

eLearning - DISCUSSION FORUM

Ask the Expert. Share knowledge between employees.

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User Manual

Administration - Categories

A category must be created before any questions can be added by users.

- A question has to be linked to a category and more than one question can be linked to a category.
- The Categories option will be available to the Administrator on the Quick Links option on the right-hand side of the Ask the Expert screen.

Create a Category

Where do I find the Categories option?

To add a category, select the Categories menu item and after the page has loaded, click on the Create Category button.

The screenshot displays the LMS Portal interface. At the top, there is a dark blue header with the text 'LMS Portal' and three icons: a question mark, an envelope, and a profile picture. Below the header is a search bar with the text 'Search' and a dropdown arrow. Underneath the search bar are three navigation tabs: 'e-Learning Programmes' with a '1' badge, 'Discussion Forum' with a question mark icon, and 'My Achievements' with a graduation cap icon and an '18' badge. Below these tabs is a breadcrumb trail: 'Discussion Forum > Categories'. A blue button with a plus sign and the text '+ Create a Category' is highlighted with a red box. To the right of the main content area is a 'Quick Links' sidebar with a vertical label 'Quick Links'. The sidebar contains a list of menu items: 'Ask The Expert', 'My Questions', 'Moderation', 'Questions', 'Comments', 'Categories' (highlighted with a red box), and 'Experts'. Below the sidebar is a table with two columns: 'Actions' and 'Category Heading'. The table has two rows: the first row has 'Actions' and 'Pathways'; the second row has 'Actions' and 'Performance Management'. At the bottom of the page, there is a footer with the text 'Schema: [1] Signify Academy | Subgroup: All Employees' on the left and 'V8.8.0.3 Copyright © 2019 Signify. All Rights Reserved.' on the right.

- Select the **Categories** menu item from the **Quick Links**.
- Click the **Create a Category** button.

The Create a Category page opens.

LMS Portal [?] [Envelope] [Profile]

Search

e-Learning Programmes 1 Discussion Forum My Achievements 18

Discussion Forum > Discussion Forum Question > Create

Create a Category

Category Heading * Pathways

Save Back

Schema: [1] Signify Academy | Subgroup: All Employees V8.8.0.3 Copyright © 2019 Signify. All Rights Reserved.

- Click the **Save** button. The new category will be listed on the categories page and can be edited or removed.

LMS Portal [?] [Envelope] [Profile]

Search

e-Learning Programmes 1 Discussion Forum My Achievements 18

Discussion Forum > Categories

+ Create a Category

| Actions | Category Heading |
|-----------|--------------------|
| Actions ▾ | Pathways |
| ✎ Edit | Finance Management |
| 🗑 Remove | |

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Actions

Click Actions:

- **Edit** to edit the Category.
- **Remove** to remove the Category.

Try It Out: Add a Category on the Discussion Forum module

Administration - Experts

What is an Expert?

A Expert is an individual assigned to mentor and give expert advice on questions asked by learners or employees.

The administrator can assign an Expert to a category(s) to moderate. Experts can view, edit, remove and moderate questions and comments in the category(s) they have been assigned to.

1. Assign a User to an Expert Role

Find the user

- Click on **System administration | Users | Manage users**.
- Click **Action | View / Edit** next to the user you want to grant access.

Home

Users

- User Information
- Subgroup Access
- Copy User Rights
- Reporting Rights
- IR and PDP Roles
- Role Assignment
- Schema Access

Reporting Structure

Roles

List of Users

Switch Schema

Search

Schema

Employee Number

Username

Category

Employee Name

Include Disabled Users

Search
Clear
Add New User
Delete
Send Welcome Notification to New Users

| Actions | Username | Name | Schema | Disabled | Locked | Category | Delete |
|------------------------|----------|---------------|---------|----------|--------|----------|--------------------------|
| Action | BA001 | Edward Dussan | Signify | | | | <input type="checkbox"/> |

[View / Edit](#)

[Assign Subgroup Access](#)

[Assign Reporting Rights](#)

Close

Assign the Role

Home

Users

- User Information
- Subgroup Access
- Copy User Rights
- Reporting Rights
- IR and PDP Roles
- Role Assignment**
- Schema Access

Reporting Structure

Roles

User Role List (BA001)
[Successfully Saved - 10:32:11 AM]

Search Search Clear

Add
Delete
Add Multiple Roles

| Module | Role | Delete |
|------------------|--------------------------------------|--------------------------|
| Event Management | Event Administrator | <input type="checkbox"/> |
| Job Profiler | Job Profiler Administrator | <input type="checkbox"/> |
| Learning | Learning Administrator | <input type="checkbox"/> |
| Organization | Organisation Structure Administrator | <input type="checkbox"/> |
| System Access | Schema Administrator | <input type="checkbox"/> |
| Global | System Administration Administrator | <input type="checkbox"/> |

Add
Delete
Add Multiple Roles

- Select *Role Assignment*.
- Click the *Add Multiple Roles* button.



The Add Multiple Roles screen will open.

- Select the Ask The Expert Expert Role for the Ask The Expert module.
- Click the **Save** button.
- Click the **Close** button.

Assign specific rights for the user

Click on the Role to open the specific access available for this role.



Select the Role detail applicable to the user.



- Click *Save to apply* the change.
- Click *Back to List* to Return to the User Role List.

Rights available for a user with the Ask The Expert Role

| Role | User | Moderator | Administrator |
|------------------------------|------|-----------|---------------|
| Add a new question | X | X | X |
| View the questions you asked | X | X | X |
| View question statistics | X | X | X |

| Role | User | Moderator | Administrator |
|--|------|-----------|---------------|
| Search for specific questions / comments | X | X | X |
| View Current Discussions | X | X | X |
| View Most Read | X | X | X |
| View Most Commented | X | X | X |
| Report Questions asked by fellow users | X | X | X |
| Report Comments made by fellow users | X | X | X |
| Moderate questions and comments: Publish | | X | X |
| Moderate questions and comments: Unpublish | | X | X |
| Moderate questions and comments: Lock | | X | X |
| Moderate questions and comments: Remove | | X | X |
| Moderate questions and comments: Edit | | X | X |
| Remove / Edit questions individually | | X | X |
| Remove / Edit comments individually | | X | X |
| Add / Edit and Remove Categories | | X | X |
| Add / Edit and Remove Experts | | | X |
| Mark comments as preferred | | | X |
| Assign Experts to categories | | | X |

What happens now?

The user's name will appear in the Expert drop down on the Assign an Expert page once the user has been assigned the Expert Role.

The screenshot displays the LMS Portal interface. At the top, there is a dark blue header with the text "LMS Portal" and three icons: a question mark, an envelope, and a profile picture. Below the header is a search bar with the word "Search" and a dropdown arrow. Underneath the search bar are three quick links: "e-Learning Programmes" with a notification badge "1", "Discussion Forum" with a question mark icon, and "My Achievements" with a notification badge "18". A vertical "Quick Links" sidebar is on the right. Below the quick links is a breadcrumb trail: "Discussion Forum > Discussion Forum Question > Assign". The main content area is titled "ASSIGN CATEGORIES TO EXPERT". It contains two dropdown menus. The first is labeled "Category Experts *" and has "Eduard Dyason" selected. The second is labeled "Category *" and has "Pathways" and "Performance Management" listed, with "Pathways" highlighted in blue. At the bottom of the form are two buttons: "Assign" and "Back".

2. Assign an Expert

Where do I find the Experts option?

The Experts option will be available to the Administrator on the Quick Links option on the right-hand side of the Ask the Expert screen.

LMS Portal

Search

e-Learning Programmes 1 Discussion Forum My Achievements 18

Discussion Forum » Experts

+ Assign an Expert

No experts have been added yet.

Quick Links

- Ask The Expert
- My Questions
- Moderation
- Questions
- Comments
- Categories
- Experts**

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- Select the **Experts** menu item from the **Quick Links**.
- Click the **Assign an Expert** button to open the Experts page.

LMS Portal

Search

e-Learning Programmes 1 Discussion Forum My Achievements 18

Discussion Forum » Discussion Forum Question » Assign

ASSIGN CATEGORIES TO EXPERT

Category Experts * Eduard Dyason

Category * Pathways Performance Management

Assign Back

- Select the **Expert** from the drop down.

- Select one or multiple categories for the Expert to moderate.
- Multiple categories can be selected if you hold the *Ctrl button* in and select the categories.
 - Click the *Assign* button.
 - The Expert will be listed on the Experts page and can be edited or removed.

Expert List

The screenshot displays the LMS Portal interface. At the top, there is a dark blue header with 'LMS Portal' and navigation icons. Below the header is a search bar. A navigation bar contains three tabs: 'e-Learning Programmes' (with a '1' badge), 'Discussion Forum' (with a question mark icon), and 'My Achievements' (with a '18' badge). A breadcrumb trail shows 'Discussion Forum > Experts'. A dark blue button labeled '+ Assign an Expert' is positioned above a table. The table has three columns: 'Actions', 'Employee', and 'Category'. The first row shows 'Eduard Dyason (BA001)' under 'Employee' and 'Pathways' under 'Category'. An 'Actions' dropdown menu is open over the first row, showing 'Edit' and 'Remove' options.

| Actions | Employee | Category |
|--|-----------------------|------------------------|
| Actions ▾ | Eduard Dyason (BA001) | Pathways |
| <ul style="list-style-type: none"> Edit Remove | yason (BA001) | Performance Management |

Click Actions:

- **Edit** next to the Expert you want to edit.
- **Remove** next to the Expert you want to remove.

Try It Out: Assign Ask The Expert, Expert Rights to a user and add the user as an Expert on a Category.

Administration - My Questions

Questions and discussions are at the heart of the Discussion Forum / Ask The Experts module.

Questions are linked to a Category so that an Expert can provide an answer to the question.

The My Questions section, displays questions created by the logged in user, in this case the Ask The Expert Administrator.



[Zoom:](#)

Ask a Question

- Click the Ask a Question button to add a new question.

The Add New Question screen will open.



[Zoom:](#)

Overview of Fields

| Field | Overview |
|------------------|---|
| Category | Select a Category from the drop down list. |
| Question Status | Statuses available: <ul style="list-style-type: none">• Hidden From User• Locked• Not Published• Published - The question will be displayed to the learners/users.• To Be Moderated |
| Question Heading | Use a short descriptive phrase which gives learners an idea of what is being asked. |

| Field | Overview |
|--|---|
| Question | The question being asked. |
| Click here to upload or drag your files to this window | A file (document, image, etc.) can be uploaded to support the question. |

Question List



[Zoom:](#)

Actions

Click Actions:

- Edit to edit the Question.
- Remove to remove the Question.
- Generate Link to generate a link to the discussion related to the Question.

Generate Link

To ensure the learners who need to see the Question and answers to the Question, the link can be added to a pathway.

- Click Copy to clipboard to copy the Question Link.



[Zoom:](#)

Try It Out: Add a question & generate the link and add it to a Pathway.

Quick Reference Guides and Practical Exercises

COMING SOON....

COMING SOON

