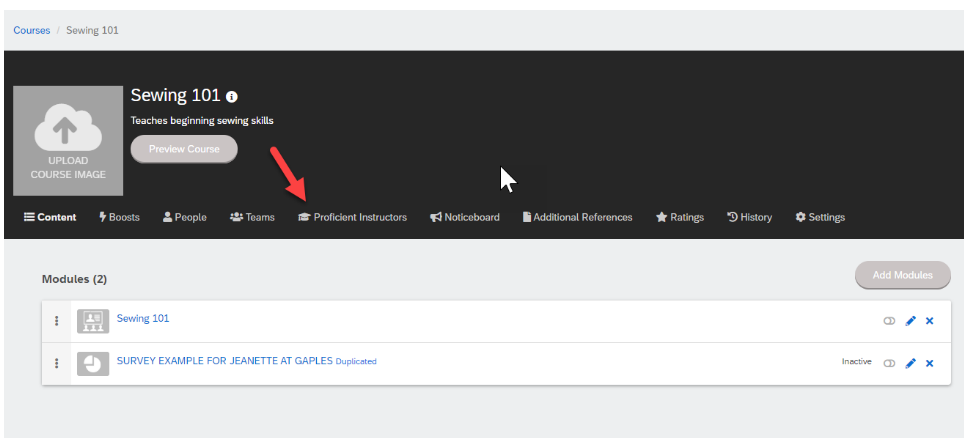
1. Navigate to the Account Settings
2. Select the Litmos Features sub tab
3. Select the icon next to "Instructor Lead Training"
4. From the "Instructors" section, select "Add an Instructor"
5. Find the user(s) to promote to instructor and check the box next to their name(s)
6. Click "Assign"

NOTE: An instructor needs to have an email address in their profile to allow for calendar invites to function with Outlook.

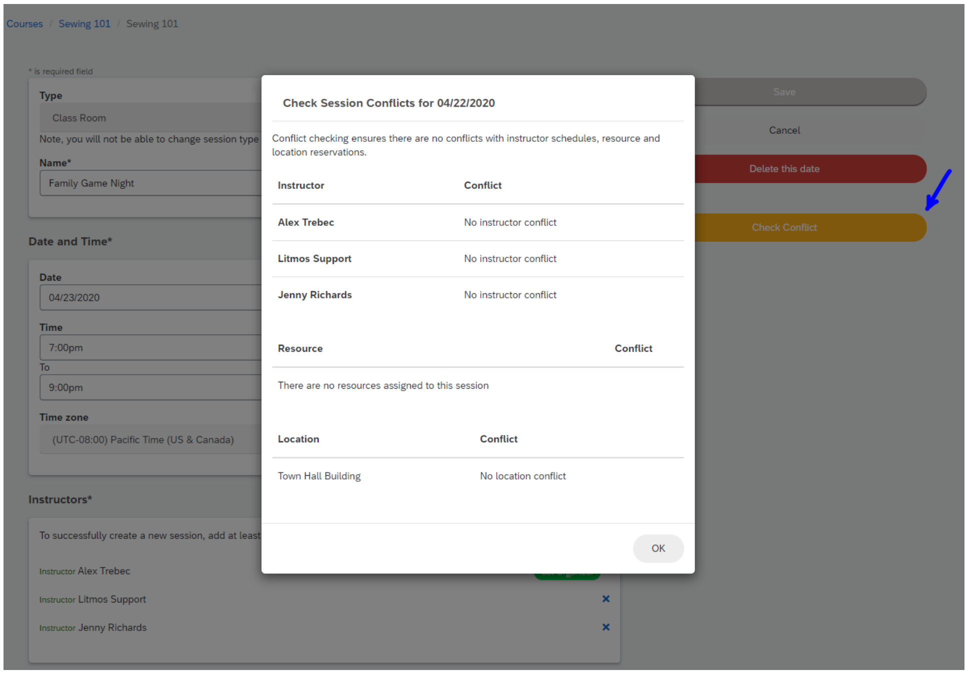
Once a user has been listed as an instructor:

- They can be selected as an instructor by an Admin when creating or editing a session
- An Admin can view all the sessions they are scheduled to instruct by selecting the "Instructor Schedule" in their profile
- Instructors will have the "Instructor" tab in learner view where they will be able to: view past and future sessions, mark Roll Call, Completion status, and 'Time off' for learners who are registered to the sessions they instruct.
- Admins and Account Owners will have the ability to manage and review this user's Instructor details from the User Profile at their 'Instructor' subtab.

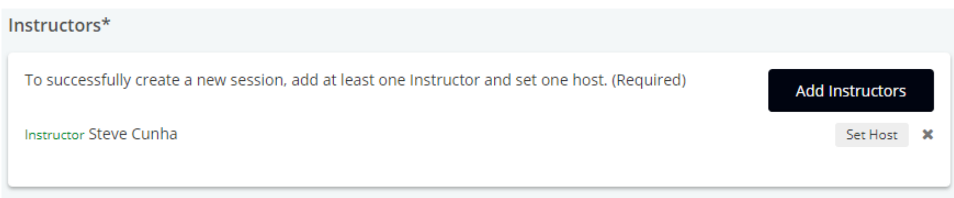
An instructor can be promoted to **Proficient Instructor** for any course at the course's 'Proficient Instructors' subtab. Afterwards, admins will see a 'Proficient Courses' subtab on the user's profile which lists the courses for which the user is considered an expert trainer. Also, when creating/editing an ILT Session, the Proficient Instructors will be listed first in the list of available Instructors.



Once one or more Instructors have been added to an ILT session, they'll appear within the Instructor section on the page. To check for any conflicts relating to the availability of an Instructor(s) for the session(s), click the "Check Conflict" button on the session creation page.

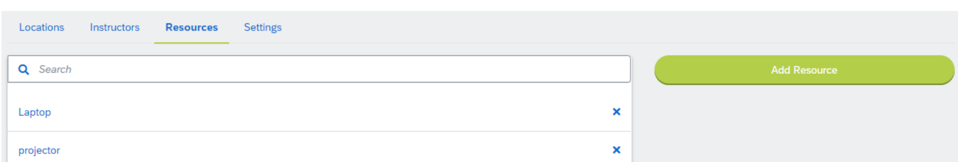


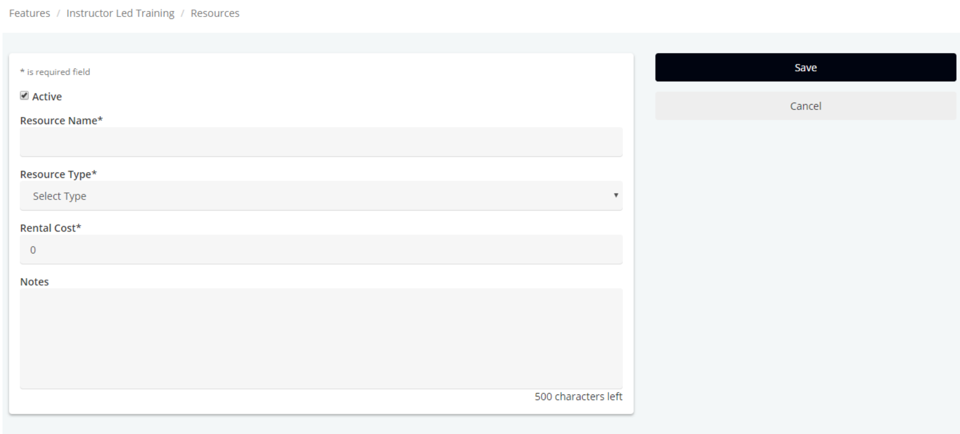
If the session type is GoToTraining, WebEx or Zoom, just the Instructors who are authorized for the integrations can be selected as instructors. Admin will need to select the "Host" for the session. This is the instructor who will lead the online session in GoToTraining, WebEx or Zoom and therefore be the session leader for the meeting.



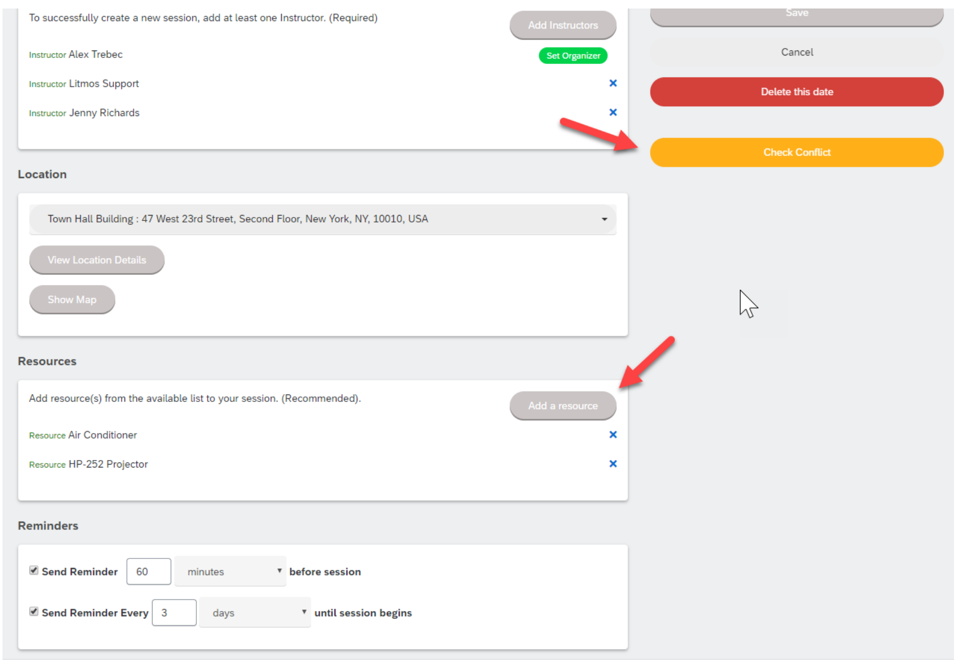
Resource List

Once Resources have been added by an Account Owner, admins creating or editing sessions can select the Resource from within the Create/Edit Session view. Resources are items or services that Instructors may use to help facilitate their training session, such as a laptop or projector.

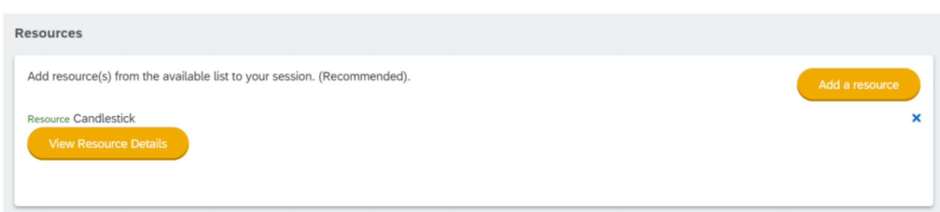




Once Resource(s) have been selected in the create/edit session view, they will display under the Resources section on the page. To check for any conflicts relating to the availability of a resource for the session(s), click the "Check Conflict" button on the session creation page.



Resource details will be available much in the same way as the location details during the ILT scheduling process ‘View resource details’.



ILT - ENROLLMENT APPROVALS FOR INSTRUCTOR-LED TRAINING SESSIONS

Enrollment Approvals give administrators the power to decide which Learners can be granted permission to enroll in an instructor led training session. This feature can be useful when the ILT session requires pre-certification, payment, CEU qualification or similar enrollment requirements.

When a Learner wants to attend an ILT session within a course that he or she has access to, instead of seeing a “Register” button, they will see a “Request approval” button. Once the Learner has asked requested approval to enroll in the ILT session, an email will be sent to the persons responsible for approval. These individuals will then have the power to approve the enrollment request to provide the user access to register to the session, or reject, to deny access. If multiple people are responsible for approving the ILT enrollment request (i.e. instructor, manager and course admin), the first person to approve the enrollment request will approve the request for all and the user will be granted access.

Setting Up Approvals

If Approvals have not been enabled for the account, set up approvals by first enabling the approvals feature. The following steps can be taken to activate this feature:

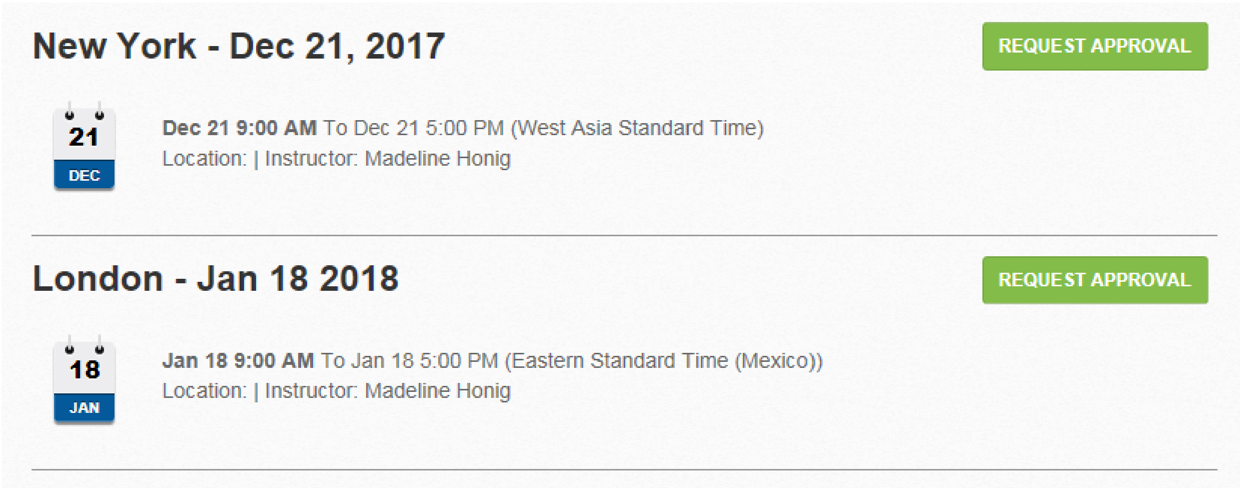
1. Navigating to Accounts > Litmos Features
2. Select the Enrollment Approvals tile
3. Check the "Enable Enrollment Approvals" box and click "Save changes"

Each session within an ILT module will have their own Approval settings. This can be found by:

1. Create or select the Course with the ILT session that will require approvals
2. Create or select the ILT module
3. Create or select the ILT session that requires approvals.
4. Select who will receive the approval notification (see the section below for more details)
5. Click "Save"

Learner Experience

If an ILT session is set up for Learners to request approval, when a Learner navigates the the ILT module, they will be able to request approval before registering for the course by selecting the "Request Approval" button next to the session they would like to attend.



Once they have been approved for that session,

Who Receives Approval Notifications

Each session can have different groups of people who can approve registration into an ILT session. These options include:

- Specific User - Specify a specific user in the system. This includes users of all access roles including Learners.
- Course Notification Admin - The list of users who are selected to receive notifications for the course. This list is located in the Course settings under the "Course Notification" section.
- Manager - The user who is specified in the "Manager" field in the profile for that user.
- Instructor - The instructor of that session.

Note: Although the people/person specified will be notified if an approval has been requested, any admin will be able to approve the Learner for that session.

Marking Approval

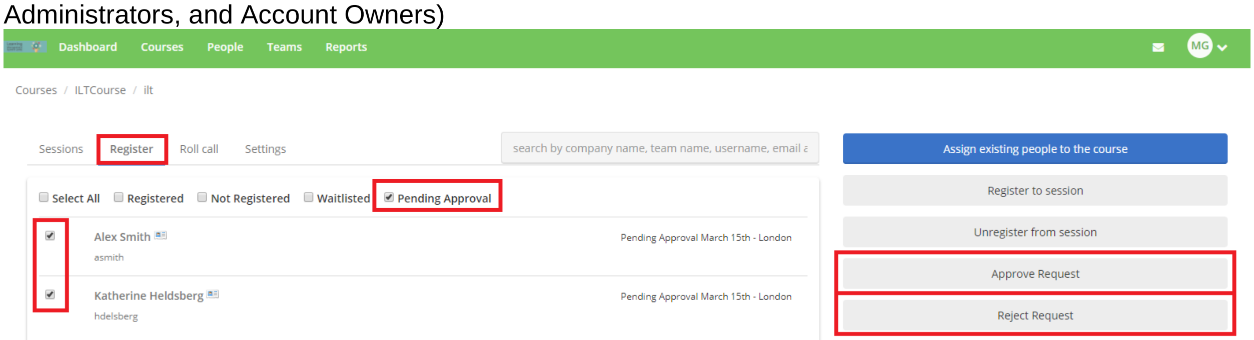
All admins can mark approval for a Learner from within an ILT module. To Approve a Learner for a session:

1. Navigate to the Courses tab
2. Select the Course the ILT module is in
3. Select the ILT module
4. Navigate to the "Register" tab
5. Select the "Pending Approval" filter
6. Select the check box next to the Users who are Pending approval
7. Select either "Approve Request" or "Reject Request"
8. Give a Rejection reason (for Reject Request only)
9. Select "Save Changes"

Learner will then receive an email notifying them that they have been approved or rejected along with the rejection reason.

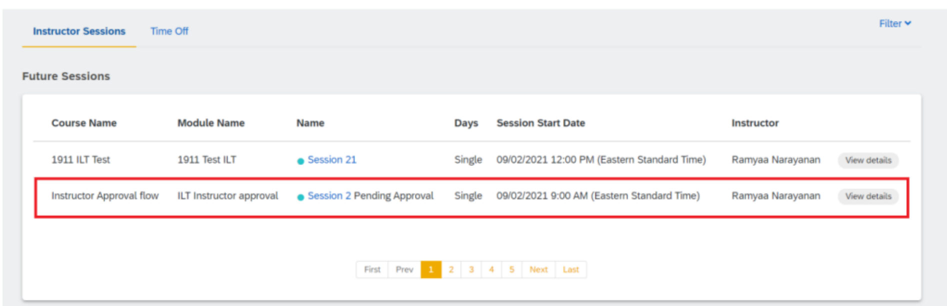
Note: If there is a seat limit on the session, managers who are not Admins or Account Owners will not be able to overbook the sessions. Admins and Account Owners will have the power to veto the seat limitation and register the learner.

Note: Marking approvals will only be available to users with Admin view (Team Leaders, Team Admins, Administrators, and Account Owners)

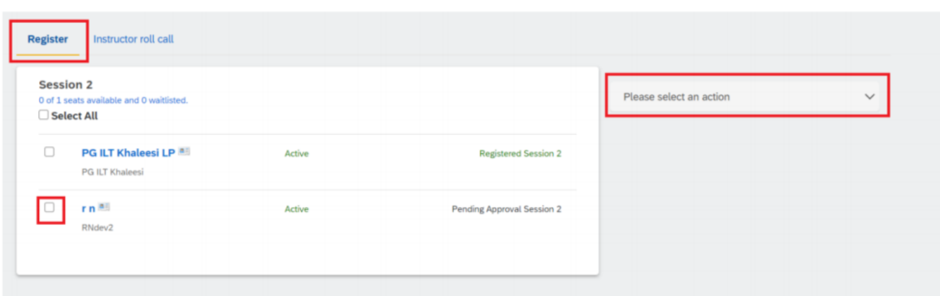


Instructor Approval Flow

When an instructor(s) is marked as approver of the session, the instructor(s) will receive an email notification of the request and also access it from the Instructor > Future sessions> View details.



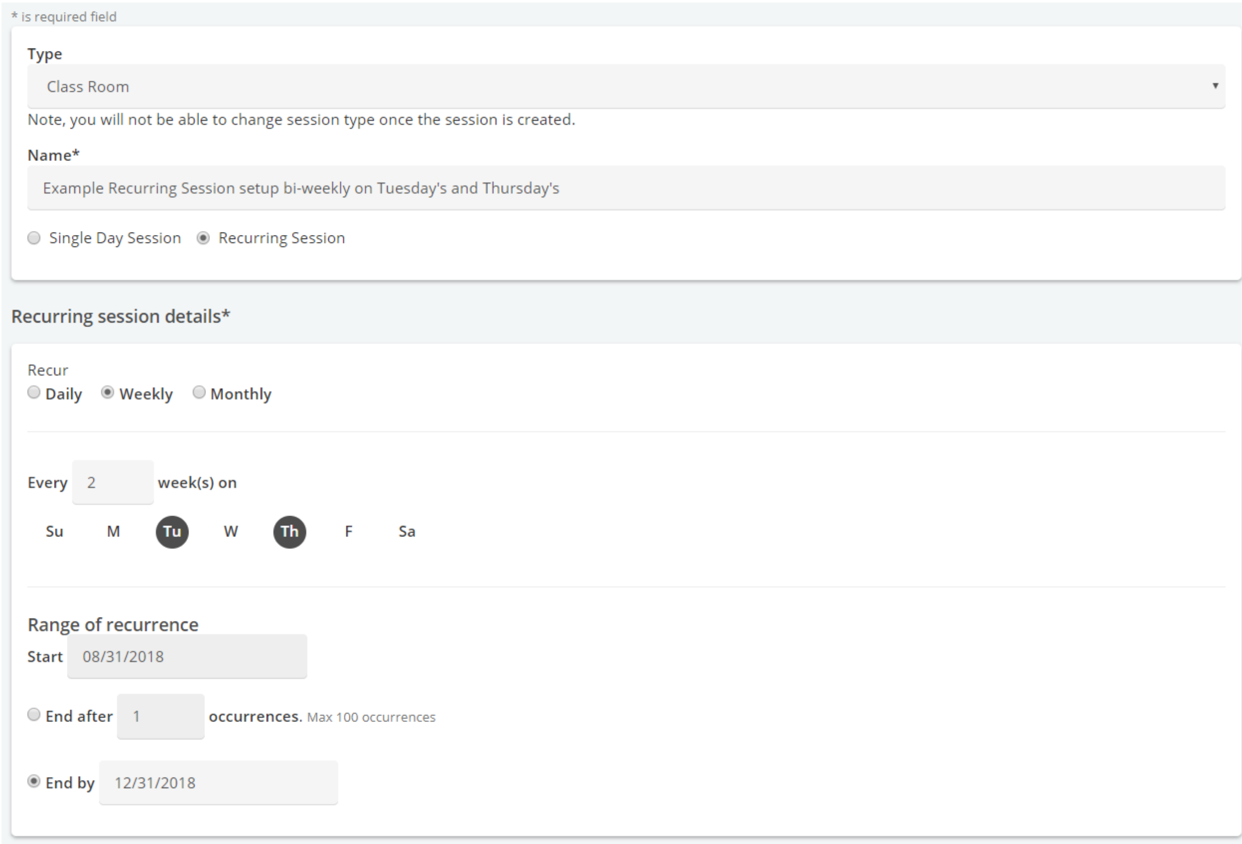
The register tab will list all the users that are pending approval and provide Instructor the ability to select and approve/reject requests. Instructors will also see all users registered and waitlisted on the session along with total available seats all under the register tab.

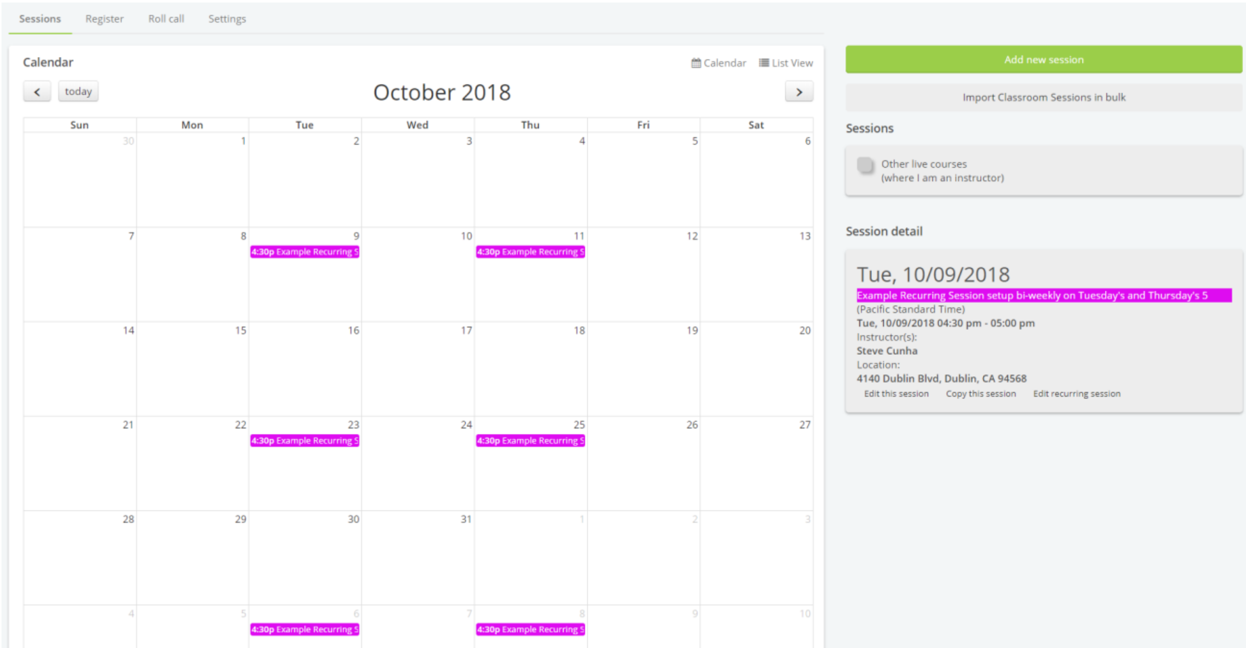


ILT - RECURRING SESSIONS FOR INSTRUCTOR-LED TRAINING

Recurring Sessions

Traditionally, ILT sessions needed to be created individually or uploaded into Litmos in bulk via CSV import. With the introduction of recurring ILT sessions, live training sessions for an ILT module can be configured to repeat over a specific time-frame or for a number of specified occurrences within an ILT module from the create ILT session workflow!





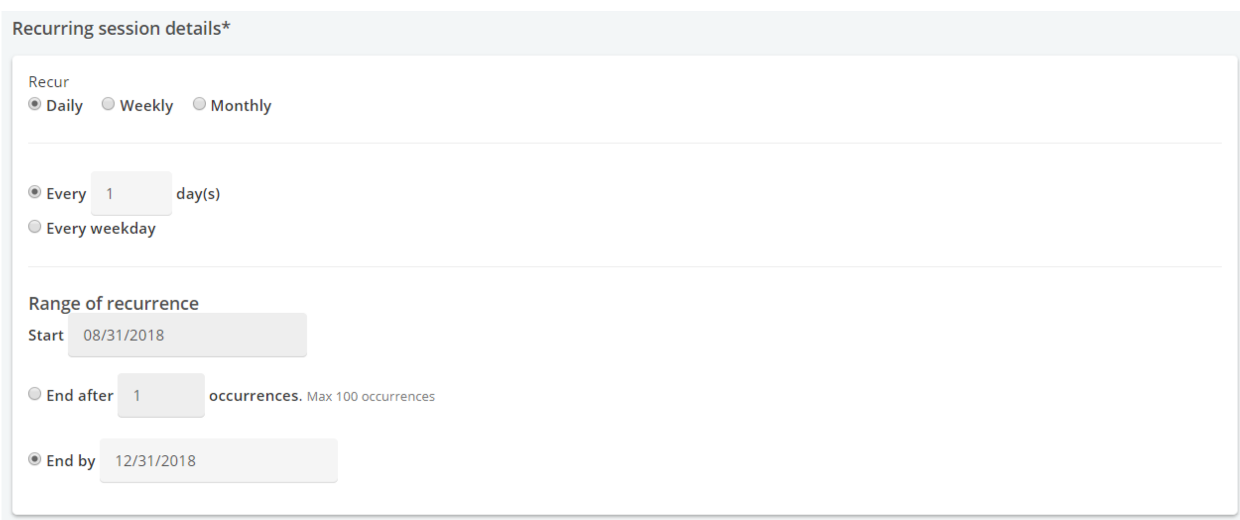
In the example above, a new recurring ILT session is going to be created with the following attributes:

- The live session will recur on the weekly recurrence period and is configured to recur every 2 weeks.
- During the weeks with which the sessions are offered (bi-weekly), the live session will be available on Tuesdays and Thursdays.
- The recurring session will begin on August 31st and end on December 31st.

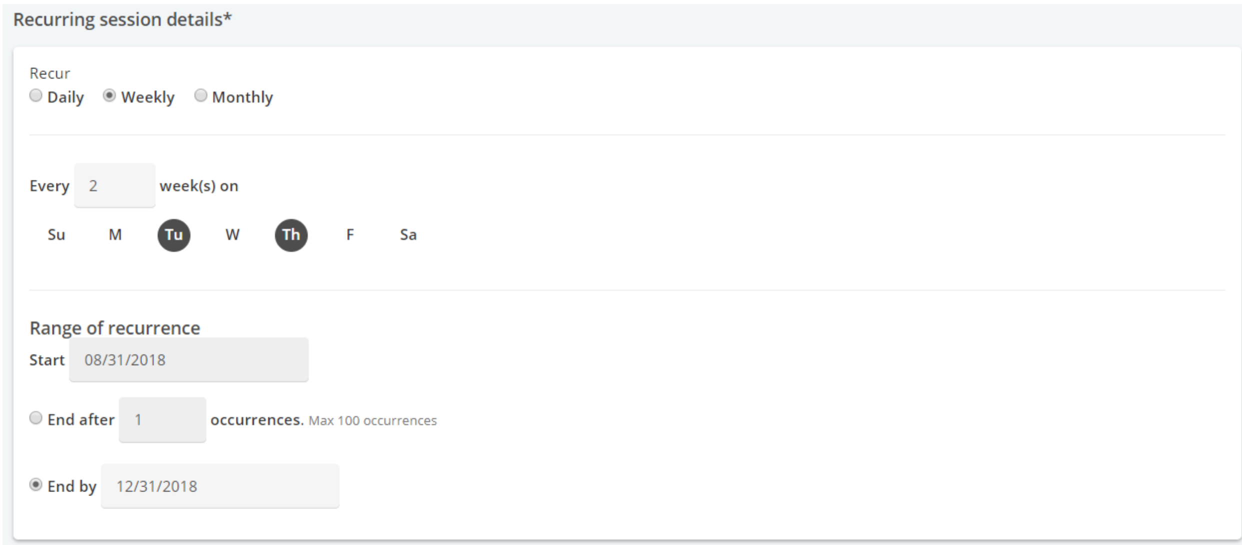
Recurring Session Details

Recurring sessions can be configured to recur at a daily, weekly or monthly frequency. Each recurrence period offers slightly different recurring session details to be configured. Below are snapshots of the recurring session details for each:

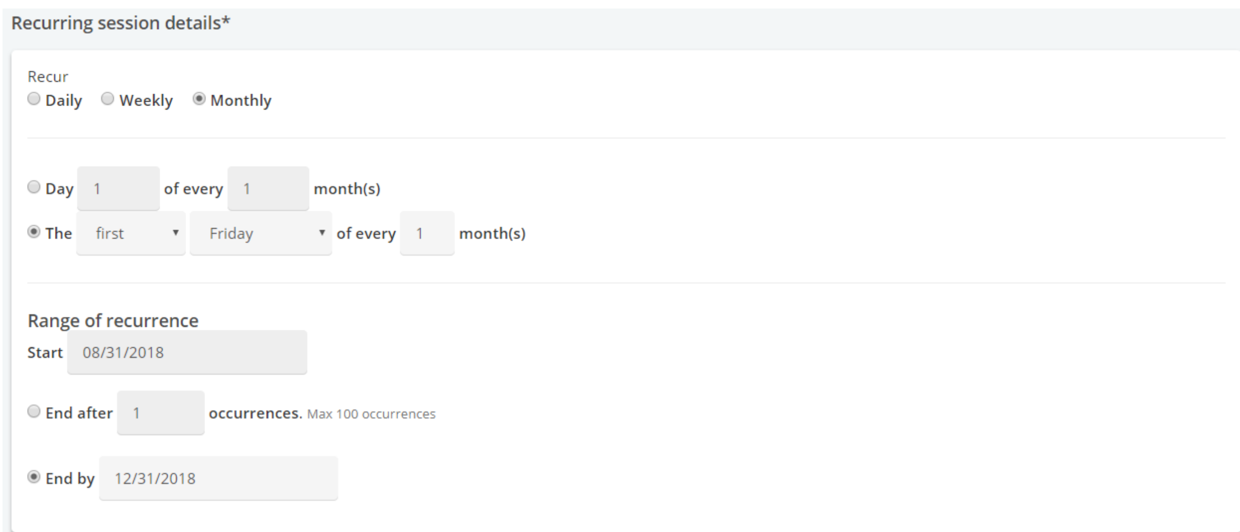
Daily:



Weekly:

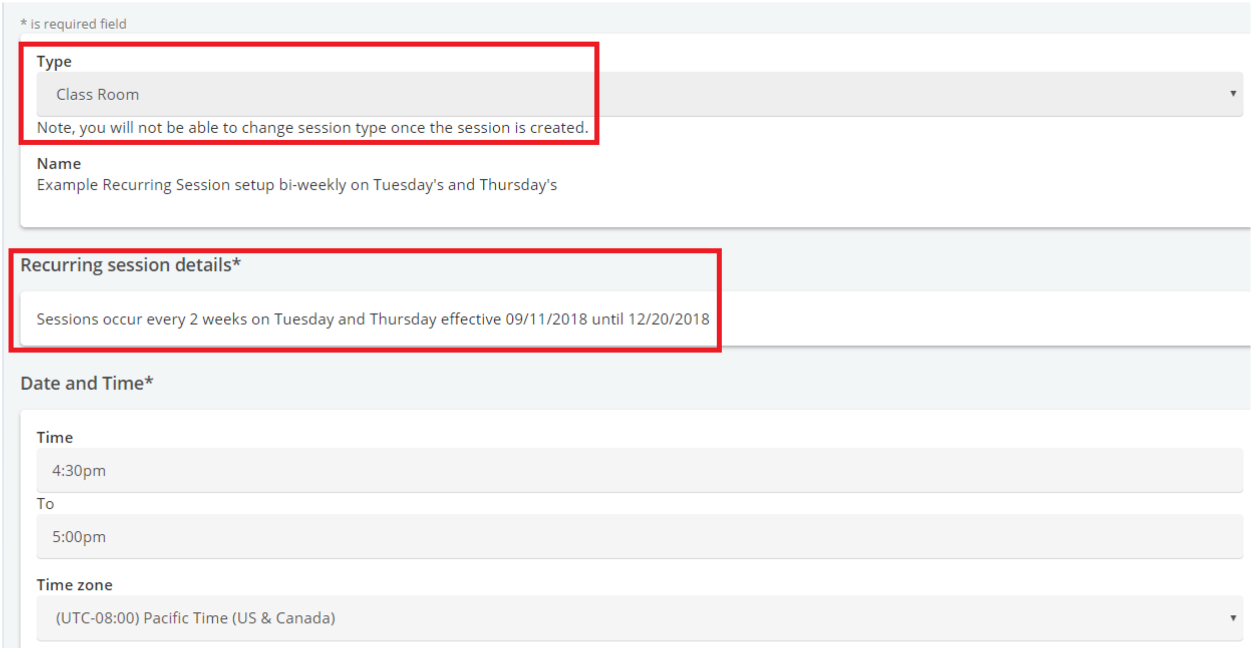


Monthly:



While each recurrence frequency offers different configuration settings, there are certain rules enforced for all recurring sessions that are created:

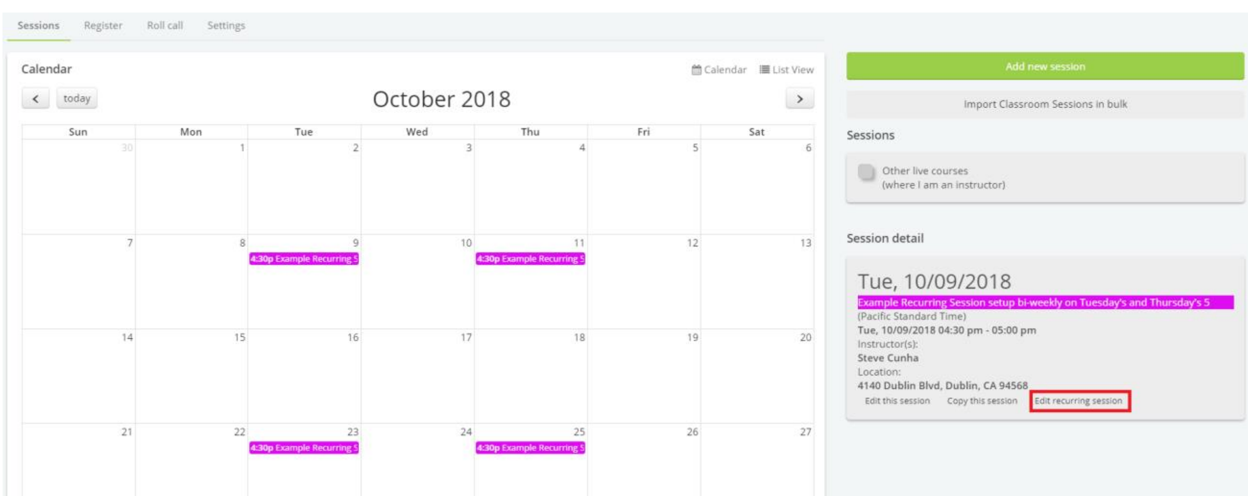
1. If the recurring session is to end after a certain number of occurrences, the number of occurrences cannot be greater than 100.
2. If the recurring session is to end by a specific date, the end date cannot be more than a calendar year beyond the start date for the recurrence range.
3. Once a recurring session is created and saved, the recurring session *type* and *details* cannot be edited.



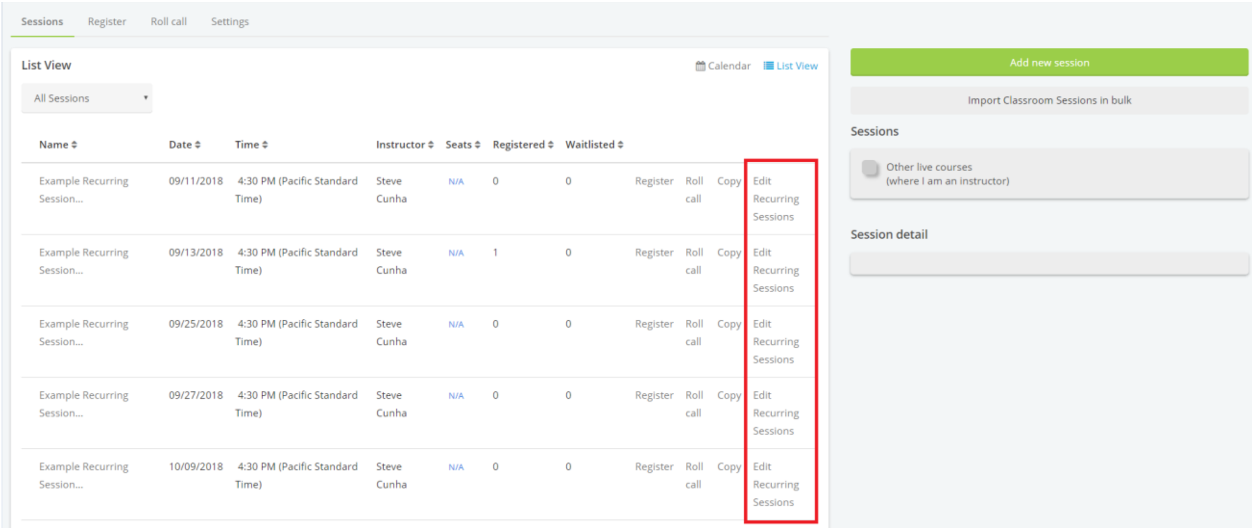
4. Only certain details can be edited when editing the entire range of recurring sessions. However, more options are available to edit when an Admin edits a single session of all the sessions in the recurrence range.
5. If a single session belonging to the range of recurring sessions is edited and saved, it will not belong to the group of recurring sessions any longer, and this, will need to be managed separately moving forward.
6. Litmos does not offer multi-day recurring sessions at this time (meaning each session that recurs across the range of sessions can only last a single day). If you wish to create a range of multi-day recurring sessions, create a range of recurring sessions and edit the sessions to "add another day" for sessions that must last longer than a single day.

To edit the details across a range of recurring sessions, click "edit recurring session" from the session detail panel body in the Calendar View, or, Click "edit recurring session" from the link available from the List View:

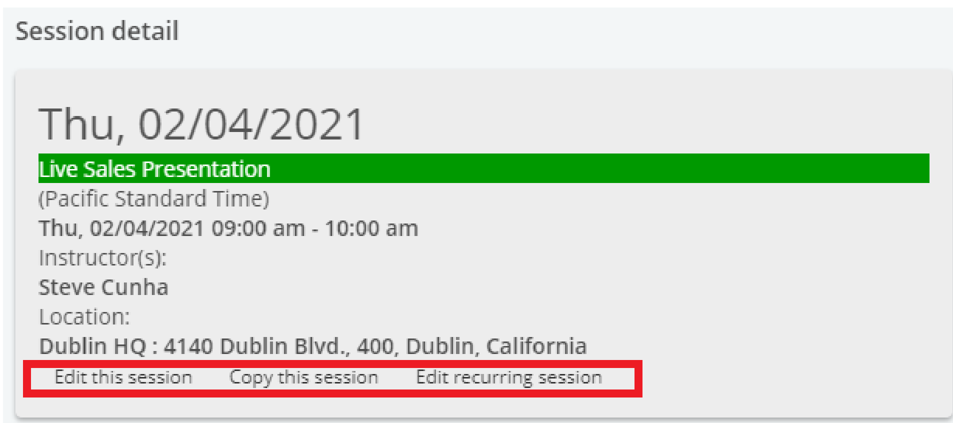
Calendar View:



List View:



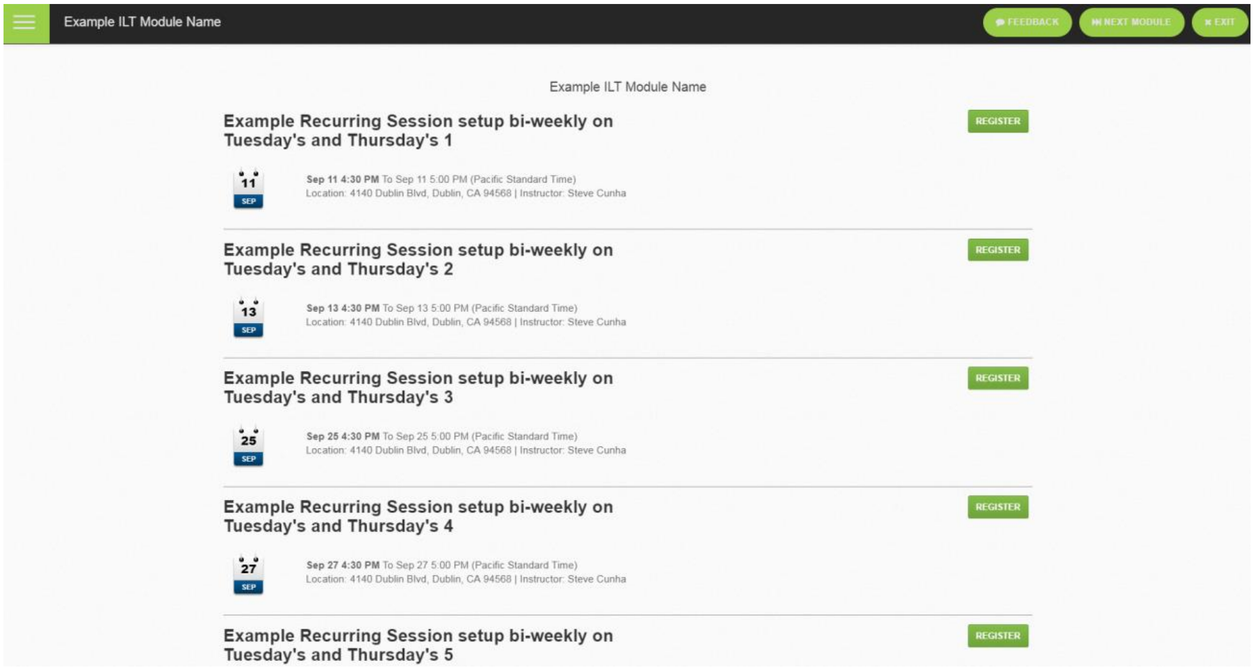
If a recurring session is edited (meaning the edit wasn't applied to the entire group of recurring sessions), the session will be decoupled from those recurring sessions.



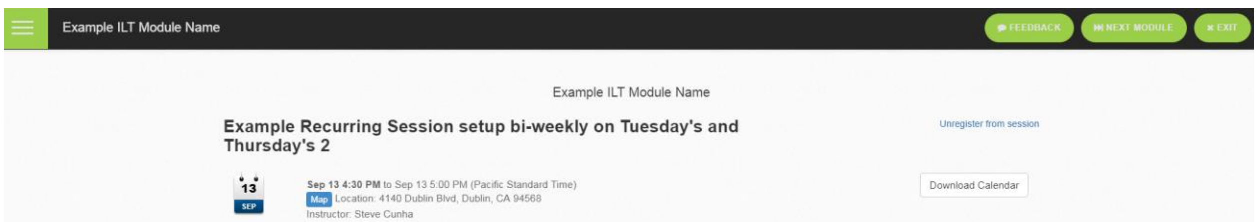
This means, any edit to the group of recurring sessions will not be applied. Once a session is edited and saved, the session will exist independent of the recurring sessions that were originally created.

As with all sessions that belong to an ILT module, Learners only need to complete one session in order for the Learner to fulfill the ILT module. Also, once a Learner registers to one of the recurring ILT sessions, none of the other recurring sessions will be visible to the Learner:

Before registration:



After registration:



ILT - SESSION EMAILS AND NOTIFICATIONS FOR INSTRUCTOR-LED TRAINING

ILT Email Templates Customizable from within the Edit view of the Session

- Instructor Assigned to Session
- Instructor Unassigned from Session
- Learner Registered to Session
- Learner Un-registered from Session
- Learner Waitlisted

ILT SESSION BULK IMPORT

Create up to 5,000 sessions for an ILT module to make the creation of ILT sessions faster and easier. Information that can be imported include:

- Session name
- Event Color
- Seats available
- Time Zone
- Start and end times for up to 10 days
- Event reminders for up to 10 days
- List Instructor, Location, and Details for up to 10 days

Completing an ILT Bulk Import

1. From the Admin view, navigate an existing ILT session from within a course.
2. Select "Import Classroom Session in bulk" located below the "Add new session" button in the right column.
3. Select "use this template to get started." link to download the CSV template.
4. Fill out the CSV file. See below for more information about creating the CSV template.
5. Click "Choose File" and select the file created in Step 4. If Color, Time Zone, and Instructor are empty in your spreadsheet, it will use the default values set on this page. Click "Next".

About the CSV Template

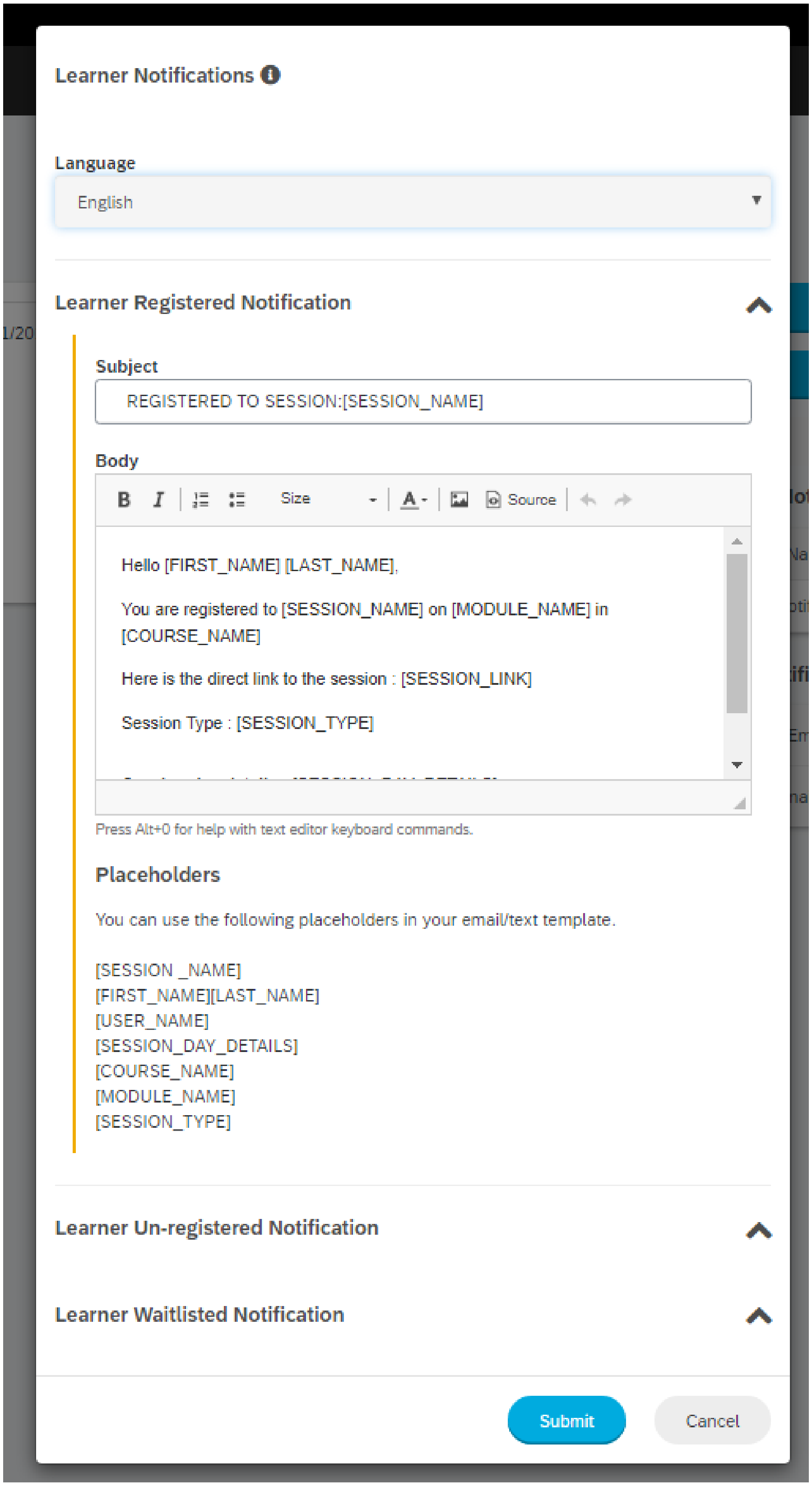
To edit your CSV file we recommend using text editor like Notepad or a spreadsheet tool like Excel or Google Sheets. If using Excel or Google Sheets, be sure to save the file as a CSV file type.

There are many fields that can be uploaded for each ILT session. The fields "Session Name", "Date 1", "Starting time 1", and "Ending time 1" are required. All other columns are optional.

- Session Name
- Event Color - Hex code color for that session
- Seats Available
- TimeZone – See the “User Time Zones” section in the Developer API Help Articles for a list of time zones.
- Date # - The date the session will occur for that day (up to 10 days)
- Starting Time # - The starting time for that day (up to 10 days)
- Ending Time # - The ending time for that day (up to 10 days)
- The start time and end time should be in lower-case “am” and “pm”
- Reminder - Will a reminder need to be sent for that day (up to 10 days)
- Number of - Number of minutes, hours, or days for reminder for that day (up to 10 days)
- Time Increment - Time increment of the reminder being sent for that day (up to 10 days)
- Instructor username - The username of the instructor for that day (up to 10 days)
- Location - Location for that day (up to 10 days)
- Details - Details for that day (up to 10 days)

Note: This feature only supports bulk creation of Classroom session types.

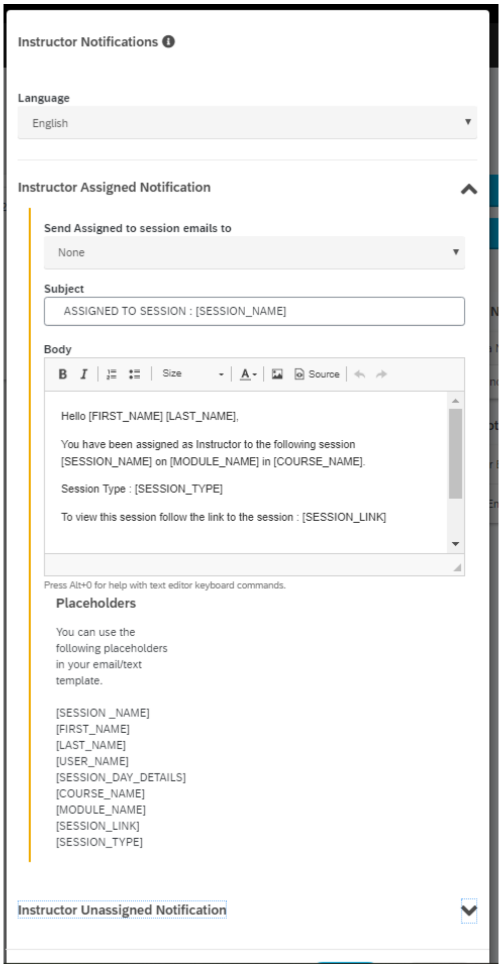
Note: ILT sessions can only be created, not edited, through this bulk import feature.



Instructor Customizable Email Templates

Admins can configure custom emails templates to notify Instructors when they are assigned or unassigned to a session, and can choose to notify only the organizer/host or all assigned instructors.
These templates are available within the Edit view of the Session and can be customized for each individual session.

The default template will include the placeholders which can be removed and /or reorganized as needed. Instructor custom email templates can also be localized to trigger templates based on the Instructor's preferred language.

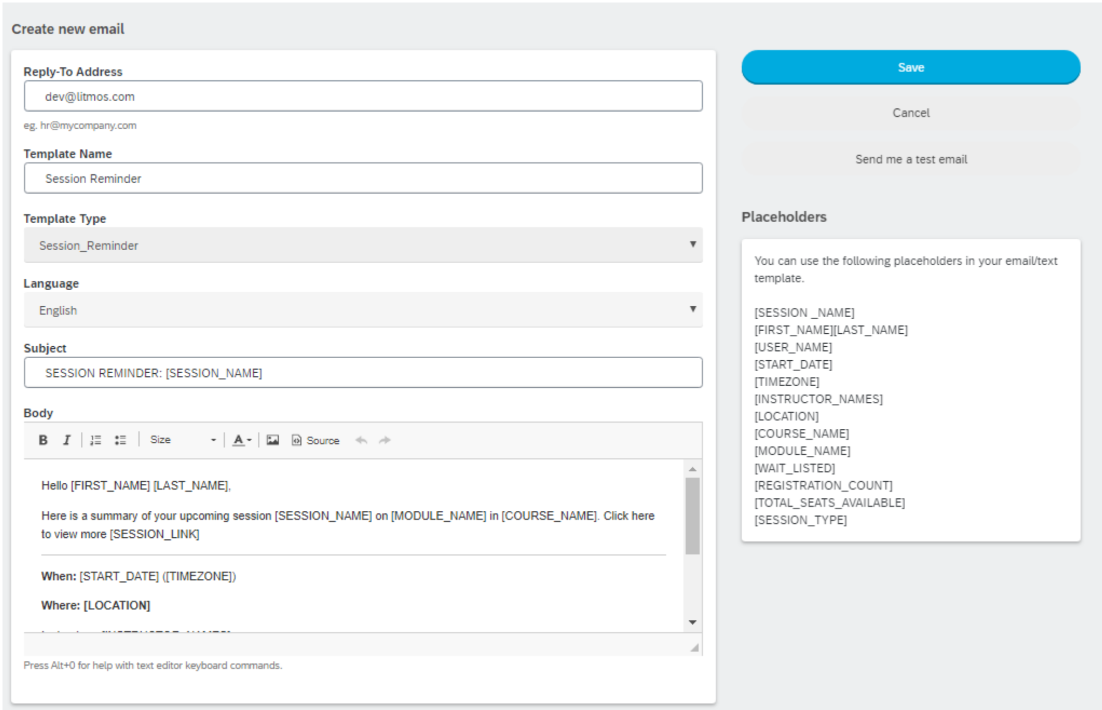


Note: The default notification option will be set to 'None' and the default template is available only in English language. Admins have the option to manually configure in any of the supported languages as needed so that the notification will be sent in the same language set in the learner's user profile.

Instructor Reminder Email templates (Account Settings,>Email tab)

With the New Session Reminder to Instructors templates, Admins have the flexibility to send custom messages to instructions for an upcoming event.

This template is available to users with Account Owner access role at: **Account settings,>Email**, and will follow the same reminder schedule as set up at the individual session level.

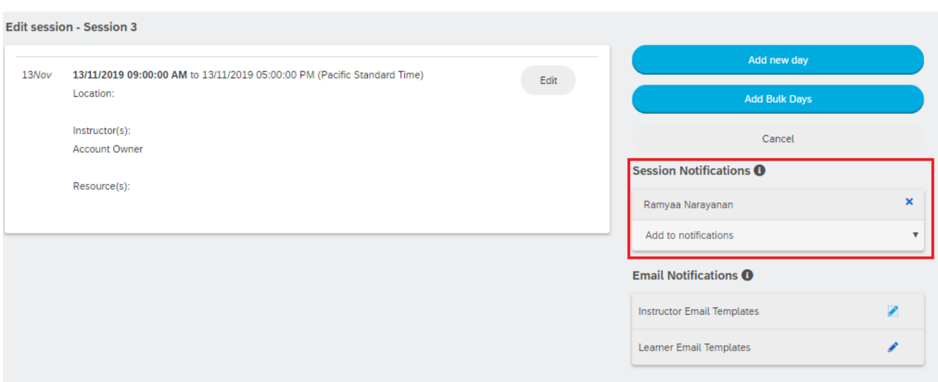


Admin/Instructor Notifications

The new Session Notification feature allows admins to add all or any instructor from the specific session to the notification list along with the course admins.

The Course Admins and/or Instructor in the distribution list will be notified about the following actions

- Learner session registration, un-registration, wait-list actions
- Session Update notifications



AICC FILE UPLOAD MODULE TYPE OVERVIEW

About AICC

Litmos is AICC 4.0 Compliant.

AICC is an industry standard that applies to the development, delivery, and evaluation of training courses. The Advance Distributed Learning (ADL) is a government-sponsored organization responsible for AICC standards.

AICC is used when you want a course on Litmos to run content served from another LMS or content server.

If you are uploading the content directly to Litmos, AICC should not be used - SCORM is the way to go.

How to Use AICC With Litmos

Once you have your course content available on your content server, you need to create a small Zip file for upload to a Litmos module. please refer to your content provider/LMS/server for steps to create the Zip file.

Your Zip file should contain 4 small files each around 1kb in size (it should not contain the course content):

- **AU File** - contains data needed to launch the course. You may need to edit the content of this file (refer to your content server/LMS/provider for support).
- **CRS File** - contains information about the course, such as a text description.
- **CST File** - contains data about the course structure.
- **DES File** - contains a list of modules.

Litmos uses 'Completed/Incomplete' to record course status.

Note: For Lynda.com files, the user will need to log into the file using their Lynda.com username and password upon accessing the content within Litmos.

ABOUT SCORM MODULES

What is SCORM?

At its core, SCORM allows eLearning content authors to distribute their content to a variety of Learning Management Systems (LMS) with the smallest headache possible. And for an LMS to handle content from a variety of sources.

SCORM stands for “Sharable Content Object Reference Model” and it is a set of technical standards developed for eLearning software products. SCORM is the de facto industry standard for eLearning interoperability. SCORM enables interoperability between eLearning software products. Specifically, the model determines how online learning content and Learning Management Systems (LMS) communicate with each other. SCORM does not speak to instructional design or any other pedagogical method, it is purely a technical standard.

Being SCORM compliant means that you can use the same SCORM published content in SAP Litmos or any other LMS.

How can I purchase or create a SCORM file?

SCORM files can either be purchased from from a vendor like Litmos Heroes, or created using an eLearning authoring tool. As long as the content is created or exported as a SCORM format file, SAP Litmos supports it.

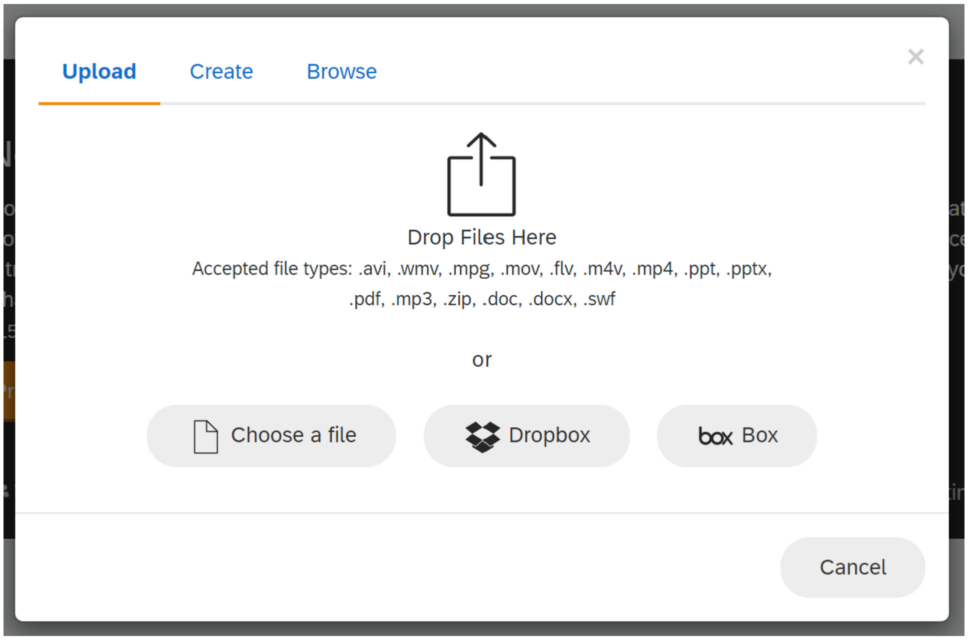
How do I get upload my SCORM content file into SAP Litmos?

In basic terms, the SCORM content file will need to be published and exported as either **SCORM 1.2 or SCORM 2004 (1st and 2nd Edition)** format and then the SCORM .zip file uploaded as a content module in SAP Litmos. The file size limits can be found in the Module Types, File Type and Size Requirements section.

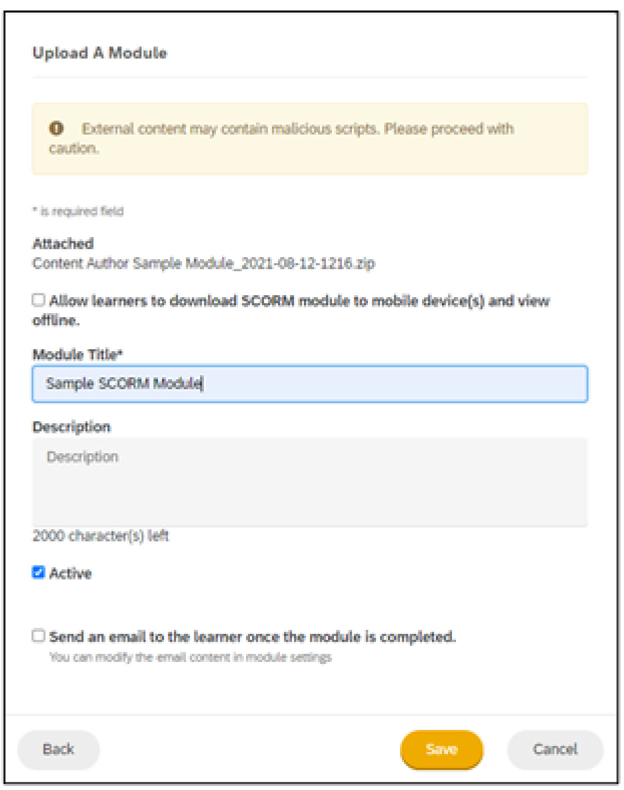
In more detailed steps:

1. In your chosen eLearning authoring tool publish and export the SCORM content for LMS in the required format (SCORM 1.2 or SCORM 2004). This will be different depending where the SCORM file is being published and exported from. However, it will always need to be exported in SCORM format and will result in exporting a .zip file. **Do not unzip the SCORM .zip file**
2. In SAP Litmos, either:
    a. Create a Module and upload a SCORM .zip file
    b. Create a new Course OR
    c. Navigate to an already existing Course.
3. Within a Course on the Content tab, click on the "Add Modules" button

4. In the Upload section of the Add Modules pop up box, you can either:
   a. Drag and drop your exported SCORM .zip file into the 'Drop Files Here' area OR
   b. Choose a file to upload from your computer, Dropbox or Box integration



   c. When uploading external content such as a SCORM zip file to create a module, Administrators will be warned about the potential issues related to uploading external content into the application. It's important for Administrators to be sure that any files that are uploaded do not contain dangerous or malicious scripts.



5. Once your SCORM .zip file has been chosen, Review the SCORM 'Upload a Module' options that can be configured:
    a. **Allow learners to download SCORM module to mobile device(s) and view offline** tick box option Note that offline download and viewing of SCORM modules only works with the SAP Litmos Training mobile apps for Apple (iOS/Android.
    b. **Module Title*** - enter the Module Title which is displayed on the Course page to Learners.
    c. **Module Description** - enter the Module Description text which is visible to Learners when viewing the SCORM content module.
    d. **Active** tick box option - select whether the Module is Active or Inactive. Note that inactive modules are not visible to Learners.
    e. **Send an email to the learner once the module is completed** tick box option - tick/enable this setting if required to send an email to the Learner when they complete the SCORM content module
6. Click Save. At this point the SCORM .zip file will be uploaded as a SCORM content module. Depending on the size of the SCORM .zip file and your internet speed, this can take a few minutes to upload and convert in SAP Litmos but may take longer.

I am having problems uploading my SCORM file, what should I do?

Read through the troubleshooting Knowledge Base Articles. We cover many common issues that occur with SCORM modules here and it is likely that the issue you are experiencing is discussed here.

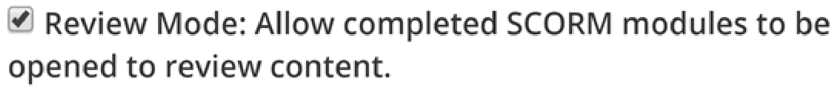
If you are still having issues with your SCORM module, email support@litmos.com. Please include the following details your support request email:

- The SCORM .zip file itself. You may need to use a third party tool such as box.com to send it.
- The eLearning authoring tool the file was created in or company that provided the file.
- As many details about the issue as you can provide.
- The web browser and Operating System you are using including their versions.
- Screenshots of any errors or problems you are having in SAP Litmos.
- Any steps you have taken to resolve or troubleshoot the issue.
- Anything else that may be pertinent to resolving the issue.

The more information we have, the quicker we are to resolve the issue.

SCORM/AICC REVIEW MODE

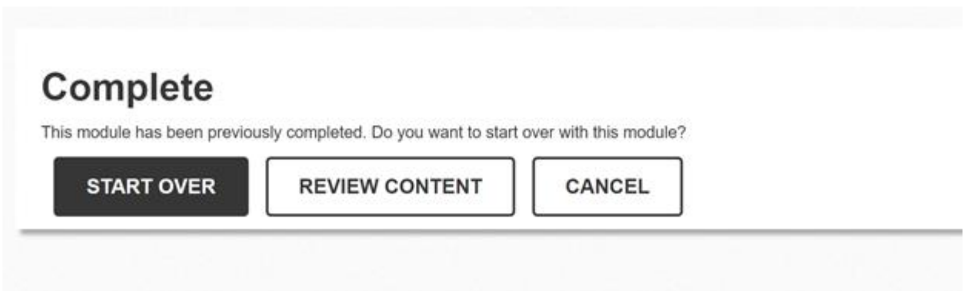
The Review Mode option is found under SCORM/AICC module settings



Once a user has completed the SCORM Module and the completion requirements are met, the default action would be to "Review" the course instead of starting a "new attempt".

Review mode allows a allows a learner to review the completed SCORM/AICC modules without resetting the previous results or the completion progress. Retaking the module in review mode will retain the Learner’s prior scores and interaction data from their last attempt.

"Start over" will reset the Completion results and a new attempt will start, making it mandatory for learner to complete the module once again.



TIN CAN

Tin Can files can be imported by selecting the .zip file in the "Choose a file" window in the content tab of a course. All reports for Tin Can will be accessible within the SCORM Quick Reports.

Note: Although Litmos captures statements, we do not make these available within reports. We expect to add statements to reports in the near future.

When an LMS launches a Tin Can course, it will provide the information needed to track the course back to the LRS (endpoint, learner information, credentials, and optionally registration, activity ID, platform, language, and group). It is important for the Tin Can course that they can send these parameters along with statement requests.

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