




FAQs

<p>1. What is Ideagen Academy?</p>	<p>Ideagen Academy is a user-friendly e-learning solution specifically designed for training in Q-Pulse. Academy provides engaging and easy-to-use learning modules for users of Q-Pulse, and develops key skills that will reduce training costs, increase productivity, and ensure competency in your workforce.</p>
<p>2. Why should I upgrade to/or purchase the new professional version?</p>	<p>The Professional Version Allows you to:</p> <ul style="list-style-type: none"> • Create your own courses and assign others to develop course content • You can use files, URL's, YouTube videos, PowerPoints, Web pages and even the Q-Pulse DRS for content • You can add multiple types of content within a single course (Watch a video, take a quiz, continue onto a PowerPoint...answer a few more questions, etc.) • You can create quizzes in a multitude of formats (i.e. multiple choice, fill in the blank, select matching, etc.) • You can restrict courses by Job Role, Organization, etc. • You can add in dependencies (i.e. User must complete another course prior to taking current one, etc.) • You can take courses anywhere since it is browser-based • import SCORM compliant courses from other LMSs • ...and if you're on Q-Pulse V6.8 or higher, it will all sync back to People & Training in Q-Pulse! • Replace your existing LMS or let us work with yours!
<p>3. I currently have a subscription to the old Academy. What happens if I don't get upgraded to the new Academy?</p>	<p>You will still have access to the old version of the Academy until the end of your current contract.</p>
<p>4. If I decide to upgrade to the new Academy, will I still have access the old version?</p>	<p>Yes, until the end of 2019. This will allow you to download any learner's training plans (as there will be no migration of data between the old and new Academy)</p>
<p>5. How is the new Academy licensed?</p>	<p>The new Academy has a concurrent user model, similar to how you purchase Q-Pulse primary licences.</p>
<p>6. Is there any migration of training data/users etc, from the old Academy to the new?</p>	<p>No. The two systems are completely the different – as is the structure of courses in the new Academy. Therefore, every customer starts with a “blank slate” and no data will be migrated. However, even if you do upgrade, you will have access to the old version until the end of 2019, if you need to download any training data. If required, *administrators can mark any learner's training plan as being complete.</p> <p><i>*Please note, only admins can do this in the New Academy</i></p>
<p>7. Is there a limit to the amount of our own eLearning content that we can upload to our Academy?</p>	<p>Yes. The largest file size is 100MB and the total limit is 1GB. <u>However</u>, you can purchase additional storage.</p>

8. Does the Academy work on mobile devices?	The Academy will work on all mobile devices. However, due to its nature, the content has been designed for PCs and tablets and may not be usable on smaller mobile devices.
9. What courses are available?	<p>On release, Basic and Professional Courses are available for the following Q-Pulse modules:</p> <ul style="list-style-type: none"> • Getting started with Q-Pulse (Basic Only) • Documents • CA/PA • Assets • Audit • People and Training • Occurrences and Incidents • Advanced Workload (Pro Only) • Advanced Audit (Pro Only) • Mobile Apps <p><i>Customers and Supplier modules coming soon</i></p>
10. Why are there no courses on Administration, the Report Designer and CA/PA/Incident Analysis?	<p>All these areas are highly-specialized, and relatively few users ever need to take them. Therefore, they are better suited to a QSP (Quality Support Program) environment where the training can be adapted to the learners' needs and the learner has the opportunity to ask questions. Additionally, these topics are often covered in ECL2's Annual Q-Pulse Users Conference.</p> <p>Please note that these courses will still be available in the old version of the Academy until the end of December 2019</p>
11. Can I have a free trial of the Professional Academy?	No. Due to the administrative overheads of organizing trials for multiple customers, we don't currently offer trials, Basic Academy offers clients the ability to use the system and get a feel for how the system works.
12. How does access work for the free Basic version?	You are free to add as many users as you like (although there is no import function). Each customer is entitled to TWO concurrent licences, regardless of their size. The only way to get more concurrent licences is to upgrade to Professional.
13. What is the difference between Basic and Professional Academy?	Basic Academy is free and available to all Q-Pulse Users and provides basic training. The Professional Version offers all capabilities listed in FAQ #2 above and illustrated below.

	BASIC	PROFESSIONAL
Access to basic content		
Access course and user reports		
Unlimited access to all content		
Unlimited users and groups		
Upload your own blended or e-learning curricula & content		
Create certifications with expiry dates		
Customizable URLs & branding		
Configuration tools to help you streamline your training program		