Welcome to LivingWorks Connect

This guide has been designed to help you with day-to-day administrative tasks with our new and improved LivingWorks Connect.

In the new system, the person who takes care of administrative tasks is referred as the “manager”. As a manager to your group(s), you have three options to provide LivingWorks Start access to your users. Please note, not all managers will have all three options available. These options are set up and configured depending on your organization’s group size, agreement, and needs. If you don’t see the desired option available to you and you are interested, please contact us. We are happy to discuss and configure it for you.

Option 1: Have LivingWorks upload your learner list via spreadsheet
If you purchased LivingWorks Start licenses and you have the list of users you would like to give access to, please send the list to LivingWorks and we will be happy to create their accounts and send them an invitation email. The information we need is simple: the learner’s first name, last name, and email address.

Option 2: Upload your own learner emails one by one
If you don’t have the full list of learners you would like to invite and you wouldn’t mind creating these users one by one, you’ll need to follow the specific instructions below and your learners will receive the invitation email. However, we encourage people to take advantage of the first option as this will work much faster.

Option 3: Have LivingWorks configure groups so learners can self-register
If you are a large organization with multiple groups, we can set up your groups so learners can self-register. This option requires initial configuration by us and we would provide you a URL and a registration code for each group you may have. Once you distribute the URLs, codes and simple instructions to the respective groups, your learners will be able to self-register and take their course. For more details about the self-registration option, please refer to Learner Guide 2.
If you are choosing Option 2 above, Please see below:

How to Create a User

- Log in to https://connect.livingworks.net if you haven’t already.
- Click “My Trainings” from the left-hand menu.
- Click the link to your portal under the “Go to learning portal” section.
- Click the Dashboard dropdown on the top left corner of your screen.
- Select “Users”

- Next Click on the “Actions” on the right top corner of your screen.

- Click on the “Create” option.

- Under the Basic User Info section, fill out the user’s information, including:
  - First Name
  - Last Name
  - Email Address
● Please turn off the “Send invite to user” option. (Ensure it’s grey.)
  ○ This option has to be turned off and we are not able to keep this option off by default at this stage.
  ○ Even with this option being off, your user will still receive an “Enrolment” email.

● Enter a password and confirm the password (your user will NOT need this password when they are creating their account—it’s just a temporary password as part of the user creation process).
● Leave all the other fields and settings as default.
● Click on the “Save” button at the bottom right corner of your screen.

● After you save, your learner will receive an enrollment email with instructions on how to log in.
● They can follow the steps in the Learner’s Guide to gain access to LivingWorks Connect and take their LivingWorks Start course.
Example Enrollment Email:
How to Delete a User

- From dashboard dropdown select “Users.”

- Click on the user’s name you would like to delete (you can use filters on the left hand side or the search button on the top right corner of the list).
- Click on the “Delete User” button on the top right corner.
How to Run Reports

- Click the Dashboard dropdown on the left top corner of your screen.
- Select “Reports.”

- You will see a number of reports available for your use. The Course Status, Course Modules, and Course History will likely be most useful to you.

- If you click on the “Course Status” report, you’ll be able to select your reporting criteria.
- Select “LivingWorks Start” under Courses section.
- You can then enter / select any of the filters below:
  - User Status
  - User Type
  - Date From
  - Date To
  - Groups (If you have access to multiple)
  - Statuses
- If you manage just one group, the system chooses the default group you belong to.
- Once the selection is done click “Run Report” at the bottom of your screen.
● If you scroll to the bottom, you will be able to see your report results.

● You can Export to Excel for more details, or you can Export to PDF for more user-friendly view.
● If you are happy with the result set and you would like this report to run on a schedule and be sent to you, click on “Schedule” at the right bottom of your screen.

● Enter a Title to your scheduled report.
● Select the frequency you like: “daily”, “weekly”, or “monthly.”
● Depending on your selection, fill out the required information.
● Once finalized, click “Create.”
How to Access your Resources

● You can access your organization-specific resources by clicking on the Dashboard dropdown and selecting “Resources.”

Example resource: