FC TRAINING

Essential training from the expert team behind FromCounsel, the best-in-class law resource

POWER USER QUICK START GUIDE

1.1 What is a Power User?

Power Users have additional permissions within the FC Training Platform to manage their firm's users and access data on their firm's usage of the platform.

1.2 Can a firm have more than one Power User?

Yes.

1.3 What is My Team and how can I add users to My Team?

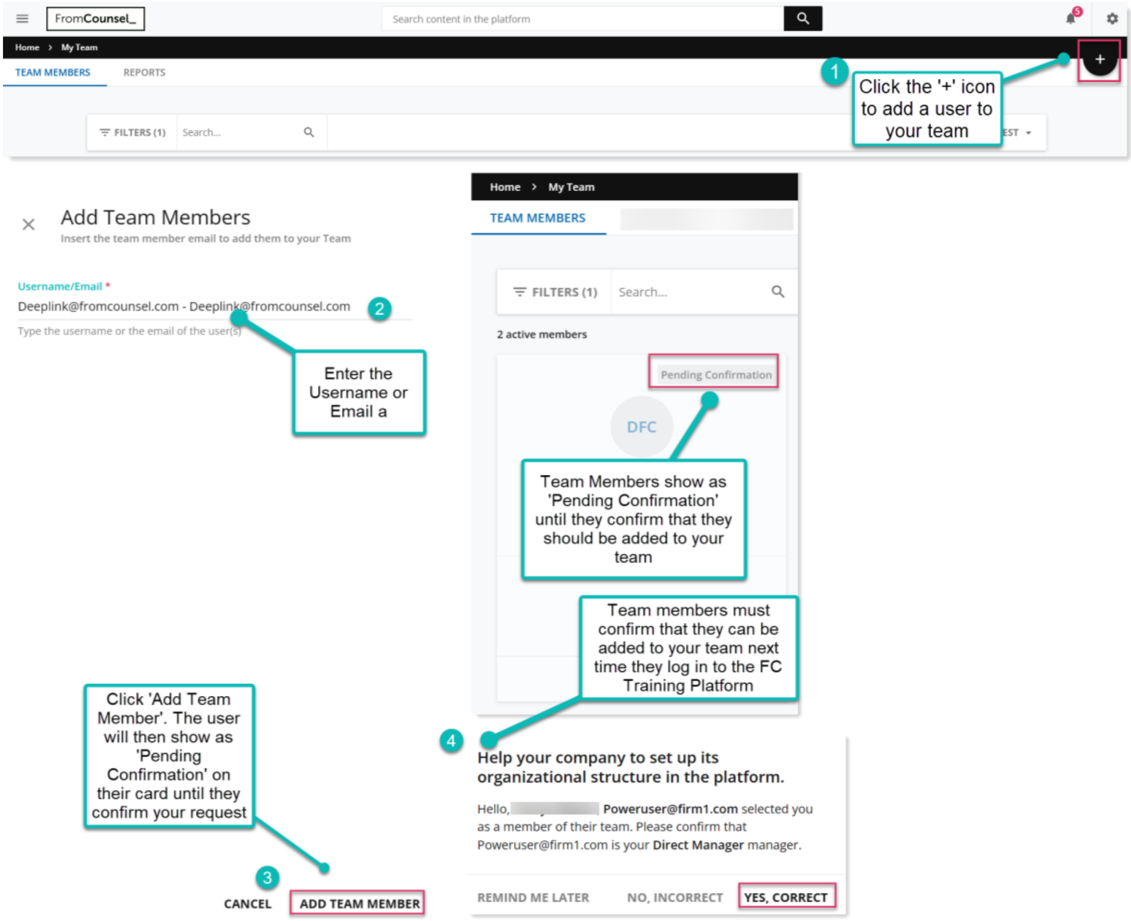
All Power Users can access information about all users in their firm (their 'branch') and can enrol all those users on courses and, if created, learning plans.

The My Team pages allows a Power User to create quick links to users that they wish to manage and monitor on a more regular basis. Adding a user to the My Teams page does **not** change the functionality that the Power User has in relation to that user – it just provides a quick way to access that user's information and take action in relation to that user.

1.4 How can I add users to My Team?

Go to My Team in the Quick Links menu on the Power User portal home page. To add team members to My Team, you will need to follow the steps below.

Users must have accessed FC Training at least once before they are visible on the platform and can be added to a team.



1.5 Can a user be added to the My Teams page of more than one Power User?

No, a user can only be on the My Teams page of one Power User at a time.

Remember that other Power Users will still be able to access the user's information and take actions in relation to that user – adding to My Teams is simply a way of creating a quick links page.

1.6 How do I enrol my team on courses?

Go to 'Courses – Enrol' in the Quick Links menu on the Power User Portal home page. Click on the ellipsis at the right-hand side of the course you want to enrol your users on and select 'Enrol users'. You can select all users by clicking in the top tick box or select certain users by clicking in the tick box next to their name. Then click next and confirm.

To see who is enrolled on a course, click on the enrolments column next to the relevant course title.

You can set deadlines for course completion – for more information see the full power user guide.

1.7 How do I set up and enrol my team on a learning plan?

Learning plans consist of a list of courses that user must follow in a specific order. They allow you to group together courses for learners to progress through one at a time.

Learning plans can be set up for your team by FromCounsel. Please complete and submit the learning plan form at the back of the power user guide. Once set up, the FromCounsel team will take you through how to enrol users onto your learning plans.

1.8 Where can I see an overview of my team's usage?

Go to the Admin dashboard from the Quick Links menu on the Power User portal home page. From here, you can select a variety of reports. You can also see recent activities which provides an overview of sessions on FC Training and course status and enrolments.

There are various further options depending on what information you wish to see – these are all covered in the FC Training power user guide.

1.9 Where can I get more information on a particular individual's usage?

Go to the Usage Reports section from the Quick Links menu on the Power User portal home page. In the text box under 'User personal summary' type the name of the user you wish to see and click on generate.

1.10 Where can I get more information on the usage of a particular course?

Go to the Courses Dashboard from the Quick Links menu on the Power User portal home page. This provides an overview of course statistics. To see a more detailed breakdown for a particular course, click on the course name in the Courses section of the Courses Dashboard (which is below the graphical overviews).