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 <u>https://connect.livingworks.net</u> 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"

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Lusers ▼	Users Pending Users		i Actions
Filter	Name (A-Z) 👻		٩
User Type	BT Bob Thomas do.test40@livingworks.net	∓ Manager	<i>₽</i> 1 營1
User Status			

• Next Click on the "Actions" on the right top corner of your screen.

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• Click on the "Create" option.

Filter Name (A-Z) V	👗 Users 🔻	Users Pending Users		© Create
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User Type Bob Thomas F Manager @ 1 1 1		Rob Thomas	T.Marrara B	1 201

- 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.

👗 Users 👻		
🖶 > Users > New User		
	Basic User Info	
Users Tips On this screen you can manually create a user and set their password. If you're an Admin, double check the Type of user' because different users have different levels of permission. You can choose whether you want to send the user an invitation email that	First Name Barry Email Address test@livingworks.net	Last Name Stone
to send the user an invitation emain that contains the access link, or set the user's password and communicate the login details to the user.	How will new users get their login details? Send invite to user? If checked, we will send the new user an invite email. The invite email contain in. If you do not require this function, uncheck the box and provide a password y	s a link for the user to access, whereby they must set their password before logging ourself.

- 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.

Ibers > New User	the user to access, whereby they must set their password before loggin
In. If you do not require this function, uncheck the box and provide a password yourself. Enter Password Confirm Password User must change password on login You will need to communicate the login details to the user by your own mechanisms, pa	the user to access, whereby they must set their password before loggin
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	sswords are not sent automatically to the user.
Set Expiry Date for this user Acco	Int Expiry Date
04/	14/2020
Group Member & Group Manage	

- 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:

	You have been enrolled in the course 'LivingWorks Start'			ē	Ø
6	LivingWorks <notifications@learnupon.com> to do.test40 ~</notifications@learnupon.com>	12:42 PM (3 minutes ago)	☆	*	:
	Hello Bob,				
	You have been enrolled in the following course : LivingWorks Start				
	The link below will direct you to sign in. If you already have an account, please sign in. If not, use the "Need Account" link to create one.				
	https://learnuppen.com/users/sign_in				
	This course will help you to learn valuable skills to be able to have life-saving conversations with people who may be thinking about suicid	e.			
	Your enrollment in Living/Works Start is valid for the next 60 days so we encourage you to get started with your learning as soon as you ca	ni			
	If you require additional support, email support@livingworks.net				
	Regards, LivingWorks Education Inc				
	-				
	Please do not reply to this message. Mail sent to this address cannot be answered.				

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.

👗 Users 🔻	Info Enrollments Groups	₫ Delete User
🖶 > Users > Bright Jack		
User's Summary	Basic Info	
BJ	First name: Bright	Last name: Jack
Bo	Email: do.test41@livingworks.net	
Bright Jack Type of user Learner	Login enabled	

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.

	Q Search for courses	₽ ≗ 😤	@ # ()
Reports -	Reports M	y Schedules	
	Report Type		
Exports Tips Reports Tips Select the root type to get filtering parameters, then elick on the "Kun Report" or "Export to Excer batton in the section footer at the bottom of the page to generate the report. You can export your reports as excel or PDF files. If you use a report offen, we suggest you schedule this to be sent out	Course Status An overview of encolment statuses within specified courses	Course Modules Shows learner status for each course module	Course History Overview of enrollment statuses for a specified user
regularly by email as an attachment. You can choose to receive your reports daily, weekly or monthly.	Course Sales Overview of sales through your eCommerce store	Learning Paths Shows learner status for each learning path	Certifications and Credits Overview of certifications and credits awarded
	(d)		

- 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.

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	Filters					
¢	Report Type		Date From		Date To	
	Course Status	•		4 *	🗂 Set Date	: 📛
Reports Tips Select the report type to get filtering parameters, then						
click on the "Run Report" or "Export to Excel" button in	Courses		Groups			
the action footer at the bottom of the page to generate the report. You can export your reports as	Search by course name		Your G	roup		
excel or PDF files. If you use a report often, we suggest you schedule this to be sent out regularly by	LivingWorks Start v.1					
email as an attachment. You can choose to receive						
your reports daily, weekly or monthly.						
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- 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 userfriendly view.

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• 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.

► Run Report [•] Reset Filters [•] Export to Excel [□] Export to PDF [•] Schedule					
	► Run Report	්) Reset Filters	È Export to Excel	🖹 Export to PDF	② Schedule

- 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."

	Q Search for courses	2 * *	0
😫 Reports -			
A > Reports			
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			Create Cancel

How to Access your Resources

• You can access your organization-specific resources by clicking on the Dashboard dropdown and selecting "Resources."



• Example resource:

