



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 Where can I see an overview of my team and add team members?

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 before you can add them to a team.

1 Click the '+' icon to add a user to your team

2 Enter the Username or Email a

3 Click 'Add Team Member'. The user will then show as 'Pending Confirmation' on their card until they confirm your request

4 Help your company to set up its organizational structure in the platform.

Team Members show as 'Pending Confirmation' until they confirm that they should be added to your team

Team members must confirm that they can be added to your team next time they log in to the FC Training Platform

REMIND ME LATER NO, INCORRECT **YES, CORRECT**

1.3 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.

1.4 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 bank of the power user guide. Once set up, the FromCounsel team will take you through how to enrol users onto your learning plans.

1.5 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.

1.6 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.

1.7 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).

1.8 Where can I get more information on the power user portal?

More information is set out in the FC Training power user guide. If you do not have access to this, please email your Account Manager or info@fromcounsel.com for a copy.