

# Quick Start Guide

Up and running in 2 hours!

Thank you for choosing Absorb Software for your LMS! The following guide outlines some important elements you should consider when configuring your LMS portal for the first time. While not everything is covered here, we have included several areas we feel are best practices and essentials.

Questions or concerns? Your Onboarding Specialist will guide you through this entire process – feel free to contact them at any time.



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## Prep Work

It is essential to the success of your program that we ensure the prep work that has been provided is completed prior to engaging with your Onboarding Specialist. Your Onboarding Specialist will look to have the tasks below completed by you prior to engaging with them, following that they will be providing you with 2 hours of Guided Set Up to get you up and running with Absorb! To best prepare for your call, please review the below.

## Help Desk Account

The first step you will want to complete is to create a [Help Desk Account](#). This site is a resource for announcements about our software, articles and videos, discussion boards and access to our Client Advocates when you need assistance.

## Prep Tasks

- Create [Help Desk Account](#)
- Use [Absorb Academy](#) to start your training right away!
  - We recommend these courses to start:
    - Navigating Users
    - Navigating Courses
    - Enrollment Keys (if you would like your users to self-register using a sign-up form)
- Follow the [User Import](#) article to prepare your import file (if applicable)

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*Prep Work is key to the success of your Quick Start Program!*

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## Guided Set Up

Along with your dedicated Onboarding Specialist, you will review the following information during the 2 hour (or less) Guided Set Up call to ensure that you are up and running same day!

## Portal Settings

In [Portal Settings](#), under the Info tab, you'll find your company's contact details. Here you'll want to update your LMS Name, Company Name, and contact details as appropriate. This information will automatically be populated in any system messages that are sent to your users, so keep that in mind when entering information here.

## Course Setup

The Courses report is where you can create [Online Courses](#), [Instructor Led Courses \(ILCs\)](#), and [Curricula](#) as well as import any third-party content you may have. Content can be simple – a PDF policy or training meeting that has taken place. During the Guided Set Up, we will complete the setup of a course with you! If you have an example of your course prepared that you would like to launch with, please have those files prepared for the call.

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*We offer integrations with 3rd party course libraries to allow quick & easy delivery of world-class course content.*

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## User Management

The Users Report is where you will manage everything related to users, and their organization.

### User Import

If you're starting out with a blank slate, you can easily import users with a CSV file from the Users Report. The [User Import](#) option will walk you through the steps of adding users to your portal. When importing in bulk, it's important to know that any automatic Message Templates that you have enabled - such as New User or Course Enrollment - will be triggered upon adding users into your portal.

In order to ensure that we can import your users with you during your Guided Set Up allocated hours, please ensure that you have a file handy with the below information. A [Sample Template](#) is also available for you to complete.

### Required Information

- First Name
- Last Name
- Password
- Email Address\*

\*This is not a required field for the import, however, in order to ensure that we can communicate launch messaging to your users, we will require it.

## Enrollment Keys

If you do not have access to a list of users that you wish to create, you can use our [enrollment key functionality](#). You can easily have users add themselves to your User database by giving them an Enrollment Key, which can save admins from having to do this work manually themselves.

## Launch!

By the end of the call, we will be prepared to message your users and let them know that the content is available! To do so, we will first review your [Message Templates](#) and make any customizations you would like and then use Absorb's built in automatic messaging to announce the new LMS!

## Documentation Pack

Throughout this document we have shared some key Help Desk articles to assist with your set up process. We have linked to them below for quick access:

- [Help Desk Account](#)
- [Getting Started](#)
- [Absorb Academy](#)
- [Portal Settings](#)
- [User Import \(Sample Template\)](#)
- [Enrollment Keys](#)
- Course Management
  - [Online Courses](#)
  - [Instructor Led Courses \(ILCs\)](#)
- [Message Templates](#)

## Launch Tasks

- Content Added
- Enrollment Rules set
- Users added
- New User Emails sent!

## Next Steps

### Follow Up Training

To ensure that you are getting the most from your LMS we will be reviewing some key features within Absorb in a secondary scoping call. We will review:

- [Department and Groups](#)
- [Role](#) and [User Management](#)
- Engagement Best Practices
- [Reporting](#) (Webinar)
  - [Saved Layouts](#)
- [Dashboard Customization](#)

### Post Launch!

Your dedicated Onboarding Specialist will be available to assist you for the first 30 days. After that you will be transferred to our dedicated Client Services team for further support. Our Client Advocacy team is available when you need them, 24/7 globally, and offers immediate assistance to your technical and program related questions.

Need additional support post launch? Our clients still have the option of taking advantage of our Client Success Manager service, this service provides a dedicated CSM who will work with you post launch a dedicated resource to provide proactive and additional support for your program, such as training, Q&A and best practices on Absorb functionality, defining program KPI's, providing best practices to ensure your LMS is working for you and your learners!

## Additional Resources

Want to get the most out of your LMS? Here are some additional resources for you to check out.

- [Absorb Knowledge Base](#) - Access to over 450 Articles in addition to Product Release notes: Best practices recommendations-based feature usage Information regarding product releases whether scheduled and or unscheduled for maintenance. Frequently asked questions client admins ask. Ability to submit a support ticket, track support tickets
- [Absorb Assistant](#) - Search for and pull up self help articles for easy reference. The Absorb Assistant is embedded into the right corner of the LMS, getting you immediate answers to your questions during your workflow. Walk Thru Guides provide hands on training and step by step guidance for 38 different topics in 3 different categories.
- [Absorb Academy](#) - Absorb Academy training is broken into 5 different curricula based on the 5 default roles: System Admin, Admin, Instructor, Reporter and BI Reporter. This is great resource to leverage to better understand the LMS capabilities,
- [Absorb COVID - 19 Information and Resources](#) (Complimentary)
- [Keep your Staff Compliance While Working from Home](#) (Blog)
- [Use Absorb LMS to Help Employees Adapt to Working From Home](#) (Blog)
- [Effective Use of Enrollment Methods](#) (Webinar)
- [Department and Groups](#) (Webinar)
- [Custom SMTP](#) (Help Desk Article)
- [eCommerce Introduction](#) (Help Desk Article)
- [Zoom Integration](#) (Help Desk Article)
- [Third Party Course Authoring Guide](#) (Help Desk Article)