THE DOKEOS® ADMIN MANUAL
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A VERSATILE TECHNOLOGY

If you are in charge of training, communication, evaluation or information management in your company, you may decide to rely on a Learning Management System (LMS).

These systems are popular to organize the never-ending process of training and managing information. They address the need of employees and clients for a better knowledge of products and services.

Whatever your goals and strategy, the Dokeos team has concentrated its efforts on delivering a LMS as versatile as possible, able to adapt to various contexts and projects including:

• Training new employees;
• Auditing skills;
• Selling course curriculums;
• Delivering manuals or Standard Operating Procedures;
• Validating training curriculums and delivering diplomas or certificates
• (...)

AT THE SERVICE OF YOUR PROJECT

Depending on your goals and strategy, you may want to setup Dokeos as:

• An e-commerce-like Catalog of training products;
• A School portal with available curriculums and a system of automatic enrollment;
• A Corporate Knowledge Base where employees can search for the relevant information;
• An Examination Center for skills and competences;
• A video-on-demand training channel;
• An individual coaching portal where people can book videoconferencing slots;
• A Training center portal mixing face-to-face seminars management with online quizzes and preparation activities;
• (...
We know how different each project can be. The Dokeos team is at your service to help you implement your strategy onto the software and take control of this powerful Software Suite.

**WHY DOKEOS IS MORE THAN A LMS**

Dokeos is more than a LMS. It offers a rich palette of tools, a global services offer and a 15 years experience in project management.

- In terms of features, Dokeos offers:
  - A rich LMS toolbox;
  - In a self-explaining interface;
  - A responsive display, compliant with any device: computer, tablet, telephone;
  - The *Dokeos Digital Learning Suite* completes the rich set of features of the LMS with a collection of tools needed in an online training project.

In terms of assistance, Dokeos offers:

- Four levels of service (SLAs) adapted to your project: Basic, Corporate, Banking, Clinical;
- A flexible assistance team, always available to help you on the phone or onsite with all the tiny details of content management: from users import to curriculum storyboarding;
- A strong and secure Cloud infrastructure to host your project and distribute your courses worldwide;
- Templates, User days and a Knowledge Base to transfer authoring best practices to your team;
- Legal guarantees on intellectual property and service continuity, including serious penalties on our side in case of failure.
THE DIGITAL LEARNING SUITE

Dokeos is a 7 softwares eLearning suite. Here is a quick presentation.

DOKEOS MANAGER (THE CORE LMS)
Dokeos MANAGER is a complete and flexible Learning Management System, and the starting point for managing your elearning portal.

Thanks to an intuitive interface, you can manage your training curriculum in a few clicks.

- Manage training curriculums
- Customise the interface at no added costs
- Deliver training to PCs, tablets and smartphones

DOKEOS AUTHOR (POWERPOINT RAPID LEARNING)
Your Rapid Learning solution. With Dokeos AUTHOR, customised training content are built in a few clicks. Create self-learning modules from scratch or import your existing Powerpoint training material.

- Import and convert Powerpoint presentations
- Add voiceovers, quizzes and videos
- Distribute to computers, tablets and smartphones

DOKEOS EVALUATION (EXAMS)
Validate and audit skills and competences with Dokeos EVALUATION. Organize exams, build Individual Training Files and get ready for Quality audits, GxP programmes and any kind of individual or global evaluation of the company's performance and compliance.

- Organise exams and audits online
- Certify learners and deliver Individual Training Files
- Comply with Government regulatory requirements like the Electronic Signature
DOKEOS GAMES (SIMULATION)
Simulate a real-life situation thanks to this amazing 3D rendering machine that will take care of all the visual aspects. Concentrate on your Key Performance Indicators and game scenario. Dokeos GAMES will do the rest.

- Develop training games without design expertise
- Generate immersive 3D environments in one click
- Assess your participants soft skills accurately

DOKEOS SHOP (A TRAINING CATALOG)
In case you plan to organize your training as a catalog or transform training into a center of profit through selling courses online, you may want to add this nice and marketing-oriented feature.

It will transform your LMS into a training shop where each course or curriculum is a product for sale or for self-registration. Create your branded elearning marketplace and propose free or subscription-based learning resources.

- Organize a training catalog;
- Sell courses online with credit card payment;
- Promote training products and track visitors.

DOKEOS LIVE (VIDEOCONFERENCING)
Train remotely in realtime, coach learners, share your desktop and communicate rapidly to 50 and more.

Videoconferencing proves the cost-effective solution when you need to be ready and have no preparatino time or in case you need true interaction and face to face is not an option. More and more people communicate this way, limiting their carbon footprint, travel time and expenses.

- Train remotely;
- Coach learners one by one;
- Or address distributed audiences.
DOKEOS CHANNEL (VIDEO ON DEMAND)

Ever dreamt of a Youtube-like private video channel to train employees and clients on demand? Upload videos, integrate them in your course scenario and offer your audience the comfort of a real-life learning experience.

- Distribute video content to any device: PC, tablet, smartphones;
- HD full screen and full streaming;
- Anti-piracy protection.
The Online Learning portal setup depends on your objectives and strategy. Here are three example strategies and their implications on portal setup.

Your project is most probably a blend of these. And the Dokeos team will be happy to help you refine your training strategy and adapt the tools correspondingly. Customization is in our DNA.

**STRATEGY 1 : A TRAINING PORTAL**

Your are the HR or training manager. Your company needs to train employees (sales, technical, quality...). In this strategy, employees do NOT decide what courses they follow. Curriculums are defined by the HR or Training team on the basis of the personnel directory data: level, department, business unit, diploma or any additional criteria that you see fit.

1. Pick a nice graphical design from Administration > Portal > Configuration settings > Stylesheets;
2. Add your logo (any PNG image 960px X 120-to-300px) and homepage photo / video / Text;
3. Create PROFILE FIELDS (Administration > Users > Profiling) to organize the users list in Dokeos matching your LDAP or Microsoft© Active Directory (alternative: connect Dokeos to your AD). E.g. add a profile field named « department »;
4. Import users on the basis of these additional PROFILE FIELDS. E.g. add a « deprtment » column in your .CSV file;
5. Create courses, build content and scenarios (see Trainer Manual);
6. Create Curriculums for each category of employees and populate them. PROFILE FIELDS will act here as FILTERS to help you sort employees by relevant categories. E. g. filter employees by department.
Below: top banner and homepage image.

A 960 x 150 top logo banner

A 720 x 540 portal home image

Below: grouping users by profile fields.

Enroll users in Salesforce Finland 2015 curriculum

Department: Legal

Filter

First letter (last name): A - Z  English

ABECASSIS Michelangelo
ALDERMAN Frederik
BALDWIN Cassio
COSTA CROCERE Baldino
DOUGLAS Michael
ERNST Jennifer
FREDRICH Swann
GULBICH Bruno
HAMPSTER Filonino

ACKERMAN Johnny
ANDERSON Jurgen
BERGOTTI Giulio
CHRISTOFFER Anton
DOUGERTON Mike

SUBMIT
STRATEGY 2 : BUILD YOUR OWN CURRICULUM

Your company has various skills domains including legal affairs, regulatory standards, office productivity, hygiene and safety; operational; sales strategy; logistics; English as a second language etc.

Below : a training catalog made with Dokeos SHOP

Imagine you do not want to organize training curriculums but you want to build a complete catalog of skills and let everyone select his/her own knowledge blocks on demand and on the job. Or at least you want to mix compulsory curriculums with self-enrollment to relevant courses.

1. Illustrate each course with an image : Enter the course > Settings > Image upload and resize ;

2. Add Course Categories to sort courses in catalog, for instance by department (Sales, Technical, Quality...) : Administration > Course > Categories ;

3. Link each course to a category : Administration > Courses > Edit course (pencil icon) ;

4. Build a training catalog with Dokeos SHOP : Administration > Shop and take a few minutes to activate settings one by one. Don't worry about online payment option. You can deactivate this one later on ;

5. Fill training products description one by one, set as FREE (of charge) : Administration > Shop > Products : activate the EYE icon then click on Pencil icon to fill course description for the Catalog ;
6. Edit top tabs to display the CATALOG tab: Administration > Portal > Menu links > Header

Below: The training product description in Dokeos SHOP

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**STRATEGY 3: EVALUATION, KPIs AND SOPs VALIDATION**

You are the HR or the Quality Manager of your company and you need to:

- Prepare an external Audit of the company (FDA, EMEA, ISO etc.)
- Improve the evaluation of the company’s Key Performance Indicators
- Certify skills and build a gap analysis of your company’s training needs.

Dokeos LMS and Dokeos EVALUATION offer a rich palette of tools to undertake these. Pay special attention to data: organize, sort and filter data at start in preparation of the reporting you are looking for. This includes:

- Users data (filtering users by groups, subgroups, tags etc.)
- Performance data: identify the competences you are evaluating: Products knowledge, Assertivity, Negotiation, Procedures... It might prove useful to move from a Course List
to a Competences list so as to increase reporting relevance;

• Periods of time (so that you can compare before / after, from X to Y etc.)

• Any other parameter that you see fit.

Below: a possible homepage display for your KPI evaluation portal

The evaluation process is complex and will vary according to your company’s expectations and core business, evaluation methodology and the resources you invest.

A standard evaluation may include the following steps.

• Build a nice portal home (see Strategy 1);

• Add profile fields to sort users (see Strategy 1);

• Create curriculums paying attention on start date – end date (see Strategy 1);

• Create courses, enter each course and deactivate all the tools that are not related to your evaluation. You may end up with these tools only: Scenario + Quiz + Assignments + Evaluation + Survey;

• Build quizzes, evaluations (including KPI evaluations), surveys and attach each of the relevant activities to the course scenario (see Dokeos EVALUATION manual);

• Create curriculums and attach groups of users to their curriculums. This will help you later.
with sorting reporting data by groups of users;

- A typical example is Standard Operating Procedures (SOPs) performance evaluation, where you may want to add one SOP PDF in scenario step 1 and one basic Multiple Choice evaluation quiz in step 2 to check if the employee has read and understood the SOP. Dokeos offers electronic signature to help you comply with federal regulatory requirements;

- Invite users into the evaluation process through Automatic Emails: Admin > Portal > Automatic emails;

- Remind users through individualized email feedback: A course > Announcements > Scenario based > Select the target group;

- Enter reporting (top tab) and select the relevant data (sorting by curriculum / course / quiz / face-to-face / learners) and generate Individual Training Files etc. Print your reports or export to Excel.

Below: Individual competences reporting.

To end up with this nice reporting, we managed initially to have each competence correspond to a different quiz and Course scenario step.

- Green = criteria satisfied;
• Light gray = activity was not started yet;
• Orange = the trainee satisfied the criteria but he/she still has issues with this competence;
• Red = the criteria was not satisfied.

The key to success for a good and relevant reporting is to define a clear strategy in terms of:

1. What do I want to analyze: SOPs, KPI, Competences, Skills, Groups performance, Individual performance, Comparison Before / After, so that you get at the end of the process what you prepared initially;

2. How do I implement my strategy into Dokeos and workaround the fact that the software does not organize data exactly the same way as my initial strategy: for instance what you name a Module may correspond to a Dokeos Course, what you call a Programme is labelled “Curriculum”. Try to ignore this gap to focus on what this feature delivers and whether it corresponds to what you are looking for. And adapt your strategy. For instance if you are not happy with questions categories in a quiz, why not create 2 quizzes for the 2 categories of questions;

3. Dokeos offers many various question types. They are good for self-evaluation. However, for the metrics of your reporting, you may want to focus on plain multiple choice. Exercising and Evaluation follow two different paths.

If you build things with these 3 key concepts in mind, you may end up with the reporting that will provide your company with the data it needs.
Humans were always fascinated by beauty and design. And the recent success of companies like Apple and Google reminds us how decisive a nice design can be.

Web design has gone through various evolutions recently. Acqua style and 3D effects are dead.

**Responsive and Material Design**

Since websites are visited on PCs, tablets and smartphones, designs needs to be responsive and adapt to screen width. This has consequences on space management and aesthetics: objects move, tables become lists, images are resized etc.

Recent trends include flat design and material design. Google Android design has become the paramount of websites and web applications design evolutions and offers concrete solutions to adapt your content whatever the screen size.

Dokeos design follows the recent evolutions of web design. It is

- Responsive
- Material
- Aesthetically up to date
- Based on simple ergonomic principles

**The Admin Panel**

Dokeos is a Learning Management System but belongs, more generally to a category of softwares named Content Management Systems. Like Wordpress® or Drupal®, Dokeos® is a web-based software with a front-end for the end users and a backoffice named Admin Panel. The Admin profile only has access to the Admin Panel and the Admin pannel is located in your top tabs.

**Building your Portal Home Style**

Start with your portal homepage to define a visual identity. The homepage is divided into various sections sized in pixels.
## Top Banner: 960 x 150

### Top Tabs: Home | Catalog | Courses | Reporting | Add Menu Links

<table>
<thead>
<tr>
<th>Slider 720x240 (Optional)</th>
</tr>
</thead>
</table>

### Login Zone

<table>
<thead>
<tr>
<th>Central Zone 720x540. Add Image, Text, Video</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>News (Optional)</th>
</tr>
</thead>
</table>

### Footer | Add Menu Links

Go to Admin > Portal > Stylesheets and select the stylesheet of your choice: Black tablet / Red tablet / Grey tablet etc or ask us to build a custom CSS stylesheet.

Prepare the top banner.png image (960 x 150) in Photoshop or similar software.

![our key performance indicators](image)

Login ad admin then upload this image on top right.

Prepare the (720x540 px) Central Zone text or video or icentralzone.png image. And insert through Home > Edit home > Edit.
Tip: make a screenshot of the portal after selecting the stylesheet and pick its color to create your Top banner and Central Zone images. Dark blue in this example.

**CUSTOMIZING MENU LINKS**

Add or remove links in Top tab, Login Zone and Footer. Start by creating additional pages through Home > Edit Home > New page and edit the page settings so as to hook it to top tabs, footer or left menu.

Then enter Admin > Portal > Menu links and edit Header / Side menu / Footer to simplify the
interface as much as possible. For instance, do not activate Calendar and Social Network if you don't need them.

**OPTIMIZING CONTENT FOR MOBILE DISPLAY**

If you plan to build courses for mobile users, keep in mind a few tips:

- Tablet is a reasonable target because its screen is a small computer screen. Smartphones will lead you to more radical choices like Audio only or Video only since navigation on a telephone is basic;
- Upload MP4 videos not wider than 480 Pixels;
- Replace any Ms-Office documents with their web equivalent. A Word document should become a PDF or a Dokeos BOOK. A Powerpoint should be converted into a module;
- Build your scenario with simple flat images and less words. For instance replace “Step 1: Presentation of our main objectives” with “Objectives”;
- Dokeos AUTHOR includes a Powerpoint converter transforming your presentations into Mobile-compliant displays. However, original Powerpoint content is still in your hands. Consider simple diagrams, big fonts, no header or footer, remove or limit margins;
USERS MANAGEMENT

THE CORPORATE LEARNING TEAM

Depending on the size of your company, your corporate learning team size will vary. Typical profiles (frequently merged into one, two or three individuals) include:

- **Project manager**: he/she defines the project startegy, planning, budget and follow-up meetings. Usually the Training manager / HR manager / Quality manager. Give him/her the rights of Supervisor or Admin in Dokeos.

- **Portal admins**: imports users, creates courses, handles portal homepage display, admin pannel setup configuration and users troubleshooting. Usually undertaken by the IT manager or a member of his/her team. Try to have less than 5 and more than 1 portal admin.

- **Content builders / Authors / Trainers**: These people create content, build quizzes, PDF documents, convert Powerpoint presentations into online modules, upload videos, Articulate Storyline modules etc. and storyboard the course scenario. Role in Dokeos: trainer.

- **Content experts**: In some projects, content experts build accurate documentation, quizzes and videos but they do not publish them online in Dokeos. In this case, ensure that documents like Word, Powerpoint, PDFs etc. are based on templates so as to ensure corporate branding and good communication. Ensure frozen formats like Flash, PDF, Articulate Storyline SCORM packages or MP4 Videos come along with their source documents, so that you can still edit them. Role in Dokeos: none.

- **Tutors / Coaches**: Once content is online, trainees need feedback, interactions, Q/As. Decide whether you want content builders / content experts or a different profile in the company to undertake the pedagogical interaction with learners. Role in Dokeos: curriculum tutor.

- **Trainees**: Employees, partners, clients are your target audience. Ensure you import them with additional profile description columns in your CSV file / Active Directory service. So that you can sort and filter to generate groups etc. Role in Dokeos: Learner.

THE N+1 ISSUE

Depending on your company's organization, you may want to add extra profiles like Department manager, hospital manager, business unit manager, etc. There are solutions for that, especially once you rely on training curriculums where you can add curriculums categories etc. Or when you add a column in your users list to link each employee to his N+1.
SEVEN DEFAULT PROFILES

To help you organize the profiles structure, Dokeos offers several profiles: from Supervisor to Learner.

<table>
<thead>
<tr>
<th>N°</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SUPERVISOR</td>
<td>SEES EVERYTHING (INCLUDING REPORTING). DOES NOT EDIT ANYTHING</td>
</tr>
<tr>
<td>2</td>
<td>Admin</td>
<td>SEES EVERYTHING. EDITS EVERYTHING. EQUIVALENT TO « GOD » IN IT SYSTEMS. ACCESS TO THE ADMIN PANNEL TO MANAGE USERS, COURSES, CURRICULUMS, CMS (PORTAL DISPLAY AND OPTIONS) AND SHOP / CATALOGUE.</td>
</tr>
<tr>
<td>3</td>
<td>CURRICULUMS MANAGER</td>
<td>IMPORTS USERS AND ENROLS THEM INTO COURSES AND CURRICULUMS.</td>
</tr>
<tr>
<td>4</td>
<td>TRAINER</td>
<td>CREATES COURSE CONTENT AND MANAGES COURSE SCENARIO AND DISPLAY</td>
</tr>
<tr>
<td>5</td>
<td>COACH</td>
<td>INTERACTS WITH LEARNERS (ANNOUNCEMENTS, REPORTING, FEEDBACK)</td>
</tr>
<tr>
<td>6</td>
<td>LEARNER</td>
<td>FOLLOWS COURSES, CURRICULUMS, ALONG COURSE SCENARIOS. ACCESSS TO HIS/HER OWN REPORTING, ADDS COURSES TO HIS/HER COURSE LIST THROUGH THE CATALOG IF ANY.</td>
</tr>
<tr>
<td>7</td>
<td>PROSPECT</td>
<td>A PERSON THAT HAS NO LOGIN TO ENTER THE PORTAL HAS ACCESS TO PORTAL HOME AND CATALOG (IF ANY) AND CAN (IF ALLOWED) ADD COURSES TO BASKET, SELF-REGISTER AND ADD COURSES TO HER/HER COURSE LIST.</td>
</tr>
</tbody>
</table>

A BUSINESS CASE

Alice is the Quality Manager and is starting the training project. She has the Supervisor rights and acts as the project manager, following the processes and the progress of the curriculums in the Reporting tool.

Paul is the Admin. He imports lists of users in the system through CSV files or connects them to the Active Directory of the company.

The company has 3 business units: in London, New York and Shanghai. In the Shanghai BU, Ping is the local manager. He has the Curriculum manager rights and enrolls the employees to the curriculums.

A series of trainers (located in the 3 BU) build scenarios and upload content.

Chang is Coach in the Shanghai BU. He supervises 30 people in this BU in the Shanghai New Recruits 2015 curriculum.

Tien-Mu is a new employee. She was enrolled in Dokeos with the rights of Learner and takes part in this curriculum.

To modify a profile, login as Admin, enter the Administration pannel and search for the name of the user. Access information attached to the user by clicking the pencil icon and change the rights through the « Profile » dropdown menu.
**System rights**

The description of the rights of Curriculums administrator and the Human Resources Manager (Supervisor) is achieved when these two roles are in their main function and they are not registered as a learner in a course.

Keep in mind that to be named Curriculum tutor, a user must first have a Trainer role on the platform. The « Tutor » column below describes only the rights of the Tutor in the sessions, which has in addition the rights of a Trainer in his own courses.

<table>
<thead>
<tr>
<th>System rights</th>
<th>Prospect</th>
<th>Learner</th>
<th>Coach</th>
<th>Trainer</th>
<th>Supervisor</th>
<th>Curriculums Manager</th>
<th>Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to training catalog</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Access to website home (CMS)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Create a course</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>‍x</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Build content, create scenario, setup interactions tools</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>‍x</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Access to content, follow scenario, interact</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>‍x</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Admin courses: backup, reporting, setup</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>‍x</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Enroll users to portal, courses and curriculums</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>‍x</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Create curriculums</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>‍x</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Add courses and enroll users in a curriculum</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>‍x</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Display reporting tables</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

**Importing users in the system**

You can import users four ways

- One by one: Administration > Add a user form
• By batches : Administration > Users > Import
• Through a connection with your Active Directory : Administration > Portal > LDAP
• Through a web service connection to your HRMS (contact Dokeos to download the API)

**Below : build your users list in Excel, then export to CSV**

![Excel spreadsheet](image)

Tip : in case Dokeos does not accept to import your users list, check in your contract your max users threshold. Contact Dokeos to upgrade your contract.

**ADDING PROFILE FIELDS**

Before users import, add profile fields so as to organize groups on criteria like Department, Language, Country and any information that proves relevant.

Administration > Users > Profile fields.

Once profile fields are added, go to Users > Import to copy / paste the example where your own profile fields were added in red. And start adding users into your CSV file.

Ensure the separator in your CSV file is a semi-colon ";" not a comma.
CREATING COURSE CATEGORIES

Whatever the purpose of your training portal, it is a good idea to organize data at start so as to help you later find what you are looking for. Start by creating course categories: Admin > Courses > Course categories. You can create as much sub-categories as needed.

This will be particularly useful for:
- Build a training catalog for self-enrollment or SHOP-like training sales
- Sort reporting data
- Create curriculums

CREATING COURSES

Portal settings let you decide if you want trainers to self-create courses or if you want to control course creation and outsource to them course content creation only.

Consider adding Trainers to your Users list or editing some users to give them Trainers rights so that you can associate them to the courses you create. Note that this is not compulsory. A course can be authored by the Portal Admin and be associated with no trainer at all.

To create a course give it:
- A name (don't be too long)
- A course code like BUSINESS001 (optional)
- A trainer (optional)
- Associated trainers (optional) in case you need an authoring team
- A language (in case your portal is multilingual)
- A course category
- A confidentiality level from plain web access (e.g. a tutorial) to full security (company core business content)
- A maximum volume in Bytes. 5 000 000 = 5 Gb and is a good start
- Ignore the other settings so far
Below: Course creation from the admin panel (note that you can allow trainers to create courses through a simplified course creation feature)

The Scenario Tool

What makes Dokeos different to any other LMS is its powerful SCENARIO tool.

Below: A 5 steps scenario made of various rich-media activities

With Dokeos SCENARIO, you will be able to:
- build individualized learning paths for your learners;
- interact with them depending on their progress in the scenario;
• follow their progress along the scenario in the reporting tool.

The scenario displays on top of each course. Click on the SCENARIO button to edit it:

• Add steps, illustrate them, rename them
• Add activities into steps: presentations, videos, PDF, quizzes, exams, surveys, assignments...
• Create a sequence with prerequisites to block the access to Step N+1


**THE TRAINER TOOLBOX**

Dokeos LMS includes 12 tool to help the trainer build rich-media content and sophisticated pedagogical interactions with its audience: Announcements, Documents, Modules, Quizzes, Wiki...

In addition to these 12 tools, Dokeos offers the 6 add-ons of the Dokeos eLearning Suite: Author, Evaluation, Games, WebTV...

*Below: the 12 LMS trainer tools + 6 Add-ons of Dokeos eLearning Suite*

Dokeos offers a rapid authoring solution. Best practices suggest that you proceed in 3 steps:

• Rely on the 12+6 tools to build rich content and sophisticated interactions;
• Create your scenario and link this content to the scenario steps;
• Hide all or most of the 12 + 6 tools closing the EYE icon. Participants will see your scenario only.
OTHER COURSE-RELATED TOOLS IN ADMIN PANEL

Apart from Create a course and Course categories, the other settings are less critical.

- **Search**: find a course in the list
- **Course list**: list courses, click on header topics to sort by category, trainer etc.
- **Automatic enrollment**: all courses in the right hand list will be assigned to any user added to the portal
- **Export courses**: exports the course list, not the content
- **Import course list**: will create one empty course by line of your CSV file;
- **Add users to course**: we recommend you not to add users to courses in direct but to proceed in 2 steps: add one or many courses to a curriculum, then enroll users to this curriculum. This way, you can delete the curriculum without deleting the course and you can recycle the course content from one year to the other, one group to the other and you get a better reporting view;
- **Import users list**: adding users to courses in batches. See above. Not recommended.
**Deep Level Settings**

Dokeos is a Learning Management System or LMS. But it is also a Content Management System or CMS. As a web app, Dokeos has a front end (a training website) and a backoffice (an admin panel). In the Portal section, you deal with the CMS functions of Dokeos: look and feel, templates, menus, security, news, languages, etc.

The Portal section deals with the complexity of your project. Imagine you need a multilingual portal in English, French and Spanish and want to decide whether Spanish users can access the English catalogue, you will need to activate these three languages and setup the catalogue to Multinational.

Here is a table of the most strategic portal settings.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Purpose</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>E-learning portal name</strong></td>
<td>This is a metadata. Will name your browser tab and Google will use this to index your website.</td>
<td>Portal</td>
</tr>
<tr>
<td><strong>Portal Administrator: E-mail</strong></td>
<td>By default, automatic emails sent from portal will use this email as the author of the message.</td>
<td></td>
</tr>
<tr>
<td><strong>Registration</strong></td>
<td>Close this to avoid self-registration for security reasons.</td>
<td></td>
</tr>
<tr>
<td><strong>Default hard disk space</strong></td>
<td>Limits max data in every course. In case authors complain, increase this value.</td>
<td>Courses</td>
</tr>
<tr>
<td><strong>Go to the course directly after login</strong></td>
<td>No course list in case user has only one course. Improves navigation.</td>
<td></td>
</tr>
<tr>
<td><strong>Force password change after first login</strong></td>
<td>A good feature if you need to import a CSV list of users and give everyone the same password at start.</td>
<td>Security</td>
</tr>
<tr>
<td><strong>Password rules</strong></td>
<td>Improve security by forcing users into complex passwords.</td>
<td></td>
</tr>
<tr>
<td><strong>Main LDAP server address</strong></td>
<td>Connect Dokeos to your Active Directory</td>
<td>LDAP</td>
</tr>
<tr>
<td><strong>CAS activation</strong></td>
<td>Connect Dokeos to your Central Authentication System. For instance through the SAML protocol.</td>
<td>CAS</td>
</tr>
<tr>
<td><strong>Stylesheets</strong></td>
<td>Select the graphical design of your choice</td>
<td>Stylesheets</td>
</tr>
<tr>
<td><strong>Templates</strong></td>
<td>Build authoring templates (avatars, style, background etc.). They will be available for any author in the system.</td>
<td>Templates</td>
</tr>
<tr>
<td><strong>No-reply e-mail address</strong></td>
<td>Manage automatic emails generated by the portal so that « no reply » email feedbacks are sent to an address you can read. Expect a long list of no-reply messages if you send automatic emails, announcements etc. too many.</td>
<td>Finetuning</td>
</tr>
<tr>
<td><strong>Display catalog on home page</strong></td>
<td>Push your training catalogue sales to portal home</td>
<td></td>
</tr>
</tbody>
</table>
MY CUSTOMER ACCOUNT
My customer account is your contact form to address any request to the Dokeos company. Typically ask for support, max users upgrade, software upgrade etc. Alternatively use the contact form on www.dokeos.com website. See below.

CONTACT FORM
Contact Dokeos for more help. http://www.dokeos.com/contact/ We will be happy to help you. The Dokeos team has a long tradition of service and assistance at every step of a digital learning project.