



Unleash the Power of e-Learning

Administrator Manual - Content

Version 1.8

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Product Support

If you have purchased a support package and have any questions during the use of Inquisiq™ that are not addressed in this guide, please visit our support site at:

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Overview

The manual, **Administrator Manual – Content**, covers all of the areas in the Inquisiq™ Learning Management System related to learning content including the course catalog, courses, lessons, sessions, certificates and coupon codes. Additional information on SCORM packages, course configuration, and how these content elements relate to each other can be found in the document, **How to Upload SCORM packages and Set Up Courses in your LMS**. Please note that there are multiple layout and icon options available within Inquisiq. The screenshots in this manual are from the **Classic** layout paired with the **Classic** icon set.

Review user guides, manuals, technical notes, sample SCORM packages, and white papers on the Inquisiq™ website at <http://www.inquisigr4.com/resources/documents/>

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Granting Users “Content Manager” Permission

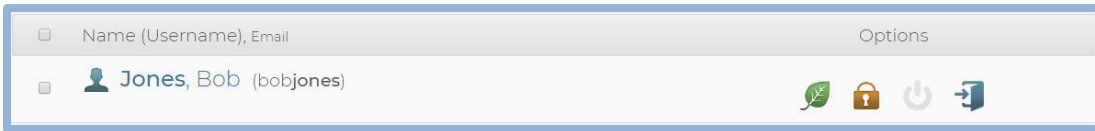
For a user to upload or delete SCORM packages, as well as create and manage courses, lessons, and sessions, you must first grant them “Content Manager” permission. Virtually every function described in this manual will require “Content Manager” permission in order to perform it.

To grant a user permission:

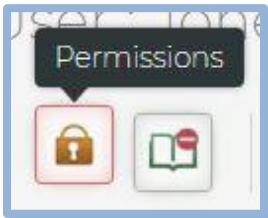
1. Sign in using the “Administrator” login, and select the **Administrator Menu** button on the Main Menu. Click the **Users** icon located in the **Users & Groups** sub-menu.



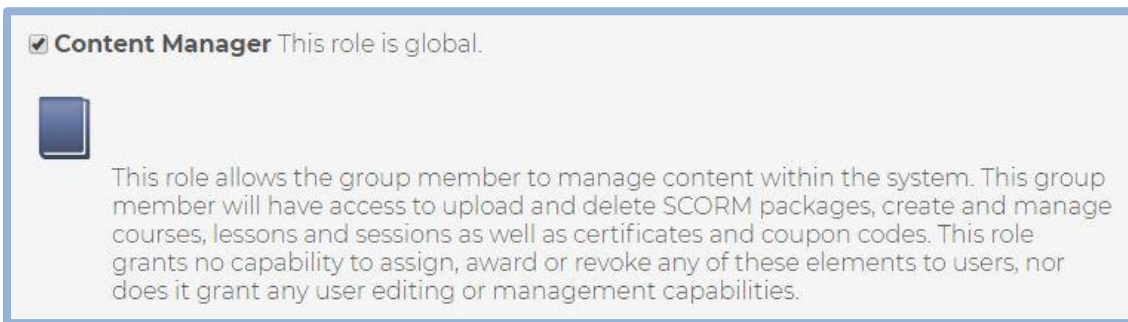
2. Locate the user from the list. You can use the search tool at the top of the page. Click the user’s **name** to view the user’s account information.



3. Click the **Permissions** tile above the user’s tabs. This will open a window that will allow you to view and modify the permissions for the selected user.



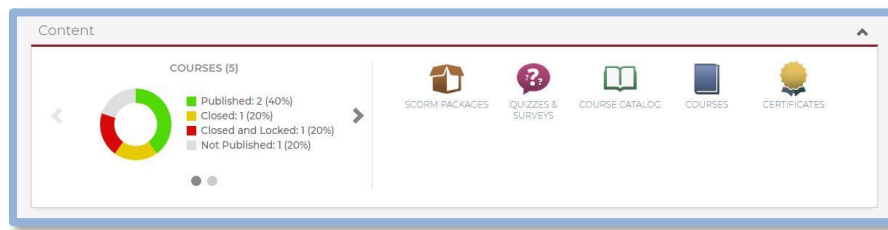
4. Scroll down and select the “Content Manager” checkbox.



5. Click **Save Changes**.

Administrator Menu – Content Category

Users that have been granted the “Content Manager” permission (as discussed in the previous section) will see the **Content** sub-menu when they navigate to the **Administrative Menu** screen.



The **Content** sub-menu includes all content management functions, such as loading SCORM packages as well as creating and editing courses, lessons, sessions, course catalogs, coupon codes, and certificates. To expand or collapse this category, simply Click the (+)(-) icons next to the **Content** title. The **Content** section allows you to manage the following types of content:

- **SCORM Packages** – this is where you upload and manage your content files.
- **Course Catalogs** – this is where you define your course catalog properties, hierarchy and which courses are included in each.
- **Courses** – this is where you configure your courses, lessons, and sessions. Courses may contain online lessons, classroom lessons, web meeting sessions, and course materials.
- **Coupon Codes** – this is where you configure discounts for learners that they may use during the self-enrollment and purchasing process. This option is only available when ecommerce is activated.
- **Certificates** – this is where you configure certificates and the criteria for learners to earn them.

SCORM Packages

A SCORM package is a .ZIP file containing web content that is generated from your SCORM compliant authoring tool. The foundation of a SCORM package is its manifest file, named “imsmanifest.xml,” that you will find at the root of the .ZIP file. In its most basic form, the manifest file defines the structure of the courses and lessons contained within the package, as well as references the actual content files (known as Resources) that those courses and lessons utilize. The basic procedure for deploying content, once you have authored and published it to a SCORM package (a single .ZIP file) is as follows:

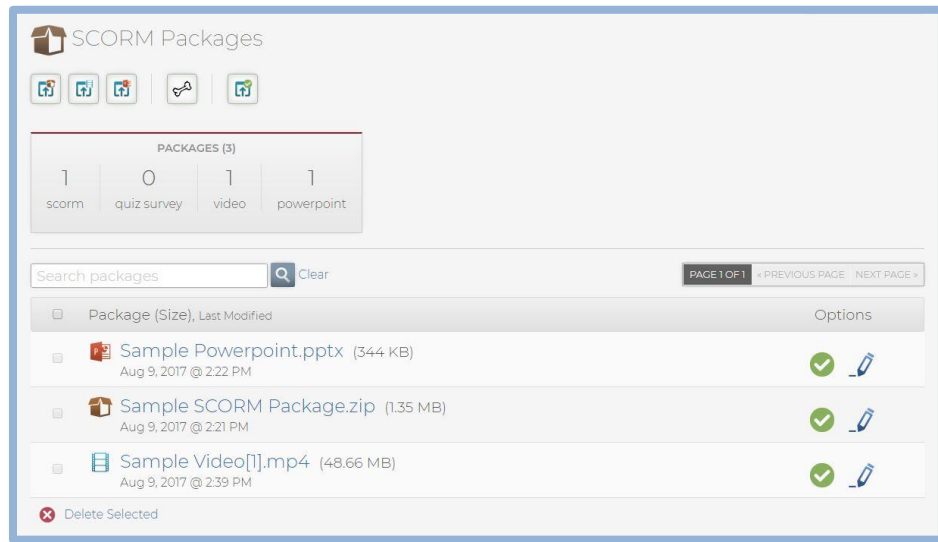
- **Upload the package.** This process simply transfers the SCORM package from your computer to the server and stores it in the package repository.
- **Import the package.** This process automatically creates courses and lessons in Inquisiq, based on the information contained within the manifest file of the package. Alternatively, you can manually create courses and “point” their lessons to resources within the package.
- **Publish the course.** This makes the new course visible in the catalog allowing learners to enroll in it.

To access the **SCORM Packages** screen, follow the steps below:

1. Click the **Administrator Menu** button on the Main Menu.
2. Click the **SCORM Packages** icon located in the **Content** sub-menu.



The **SCORM Packages** screen lists all of the SCORM packages currently in the LMS. From this screen you can upload, modify, or delete SCORM packages.



Select the **Modify** icon (✎) to modify the properties of any SCORM package.

The column titled “Options” contains a checkmark icon that will be one of the two colors below, indicating its status:

Green – indicates that the package is currently being used by existing course(s) or lesson(s). When this icon is green, the package cannot be deleted.

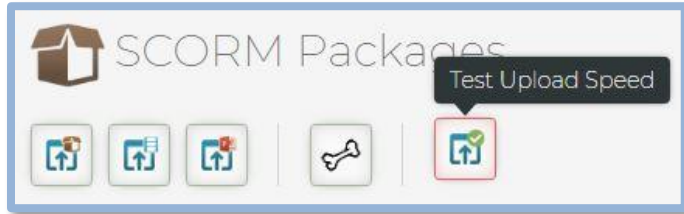
Grey – indicates that the package is not currently being used by any existing course(s) or lesson(s) and also does not have any completion records associated with it.

Testing Upload Speed

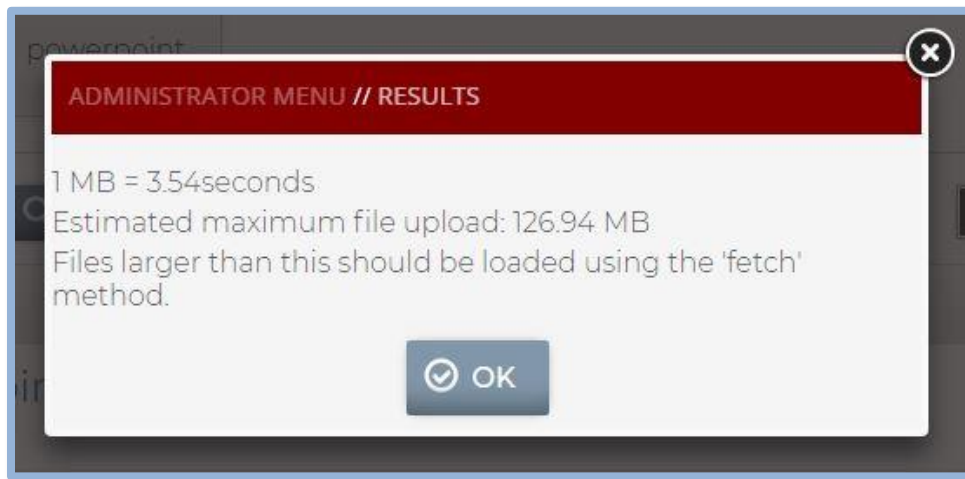
Before uploading a SCORM package into Inquisiq, it is important to know what your upload speed is, so that you can determine how large of a SCORM package or course material component you can upload successfully. Your upload speed is directly dependent on your internet connection speed and will determine the size of the file that you will be able to upload before the server times-out the upload process. To access this screen, click the **SCORM Packages** icon within the Administrator Menu.

To test your upload speed:

1. Click the **Test Upload Speed** icon under the SCORM Packages page heading.



2. A "Testing Upload Speed" window will appear. Do not close this window as it may take several minutes while the system tests your transfer speed. When it is complete, a message will appear indicating the estimated size of the largest file that you can upload. If the file you intend to upload exceeds this size, then refer to the "Fetching a SCORM Package" section on page 10.



Uploading a SCORM Package

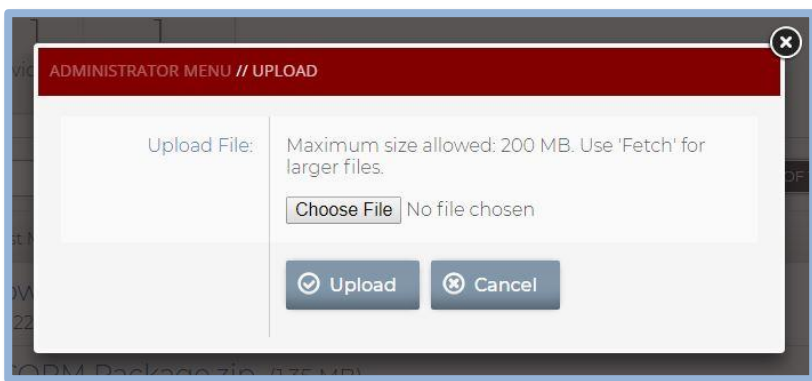
The upload process transfers a SCORM package from your computer to the Inquisiq LMS and stores it in the package repository. To access this screen, click the **SCORM Packages** icon within the Administrator Menu.

To upload a SCORM package:

1. Click the **Upload SCORM Package** icon under the SCORM Packages page heading.

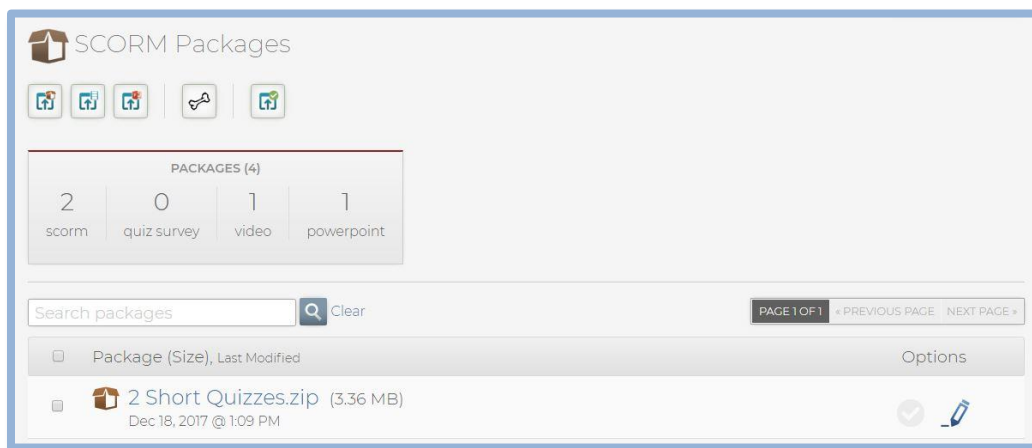


2. Follow the onscreen instructions. Click **Choose File** and select the desired SCORM package. Then click **Upload**.



NOTE: If the file is larger than 200mb and the upload time exceeds the server's script timeout setting, then refer to the "Fetching a SCORM Package" section.

3. Once the package has uploaded, it will be added to the **SCORM Packages** list. Note that your content package is not being used by any existing course(s) or lesson(s) yet, so the check icon under "Options" will be grey.



Fetching a SCORM Package

This feature helps to avoid the script timeout issue by allowing you to pull the SCORM package from a high speed web server, thereby bypassing your network connection that may be too slow to transfer the complete file. Most web servers have high-bandwidth connections so server to server transfers (i.e. web server to Inquisiq server) will be much faster than when the file is being transferred from your local computer. In order to use the Fetch Method you will need to have access to a web server where you can place your content package.



Many online file hosting services will work with the “fetch” function, however they must provide “direct link” ability – that is provide a direct link to the file that you uploaded rather than having to go through an intermediate “login” or “verification” page. Many services will only provide a “direct link” feature as part of their premium or paid service.

To access this screen, click the **SCORM Packages** icon within the Administrator Menu.

To fetch a SCORM package:

1. Click the **Fetch SCORM Package** icon under the SCORM Packages page heading.



2. Enter the URL of the SCORM package .zip file in the pop-up window. You may also enter a username and password should the server require authentication (note that this only applies to direct server authentication, not authentication through a web page or “gateway”).

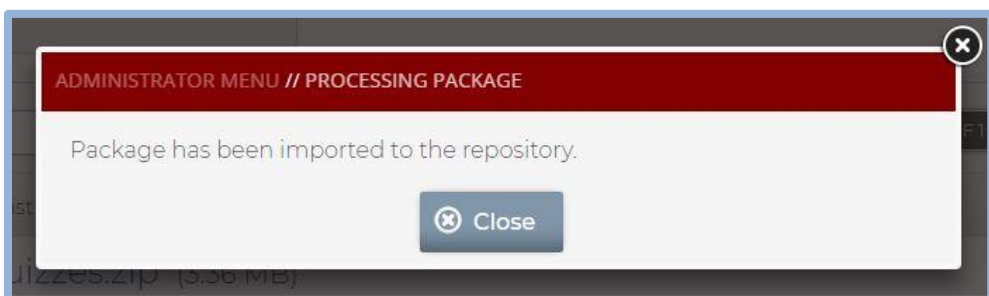
ADMINISTRATOR MENU // FETCH

* Fetch File:

Username:

Password:

3. When the import is complete, click **Close**.

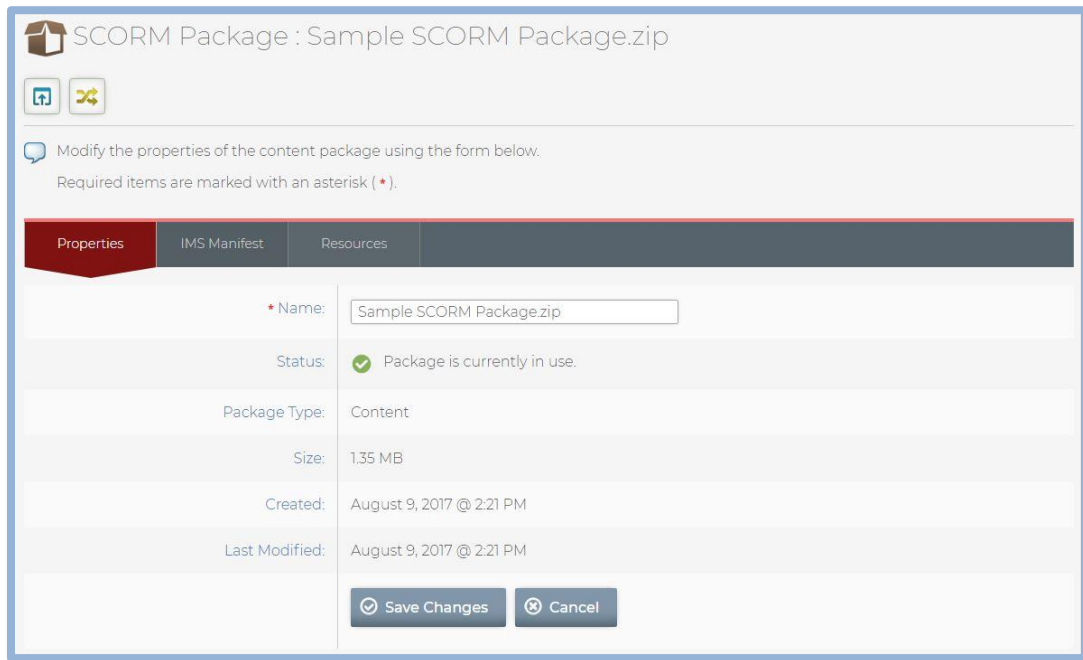


Modifying a SCORM Package

Once the SCORM package has been uploaded into the system, you are limited in the changes that you can make to its properties. To access this screen, click the **SCORM Packages** icon within the Administrator Menu.

To modify a SCORM package:

1. Click the **name** or the **Modify** icon (✎) associated with the SCORM package that you would like to modify.
2. Modify the SCORM Package properties.



The screenshot shows the 'SCORM Package : Sample SCORM Package.zip' detail screen. At the top, there are icons for a folder and a document. Below them is a message: 'Modify the properties of the content package using the form below. Required items are marked with an asterisk (*).' The screen has three tabs: 'Properties' (selected), 'IMS Manifest', and 'Resources'. The 'Properties' tab contains the following fields:

Name:	Sample SCORM Package.zip
Status:	Package is currently in use.
Package Type:	Content
Size:	1.35 MB
Created:	August 9, 2017 @ 2:21 PM
Last Modified:	August 9, 2017 @ 2:21 PM

At the bottom right of the form are two buttons: 'Save Changes' and 'Cancel'.

The SCORM Package's detail screen consists of 3 tabs: Properties, IMS Manifest, and Resources. Select a tab and modify as necessary.

- **Properties Tab** - displays the package name, type, size, created date, and last modified date. Only the **Name** field is editable.
- **IMS Manifest Tab** - displays the manifest file that is associated with this package. Note that you can modify the manifest file directly from this screen. However, we suggest that only those familiar with XML structures and the SCORM specification should make changes. Click the **Re-synchronize Resources** button on the **Actions** menu to regenerate the package resources according to your modified IMS Manifest.
- **Resources Tab** - displays the resources within the selected SCORM package. You will typically see a list of SCO and/or Asset resources. Note that resources will also have an HREF link that you can click to preview the resource. There are no actual properties to be modified in this tab.

3. Click **Save Changes**.

Importing a SCORM Content Package

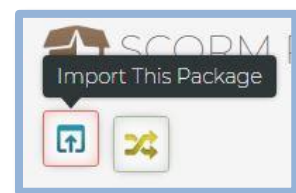
This process automatically creates courses and lessons in Inquisiq, based on the information contained within the manifest file of the imported content package. If you have imported a content package previously, then Inquisiq will still create new course(s) and lesson(s) with the same names as during the initial import – resulting in duplicate(s). It is common to use the Import function to create the course(s) and lesson(s), but then modify the properties of the course or “point” the lessons to new SCORM resources. To access this screen, click the **SCORM Packages** icon within the Administrator Menu.



Note that because the manifest file contained within a *resource* package does not define course or lesson entities (it only defines the resources themselves), resource packages may not be imported using this method.

To import a SCORM Content Package:

1. Click the **Modify** icon (✎) associated with the SCORM Package that you would like to import.
2. Click the **Import This Package** icon on the **Actions** menu located in the upper right side of the screen. The LMS will create course(s) and lesson(s) based on the contents of the package.



The content package is now being used by an existing course or lesson. The new course(s) can be located on the **Courses** screen; however they are not published yet. Access the **Courses** screen by clicking the **Courses** icon in the Administrator Menu.

Deleting a SCORM Package

Before deleting a SCORM Package, make sure that no courses or lessons are connected to the package. If the check icon is green, then there are still connections and you will not be able to delete the package. You will need to wait five minutes after you delete any connected courses or lessons before you can delete the SCORM package.

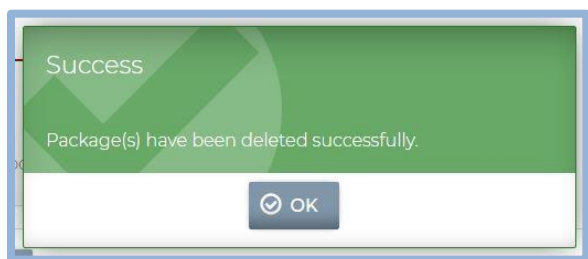
When you delete a SCORM Package, the entire package and its files are removed from the system and are no longer accessible; however any learner transcript records that exist for the deleted package will remain and continue to appear in reports and transcripts.

To delete a SCORM package:

1. Select the checkbox to the left of the SCORM package(s) that you want to delete.
2. Click the **Delete Selected** link.



3. Follow the onscreen instructions and click **OK** to delete the SCORM package(s).



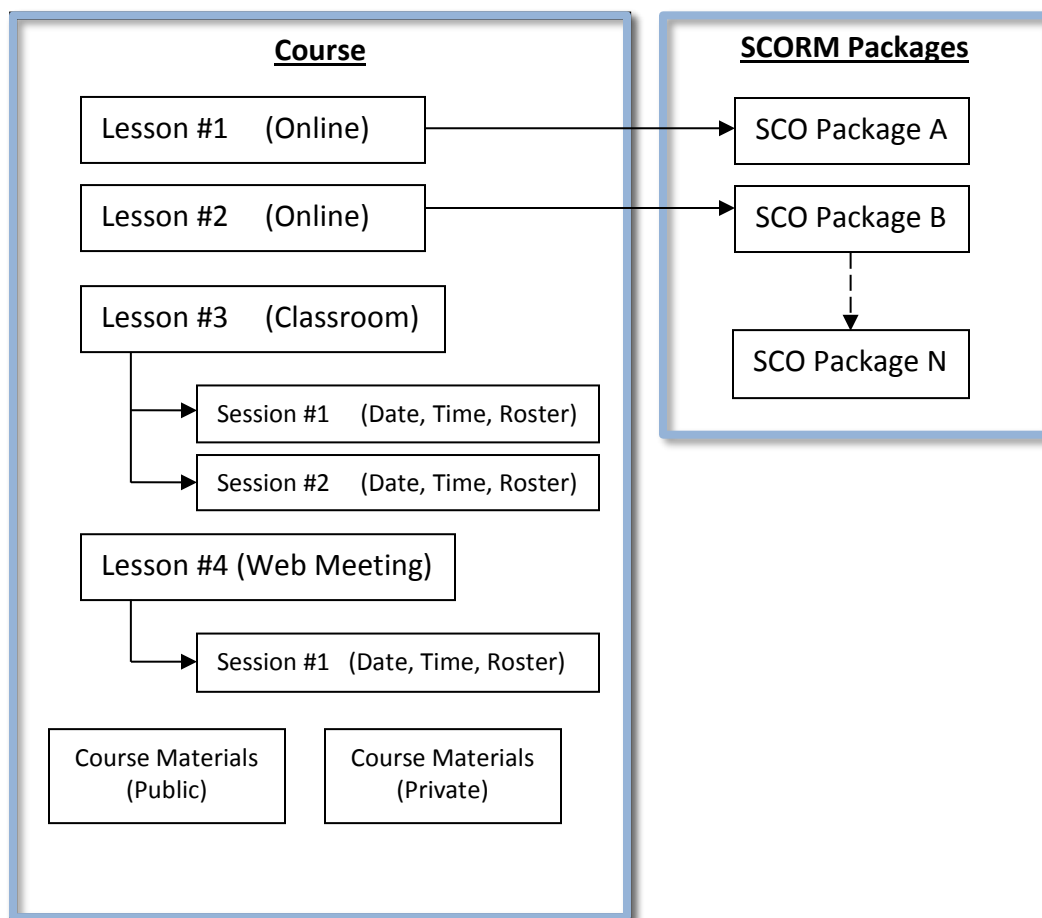
Courses

Once you have uploaded your content packages, you will be able to create courses as described in the section titled “

Importing a SCORM Content Package” on page 12, or manually as will be covered in this section.

Courses are the most fundamental element in Inquisiq as it is courses in which learners are enrolled, and which are listed on their “My Account” page for completion. Once enrolled in a course, the user gains access to all of the elements within that course, including its lessons, as well as its Course Materials (non-trackable documents and handouts), if any.

Refer to the diagram below to understand how courses are structured and how they relate to SCORM packages.

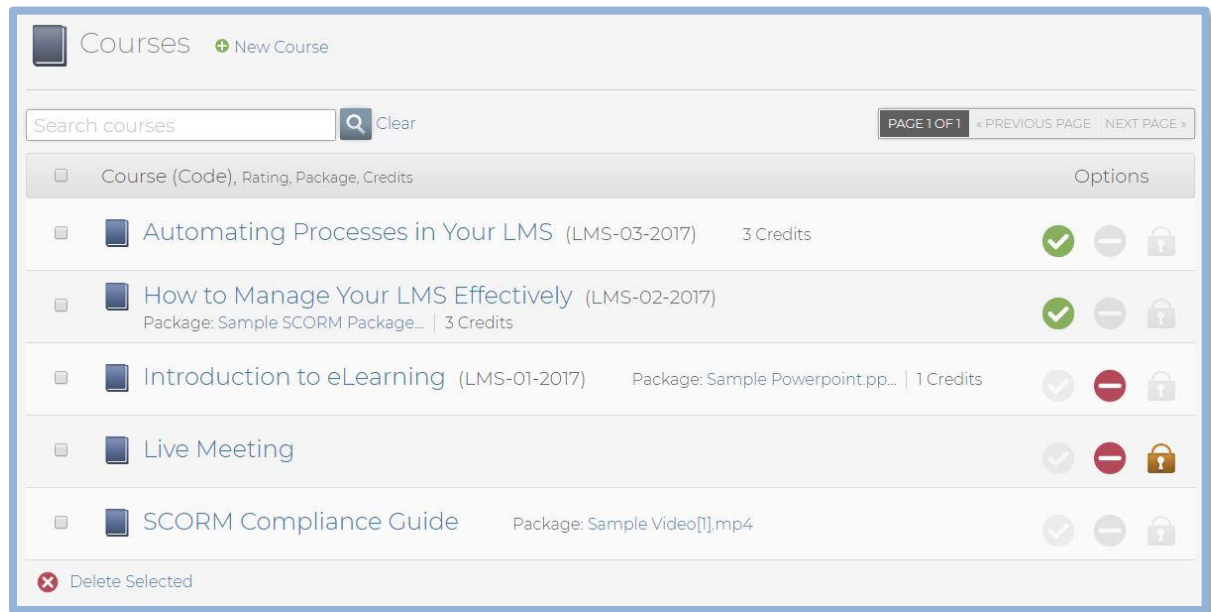


To access the **Courses** screen, follow the steps below:

1. Click the **Administrator Menu** button on the Main Menu.
2. Click the **Courses** icon located in the **Content** sub-menu.



3. The **Courses** screen lists all of the courses within the LMS and displays key information such as the course code, the SCORM package the course was generated from (if applicable), credits, and whether the course is published, closed, or locked. From this screen you can add, modify, or delete courses.



Adding or Modifying a Course

In addition to creating a course by importing it as described in the “Importing a SCORM Package” section on page 12, you may also manually create courses and “point” their lessons to resources within a package contained in your repository. This method allows you to create a new course that uses resources from numerous content or resource packages. The procedure described below may also be used to make changes to an existing course.

To create a course:

1. Click the **New Course** icon to the right of the Courses page heading.



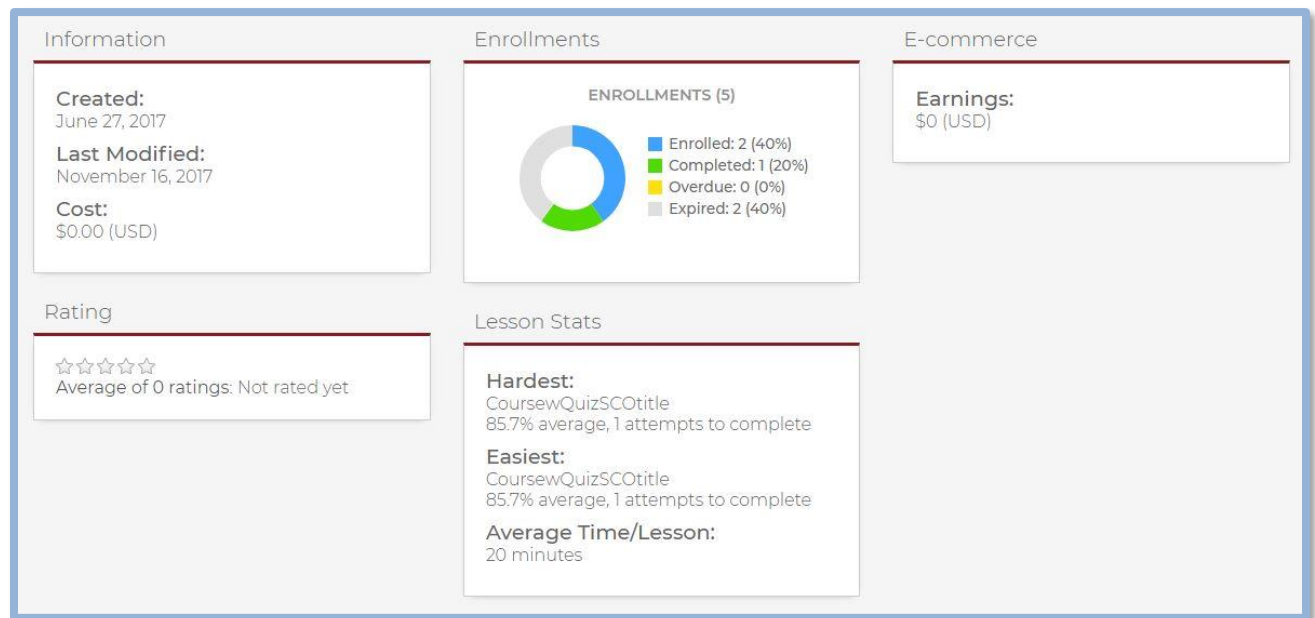
2. Enter the required and optional data in the tabs Properties and Settings. For more detailed information on course properties, please refer to the “Navigating the Course Detail Screen” section below.
3. Click **Save Changes**.

Navigating the Course Detail Screen

The course detail screen includes all relevant course information and is broken up into tabs.

Stats Tab

This tab contains information and statistics about the course, including at-a-glance analytics and infographics regarding course usage and learner success rates.



Note on Lesson Stats: The lesson stats are calculated using the average scores and average number of attempts to complete each lesson. A lower average score with a higher average number of attempts causes the system to conclude that the lesson is harder, while a higher average score with a lower average number of attempts causes the system to conclude that the lesson is easier. Each factor weighs equally in the determination of which lesson is deemed hardest or easiest.

Properties Tab

This tab contains descriptive information about the course.

Field Definitions:

- **Code** – course code that is listed in the course catalog. Courses are listed in alphabetical order by name and then in alphabetical order by code, therefore courses with codes will appear *after* all courses without codes. Each course code must be unique within the system. When a learner searches the course catalog, this field is searched.
- **Name** – course name that is listed in the course catalog. When a learner searches the course catalog, this field is searched.
- **Rating** – allows learners to rate the course. This field only appears when ratings are enabled in the Features section.
- **Estimated Length** – the estimated length of course.

- **Short Description** – the description that is displayed on any page that lists multiple courses with their descriptions (i.e. course listing page, or search results page). When a learner searches the course catalog, this field is searched so it is recommended to use keywords that learners will likely search for.
- **Description** – the full description that is displayed on detail screens. When a learner searches the course catalog, this field is *not* searched.
- **Objectives** – Course objectives.

Settings Tab

This tab allows you to control the state of the course as well as other access parameters.

Field Definitions:

- **Published** – a published course is visible in the course catalog. Using this setting is the same as clicking the green/grey **Published** button on the **Courses** screen. Administrators can still enroll learners in unpublished courses and additionally, learners that are currently enrolled can still access unpublished courses.
- **Closed** – a closed course will not allow students to self-enroll. Administrators can still enroll learners in closed courses, and learners that are currently enrolled can still access closed courses. If a closed course is published, it will still appear in the course catalog.
- **Locked** – a locked course may not be launched by students who are currently enrolled. Note that if you lock a course it will also automatically be closed. Locked courses may still be published, and administrators may still enroll users in the course (although the learner will not be able to launch the course until it is unlocked), but learners may not self-enroll.
- **Cost** – allows you to specify the price of the course for self-enrollment. *This field is *only* available if e-Commerce has been setup and verified.*
- **Credits** – Allows you to assign the number of credits associated to this course.
- **Access** – Length of time that a learner will have access to the course after *self-enrollment*. You can specify “No Limit” if you want the access period to be indefinite.
- **Time Limit** – Allows you to control the amount of time a learner may access the course after *launch*. When the time is up, the learner will be forced to exit any lesson they may be in and will be denied further access to the course. Note that an Administrator can go in and change the Time Limit for any individual learner.
- **Social Media** – Add links to web sites or social media pages (Facebook, LinkedIn, Google groups, Twitter, etc.) that will appear on the details screens for the course.
- **Survey** – Add a link to an external survey page. You can specify that the link to the survey will only be available once the learner completes the course, if you prefer.
- **Course Expert** – Specify a person to whom learners may reach out if they have questions about the course. You can either select a user within the system, or specify the name and email of someone who is not a user in the system.
- **Prerequisites** – Courses that must be completed before the learner is allowed to launch the course. When administrators enroll users or groups, they have the option to enforce these prerequisites. If enforced, the user will be enrolled, however the course will be locked until the prerequisite(s) are satisfied.

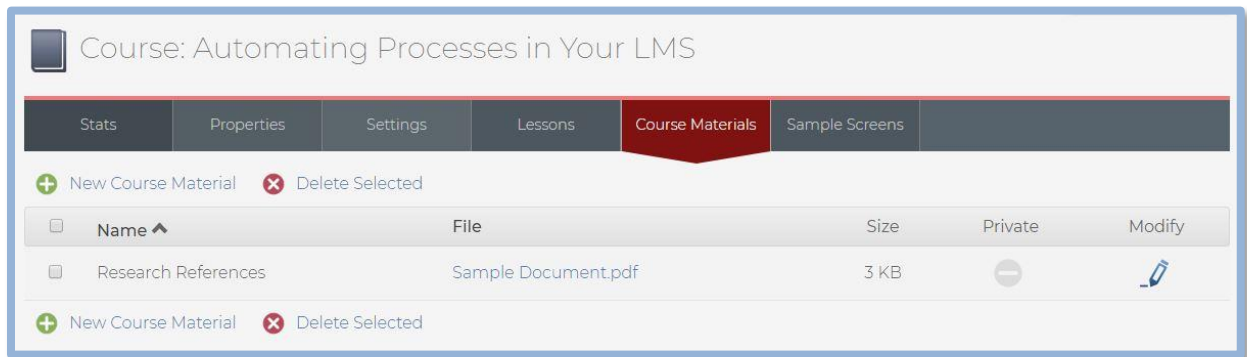
Lessons Tab

This tab allows you to add lessons to the course, and modify them at will. See the “Lessons” section below for more information.

Course Materials Tab

Whitepapers, manuals, PowerPoint slides, photos, and videos can be uploaded and attached to a course to serve as reference material for learners. The course materials will appear on the course details screen within the course catalog (if the course materials are “public”), as well as on the learner’s **Enrollment** screen.

The materials list displays key information such as the file name, source file, file size and whether or not it is private or public. From this screen you can add, modify, or delete course materials. You may attach multiple files of various types (i.e. doc, pdf, ppt, jpg, etc.) to serve as course materials, however these resources are not tracked. They are simply used as reference material for your learners.



To add course materials:

1. Click the **New Course Material** icon.



2. Click “Choose File” and select the file you wish to upload, then click “Upload.”
3. Complete the form in the next window.

Field Definitions:

- **Name** – name of the course material that will appear anywhere course details are shown.
- **Access: “Private”** – course material will only be displayed to those learners who are enrolled in the course, and will be located with the course description of the **Enrollment** screen in a learner’s **My Account** page.
- **Access: “Public”** – course material will be available anywhere course details are shown (i.e. Course details page within the course catalog, the learner’s Enrollment screen), provided that the learner accessing them is logged in.
- **File** – this file name will not appear on the learner’s interface anywhere, however it is important to note that the file name itself should be as short as possible. An exceptionally long file name will result in an error message within the system.

4. Click **Save Changes**. Once saved, you can change the Access setting (“Private” or “Public”) from the **Course Materials** Screen.



When you delete course materials, they are completely removed from the course and course detail screen and can no longer be accessed/downloaded by learners.

To delete course materials:

1. Select the checkbox to the left of the course material(s) that you want to delete.
2. Click the **Delete Selected** link.



3. Follow the onscreen instructions and click **OK** to delete the course material(s).

Sample Screens Tab

This tab allows you to upload screenshots from your course to give learners an idea of what the course looks like. To upload screenshots, click “Upload sample screen image,” upload your screenshots, and then click **Save Changes**.

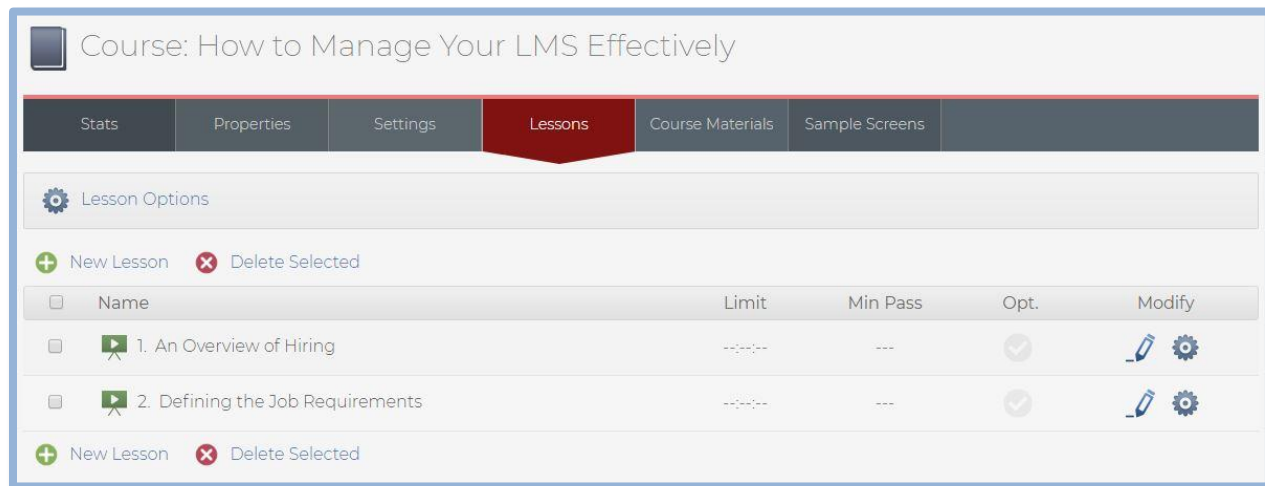
Lessons

A course should contain at least one lesson. Three types of lessons are available in Inquisiq:

- **Online Lessons** – are web delivered, on-demand modules. These lessons use SCORM packages that have been uploaded into the system.
- **Classroom Lessons** – are for in-person training that is taking place in a classroom setting. For this type of lesson, sessions will need to be set up, which specifies the details of a particular occurrence of this lesson (time, place, etc.). An instructor is assigned to the session and can manage the session’s roster, enter attendance and scores into the LMS.
- **Web Meetings** – are similar to classroom lessons but held as an on-line meeting using web meeting software such as GoTo Meeting, Web-Ex, or other equivalent tools. For this type of lesson, sessions will need to be set up, which specifies the details of a particular occurrence of this lesson (time, URL, etc.).

There are two ways to create lessons in Inquisiq; the first, as described in the “Importing a SCORM package” section on page 12, automatically generates your lessons based on the structure defined within your SCORM package. The second, as described below, is a manual process whereby you add and configure each lesson individually.

The Lessons tab lists all of the lessons within the course. From this screen you can add, modify, or delete lessons as well as change their order or make them optional.



To control accessibility to the lessons in the course, click **Lesson Options**.



There will be three options in the pop-up window, controlled by check boxes:

- **Require all lessons to be completed in order** – requires a learner to progress through all of the lessons sequentially based on the order that they appear on the **Lesson** screen. The LMS will not allow the learner to launch a lesson until all previous lessons have been completed or passed. If this option is checked then the next two options will also automatically be checked.
- **Require first lesson be completed before any other** – requires that the first lesson in the course be completed before any other lesson in the course can be launched. For example, an introductory lesson that the learner must view before launching any other lesson. Once the first lesson is passed or completed, all remaining lessons may be accessed and completed in any order.
- **Lock last lesson until all previous lessons are completed** – locks the last lesson in the course so that it cannot be launched until all previous lessons have been passed or completed. All lessons prior to the last lesson may be accessed or completed in any order. For example, a lesson that is a final exam that you do not want the learners to launch until they have completed all of the other lessons first.

Adding an Online Lesson

An online lesson must consist of SCORM content that you have uploaded into the system. For instructions for uploading content, please refer to the “Uploading a SCORM Package” section on page 9.

To add an online lesson:

1. Click the **New Lesson** icon located above or below the lesson list.



2. Enter the lesson name, select “Online Lesson” for type, and give a Short Description of the lesson.
3. Click the **Select Package/Resource** button to select the SCORM package that this lesson will use. A list of resources will pop up next. Select the resource the lesson will use, then click “Select Resource.”



Only resources that are contained within the selected package will be listed. Because resources are listed by their SCORM Identifier, you should be sure that when you are authoring and packaging your content, you are assigning identifiers that are meaningful and understandable when listed such as this.

4. Click **Save Changes**.

Adding a Classroom Lesson

It is important to understand that when you add a classroom lesson to a course, you are just establishing its existence and name. In order for learners to enroll in a classroom lesson, sessions must also be created for that lesson. A session represents a specific in-person meeting of that lesson (date, time, and location).

To add a classroom lesson:

1. Click the **New Lesson** icon located above or below the lesson list.



5. Enter the lesson name, select “Classroom Lesson” for type, and give a Short Description of the lesson.
6. Click **Save Changes**.

Adding a Web Meeting

It is important to understand that when you add a web meeting to a course, you are just establishing its existence and name. In order for learners to enroll in a web meeting lesson, sessions must also be created for that lesson. A session represents a specific online meeting of that lesson (date, time, and location).

To add a web meeting:

1. Click the **New Lesson** icon located above or below the lesson list.



7. Enter the lesson name, select “Classroom Lesson” for type, and give a Short Description of the lesson.
8. Click **Save Changes**.

Modifying a Lesson

There are different icons that allow you to modify a lesson: the **Modify** icon () , the **Settings** icon () , and the **Sessions** icon () . The type of lesson will dictate what type of information is requested and/or required. The following explains the details of the properties and controls for the different types of lessons.

Modify Icon ()

All three lesson types have a modify icon. When clicked, this icon creates a pop-up, within which are the fields for the lesson’s name, type, SCORM resource (only if type is Online Lesson), and Short Description.

Field Definitions:

- **Name** – the name of the lesson as it will appear to learners. Lesson name must be unique within a course; however, lessons in different courses can have the same name.
 - **Type** – the type of lesson: Online Lesson, Classroom Lesson, or Web Meeting.
 - **SCORM Package/Resource** – the SCORM package and resource that the lesson uses (only if type is Online Lesson).
- Short Description** – the description that is displayed on any page that lists multiple lessons with their descriptions. When a learner searches the course catalog, this field is searched so it is recommended to use keywords that learners will likely search for.

Settings icon ()

Only Online Lessons have a settings icon. When clicked, this icon creates a pop-up, within which are the parameters that control how the lesson behaves. Most of the parameters within this window are created and controlled within the authoring tool used to create the course, but the LMS gives you the option to put in place controls here, if need be.

Field Definitions:

- **Parameters** – in this box, you can put query strings to control how the lesson behaves. This is an advanced feature that you will most likely not need to use.
- **Attempt Limit** – how many times a learner may attempt the lesson before the LMS locks the learner out. The “completion” of an attempt is determined by the code within the SCORM package; in order to utilize this feature, you will need to be aware of this when developing your content.
- **Mastery/Passing Score** – the score that indicates the learner has “mastered” the lesson. The passing score is typically determined by the content; however, it can be overridden by entering a score here. When entered, the LMS will override lesson statuses of “pass,” “fail”

or “completed” by comparing the learner’s score to the Mastery/Passing Score and updating their status to “pass” or “fail” accordingly.

- **Maximum Time Allowed** – the length of time, from first launch, that a learner can access the lesson. The control has three components to it:
 - Checkbox to enable the function.
 - Maximum time allowed. This must be entered in hh:mm:ss format.
 - The action to take once the time limit is met.
- **Launch Data** – This string can be passed to the Lesson (SCORM package) when it is launched. The SCO will need to be programmed to request this data from the LMS and act on it accordingly.
- **Resume Options** –This allows you to always (or never) make the previously recorded data available to the lesson regardless of whether the lesson has properly marked it as “resumable.” Some SCORM authoring tools do not properly set the “resume” trigger and therefore the lesson would never resume; this setting provides a workaround to that by always providing the data. NOTE: the lesson must still be properly coded to actually use the resume data; this setting only forces the LMS to provide it.
- **Window Display** –This setting allows you to control the size of the lesson window. The width and height setting must be in pixel dimensions. Note that there may be slight variations in actual window size from browser to browser.

Sessions icon (🕒)

Only Classroom Lessons and Web Meeting lessons have a Sessions icon. When clicked, this icon loads a new page, which shows a list of sessions for the lesson, and which allows you to add, modify, and remove sessions for that lesson.

Course: How to Manage Your LMS Effectively

Live Lesson : Sessions + New Session

Sessions for this lesson are listed below. You may modify the session or manage the roster, scores and statuses of these sessions.

PAGE 1 OF 1 ◀ PREVIOUS PAGE NEXT PAGE ▶

☐ Date ▼	Location	Seats (Avail.)	Waiting List (Avail.)	Manage	Modify
☐ December 19, 2017 @ 4:01 PM	Pittsburgh, PA	10 (10)	10 (10)		

Delete Selected

A session is a single meeting (time and location) of those types of lessons. A learner will join and attend a single session for each lesson within a course. An administrator may then grant the learner a status and score for that session. If your classroom lessons or web meetings span multiple days, it is recommended that you create a *lesson* for each day of material and then create the necessary sessions for each of those lessons. The learner will select one session (meeting time and location) for *each* of the daily lessons. This allows you to enter a separate status and score for the learner for each day and also allows the flexibility that, should a learner miss one of the days, they can join and attend an alternate session for the missed lesson.

See the example below.

Course A

- Lesson (Day 1)
 - Session - Monday, Jan 1
 - Session - Monday, Jan 15
- Lesson (Day 2)
 - Session - Tuesday, Jan 2
 - Session - Tuesday, Jan 16
- Lesson (Day 3)
 - Session - Wednesday, Jan 3
 - Session - Wednesday, Jan 17

If you only need to record a single status and score for multiple days and it isn't imperative that a learner be able to “make-up” a missed day, then there is no other requirement that dictates you use multiple lessons and sessions; it could all be done with a single lesson and session.

To add or modify a session:

1. Click the **New Session** icon to add a session or click the **Modify** icon (✎) to modify a session.



2. Enter or modify the session properties, and then click **Save Changes**.

The session detail screen includes all of the session information and is broken up into the following three tabs: **Date & Location**, **Settings**, and **Instructor**. The session details will appear in the **Public** calendar within the **Course Catalog** screen (so long as it is enabled in the Features section of the Administrator Menu) and a learner's **My Account** calendar (if they are enrolled in the session).

Date & Location Tab

Enter the required and optional data.

When adding or modifying a *web meeting*, the **Location** fields (City and State/Province) will be replaced by a URL input field.

Field Definitions:

- **Date/Time** – Select the date, time and time zone.
- **Location** – Enter the City and State/Province.
- **URL** – Enter the URL for learners to access your web meeting.
- **More Information** – Enter additional information such as directions, map links, etc.

Settings Tab

Enter the required and optional data.

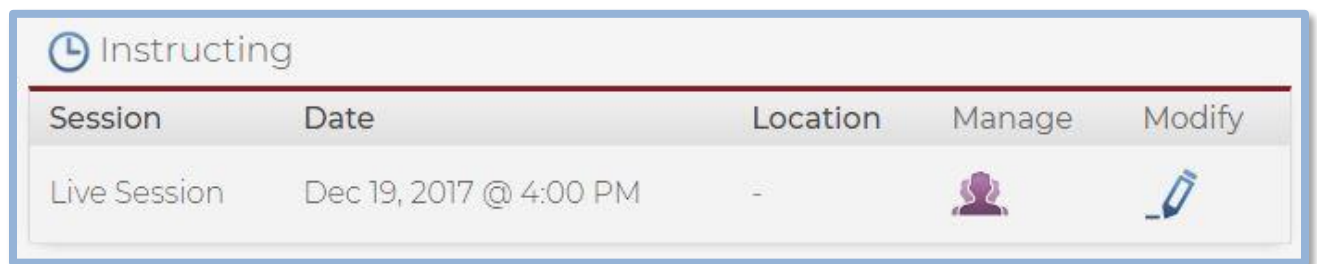
Field Definitions:

- **Session Length** – Enter the number of hours and minutes for the classroom session.
- **Restrictions** – You may restrict the ability for learners to self-enroll in this particular classroom session and/or restrict whether or not the learners may self-drop out of this classroom session by checking the appropriate boxes.
- **Class Size** – Enter the number of available seats in the classroom session and/or the number of seats available on the waiting list. When all available seats are taken, learners will automatically be added to the wait list.
- **Additional Information** – Enter any additional information such as required supplies, suggested readings, etc.

Instructor Tab

You may specify the instructor for a session by selecting from existing user accounts within the system, or selecting the “Specified below” option and entering the instructor’s contact information. The instructor’s contact information is displayed on the course detail screen as well as the learner’s **Enrollment** screen.

If the Instructor is a user within the system, they will be able to manage the session from their My Account screen, in an **Instructing** widget.



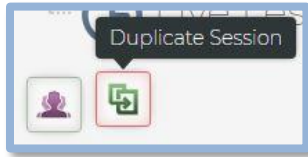
To add learners to the session (who are already enrolled in the course), move learners between the main roster and the waitlist, and drop learners from the session, they will click the **Manage Roster** icon (). To change the date/time, location/URL, or information for their session, they will click the Modify icon ().

Duplicating a Session

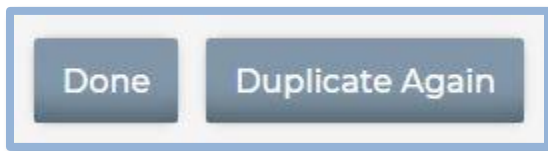
For existing sessions, or new sessions once they have been saved, an **Actions** menu will appear on the upper right side of the screen. Within this menu is a **Duplicate Session** icon. This option will duplicate the session by copying all of its properties into a new session. This can be useful if you would like to base a session on one you have already customized (i.e. if there are minimal changes from one to the other such as the location or date).

To duplicate a session:

1. On the **Session** detail screen, click the **Duplicate Session** icon.



2. Make the necessary changes to the session properties, and then click **Save Changes**.
3. To create another duplicate, click **Duplicate Again** and repeat this process. If you only need one duplicate session, click **Done**.



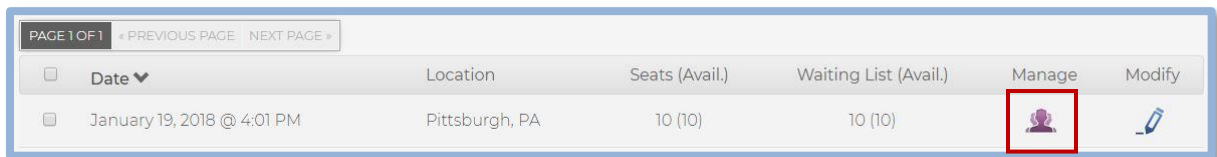
Adding Learners to the Enrollment Roster and Wait List

Once you have created a session, only eligible learners may be enrolled in that session. A learner is eligible when they are enrolled in the course containing the session and the session occurs between the learner's enrollment start date and the following dates:

- Due Date, if a due date is defined.
- Expiration Date, if an expiration date is defined and a due date is not defined.
- If neither a Due Date nor Expiration Date is defined, then a learner is eligible to enroll in any session that occurs after the enrollment Start Date.

To enroll/waitlist a learner in a session:

1. Click the **Manage Session** icon (👤) associated with the session that you would like to enroll/wait list learners in.



2. Click **Add User(s)** under the **Enrolled** roster.
3. In the dialogue box that appears, select the eligible learner(s) that you would like to enroll in the session. You may select a single learner or press the Control (Ctrl) key on your keyboard to select multiple learners. Then click **OK**.
4. Click **Save Changes**.

Dropping Learners from a Session

Once you drop a learner from a session, the learner will need to re-enroll in this or another session in order to complete the lesson. Depending on your settings, the learner may be able to do this themselves, otherwise an administrator will need to enroll the learner.

To drop a user from a session:

1. On the **Session Listing** screen, click the **Manage Session** icon (👤) associated with the session that you would like to drop learners from.
2. Click the **Drop** icon (❌) in the **Drop** column associated with the learner that you would like to drop from the session.
3. Click **Save Changes**.

Moving Learners between the Enrollment Roster and Wait List

You may promote learners to the enrollment roster from the wait list and also demote learners from the enrollment roster to the wait list.

To promote/demote a user in a session:

1. Click the **Manage Session** icon (👤) associated with the session that you would like to modify.
2. Select the **Roster** tab, then Click the **Promote User** icon (👆) associated with the learner in the Wait List that you would like to move to the Enrolled List.
3. Click the **Demote User** icon (👇) associated with the learner in the Enrolled List that you would like to move to the Wait List.
4. Click **Save Changes**.

The screenshot displays a user management interface with two main sections: 'Enrolled' and 'Waiting List'. Each section has a 'MAXIMUM LIMIT: 10 USERS' indicator. The 'Enrolled' section contains a table with columns 'Name', 'Demote', and 'Drop'. It lists '1. Jones, Bob' with a red down arrow icon in the 'Demote' column and a red 'X' icon in the 'Drop' column. Below the table is an 'Add User(s)' button. The 'Waiting List' section contains a similar table with columns 'Name', 'Promote', and 'Drop'. It lists '1. Doe, Jane' with a green up arrow icon in the 'Promote' column and a red 'X' icon in the 'Drop' column. Below this table is also an 'Add User(s)' button. At the bottom of the interface are 'Save Changes' and 'Cancel' buttons.

Name ^	Demote	Drop
1. Jones, Bob	👇	❌

+ Add User(s)

Name ^	Promote	Drop
1. Doe, Jane	👆	❌

+ Add User(s)

Save Changes Cancel

Printing a Session Roster

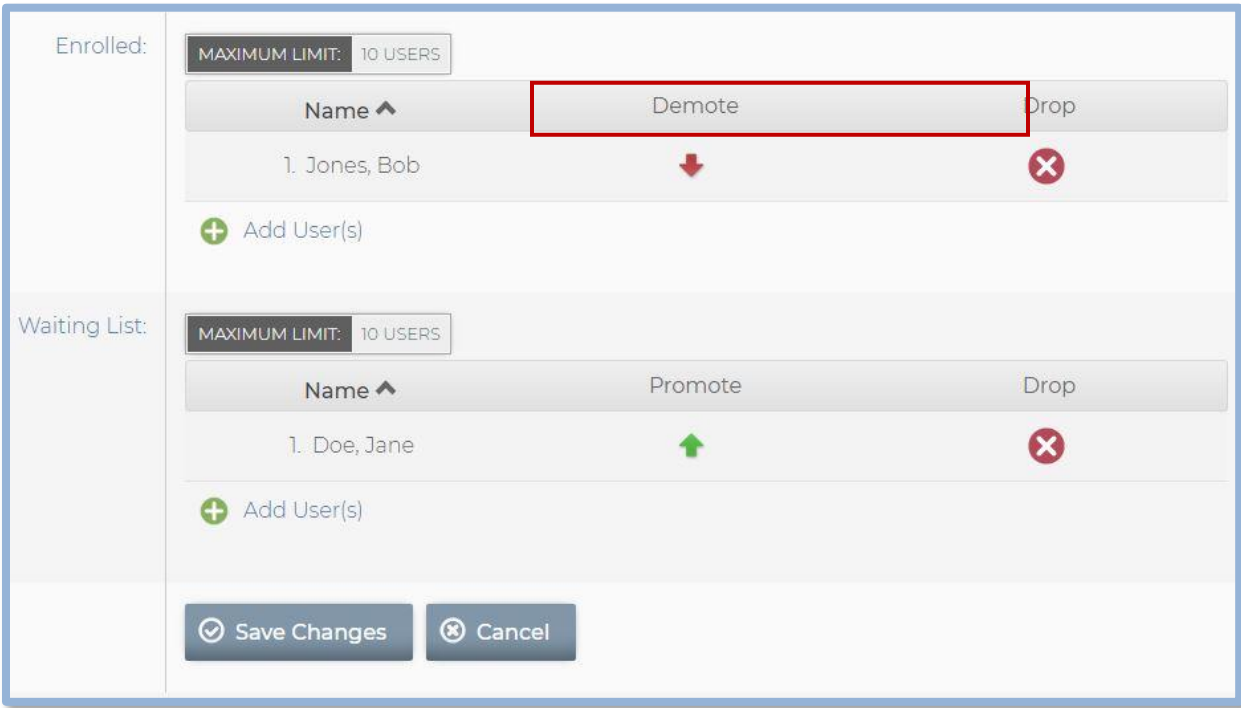
Once your enrollment roster and wait list have been finalized, you can print them from this screen by clicking the **Print Roster** () icon. This printout can be used as a sign-in or attendance sheet.

Managing Session Statuses and Scores

Once a session has concluded, based on its scheduled date and time, the **Manage Session** screen will then contain new fields to enter transcript data for each learner. Administrators as well as the assigned instructor will have access to this screen.

To manage session statuses and scores:

1. Click the **Manage Session** icon () associated with the session that you would like to modify.
2. Select the Completion status (Completed, Incomplete, or Not Present) for each learner.
3. Select the Success status (Passed or Failed) for each learner.
4. Enter the Score for each learner.



The screenshot displays the 'Manage Session' interface. It is divided into two main sections: 'Enrolled' and 'Waiting List'. Each section has a 'MAXIMUM LIMIT: 10 USERS' indicator. The 'Enrolled' section shows a table with columns for 'Name', 'Demote', and 'Drop'. The first row lists '1. Jones, Bob' with a red down arrow under 'Demote' and a red 'X' under 'Drop'. Below this is an 'Add User(s)' button. The 'Waiting List' section shows a similar table with columns for 'Name', 'Promote', and 'Drop'. The first row lists '1. Doe, Jane' with a green up arrow under 'Promote' and a red 'X' under 'Drop'. Below this is an 'Add User(s)' button. At the bottom of the interface are 'Save Changes' and 'Cancel' buttons.

5. Click **Save Changes**.

Deleting a Session

When you delete a session that you have not entered learner statuses or scores into, the enrolled and waitlisted learners will be alerted on the course page to select an alternate session for this lesson.

If you have entered learner statuses or scores, those records will remain. Learners who have been marked as passed or completed will not need to join another session in order to complete their course. However learners who have not been marked as passed or completed, should join an alternate session to earn credit towards completion of the course.

Once a session has occurred and you are certain that all statuses and scores have been completely and accurately recorded, you may delete the session with no adverse effects. Once deleted however, no changes can be made to learners' statuses or scores.

To delete a session:

1. Select the checkbox to the left of the session(s) that you want to delete.
2. Click the **Delete Selected** link.



3. Follow the onscreen instructions and click **OK** to delete the session(s).

Making a Lesson Optional

This section discusses the steps necessary to make a lesson optional. If a lesson is optional the LMS will launch that lesson in "browse" mode as defined by SCORM. **No data will be recorded** by the LMS. This means the lesson will not support bookmarking and lesson completion status and scores will not be recorded in the LMS. An optional lesson is not required to be completed or passed for a course to be completed.

To make a lesson optional:

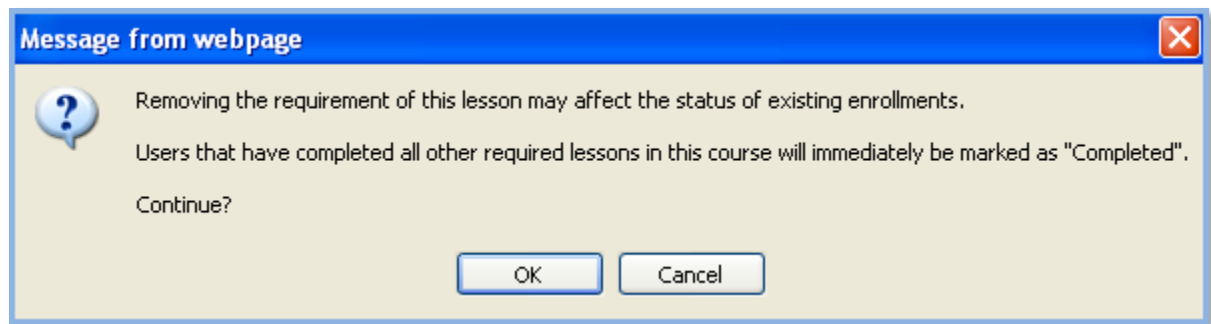
1. Click the round checkmark icon in the **Opt.** column. By default, this icon is grayed-out, meaning that the lesson is required.

The screenshot shows a web interface titled "Communication Basics : Lessons". It has two tabs: "LESSONS" (active) and "OPTIONS". Below the tabs is a table with the following columns: Name, Type, Limit, Min Pass, Opt., Move, and Modify.

	Name	Type	Limit	Min Pass	Opt.	Move	Modify
☐	1. Communication 101		-	75%			
☐	2. Communication and Social Media		-	-			
☐	3. Communicating Across Borders		-	-			

At the bottom left is a "Delete Selected" button with a red 'X' icon. A tooltip is visible over the 'Opt.' column of the third row, stating: "Lesson is required - Click to make this lesson optional".

2. Follow the onscreen instructions. Note that by selecting **OK**, learners that have completed all other required lessons in this course will immediately be marked as "Completed."

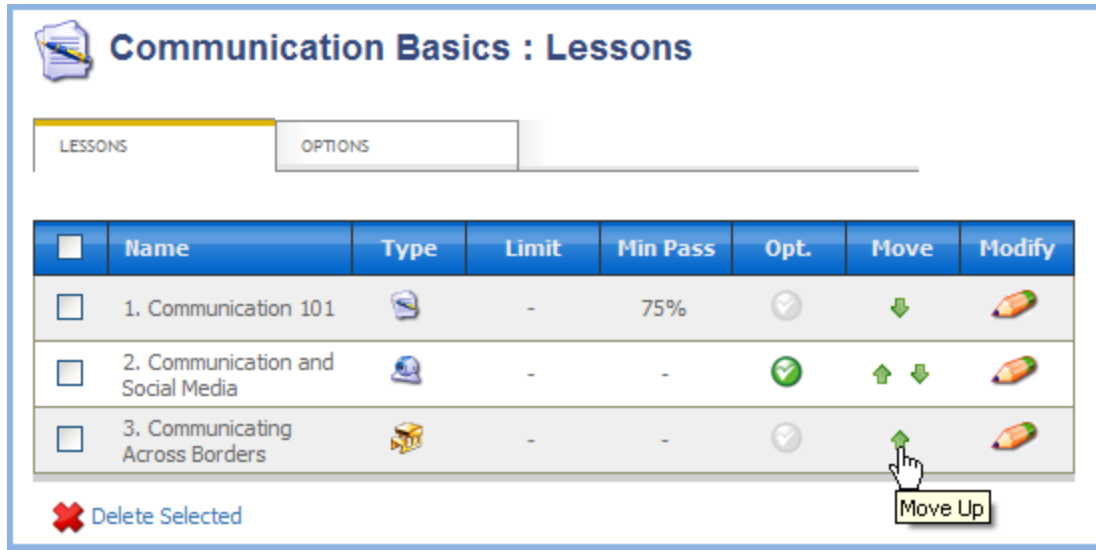


Changing the Lesson Order

The order in which the lessons appear on the **Lesson** screen is based on the order in which they were created. However, if you would like the lessons to appear in a certain order or be completed in a specific order, follow the steps below to change the order of the lessons listed.

To change the lesson order:

1. Click the green up/down arrows in the **Move** column associated with the lesson that you would like to re-order.



The screenshot shows a window titled "Communication Basics : Lessons". It has two tabs: "LESSONS" and "OPTIONS". Below the tabs is a table with the following columns: **Name**, **Type**, **Limit**, **Min Pass**, **Opt.**, **Move**, and **Modify**. The table contains three rows of lessons:

	Name	Type	Limit	Min Pass	Opt.	Move	Modify
☐	1. Communication 101		-	75%			
☐	2. Communication and Social Media		-	-			
☐	3. Communicating Across Borders		-	-			

At the bottom left, there is a red "X" icon and the text "Delete Selected". At the bottom right, there is a "Move Up" button with a hand cursor pointing to it.

2. Follow the onscreen instructions. Click **Close Window**.

Deleting a Lesson

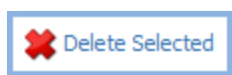
Deleting a lesson will remove that lesson from the course; however the lesson content contained within the SCORM package will remain and still be available for use elsewhere. Learner records for the lesson will also remain untouched if the learner has already completed the course, however if the learner has not completed the course, the records will be dropped. In order to complete the course, learners will simply need to complete or pass any remaining lessons within the course.



If you are making changes to a course and planning to add as well as remove lessons, it's recommended that you add the new lessons *before* removing any existing lessons. This will prevent the course from immediately being marked as "complete" for learners that have completed all of the lessons other than the one(s) that you plan to remove prior to you adding the new lesson(s).

To delete a lesson:

1. Select the checkbox to the left of the lesson(s) that you want to delete.
2. Click the **Delete Selected** link.

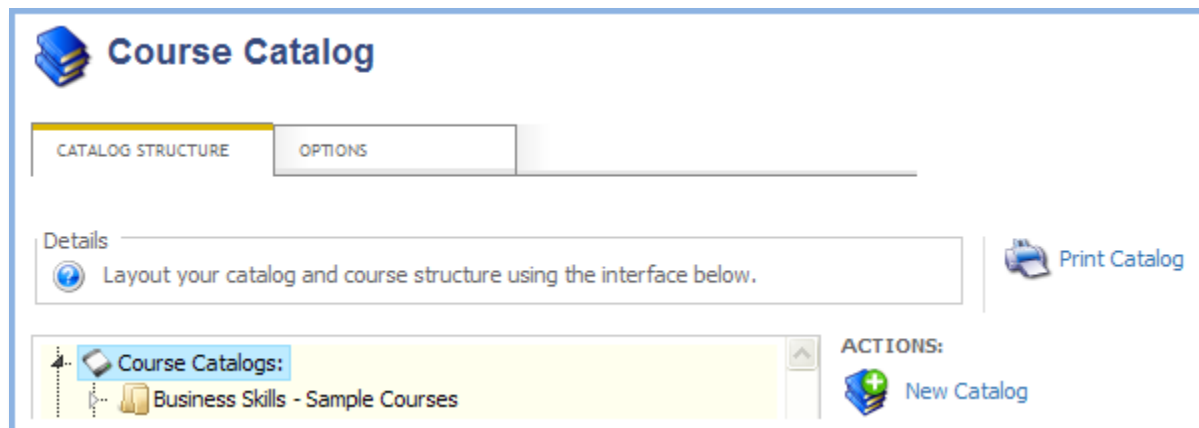


3. Follow the onscreen instructions and click **OK** to delete the lesson(s).

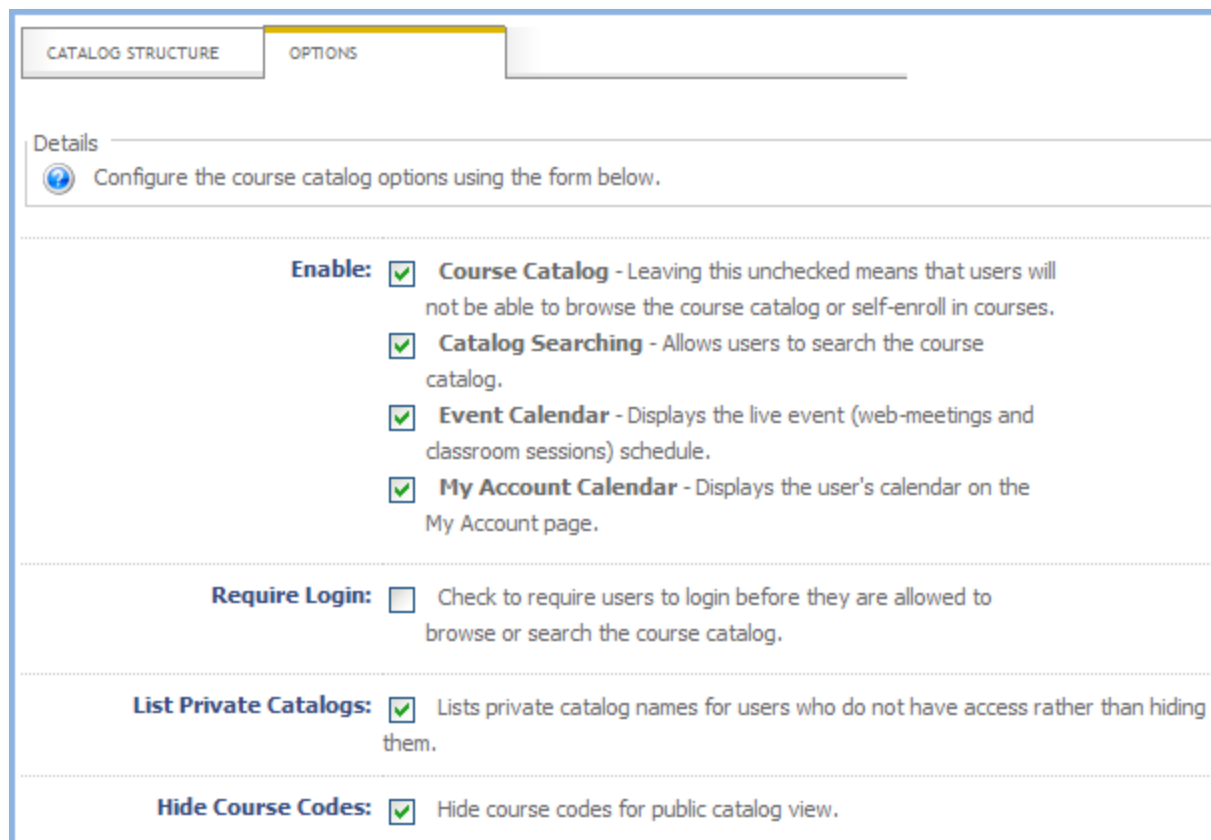
Course Catalog

The course catalog presents your course offerings to the learners and allows them to both browse and self-enroll (if allowed) in courses. You can create as many catalogs as you need and organize them in any way that fits your needs. Catalogs may contain other catalogs, allowing you to create a logical hierarchy, and courses may exist in multiple catalogs.

The **Course Catalog** screen consists of two tabs: Catalog Structure and Options. The **Catalog Structure** tab lists all of the catalogs and courses that are currently contained in your Inquisiq LMS and is where you configure your catalog layout. To access this screen, click the **Course Catalog** icon in the **Content** sub-menu within the Administrator Menu.



The **Options** tab allows you to control the behavior of the catalog. These catalog options are applied globally throughout the LMS.



Field Definitions:

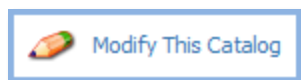
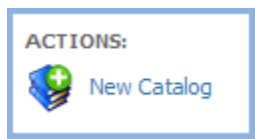
- **Enable Course Catalog** – turns on the course catalog; activates the **Course Catalog** button on the main menu.
- **Enable Catalog Searching** – turns on the course catalog search function. This function appears as a **Search** field on the left-side of the course catalog pages.
- **Enable Event Calendar** – turns on the event calendar in the course catalog. The events displayed include all scheduled classroom sessions and web meetings.
- **Enable My Account Calendar** – turns on the event calendar in the learner’s **My Account** page. The events displayed include those specific to the logged in learner, such as enrollment due dates and their scheduled classroom sessions and web meetings.
- **Require Login** – requires learners to login before they are allowed to browse or search the course catalog. If this is not checked, learners can access the course catalog of your LMS before they log in or create an account. If this option is checked, learners **cannot** view the course catalog (the **Course Catalog** button is not present on the menu bar and all underlying pages will be inaccessible) or search the catalog until they log in.
- **List Private Catalogs** – catalogs marked as “Private” will be listed for all to see, but only those learners who have specific permission to access those catalogs will be able to view, enroll, and launch the contained courses and lessons. When un-checked, private catalogs will only be visible to learners that have specifically been given permission to them.
- **Hide Course Codes** – hides all course codes from view within the course catalog. Note that hiding course codes does not affect the alphabetical ordering as described below in the section titled, “Adding a Course to a Catalog.”

Adding or Modifying a Course Catalog

Once a catalog is created, that catalog cannot be moved. If a catalog needs to be moved, for example from within one catalog to another, it must be deleted from its current location and recreated in the new location.

To add or modify a course catalog:

1. Within the course catalog “tree,” click to highlight the location where you would like to add the new catalog then click the **New Catalog** icon. If modifying a catalog, click to highlight the catalog that you want to modify and click the **Modify This Catalog** icon on the **Actions** menu.



2. Enter or modify the catalog properties. For more detailed information on catalog properties, please refer to the “Navigating the Catalog Detail Screen” section below.
3. Click **Save**.

Navigating the Catalog Detail Screen

This screen contains descriptive information about the course catalog and allows you to control the state of the catalog as well as other access parameters.

Catalog : Business Skills - Sample Courses

Details

Complete the form below to add or update the properties of this catalog.
Required items are marked with an asterisk ().*

*** Name:** Business Skills - Sample Courses

*** Privacy:** ☒ Public ☐ Private

*** Closed:** ☒ Yes ☐ No

Closed catalogs are not available for self-enrollment by learners. Courses within closed catalogs may be available for self-enrollment by learners depending on their settings.

*** Short Description:** This course catalog contains three sample courses from VuBiz and Soft Skills on Demand.

Description: ICS Learning Group is a proud reseller of both VuBiz and Skills on Demand eLearning courses. Below are three sample courses that you can enroll in.

VuBiz offers over 500 on-line training programs for both soft and hard skills training. The VuBiz library covers a wide array of topics including Banking, Business (including small business), Compliance, Computer, Customer Service, Marketing & Sales, Finance, Human Resources, Health & Safety, Insurance Sector, Personal Development and Wellness, and a variety of accredited programs.

Rich Text Editor: B I U ABC [List Bulleted] [List Numbered] [List Nested] [List Nested] Format Font family Font size [Link] [Unlink] [Image] [Table] [HTML]

Buttons: Save Cancel

Field Definitions:

- **Name** – the catalog name.
- **Privacy: “Public”**– when selected, this catalog will appear in the course catalog and be available to all users (if the **Course Catalog** button is enabled).
- **Privacy: “Private”** – when selected, access to the catalog will be restricted to only those users or groups who have been explicitly granted permission to the catalog. A catalog must be created and set as “Private” before such user/group access can be established (refer to the **Administrator Manual – User’s & Groups** for more detailed information).

- **Closed: “Yes”** – when selected, learners cannot self-enroll in or purchase the catalog (bundle of courses) within a single transaction. Note however, this will not prevent learners from self-enrolling or purchasing the *individual* courses within the catalog provided that you have configured the course(s) to be open for self-enrollment.
- **Closed: “No”** – when selected, learners can self-enroll in or purchase the catalog (bundle of courses) within a single transaction. When selecting this option, you will need to provide pricing information (illustrated below).

* Closed: ☐ Yes ☒ No

⚠ Closed catalogs are not available for self-enrollment by learners. Courses within closed catalogs may be available for self-enrollment by learners depending on their settings.

☐ Free

☒ Fixed Price (e.g. \$25)

☐ Total of all Course Prices in Catalog

☐ Discounted Total (e.g. 30% off)

Fixed Price: \$ (USD)

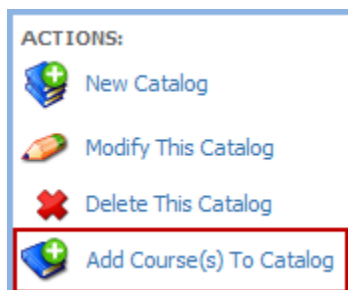
- **Short Description** – the description that is displayed on any page that lists multiple catalogs with their descriptions. When a learner searches the course catalog, this field is searched so it is recommended to use keywords that learners will likely search for.
- **Description** – the full description that is displayed on detail screens. When a learner searches the course catalog, this field is **not** searched.

Adding a Course to a Catalog

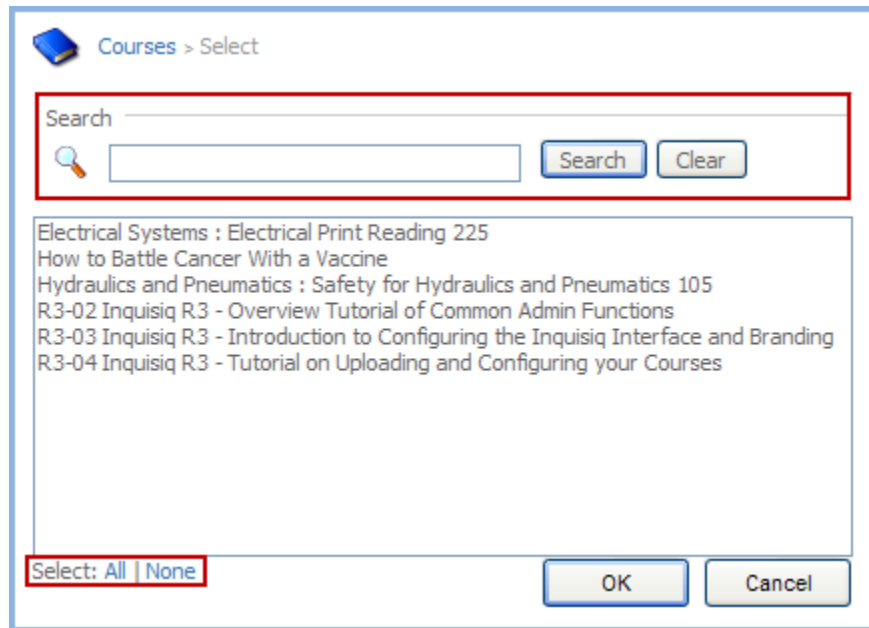
Once a catalog is created, courses may be placed within that catalog. There is no limit to the number of catalogs in which a particular course can be placed. Courses are ordered within a catalog in the following manner: courses with course codes will appear first, ordered alphabetically by course code, then course title; then courses without course codes will appear, ordered alphabetically by course title. The system will adhere to this ordering process even when course codes are hidden using the “Hide Course Codes” option described earlier.

To add a course to a catalog:

1. Within the course catalog “tree,” click to highlight the catalog to which you are adding a course. Note the additional options that appear on the **Actions** menu on the right.
2. Click the **Add Course(s) to Catalog** icon on the **Actions** menu.



3. A list of all the courses currently contained within your Inquisiq LMS will be displayed in a new pop-up window. Select the course(s) you want to add (use CTRL-click to select multiple courses).



Note the **Select: All or None** option at the bottom for quick selection or de-selection. You can also search the list of courses from the Search field at the top of the new pop-up window. Results that match your search terms will appear in the main window list. To return to the entire course list click the **Clear** button.

4. Click **OK**.

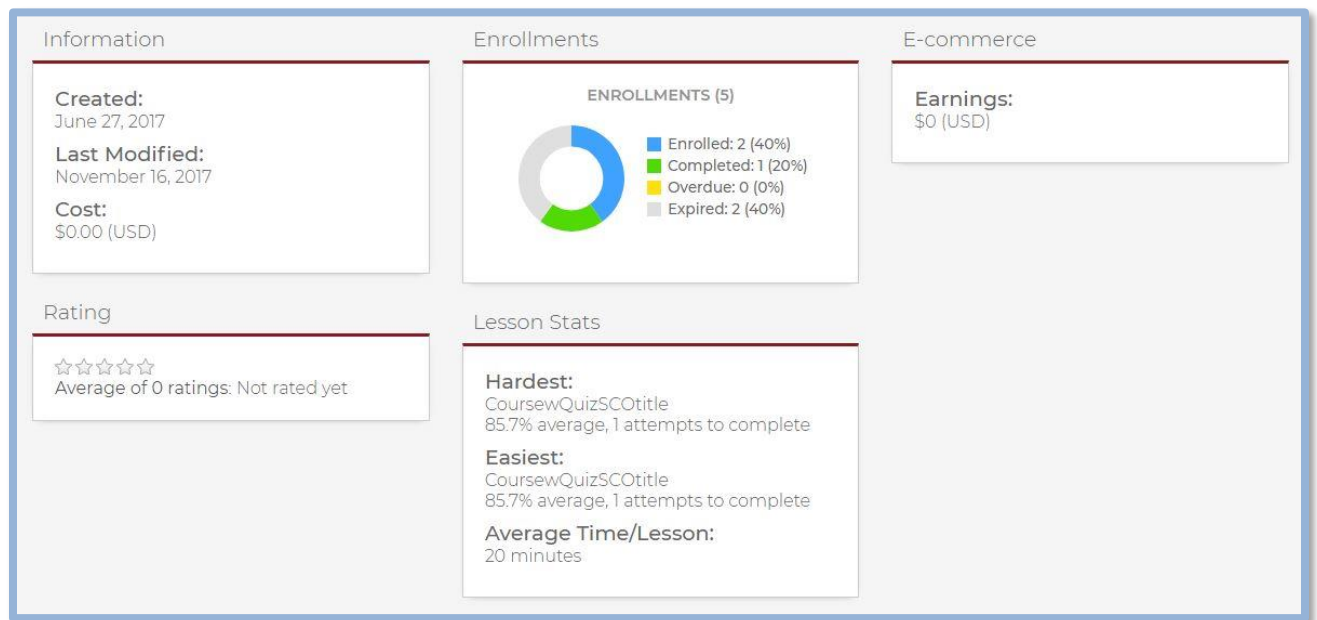
Removing a Course from a Catalog

Removing a course from a catalog only removes it from the catalog – the course itself still exists in the LMS and is not removed from any other listing or catalog.

Courses listed on the root of the course catalog have not been assigned to a catalog and therefore cannot be removed. For these courses, if you do not want them to appear within the root catalog, then you must un-publish them as described in the “**15** Navigating the Course Detail Screen:

Stats Tab

This tab contains information and statistics about the course, including at-a-glance analytics and infographics regarding course usage and learner success rates.

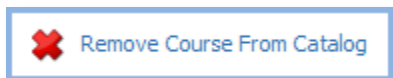


Note on Lesson Stats: The lesson stats are calculated using the average scores and average number of attempts to complete each lesson. A lower average score with a higher average number of attempts causes the system to conclude that the lesson is harder, while a higher average score with a lower average number of attempts causes the system to conclude that the lesson is easier. Each factor weighs equally in the determination of which lesson is deemed hardest or easiest.

Properties Tab” section on page 15.

To remove a course from a catalog:

1. Within the course catalog “tree,” find the course that you want to remove and click to highlight it.
2. Click the **Remove Course from Catalog** icon.



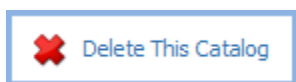
3. Follow the onscreen instructions and click **OK** to remove the course.

Deleting a Course Catalog

When you delete a course catalog, you are only deleting the catalog itself from the course catalog, not the courses or the content of any courses contained within it. When you delete a catalog, courses that are subsequently no longer contained in any catalogs will appear on the root of the course catalog.

To delete a course catalog:

1. Select the catalog that you want to delete.
2. Click the **Delete This Catalog** icon on the **Actions** menu.



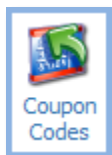
3. Follow the onscreen instructions and click **OK** to delete the catalog.

Coupon Codes

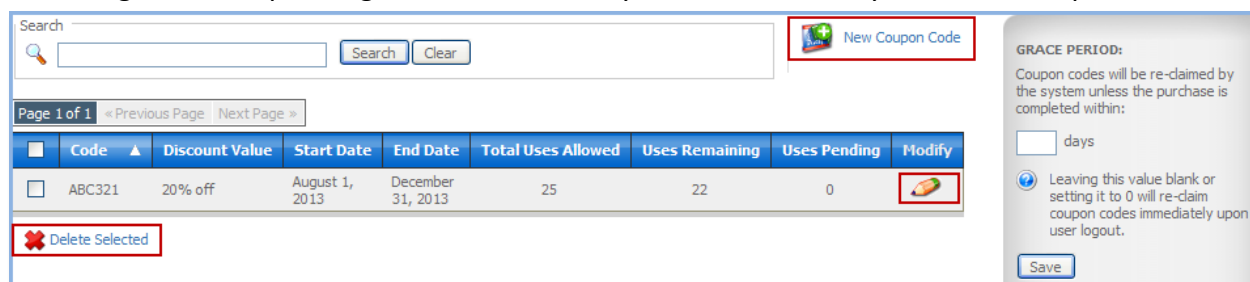
Coupon codes are used to give discounts to learners who are self-enrolling in courses. Once you have created a coupon code and given it to your learners, they will enter it into the payment form during the self-enrollment process to redeem it. The values of coupon codes can be defined in several different ways and they can be restricted to certain courses and catalogs.

To access the **Coupon Codes** screen, follow the steps below:

1. Click the **Administrator Menu** button on the Main Menu.
2. Click the **Coupon Codes** icon located in the **Content** sub-menu.



3. The **Coupon Codes** screen lists all of the coupon codes within the LMS and displays key information such as the code, discount value, start and end dates, total uses allowed, uses remaining, and uses pending. From this screen you can add, modify, or delete coupon codes.

A screenshot of the 'Coupon Codes' management interface. It features a search bar at the top with 'Search' and 'Clear' buttons. Below is a table with columns: Code, Discount Value, Start Date, End Date, Total Uses Allowed, Uses Remaining, Uses Pending, and Modify. A single row is visible with code 'ABC321', '20% off', start date 'August 1, 2013', end date 'December 31, 2013', '25' total uses, '22' remaining, and '0' pending. A 'Delete Selected' button is at the bottom left. On the right, there's a 'New Coupon Code' button and a 'GRACE PERIOD' section with a text area and a 'Save' button. A help icon is at the bottom left of the screen.

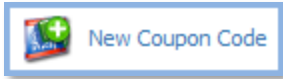
The Grace Period provided on the right side of the screen will allow you to...

Adding or Modifying a Coupon Code

Changes to a coupon code are *not* retroactive against learners that have already used the code. Once a code is used, the benefits of that code cannot be revoked by changing the properties of that code.

To add or modify a coupon code:

1. Click the **New Coupon Code** icon to add a new coupon code or click the modify icon (✎) to modify an existing coupon code.



2. Enter or modify the coupon code properties. For more detailed information on these properties, please refer to the “Navigating the Coupon Code Detail Screen” section above.
3. Click **Save Changes**.

Navigating the Coupon Code Detail Screen



The system does not notify your learners of the coupon codes that you have created. You will need to notify the appropriate learners using whatever mechanism you desire.

The **Coupon Code** screen includes all the coupon information and is broken up into the following three tabs: Properties, Catalogs, and Courses.

Properties Tab

This tab contains descriptive information about the coupon code itself.

Properties

Catalogs

Courses

Code:

Uses Allowed:

Single Use Per User: ☐ Allow users to use this coupon code only one-time.

Lifespan: Start:

- Select

- Select

End:

- Select

- Select

☒ Code is valid indefinitely

The coupon code is valid in this date range within the user's local time zone.

Discount Type:

☐ Free

☐ New Price (e.g. \$25)

☐ Amount Off (e.g. \$5 off)

☒ Percent Off (e.g. 30% off)

Percent Off: %

Comments:

Save Changes

Cancel

Field Definitions:

- **Code** – an alphanumeric string with a maximum of 10 characters. This is the code that your learners will enter during the payment process to redeem the discount for this coupon code.
- **Uses Allowed** – total number of times this coupon code can be used. Each time a learner redeems the coupon code this number will decrease by one. Once the total number of uses is reached, the code will no longer be valid.
- **Single Use Per User** –
- **Lifespan** –
- **Discount Type** – select the discount type and enter the appropriate value when prompted. Discount types include Free, New Price, Amount Off, or Percentage Off.
- **Comments** – enter any comments here that may help you remember the purpose of the code, a history, or whatever other key phrases you may find helpful. These comments will only appear on this screen.

Catalogs Tab

The form that is located within this tab is where you define which catalogs the coupon code may be applied to. Note that these settings apply to purchasing or enrolling in the catalog itself, not to courses individually within the catalog.

Properties

Catalogs

Courses

Catalogs: This coupon code is valid for:

☐ no catalog(s).

☐ any catalog that is in the list below.

☒ only the catalog(s) selected below.

▲ Course Catalogs:

- ☒ Business Skills - Sample Courses
- ☐ Industrial Manufacturing - Sample Courses
- ☐ Inquisiq R3 Overview Courses
- ☐ Mobile Courseware - Sample Course

Select: All | None

Save Changes Cancel

Field Definitions:

- **No catalog(s)** – this option prevents the coupon code from being used for catalog enrollment.
- **Any catalog that is in the Course Catalog**– this option allows the coupon code to be used on all self-enrollable catalogs within the course catalog including those that may be added in the future.
- **Only the catalog(s) selected below** – this option allows the coupon code to be used only on the specific catalogs you select in the list shown.



Settings here will not negate any settings you select in the **Course** tab.

Courses Tab

The form that is located within this tab is where you define which courses the coupon code may be applied to. Note that these settings apply to purchasing or enrolling in individual courses, not to any catalogs that the courses may be located within.

Field Definitions:

- **No course(s)** – this option prevents the coupon code from being used for course enrollment.
- **Any course that is in the course catalog** – this option allows the coupon code to be used on all self-enrollable courses within the course catalog including those that may be added in the future.
- **Only the course(s) selected below** – this option allows the coupon code to be used on the specific courses you select in the list shown (use Ctrl-click to select multiple courses).



Settings here will not negate any settings you select in the **Catalog** tab.

Deleting a Coupon Code

A coupon code that has been deleted, even if it has “uses remaining” may no longer be redeemed by learners. Also note that the code (as entered on the **Properties** tab) from a deleted coupon code can never be used in the system again.

To delete a coupon code:

1. Select the checkbox to the left of the coupon code(s) that you want to delete.
2. Click the **Delete Selected** link.



3. Follow the onscreen instructions and click **OK** to delete the coupon code(s).

Certificates

With Inquisiq, you can customize the design and layout of certificates and link them to courses within your LMS. Certificates that you have created will be earned by learners when they

complete the linked courses(s); they may also be manually awarded by Administrators. Learners' certificates will appear in the **My Certificates** section of their **My Account** page where they can be viewed and printed. Please refer to the **Administrator Manual – Users & Groups** for more detailed information on manually awarding or revoking a certificate.

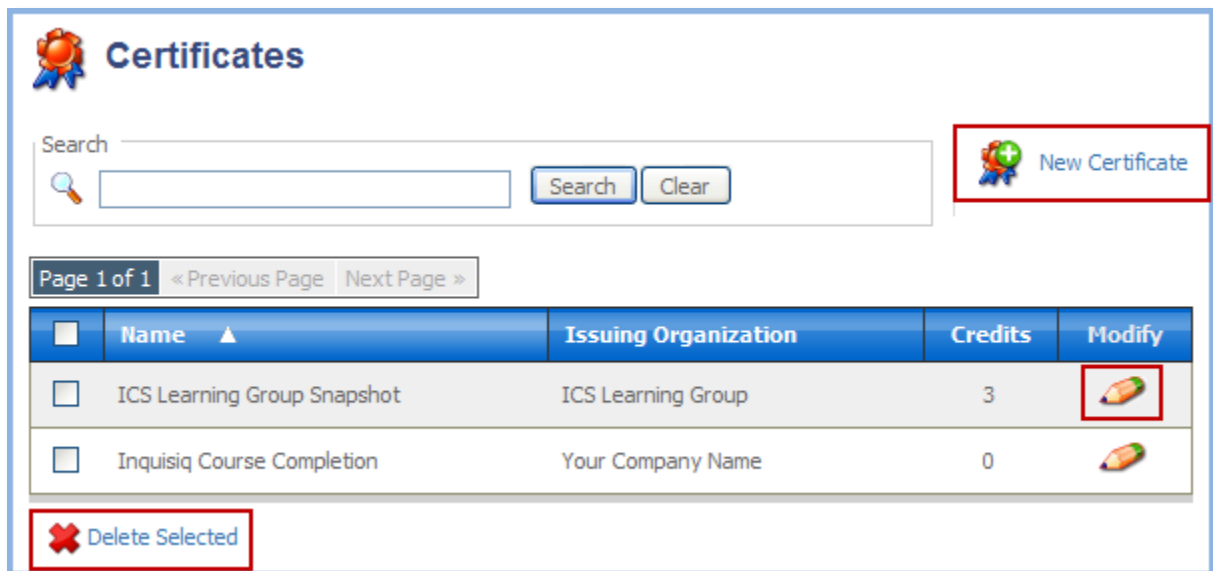
Certificates can include much of the information that is stored in the user's account as well as information related to the certificate itself. In order to view, edit, or print certificate, you (and your users) must have the Adobe Flash Player 9 or higher installed.

To access the **Certificates** screen, follow the steps below:

1. Click the **Administrator Menu** button on the Main Menu.
2. Click the **Certificates** icon located in the **Content** sub-menu.



3. The **Certificates** screen lists all of the certificates within the LMS and displays key information such as the certificate name, issuing organization, and credits. From this screen you can add, modify, or delete certificates.

A screenshot of the "Certificates" management interface. At the top left is a red ribbon icon and the title "Certificates". Below the title is a search bar with a magnifying glass icon, a text input field, and "Search" and "Clear" buttons. To the right of the search bar is a "New Certificate" button with a green plus icon. Below the search bar is a pagination control showing "Page 1 of 1" and "Previous Page" / "Next Page" links. The main area is a table with columns: "Name" (with a checkbox), "Issuing Organization", "Credits", and "Modify" (with a pencil icon). The table contains two rows: "ICS Learning Group Snapshot" (3 credits) and "Inquisiq Course Completion" (0 credits). The "Modify" column for the first row has a pencil icon highlighted with a red box. At the bottom left, there is a "Delete Selected" button with a red X icon, also highlighted with a red box.

☐	Name ▲	Issuing Organization	Credits	Modify
☐	ICS Learning Group Snapshot	ICS Learning Group	3	
☐	Inquisiq Course Completion	Your Company Name	0	

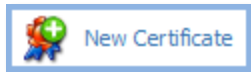
 Delete Selected

Adding or Modifying a Certificate

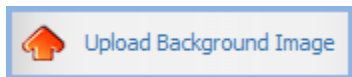
Changes to a certificate are not retroactive to certificates that have already been awarded to learners apart from the circumstances discussed in the “Navigating the Certificate Detail Screen: Properties Tab” section on page 42.

To add or modify a certificate:

1. Click the **New Certificate** icon to add a new certificate or click the modify icon (✎) to modify an existing certificate.



2. Enter or modify the certificate properties in the three tabs: Properties, Image and Layout, and Requirements. For more detailed information on certificate properties, please refer to the “Navigating the Certificate Detail Screen” section above.
3. If you would like to replace the certificate background image, click the **Upload Background Image** icon on the **Actions** Menu. Refer to the “Uploading a Certificate Background” section below for more information.



4. Click **Save Changes**.

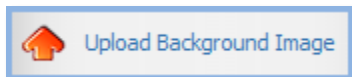
Uploading a Certificate Background

The image file that you upload for your certificate background must meet the following requirements:

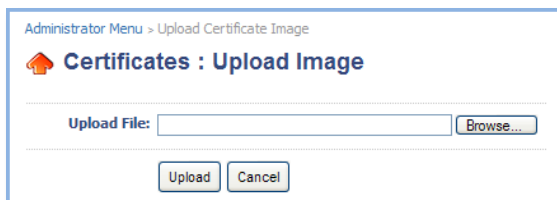
- Standard JPEG (not progressive or interlaced)
- 4x3 width to height ratio (i.e. 800x600, 1024x768, etc.)
- No dimension (width or height) greater than 2800 pixels. For best image quality, use 2800x2100 pixels.

To upload a certificate background:

1. Click the **Upload Background Image** icon on the **Actions** Menu.



2. Follow the onscreen instructions. Click **Browse** and select the desired JPEG file. Then click **Upload**. Once the file has uploaded, your new background image will be visible in the **Image and Layout Tab**.



Navigating the Certificate Detail Screen

The **Certificate** screen includes all the certificate information and is broken up into the following three tabs: Properties, Image and Layout, and Requirements.

Properties Tab

This tab contains descriptive information about the certificate.

The screenshot shows the 'Properties' tab of a certificate management interface. On the left is a sidebar with three tabs: 'Properties' (selected), 'Image and Layout', and 'Requirements'. The main area contains several fields: 'Name' (a text box), 'Credits' (a text box), 'Expiration' (a section with 'Certificate expires' followed by a text box containing '0', a dropdown menu set to 'Year(s)', and the text 'after it has been awarded.'), a checked checkbox for 'Certificate does not expire.', 'Issuing Organization' (a text box), and 'Description' (a large text area). At the bottom of the description area is a rich text editor toolbar with buttons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, anchor, image, video, audio, and HTML source code.

Field Definitions:

- **Name** – the certificate name.
- **Credits** – the number of credits the certificate is worth.
- **Expiration** – the length of time that the certificate is valid. Check the **Certificate does not expire** option if you do not want the certificate to expire. A certificate must have expired in order for learners to earn the same certificate again. When modifying a certificate and changing the expiration timeframe, check the **Update previously awarded certificates to reflect this expiration criteria** option to update all previously earned or awarded copies of this certificate with the new expiration timeframe. Note that this may cause some certificates to become expired immediately.

This close-up shows the 'Expiration' field. It includes the text 'Expiration: Certificate expires' followed by a text box with '0', a dropdown menu with 'Year(s)', and 'after it has been awarded.'. Below this are two checkboxes: 'Certificate does not expire.' (which is checked) and 'Update previously awarded certificates to reflect this expiration criteria.' (which is unchecked).

- **Issuing Organization** – enter a company name, professional organization, or accrediting body.
- **Description** – the full description that is displayed on the detail screens. Enter anything here that helps describe the certificate and note the styling tools under the field for bold, italic, font changes, etc.

Image and Layout Tab

This tab is where you configure the visual layout for the certificate. New certificates will be created with the default background that will be displayed in this tab. To upload a new certificate

background, click the **Upload Background Image** icon and refer to the Uploading a Certificate Background section above.

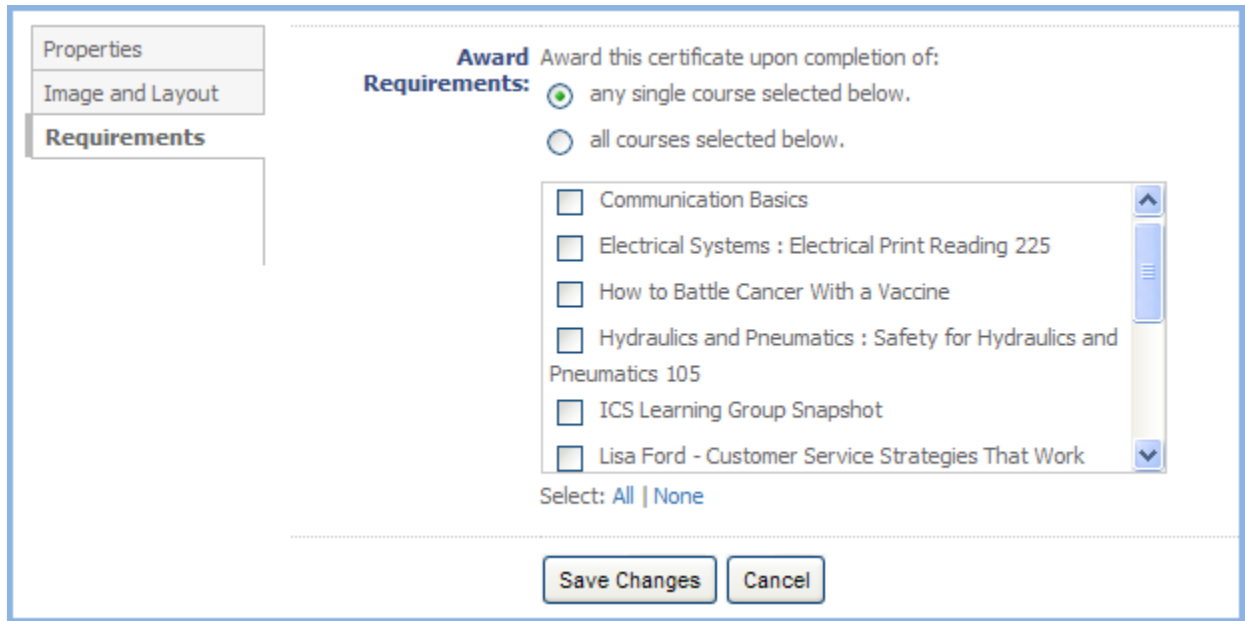


Click the certificate image to open the Certificate Layout Editor. Roll your cursor over the **Menu** button in the upper left side of the Editor to insert a static label (i.e. text that does not change) or a data field (i.e. text that is linked to user data and will change according to the user that has earned the certificate). Select a label that you would like to add to the certificate and click the **Add** button. Roll your cursor over the label to display formatting tools that you can use to modify the label or data field's text-alignment, size, and position.



Requirements Tab

This tab is where you choose the course(s) that a learner must complete to earn the certificate. All courses within the LMS will be listed including those that are unpublished, closed, and locked.



The screenshot shows a web interface for configuring certificate requirements. On the left, there is a sidebar with three tabs: 'Properties', 'Image and Layout', and 'Requirements', with 'Requirements' being the active tab. The main content area is titled 'Award Requirements:' and contains the text 'Award this certificate upon completion of:'. Below this text are two radio button options: 'any single course selected below.' (which is selected) and 'all courses selected below.'. A list of courses is displayed below these options, each with an unchecked checkbox: 'Communication Basics', 'Electrical Systems : Electrical Print Reading 225', 'How to Battle Cancer With a Vaccine', 'Hydraulics and Pneumatics : Safety for Hydraulics and Pneumatics 105', 'ICS Learning Group Snapshot', and 'Lisa Ford - Customer Service Strategies That Work'. At the bottom of the list is a 'Select: All | None' link. At the very bottom of the interface are two buttons: 'Save Changes' and 'Cancel'.

Field Definitions:

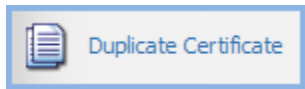
- **Award Requirements: any single course selected below** – this option awards a certificate upon the completion of any course selected (only one course is required to earn the certificate).
- **Award Requirements: all courses selected below** – this option awards a certificate upon the completion of *all* of the courses selected.

Duplicating a Certificate

Once your certificate has been saved, a **Duplicate Certificate** icon will appear on the **Actions** menu. This option will duplicate the existing certificate by copying all of its properties into a new certificate. This can be useful if you would like to create a new certificate based on one you have already customized (i.e. perhaps there are minimal changes from one to the other).

To duplicate a certificate:

1. On the **Certificate Detail** screen, click the **Duplicate Certificate** icon on the **Actions** menu.



2. Enter a new certificate name. You will see a thumbnail image of the certificate you are about to duplicate.
3. Click **Save Changes**.
4. Click **Done** to return to the **Certificates** screen, which will display a list of all the certificates in the system, including the one you just created.

Deleting a Certificate

Note that if you delete a certificate, users who have already been awarded that certificate will retain it. To remove a certificate from a user, you must revoke the certificate (refer to the **Administrator Manual – Users & Groups** for more information on how to revoke a certificate.)

To delete a certificate:

1. Select the checkbox to the left of the certificate(s) that you want to delete.
2. Click the **Delete Selected** link.



3. Follow the onscreen instructions and click **OK** to delete the certificate(s).