



Administrators Users Group Meeting **CollaborNation**

August 13, 2014

1 – 2 pm EST

Audio: (646) 307-1705

Access Code: 455-097-976

Agenda

- Introductions / Call Logistics
- Reporting Groups
- Course Assignments
- Reporting
- Questions and Answers



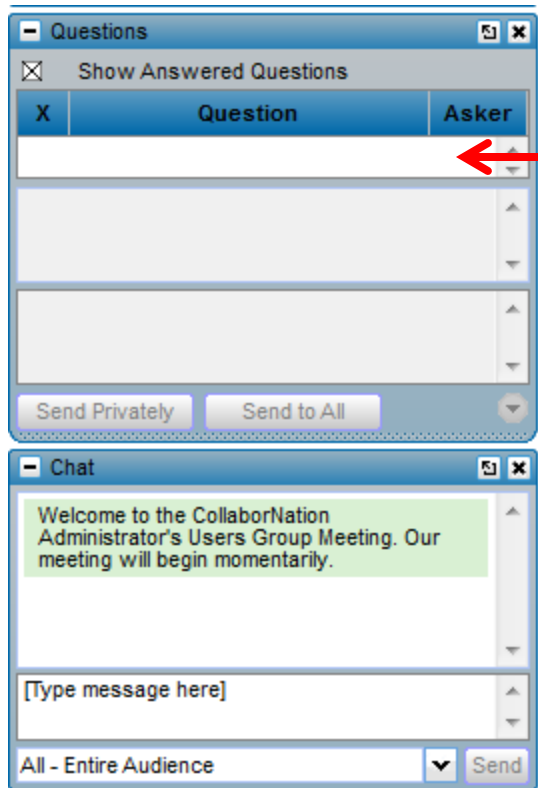
House-Keeping



Right-click on the orange arrow and you'll see two options: Auto-Hide Control Panel or Show Control Panel.

Clicking on "Show Control Panel" will let you keep the control panel open throughout the presentation.

House-Keeping



The screenshot displays two panels from a webinar interface. The top panel, titled "Questions", has a checkbox for "Show Answered Questions" and a table with columns "X", "Question", and "Asker". Below the table is a large text input field, which is highlighted by a red arrow. At the bottom of this panel are buttons for "Send Privately" and "Send to All". The bottom panel, titled "Chat", shows a message: "Welcome to the CollaborNation Administrator's Users Group Meeting. Our meeting will begin momentarily." Below the message is a text input field with the placeholder "[Type message here]". At the bottom of the chat panel is a dropdown menu set to "All - Entire Audience" and a "Send" button.

If you'd like to ask a question, or if you are asked to respond during the presentation, please type your question/or answer into the questions area on your "Go To Webinar" control panel.

Message from CXO



- THANK YOU!!
- Create Benchmark Customer Experience for ALL of our Customers
- “Someone responsible for curating and maintaining a holistic customer – business – and technology experience.”

THANK YOU

- Stay focused on today's call, and when you see this picture somewhere in today's presentation:



Be the first person to type CypherWorx (spelled correctly) in the “Questions” box and we will send you a Starbucks treat!

Reporting Groups

Reporting Groups

Currently Created Departments and Divisions

Group Title	Delete Group
Department A	Delete Department
Department B	Delete Department
Department C	Delete Department
Division D	Delete Division
Department E	Delete Department
Department F	Delete Department
Department G	Delete Department
Department H	Delete Department

First Previous 1 Next Last

Create a New Department/Division

Department/Division Title:

Department/Division Description:

- Groups can be setup for departments, with the ability to assign group administrators
- Group Administrators can view the same reports as main site administrators – only for their groups

Course Assignments

[Send Out Assignments](#)

[Course Assignment](#)

[Review Assignments](#)

User Selection Section

Filter by User Group:

Email Notification: ☒ Send Email

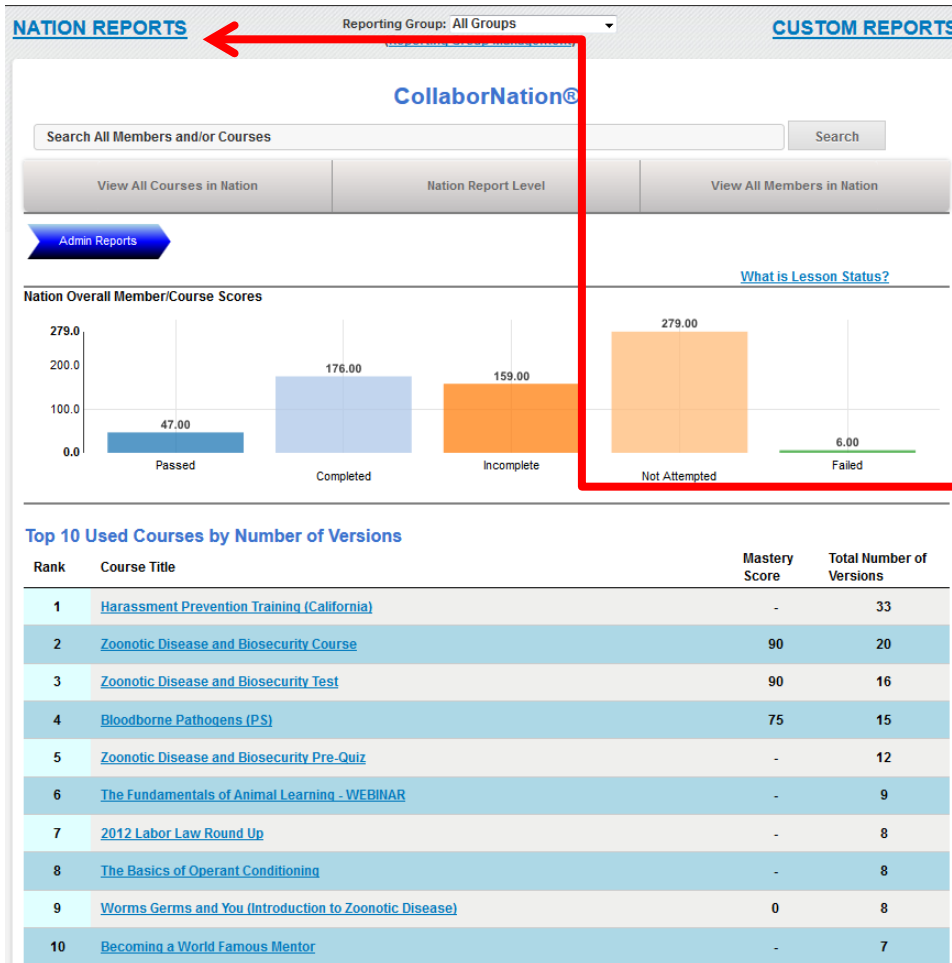
Real Name	User Email Address	Search: <input type="text"/>	Assign Course
John F. Doe	john.f.doe@company.com		<input type="button" value="Select User"/>
John F. Doe	john.f.doe@company.com		<input type="button" value="Select User"/>
John F. Doe	john.f.doe@company.com		<input type="button" value="Select User"/>
John F. Doe	john.f.doe@company.com		<input type="button" value="Select User"/>
John F. Doe	john.f.doe@company.com		<input type="button" value="Select User"/>
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John F. Doe	john.f.doe@company.com		<input type="button" value="Select User"/>
John F. Doe	john.f.doe@company.com		<input type="button" value="Select User"/>
John F. Doe	john.f.doe@company.com		<input type="button" value="Select User"/>
John F. Doe	john.f.doe@company.com		<input type="button" value="Select User"/>
First Previous 1 2 3 4 5 Next Last			

Select Course Title

Type of Course	Course Title	Search: <input type="text"/>	Course Price	Assign Course
course	Emergency Evacuation		\$ 25.00	<input type="button" value="Select Course"/>
course	Finance & Budgeting for Nonprofit Organizations		\$ 0.00	<input type="button" value="Select Course"/>

- Administrators can assign courses to individual learners or groups of learners
- You can assign one course to one learner or multiple courses to multiple learners
- Learners can receive an email notification when a course is assigned and the course(s) is automatically placed in their course catalog

Reporting



- Custom reports give Administrators the ability to create a report selecting different fields within the collected data set and have the ability to filter the results by data field
- Reports can be exported as a CSV file which can be opened in Excel. CSV files can also be imported to other database programs, using an API (Advanced Program Interface). Your internal IT staff can also upload the CSV file to your database

Support Hub

support.cypherworx.com

The screenshot shows the 'Support Hub' interface. At the top, there's a navigation bar with 'Home', 'Solutions', and 'Forums'. Below this is a search bar with the text 'How can we help you today?' and a 'SEARCH' button. To the right of the search bar are links for 'New support ticket', 'Check ticket status', and a phone number '888-685-4440'. On the left side, there's a 'Knowledge base' section with categories like 'General', 'Group Registration', 'Learning Management System', and 'DIY - CypherWorx Do It Yourself Course'. On the right side, there's a 'Community forums' section with categories like 'Announcements', 'Users Group Meeting', 'Feature Requests', 'Tips and Tricks', and 'Issue Discussions'. Red arrows point from the text on the right to specific links in the interface: one to 'New support ticket', one to 'Users Group Meeting - 01/20/14', and one to 'Issue Discussions (2)'.

Support Hub

Welcome
[Login](#) [Sign up](#)

[Home](#) [Solutions](#) [Forums](#)

How can we help you today?

Enter your search term here... [SEARCH](#)

Knowledge base

General

[FAQ \(3\)](#)

[Pop Up Blocker message when downloading ...](#)

[System requirements for loading courses](#)

[What version of the browser am I running?](#)

[Private Sites Best Practices Guide \(1\)](#)

[CypherWorx Private Site Best Practices Guide](#)

Group Registration (1)

[Grant permission to CypherWorx to group re...](#)

Group Creation (1)

[Group Creation Checksheet - How to Edit Gr...](#)

Learning Management System - How To (2)

[CypherWorx Learning Management System ...](#)

[How to Register and Take a Course in WizNugz](#)

Course Complete/No Certificate (1)

[Course Needs to Complete](#)

DIY - CypherWorx Do It Yourself Course Creation (1)

[DIY Courses - Powerpoint Requirements & C...](#)

Community forums

Showing recent updates
[Start a new topic](#)

CypherWorx Forums

Announcements (2)

[Users Group Meeting - 01/20/14](#)
Posted by Debbie DiBacco, 6 months ago

[Users Group Meeting - 11/19/13](#)
Posted by Debbie DiBacco, 9 months ago

Feature Requests (1)

[Assigning a course with a deadline - can t...](#)
Posted by Debbie DiBacco, 6 months ago

Tips and Tricks (0)

Issue Discussions (2)

[Discussion notifications](#)
Posted by Stacy Graison, 6 months ago
[Last Reply](#) by Debbie DiBacco 6 months ago

[Registration - Collaboration membershi...](#)
Posted by Chris Glenn, 8 months ago

Go to our support hub to put in a trouble ticket, check in our knowledge base, or participate in our forums.

The recording of today's presentation will be linked here after the session.

Participate in our discussions. Start your own new topic!



Suggestions



<http://support.cypherworx.com/support/discussions>

Click on "Suggestion Box" to add your ideas
in our community forum



As we continue to evolve our LMS, all of our feature enhancements have come from our customer's comments. If you have any suggestions, and/or would like to request a new feature that would increase YOUR overall customer experience with our system, then please share them with us.

All feature requests will be reviewed and any features which are incorporated into our LMS will be announced on next month's call. By sharing your ideas with us you are assigning us all rights to the features. In appreciation of your time, the submitters whose features are incorporated into our LMS will be sent a \$5 Starbucks gift card as a quick Thank You!

Thanks for your continued support!

Questions and Answers



Please take a minute to share
your thoughts with us ...



Survey

CollaborNation Administrators Users Group Meeting

Wednesday, August 13, 2014 1:00 PM - 2:00 PM EDT - [Show in my Time Zone](#)

Survey Form

We would appreciate your feedback about our Webinar. Please complete the survey below.

How valuable was this session?

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

Did you find the content provided useful?

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

Please rate the agenda topic: REPORTING GROUPS

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

Please rate the agenda topic: COURSE ASSIGNMENT

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

Please rate the agenda topic: REPORTS

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

Please share with us some future agenda items

Do you plan to join us for our next admin user group meeting on Sept 17, 2014?

- ☐ Yes
☐ No

Suggestion for improvement?

Submit

Next Users Group Meeting

- September 17, 2014
- Invitations and agenda to be sent out soon

SEPTEMBER 2014						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

**CONGRATULATIONS
TO OUR
STARBUCKS
WINNER!**



Contact Info

Please feel free to reach out to any of us after the webinar if you have more questions.

- Debbie DiBacco – ddibacco@cypherworx.com
- Chris Glenn – cglenn@cypherworx.com
- Al Ryan – aryan@cypherworx.com