# Praesidium Academy FAQs

## Launch

**Q:** **If I have a new employee who needs training before starting, can they still do it through Armatus??**

**A:** *Yes, new employees can complete training in Armatus until 7/12 at 5pm.*

**Q:** **We have not added our current users to Armatus, should we do that now, or wait and add them in Praesidium after July 14?**

**A:** *If your users do not need to access content prior to July 14th, then we would encourage you to wait until July 14th and add them in the new system. This allows them to learn only one platform rather than two.*

**Q:** **Will the platform work smoothly on an iPad?**

**A**: *Yes, the platform works on multiple devices: mobile devices, tablets, laptops, and desktops.*

**Q:** **Can browsers other than Chrome be used effectively?**

**A:** *Yes, Praesidium Academy can be used on all browsers. Additionally, there is an FAQ page that helps learners troubleshoot any issues that arise with their browser.*

**Q:** **Are there new courses?**

**A:** *Yes, there are a few new courses, and several "refreshed" courses. We looked at our top 15 courses and refreshed the content within them. We also plan to push out more new content through the platform on a more consistent basis.*

**Q:** **Should I remove any users that may be active with our organization, but will not need to use the platform anymore?**

**A:** *Yes, please make those changes in Armatus. If you have a user who is no longer within your organization, please change their status in Armatus to "inactive". Then they will not get invited to Academy.*

**Q:** **If I have users who have not used the system for more than 4 years, will their information still be moved over?**

**A:** *No, their information will not be moved over. We have only moved over user information if a user 1) has a unique email address 2) is classified as "active" in Armatus and 3) has taken at least one course in the last 4 years (January 1, 2017 - present).*

**Q:** **Can I delete employees who have just left our company? Should I use Armatus until July 12?**

**A:** *Yes, you should use Armatus until July 12th at 5pm CST.  Any employee who left your organization can be made inactive rather than deleted.  You may need to keep their training records in your archive.*

**Q:** **In February I eliminated duplicate email logins and now I see that some new people have multiple emails since I 'cleaned ' the files in the spring. As an Admin, can I still see the users' passwords and logins and merge accounts? How long do I have to do this?**

**A:** *You can still merge accounts in Armatus until July 12th at 5pm CST.  Going forward, you will want to make sure that your users only login with one email address.  Otherwise, you'll continue to have duplicate accounts for your users.*

**Q:** **When users receive the new invite on July 14, will they have to reset their current password?**

**A:** *Yes, when users receive the new invite on July 14th, they will need to create a new password.*

**Q:** **I understood that full course history would be transferred to Academy. Is that not accurate information?**

**A:** *Yes, a user's full course history from the past 4 years will be transferred to Academy.  If you need to keep records of training completed prior to Jan 1, 2017, you will want to download that information from Armatus and store it locally.*

**Q:** **Is there an updated course catalogue? Where can we see it?**

**A:** *The course catalog will show in your learner dashboard in Academy when you login to the system on July 14th.*

**Q:** **With all the courses we subscribe to being listed for all users (our volunteers don't need to see employee courses for example) can we individually remove those courses from a user's list of available courses?**

**A:** *It depends on how your account is structured.  If your volunteers and your employees are in the same sublicense (think a specific church or school), then both volunteers and employees will have access to the same courses.  Through the email communication tool in Academy, you can give guidelines to your users so that they know which courses they are expected to complete.*

**Q:** **Regarding inactive users: if we have users initially marked as inactive due to no volunteering this year in schools, is it best practice to move them to active status before July 12 so they will be migrated?**

**A:** *Yes, if you have users that are marked inactive and would like for them to move over to Academy, please mark them as active prior to July 12th.*

**Q:**    **Will sign in username and password change with the upgrade?**

**A:**    *A users unique email address will be their login name, and they will create a unique password when they login to the system for the first time.  So yes, the username and password will change from Armatus.*

**Q:**    **When you email users from the system, who does the sender appear as in the from section? And is there risk of emails landing in junk folders if bulk reminders are sent?**

**A:**    *The emails that are sent from our new platform will be sent from donotreply@praesidiuminc.com. There is always a risk of emails landing in junk folders, it depends on the setting of the individual email provider.*

**Q:**    **Do we need to download all data from Armatus, especially for inactive users not migrated to the new system? Or can we continue accessing all history of course completions?**

**A:**    *You can continue accessing Armatus history until Dec 31, 2021.  That should give you plenty of time to determine what you will need to download and archive for your organization.*

**Q:**    **Just to be clear, all users that are currently under Armatus will be transferred over to the new platform after July 12th at 5:00PM?**

**A:**    *Users will be transferred from Armatus to Academy if they have met these three criteria:  1) they have a unique, valid email address 2) they are "active" in the Armatus platform and 3) they have taken at least one course in the past 4 years (since Jan 1, 2017).*

**Q:**    **If the basic courses were taken more than 4 years ago, how would we know if the refresher course can be taken?**

**A:**    *If the refresher course was taken within the past 4 years, it will show up on the user's transcript. All course completions in the last 4 years are migrated over to each user's transcript.*

**Q:**    **Should Armatus be dropped as a term and only use Praesidium when describing training to new learner?**

**A:**    *Yes, we have rebranded our online training system as "Praesidium Academy".  Armatus served us well for many years, but it is time for an upgrade!*

**Q:**    **When will our users receive the email to set up their new account and password?**

**A:**    *Email invitations will go out on July 14th for all active users in Praesidium Academy.*

**Q:** We have not been using Armatus the last year(s), so may not have any learners or admin that will transfer over to Academy in July — but hopefully our account will still be there to add learners and start using in July. Will we still have an account, even if no learner is in it?

**A:** *If you have not had any usage in the past 4 years, it's unlikely that you'll have active learners in the new system. However, if you have an active contract with Praesidium, you should still have an account with us. Please reach out to your account manager to discuss.*

**Q:** As an Admin how does my sign in information change?

**A:** *As an Admin, your email address will be your login and you will create a unique password upon logging in to the system the first time. You will receive an email invitation with a link to create your password - this will be emailed to you on July 14th.*

**Q:** How long do current active users have to create a new account?

**A:** *Current active users will remain active in Praesidium Academy until an admin "deactivates" them. They can create an account upon receiving the email invitation from us on July 14th. There is no expiration to that email link.*

**Q:** Is Armatus available through the end of the year or July 12?

**A:** *Armatus is available for users to take online training until July 12th at 5:00 pm CST. Armatus will be available to client admins as "read only" through Dec 31, 2021.*

**Q:** What about Praesidium Guardians? Will these accounts still be separate of a current learner account?

**A:** *Praesidium Guardians will have their own separate "Panorama" where their learning will take place. This will be launched later this year and communicated when it's available to our Guardians.*

**Q:** What if we do not know the set-up of our organization? How do we find out?

**A:** *If you are unsure of the setup of your organization, please reach out to your account manager to discuss.*

**Q:** Where can I see a list of courses?

**A:** *Your current list of courses is found in Armatus - every client is different, so you may have access to some, or all the courses that your organization has selected. Once you login to Praesidium Academy on July 14th (or after), you will see all of the content that your organization has selected for online training.*

**Q:**   It sounds like I can access a report that would give everyone's history five years ago before the July transition. Did I understand that correctly?

**A:**   *Yes, you can access that information in Armatus.  Simply select the historical course completion report and enter the dates and the course that you would like information on.  The data can be exported to excel and sorted as best suits your organizational needs.  As a reminder, Armatus will be available in "read only" status through Dec 31, 2021.*

**Q:**   Follow up question... we have an employee who has an active account with us, but she also has an active account with her home church. I believe with the same email, how will that be moved over?

**A:**   *If both churches are within the same Panorama (for example, they are both churches under one or more Episcopal Dioceses) then that employee will have access to both churches.  Her transcript will show which courses she has completed and both you and the home church admin will be able to view her transcript.*

**Q:**   If participants have not trained within the last four years but are marked as active in the old system will they be dropped?

**A:**   *Yes, if participants have not trained within the last four years but are marked active, they will not be migrated over to Academy.  A user must have taken at least one course within Armatus during the past 4 years to migrate their data to Academy.*

**Q:**   If a learner has been dropped will they have to reestablish a new account with the same personal data they have now?

**A:**   *Yes, if a learner is not migrated over to Academy, then the client admin can create a new user profile and send them an invitation to login, create a password and take online training.*

**Q:**   How can an admin verify who was migrated over in their organization?

**A:**   *Once the platform is launched on July 14th, admins will be able to view their user list by sublicense or run reports to show which users and admins were migrated over.*

**Q:**   If we add names and email addresses before June 30 (and nothing more), will they move over to Praesidium and get an email on July 14.  Or just wait and add them after July 14?

**A:**   *Please wait until after July 14th to add new users, unless they absolutely need to take training prior to then.  If you are just adding names and emails, please wait until after July 14th.*

**Q:**   In our system we record child intervention checks, etc., that are valid for 4 years.  Will this info be lost after 1 year?

**A:**   *This information will be available to view and download in Armatus through Dec 31, 2021. However, you will not be able to mark completions in Armatus after July 12th 5pm CST.*

https://praesidium.lpages.co/academy2021/

**Q:** How can we setup a meeting with our rep.

**A:** *If you are unsure of who your account manager is, please contact support@praesidiuminc.com*

**Q:** How can we get a mass update done to current active users in our system?

**A:** *Please contact support@praesidiuminc.com for assistance.*

**Q:** Can we set up a login for the new site yet?

**A:** *Unfortunately, we won't be able to grant access to the new site until 7/14/21.*

**Q:** We will only need to go into the Praesidium Academy website and no longer use Armatus correct?

**A:** *You will be able to access the new Academy platform either via the Praesidium website, or by logging in directly to Academy. That login link will be sent out on 7/14.*

**Q:** Will I, as an admin be able to see our Panaroma before the email invitation goes out to learners?

**A:** *Unfortunately, we won't be able to grant access to the new site until 7/14/21.*

**Q:** Will inactive users be transferred over?

**A:** *Inactive users in Armatus will not be transferred over unless they took a course within the last 4 years.*

**Q:** What's the difference between active/inactive users?

**A:** *An "active" user has access to the Armatus training platform. An "inactive" user is usually no longer with the organization, so the client admin has changed their status to "inactive". Once a user is marked "inactive" they can't login to take training.*

**Q:** Will I, as an admin be able to see our Panorama before the email invitation goes out to learners?

**A:** *Unfortunately, we won't be able to grant access to the new site until 7/14/21.*

**Q:** Should I wait to inactivate a few users to make sure they transfer over? Then I could inactivate them after the update. Is that necessary or just inactivate them now?

**A:** *If you want those users to migrate to the new platform, the yes, please wait to inactivate them.*

**Q:** What happens to someone who has not completed their courses on July 14th? If they have 2 courses required and have only finished one, Will they get the refreshed course when logging in?

**A:** *If they have only completed one course in Armatus prior to July 14th, they will be able to complete the additional course(s) upon logging in to the Academy platform.*

**Q:** What is the last possible date to add someone in the old system?

**A:** *The last possible date to add someone to Armatus is July 12th, 2021, 5pm CST.*

**Q:** Will updated email addresses be captured when you do the next migration?

**A:** *Yes, updated email addresses will be captured in the next migration.*

**Q:** Will we be able to regenerate the invitation email to our learners if they do not get it the first time?

**A:** *Yes, a client admin can regenerate that email or Praesidium support can generate that email.*

**Q:** Is there any way that admins can tell if all our users have responded by creating a password?

**A:** *You will be able to see if your users have logged in to the platform. They will only be able to login if they've created a password.*

**Q:** Have you sent out the link to get into the Academy?

**A:** *No, the links will go out on July 14th.*

**Q:** Will I, as an admin be able to see our Panaroma before the email invitation goes out to learners?

**A:** *Unfortunately, we won't be able to grant access to the new site until 7/14/21.*

**Q:** How do I access the new website?

**A:** *You will get an email on July 14 with information on how to log in. You will be prompted to set up a password at that time.*

**Q:** If a user is inactive now, but we choose to reactivate them in the fall, will Presidium Academy automatically send out the email to set up their account after we reactivate them or are we as admin going to have to do this as a new user in the new system?

**A:** *We are checking into this question further and will post an answer when have confirmation.*

**Q:** Is it too late to clean up Armatus with new information.

**A:** *No, you can continue to clean up Armatus until July 12th 5pm CST.*

**Q:** Can you speak more about having to pause the background checks on June 24? And your recommendation for what to do during that time?

**A:** *For our integrated clients, we need to pause screening on June 24th so that nothing is in progress before the last data set moves over to Academy.  You will be unable to run background checks during that downtime.*

**Q:** If we have updated our user list as of today, will those changes be reflected when the email is sent on July 14?

**A:** *Yes, those changes will be reflected when the emails go out on July 14th.*

**Q:** Is there a document concerning the changes and dates that can be distributed in a hard copy to individuals in our parish?

**A:** *All the changes are documented in our webinars, and in our client admin videos.*

**Q:** Can learners still use the old system until July 12?

**A:** *Yes, learners can use the Armatus training system until July 12th 5pm CST.*

**Q:** What if someone receives the email on July 14 but never creates their new password. In a couple of months, that person needs to log in, will that person be in my dashboard so that I can "invite" them to create their password again?

**A:** *Yes, you will still see that learner in your list of users, and you'll be able to invite them back into the platform.*

## Launch Email

**Q:** Can the email on July 14 be sent in Spanish?

**A:** *Yes, the email will include both English and Spanish translations for the learners.*

**Q:** What if the user doesn't read the email and set up the new password.  For example, they recently took a course and are current in training?

**A:** *If they user doesn't read the email, or login to create a password, they will be unable to complete their training.*

**Q:** What was the exact email address that will be sent to active participants?

**A:** *The email invitation will be sent from donotreply@praesidiuminc.com*

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**Q:** Will the email to users go to only active users (not inactive)?

**A:** *Yes, the email invitation will only go to Active users.*

**Q:** Our standard process is to have our learners completed training every 2 years or at time of hiring. Is there a way to avoid the email on July 14?

**A:** *Unfortunately, there isn't a way to suppress the email being sent on July 14th.*

**Q:** Is this going to email all persons in the system right away?  For staff on our end, it may be confusing that they must log in and create this account when they are not due to take any trainings at this time.  Can we opt out of contacting everyone at the roll out?

**A:** *Unfortunately, there isn't a way to suppress the email being sent on July 14th.*

**Q:** Can we change the date emails go out to our learners? I need access first.

**A:** *Unfortunately, there isn't a way to suppress the email being sent on July 14th.*

**Q:** Who will the email come from? i.e., what will the user see is it coming from Praesidium Academy?

**A:** *The email invitation will be sent from donotreply@praesidiuminc.com*

**Q:** How will you make sure that the emails sent out don't dump into someone's SPAM?

**A:** *The emails that are sent from our new platform will be sent from donotreply@praesidiuminc.com. There is always a risk of emails landing in junk folders, it depends on the setting of the individual email provider.*

**Q:** How long will the link sent out on July 14 be valid? We have some staff on summer break and this would be helpful to know.

**A:** *There is no expiration on the link sent out to learners.*

**Q:** I am concerned about the no reply email and the new name of Praesidium Academy.  I have a tough enough time getting volunteers to reply to the Praesidium background check email.  They always think it is fake.  Any suggestions for getting the word to the entire list of 'active' participants as a heads up on expecting this email?

**A:** *Please check the email that was sent to all client admins on 6/15.  It outlines how you can start communicating with your learners about the new platform.*

## No Email Address

**Q:**  If we have people who do not have an email address is there any other way for them to watch the videos?

**A:**  *Every learner in the system is required to have a unique, valid email address.*

**Q:**  We have several users that do not use computer/have email & therefore we use parish email for those people. What should we to do about them and creating a personal account?

**A:**  *Every learner in the system is required to have a unique, valid email address.*

**Q:**  I have reached out to all of those with duplicate family email addresses and they insist they only have one and will not be acquiring another address. I do not know what else to do to make sure their information is transferred over to the new system. Any suggestions?

**A:**  *If multiple family members are using one email address, that history will be migrated over to the new platform, but for only one family member.  We cannot have more than one person associated with a unique email address.*

**Q:**  We have several older people who do not use computers or email who are still active in the church happenings.  I assume they will not be able to be followed on Praesidium Academy. Do we need to set up another way to keep track of their progress in training?

**A:**  *Yes, you will need to keep track of their training outside of Academy if your learners do not have access to a computer or to an email address.*

**Q:**  We have several individuals helping in the parish that don't have computer or internet access. How is the system helping these individuals?

**A:**  *Our online training can only be accessed online with a unique email address.*

## Passwords

**Q:**  Will I need a new login and password?

**A:**  *You will get an email on July 14 with information on how to log in.  You will be prompted to set up a password at that time.*

**Q:**  We have Praesidium for background checks.  For Academy, I'm assuming I'll need a new login and password.  is that correct?

**A:**  *Your login for the background checks system is separate so it will stay the same.*

**Q:**  Will all users have to create a new password?

**A:**  *Yes, all users will be prompted to create a password.*

**Q:** **Are there certain requirements for the new password?**

**A:** *The requirements for a password are: 12 characters including 1 Uppercase, 1 number and 1 symbol.*

**Q:** **When we set up new users, will we be able to see their user id and password?**

**A:** *You will still have view only access to the Armatus platform, and you will be able to see their user id and password there. In the new platform, you will only be able to see their user id. Passwords are private and are not visible to a client admin.*

**Q:** **In the past we could create username and password for employees, can we still do this for them? It appears they can change their password and if so, will admins be able to see this? Also, the old system allowed users to create multiple accounts. Will this still be an option, or do they have to have an invite to become a new user?**

**A:** *All learners in the system must have a unique, valid email address. That email address is their login, and it's the only way they can have an account in Praesidium Academy.*

**Q:** **Can passwords stay the same?**

**A:** *Passwords will need to change - the learner will be prompted to create a new password when logging into the system for the first time.*

**Q:** **When we upload a user, will we no longer need to set a password for them? Will it be a system generated password?**

**A:** *You will no longer set a password for your users. When they login for the first time, they will be prompted to create their own password.*

**Q:** **Will admins be able to see passwords in Academy?**

**A:** *No, admins won't be able to see passwords in Academy.*

**Q:** **Will admin have access to user's login and password**

**A:** *Admins will have access to the leaner's login (their unique, valid email address) but admins will not have access to a learner's password.*

## Background Checks

**Q:** **Will admins still receive the weekly emails about expiring background checks?**

**A:** *We are still working on the reporting functionalities but are trying to replicate the reports that you have become familiar with in Armatus. Please check back on the admin landing page over the next few weeks, as we are posting regular updates to that page.*

## Courses

**Q:** My organization has customized course selections that users can view based on their roles and responsibilities in their account set up. For example, a Sunday school teacher has different requirements from a parish treasurer. Will those carry over?

**A:** *No, those role-based course assignments will not carry over. The Sunday School teacher and the Parish Treasurer will both have access to the same courses that your organization has selected for training. It will be up to the admin to instruct the learners on which courses are required for their role within the organization. The communications tool allows the client admin to email learners within their sublicense. This gives a client admin the opportunity to send instructions to their learners directly from the platform.*

**Q:** Did I hear correctly that we will still be able to mark "Live Training Courses" in this system, so we have one database?

**A:** *Yes, we will be able to mark completions for our live training course "CASE - Creating A Safe Environment" so that your live trainings and online trainings are tracked in the same place. Our support team will assist with marking your users complete for CASE training.*

**Q:** If we provide an in-person training with a group of participants will there be a way to sign in a completion of training date?

**A:** *Yes, our support team can mark completions for our in-person CASE training.*

**Q:** When a learner has started a course and then stops to go back later, can the admin see where they stopped?

**A:** *No, the admin will only be able to see that the course is "in progress" or "started". They will not be able to see exactly where the learner stopped.*

**Q:** Our learners take courses at 3-year intervals, will they still get emails yearly saying they can retake the course?

**A:** *Yes, all courses will reset every year as it is a best practice to require annual training. (With the exception of background check courses for our integrated clients; those are set to expire based on your requirements).*

**Q:** Can an organization uploads its own specific training modules?

**A:** *If you would like to create custom training courses with Praesidium, please reach out to your account manager to discuss. If you are unsure of who your account manager is, please contact support@praesidiuminc.com*

**Q:** When Learners complete their registration, does it affect what courses they take? If they misunderstood how to register what they do at the church, are they the only ones who can change it or can the admin change it?

**A:** *When a learner completes their registration, it does not affect the courses they have access to. The client admin will need to instruct the learner on which courses they are required to based on their role within the organization.*

**Q:** Can a sublicense upload or does the panorama level upload modules?

**A:** *The courses (modules) are loaded at both the panorama and the sublicense level.*

**Q:** How will I know what new video/training is required for our organization?

**A:** *Each client has their own unique requirements for course completions. Please reach out to your global client admin for additional information.*

**Q:** As a part of the new site, have you created new course offerings?

**A:** *We have "refreshed" 15 of our most-used courses and look forward to releasing new courses later this year.*

**Q:** Will future training all be on computer rather than one on one or group meetings?

**A:** *Different organizations have different training options, so this might be a good question for your organizational leadership*

**Q:** The email function is a great add but being able to assign courses is a huge help. Some folks go in and complete everything they see or the first one they see rather than what we tell them. This is going to continue to be a huge problem even in this new site.

**A:** *We understand this is a big change for our client admins, and we are creating reports that will assist in keeping track of course completions for your learners.*

**Q:** If a user has already completed our own customized Diocesan policies and needs to renew it on in the third year, will it allow for a new completion date?

**A:** *Yes, learners can complete a custom policy course more than once, and each completion date will show on the learner transcript.*

**Q:** When you say courses refresh each year, yet we have a refresh date for 5 years in most cases and a refresh course, will this impact that and override asking them to complete all the courses under 5 years again?

**A:** *Our courses will reset each year, as Praesidium's best practice if to require training annually for both employees and volunteers. If your organization requires training every 5 years, you will have the opportunity to message that to your learners from the new platform.*

**Q:** Will all the courses show up as completed from years past when they are reset each year?

**A:** *Yes, all the courses that were completed in the past 4 years will show up on the learner transcript. If they take those same courses in later years, those completions will also show up on the learner transcript.*

**Q:** Will learners only see the courses assigned to their role/responsibility?

**A:** *No, learners will see all the courses available to their sublicense.*

**Q:** When are the courses reset each year?

**A:** *The courses are reset on the one-year anniversary of the last date the course was taken. If a learner takes a course on August 1, 2021, then the course will reset on August 1, 2022. A learner will get notifications that they need to login and take their course 30 days prior, 7 days prior and 1 day prior to the reset date.*

**Q:** How do we set how often users need to take specific courses?

**A:** *You don't need to set anything; the system is automatically configured to reset courses each year.*

## Learner Management

**Q:** Can a person save their work and come back, or do they need to complete the session in one sitting?

**A:** *Yes, they can come back and resume the course from where they left off.*

**Q:** Is it possible for users to register themselves?

**A:** *Yes, a user can register via a self-registration code. Self-registration codes are setup by the Praesidium Support team. If you have an existing registration code in Armatus, we have created new registration codes for you in Academy. Those codes have been documented and will be sent to our client admins along with a Quick Start Guide prior to July 14th .*

**Q:** **Will administrators be able to access users' passwords?**

**A:** *No, user passwords are private. A user can request a link to change their password, or an admin can send a link to a user asking them to change/setup their password.*

**Q:** **Are passwords optional - or are users required to set up a password?**

**A:** *No, passwords are required. When a user gets their initial invitation to Praesidium Academy, they will use their unique email address as their login, and they will be asked to create a unique password.*

**Q:** **If a user signs up and completes courses with one email address but uses a different email address the next time they visit the site, will they have a way to change this, or will the administrator need to update their address?**

**A:** *If a user creates two accounts with two different email addresses, it will be hard to track their usage. Please encourage your users to only use one unique email address. Otherwise, they will be counted as 2 users in your organization rather than 1 user.*

**Q:** **If we have a couple who are both required to take the courses, but only have one email address, how can they both use this?**

**A:** *They will need two unique email addresses to login and take our courses.*

**Q:** **After you deactivate a user, can you make them active again? If they leave the organization and then come back?**

**A:** *Yes, after you deactivate a user, you can make them active again. Their user history will still exist, and no information will be lost.*

**Q:** **Will we be able to easily move learners between sublicenses as they physically move?**

**A:** *Our support team can assist with moving learners between sublicenses as they physically move. That functionality will be available to client admins later this year.*

**Q:** **When adding a user, will it pull up potential duplicates?**

**A:** *The Academy platform will not allow you to add a user if their unique email address is already in the system. If an admin tries to add a user whose email is already in our system, they will receive an error message saying, "a user already exists with this email address".*

**Q:** **If a user has passed away, is there a way to drop that name from our user list, rather than just being inactive?**

**A:** *No, if a user has passed away, the best course of action is to make that user "inactive". There may be reasons that you will need their training history in the future, so we do not actually delete users in our system.*

**Q:** How would we add a new person that comes from a different church who has already taken classes?

**A:** *If the new person has already taken classes from a different church, then they will already have an account in our system. To add a user to multiple sublicenses within one Panorama, please reach out to our Support team for assistance.*

**Q:** What if the user is not an employee or volunteer, but rather a camp vendor who is required to complete the courses? They might be confused which to choose when logging in to complete courses.

**A:** *That user will need specific direction from the client admin so that they know which course needs to be completed. There are also filters on the learner dashboard to assist with identifying the appropriate course for a program/role.*

**Q:** Can remarks be added to a user's profile like in Armatus?

**A:** *Yes, remarks can be added to a user's profile.*

**Q:** Can a person from the same organization but under a different Panorama create a new Learner profile in another Panorama using the same email address?

**A:** *No, a user can only be in one Panorama at a time. They can be in more than one sublicense within a Panorama - such as two churches within a Diocese.*

**Q:** If learner has more than one role in the organization, can they put more roles in that 3rd question?

**A:** *No, they can only select one role for Onboarding Question #3. We recommend selecting the option that represents their primary role within the organization.*

## Reporting

**Q:** Is there a way to view certificates or completion for users that might be active with another church?

**A:** *If a user is affiliated with more than one church, their transcript will reflect ALL of the training courses that they have completed. Regardless of which church the training was completed for.*

**Q:** Can an admin create a data table of all the learners with the courses taken, to print?

**A:** *We are still working on the reporting functionalities but are trying to replicate the reports that you have become familiar with in Armatus. Please check back on the admin landing page over the next few weeks, as we are posting regular updates to that page.*

**Q:** Can we, as an admin, pull a report on who is past due for their yearly training?

**A:** *Yes, the completion report by course or by user will still be available to be pulled by a client admin at any time.*

**Q:** How long is the completion date for a module kept in the records of the new platform?

**A:** *Transcripts will be attached to the user record for as long as the user is in our system. We are not planning to archive any transcript or learner history currently.*

**Q:** Will courses only show up in the transcript once they have been completed versus how right now, they show complete and incomplete?

**A:** *Yes, courses will only show up on the transcript if they've been completed.*

**Q:** Can we run a report that would show us training completions by timeline for a location? That way, we don't have to locate each user and check their transcripts.

**A:** *Yes, you can run a report showing training completions for a given time period by location, by course or by person.*

**Q:** Do employees have the option to email the transcript once complete? We ask employees to send this upon completion for tracking and training pay.

**A:** *Yes, the learner will have the option to download a copy of their transcript that they could then email to a client admin.*

**Q:** If the modules reset every year will we still be able to pull a transcript showing a completion date after that reset?

**A:** *Yes, you will still be able to pull a transcript showing all course completions for a learner.*

**Q:** Where do we find and download the learner's completion certificate or transcript?

**A:** *The learner's transcript is on the leaner record. You will see a link to their transcript when you click on the learner's name.*

**Q:** Will the Sandbox let us run a report showing active users with no courses completed within a date range?

**A:** *Yes, you will be able to run a report showing active users with no courses completed.*

**Q:**   Can we export a report that shows all the active users and the courses they've completed on one report?

**A:**   *We are still working on the reporting functionalities but are trying to replicate the reports that you have become familiar with in Armatus. Please check back on the admin landing page over the next few weeks, as we are posting regular updates to that page.*

**Q:**   If the admin sets a parameter such as: each learner needs these 5 modules, will there be a report that shows, at a glance, which learners are "in compliance" and which learners are not?

**A:**   *We are still working on the reporting functionalities but are trying to replicate the reports that you have become familiar with in Armatus. Please check back on the admin landing page over the next few weeks, as we are posting regular updates to that page.*

## System Notification

**Q:**   Will we get notices from the Academy to give us a list of what learners need a refresher course?

**A:**   *You will not get notices, but you will be able to pull that information from the reporting tool.*

**Q:**   Is there a way to change the annual notification to learners if our organization uses a different schedule?

**A:**   *No, all our courses reset every year as it is a best practice to require annual training.*

**Q:**   Are we able to change the date from a year to 3 years for learners to get a note to take their classes?

**A:**   *No, all our courses reset every year as it is a best practice to require annual training.*

**Q:**   Are there plans to add this custom notification system in the future? We do every 2 years and it's a complete mess for each church keeping track of expired trainings.

**A:**   *At this time, our courses are reset every year.*

**Q:**   Are learners prompted if they do not complete the class after annual notification?

**A:**   *Learners are notified that they need to retake their course at 30 days prior, 7 days prior and 1 day prior to course expiration.*

## System Setup

**Q:**   Is the "sublicense" similar to "organization" on the current system? If so, will that have a list of all of the churches in our diocese to affiliate the user with?

**A:**   *Panorama is the organization - the sublicense is a location/program that is associated with that Panorama.*

## General Platform

**Q:**   Does the website meet the WCAG Standards for accessibility for individuals with disabilities?

**A:**   *We are checking into this question further and will post an answer when have confirmation.*

**Q:**   Can users and/or admin be given email updates notifying them when they or other staff/volunteers are due for a training module? We have refresher training requirements that need to be met each year, and it's difficult to keep up with so many users and what modules they need to complete without notifications.

**A:**   *Learners will get email updates from the system notifying them that a training course (module) is about to expire and that they need to login and take the course again.  A client admin can email all the learners in their sublicense to remind them to take the specific course.*

**Q:**   Will the admin portal be available in Spanish?

**A:**   *While the learner platform is available in English, Spanish, or French, the admin portal is only available in English currently.*

**Q:**   I am new to ALL of this. How do I login?

**A:**   *Email invitations will be sent to both admins and learners on July 14th.  At that time, you'll be able to login, create your password and manage your users.*

**Q:**    Can our company give permission for staff to update their profiles?

**A:**   *Yes, you can give permission to your staff to update their profiles.  Your staff will still be required to answer the 3 onboarding questions when they login to the platform for the first time.*

**Q:**   Will we be able to communicate with our learners through Praesidium Academy?

**A:**   *Yes, you will be able to send emails to the learners in your sublicense through the Academy platform.*

**Q:**   How do I update the users in our account?

**A:**   *You can login to Armatus between now and July 12th and update your users.  Those changes will be captured in our last migration to the new system on July 14th.*

**Q:** Who sets the access levels for administrators and what are the different levels?

**A:** *A client admin would have set the original access levels for all admins when they started in Armatus. We have migrated those admin status levels over to Academy. If a client admin had access to one location in Armatus, they will have access to that same location in Academy. If they had access to an entire organization in Armatus, they would have access to the entire organization in Academy.*

**Q:** What if an email bounces back (sometimes we are not aware of a change in an email)?

**A:** *Praesidium has an email bounce report that we will monitor and report on.*

**Q:** The old system allowed users to create multiple accounts. Will this still be an option, or do they have to have an invite to become a new user?

**A:** *If the user had multiple accounts in Armatus, but all the Armatus accounts shared the same email address, that user will only have one account in Academy. If a user created two accounts in Armatus with two different email addresses, it will be hard to track their usage. Please encourage your users to use only one unique email address. Otherwise, they will be counted as 2 users in your organization rather than 1 user.*

**Q:** Is there an option if they "forget password"?

**A:** *Yes, on the login page the user will see an option to "reset my password".*

**Q:** Can we disable the notifications for recertifications?

**A:** *No, unfortunately we cannot disable the notifications for recertifications.*

**Q:** Are notifications sent out if the employee does not complete courses following 30-, 7-, and 1-day notices?

**A:** *No, the notifications are sent out prior to the course expiration.*

**Q:** If someone changes their unique email to another email, how can they change it in Academy (i.e., if someone creates a new password but later changes their email address, once it is in Academy)

**A:** *A learner can update their email address in Academy - this will not affect their user transcript or their course catalog.*

**Q:** What about someone that registers with a new email address giving them two accounts? Can we merge these accounts and make one inactive?

**A:** *If a person registers with two different emails, resulting in two different accounts, the client admin can select which account needs to be made inactive. There is no merge feature in Academy. Learners are encouraged to use one and only one unique email address.*

https://praesidium.lpages.co/academy2021/

**Q:** **If we want to shift from a Panorama with sublicense to all under the same Panorama with no sublicense, is that an option?**

**A:** *We will be able to make structural changes to your account/Panorama/Sublicense structure after October 1, 2021. We cannot make any structural changes prior to that time, but we can assist you with any reporting needs that you may have.*

**Q:** **How many admins do you recommend using?**

**A:** *It depends on the size of the organization. If you are a small church, school, or YMCA you may only need one or two. If you are a multi-level organization, you probably need an admin at each location.*

**Q:** **How many administrators can an account have?**

**A:** *There is no limit to the number of administrators that an account can have.*

**Q:** **Can a learner be listed under more than one location? Will one location appear as primary?**

**A:** *Yes, a learner can be listed in more than one location as long as both locations are within one Panorama. For instance, you may a learner who is a volunteer at one church and a staff member at another church. If both of those churches are within the same Panorama, that learner can exist in both places.*

**Q:** **Will learners be able to have duplicate accounts?**

**A:** *If a learner is listed in more than one location, they will only have one transcript and only one account. They will use the same unique email address as their login name for both accounts.*

**Q:** **The 3 questions that need to be filled out - can the administrator prefill these, or must the user answer them?**

**A:** *The user must complete the 3 onboarding questions. Once the user has completed those questions, the client admin can make edits if necessary.*

**Q:** **Will they have a drop down? How does a user know what arbitrary level/answer they need to respond?**

**A:** *Yes, there is a drop down for each question.*

**Q:** **Can users be deleted completely rather than made inactive?**

**A:** *No, users cannot be deleted. The best course of action is to make a user "inactive" if they are no longer affiliated with your organization. There may be reasons that you will need their training history in the future, so we do not actually delete users in our system.*

**Q:** **Can users/admin receive email updates when they are due to complete a training module? We have refresher training requirements most users need to meet each year.**

**A:** *Learners will get email updates from the system notifying them that a training course (module) is about to expire and that they need to login and take the course again. A client admin can email all the learners in their sublicense to remind them to take the specific course.*

**Q:** **Can we merge learner accounts?**

**A:** *Accounts can be merged in Armatus, prior to being migrated in Academy. Once in Academy, accounts cannot be merged.*

**Q:** **If a learner has an account with a different email address, example, they have an account with yahoo and then add an account with Gmail. Can those accounts be merged?**

**A:** *Accounts can be merged in Armatus, prior to being migrated in Academy. Once in Academy, accounts cannot be merged.*