



# Learning Management System Launch FAQ

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# OneLMS - Learning Management System FAQ (August 2019)

## Dell Technologies Partner Program

### **Q: What is a Learning Management System (LMS)?**

**A:** The Learning Management System or LMS is the system of record that is used for formal training, i.e. the courses, curricula and certifications that comprise our catalog of training offerings.

### **Q: What is happening to Dell Technologies Education Services' Learning Management System?**

**A:** We are consolidating and upgrading the different learning platforms to bring all our customers and partners onto a single learning platform. This represents a major step in our journey to bring you a modern, personalized learning experience.

### **Q: When does this consolidation of systems take effect?**

**A:** The consolidation exercise is expected to take effect on September 9<sup>th</sup>, 2019.

### **Q: What are the benefits of this consolidation?**

**A:** Bringing all learners to a single learning platform will provide:

1. A more seamless and consistent experience for all our customers and partners.
2. One central catalog of learning content.
3. An enhanced new experience with more features and functionality, an improved portal experience, and a major step on our journey towards seamless, personalized learning.

### **Q: Will I need to be trained on the new learning platform?**

**A:** Since the new experience is close to the existing experience, no formal training will be needed. We will have tutorials posted on the new platform that will help you navigate the portal and leverage some of the enhanced features and functionality in the new environment.

### **Q: Will I have to recreate my account when I log in after the migration?**

**A:** No, your account profile(s) and training history will be migrated to the new learning platform. You will continue to login to the Partner Portal and access the training system through your typical channels. If you have active subscriptions or have been granted access to the On-Demand Learning Center (ODLC) through your organization, these will also be migrated automatically with your account. If you have any questions or are unable to access the ODLC/use your subscription, please contact us from [here](#)

### **Q: Will there be a period when the system will be unavailable before launch?**

**A:** Yes, there will be 4 days between Wednesday September 4<sup>th</sup>, 8 pm EST and Sunday September 8<sup>th</sup>, 8 pm EST during which the system will be unavailable.

### **Q: What if I am in the middle of taking a course when the migration happens?**

**A:** To avoid losing your bookmarks or progress tracking, we encourage you to complete any course you are currently taking/plan to take prior to September 3<sup>rd</sup>. Note that bookmarks for any courses you are in the middle of consuming will not be preserved when moving to the new learning platform.

**Note:** If you are in the middle of a learning path, any courses you have completed will carry over.

### **Q: What happens to all the records of training I have already completed?**

**A:** Your entire training transcript will transfer with you. Please note, however that training taken just prior to the migration date will take up to two weeks to be reflected in your transcript. If you are in the middle of a learning path, all courses you have completed will carry over.

**Q: What happens to all the records of certifications that I have achieved?**

**A:** There will be no change to any of these records and you should be able to access them as you do currently, including printing out your certificates. Note that if you use the Education Services website to access your CertTracker records, the website will not be available during the downtime immediately prior to the launch. You can access your CertTracker directly [here](#). You can access your badges directly through your account on the [Acclaim](#) site.

**Q: Will credit card purchases be allowed?**

**A:** Yes, you can purchase items with credit card. For the best experience, purchase one item per checkout. If you are prevented from purchasing with credit cards for any reason, you can use training credits available in your account, or contact [Education Services](#) for help.

Training purchases, excluding training credits, that are made with a credit card will require a new step to complete the registration process and activate the order. Seats for scheduled training classes will only be guaranteed once these final steps are completed. You will receive an email containing specific instructions required to complete this important activation process.

**Q: How will these changes impact me as a learner?**

**A:** Post go-live, the new platform will feature a more intuitive user interface, improved search functionality, and the ability to recognize user profiles to offer the most appropriate content based on preferences you can set. You will now be able to:

- Set and change preferences based on topic category, training type (modality) and geographical location.
- View details of your account including your training transcript, learning path progress and active subscriptions/ODLC access, if any.
- Browsing and Searching the Shop feature on the website.
- Select training pre-purchased by your company, activate it and register for training.
- Pre-purchase Training Credits in your company account to pay for training you purchase on the website.
- Search for specific training by keyword, title, course/package ID, Part # (SKU), language, date range, price range and training type (delivery modality)
- Save your search results by bookmarking the desired filter combination in your browser. Each time you update your search filters, it creates a unique URL that you can repurpose at a later time or share with your colleagues.

**Q: Will the website URL change when the new platform goes live?**

**A:** Yes, and the links to this site from the Partner Portal will be updated accordingly. For a limited time, redirects to the new URL will be in place.

**Q: Who should I contact if I have any questions?**

**A:** As always you can reach out to your Partner Account Team. For specific training related questions, you can go to the contact us section of the Partner Academy which can be found from the Support link in the top navigation bar. During the period that our systems are unavailable, you can contact us regarding training specific queries [here](#).