Frequently Asked Questions

About

Symphony, by OnCourse Learning, is the learning management system that houses the course content used by distinct groups delineated below:

- **Individual professionals**
- **Administrators of organizations**

Individual professionals typically purchase their courses directly through an OnCourse Learning ecommerce site or the OnCourse Learning sales teams.

Administrators manage the learning and training functions on behalf of the **employees** of their organization.

Answers to frequently asked questions are grouped by these two types of users to help you quickly and easily locate the answers you seek. As always, please feel free to contact your Account Manager or Customer Support for additional help.

Individual Professionals

Q. I've received notification that my courses have been migrated to Symphony. Where do I now access my courses?

A. For all new courses, you will continue to go to the same website as you have in the past. We have transitioned your profile information for you and have completed the work behind the scenes to ensure your same login and password work with the new Symphony URL. At login, you will continue to use the same email address and password you previously used to access your courses and be automatically redirected to the new learning management system, Symphony, for new courses. If you are in the middle of a course, you will be prompted to select the course in progress, and use the same login information. Please contact customer support immediately if you experience any difficulty logging in.

Q. Will my login in and password to access my courses in Symphony be different from my current login?

A. We have transitioned your profile information to the Symphony learning management system and as such, your login and password remain the same.

Q. I've forgotten my password. How can I have it reset?

A. Visit the login page and click on "forgot password." You will receive an automated email to your registered user email address with instructions on how to reset your password.

Q. What's different about Symphony?

A. We have leveraged our best-in-class course authoring tool, and have republished all of our approved accredited courses to present intuitive course layouts and enhanced course navigation features to improve the overall student experience.

Q. **Are my courses in the new learning management system, Symphony, different?**

A. Our accredited, nonaccredited and Nationwide Mortgage Licensing System (NMLS) approved content is the same and we have republished our content to improve the overall student experience.

Q. **Will I go to a different place to purchase courses and is the process different?**

A. The purchase process remains the same at the same website and URL you currently visit. As an existing customer, you will be able to use your same login and password to purchase courses. If you are a new customer, you will need to create a profile, login and password to purchase courses.

Q. **Where will I be able to look up my course history in Symphony?**

A. Symphony provides each student their personal "page" where they can access their current training courses as well as utilize the "my transcript" icon where any courses completed in Symphony are listed. Please contact customer support or your Account Manager if you need transcripts for courses taken prior to Symphony.

Q. **Why are you changing my learning management system?**

A. At OnCourse Learning, we never stop learning. Symphony is the culmination of best practices in the learning management industry and input from our clients based on features most important for both student learners and training administrators. Symphony provides both professionals and administrators a clean training platform, an engaging learning experience, an expanded course catalog, and a comprehensive dashboard.

Q. **When and how will I receive my certificate?**

A. Once you complete the requirements of the course, you will be able to print your certificate. In addition, you can visit the portal dashboard's summary page at any time to obtain a copy.

Q. **Who do I contact if I need support?**

Training Pro
support@trainingpro.com
877-878-3600

ProSchools
support@proschools.com
800-299-2207

Administrators

Q. **I've received notification that courses have been migrated to Symphony. Where will my employees access Symphony?**

A. Your employees will access the learning management system, Symphony, in the same manner as they currently do. For all new courses, they will continue to go to the same website as they have in the past. We have transitioned employee profile information for you and have completed the work behind the scenes to ensure the same login and password work with the new Symphony URL. At login, they will continue to use the same email address and password previously used to access courses and be automatically redirected to the appropriate learning management system, to complete any coursework.

Q. **Will my employees' logins and passwords change?**

A. We have transitioned employee profile information to the Symphony learning management system and as such, logins and passwords remain the same.

Q. **What's different about Symphony?**

A. At OnCourse Learning, we never stop learning. Symphony is the culmination of best practices in the learning management industry and input from across our client base on what's important from both the student learning and training administration experiences. Symphony provides both the student and the administrator a cleaner training platform, engaging learning experience, expanded course catalog, streamlined course navigation, and a comprehensive dashboard.

Q. **Where will they look up their course history?**

A. Your employees will visit the transcript section within Symphony to view their course history.

TrainingPro   ProSchools

Q. Why are you changing our learning management system?

A. Symphony is the culmination of best practices in learning combined with customer input. Symphony offers your employees a better learning management system, with a more robust learning experience, expanded course catalog, and a comprehensive dashboard to help keep you on track of your training and compliance requirements.

Q. How will we be trained to use Symphony?

A. Naturally, we want you to be comfortable using the new features of Symphony and we welcome the opportunity to coordinate training for you. Please contact your Account Executive to schedule training.

Q. How easy is it to store or create content inside Symphony?

A. Symphony comes complete with Artisan, our proprietary, template-based authoring tool. Create and deploy Shareable Content Object Reference Model (SCORM) and Aviation Industry Computer-Based Training Committee (AICC) compliant courses or deploy any third party SCORM/AICC compliant content. Contact your Account Manager to discuss how to engage Symphony as your complete accredited and nonaccredited governance, risk, continuing, and compliance training solution.

Q. Will Symphony integrate with our Human Resources Information System (HRIS) and the other business programs we use?

A. Yes, Symphony is able to send data to your enterprise systems. We have several APIs written for most HR platforms. The implementation team in coordination with our technology team will work with your technology teams to develop, test, and implement the integration protocols (API).

Q. Does Symphony have collaborative features?

A. New features, such as community boards are being added to Symphony. You will have the option to include these features in the custom programs you create. Threaded discussion boards are included in online-instructor-led (OIL) courses.

Q. Is Symphony learner-friendly?

A. Yes, Symphony is a simple, intuitive, easy-to-use learning application. Should course access, navigation, and progress challenges arise, Customer Support Specialists and embedded pop-up tutorials are available to assist your employees. In addition, we can offer train-the-trainer options for you to be able to demonstrate Symphony to your employees, partners and other stakeholders.

Q. Will Symphony be easy to set up?

A. Yes, you'll find Symphony very user-friendly and with our 7 Step Implementation Process, system administrators can efficiently set up and be ready to launch training programs for your employees. Our implementation specialists will guide you through the implementation process to ensure you are up and running on Symphony quickly.

Q. How do I access reports?

A. Click on the reporting tab within Symphony to access the reports section. In addition, you can tailor and save reports within Symphony under the "My Reports" tab for data you regularly view. Our customer support team is also available to help you with Symphony's reporting tool.

Q. How do my employees reset their passwords?

A. Visit the login page and click on "forgot password." They will receive an automated email to their registered user email address with instructions on how to reset their passwords.

Q. Can my employees access Symphony on any mobile devices?

A. Symphony courses are available 24/7 on computers. Depending upon the regulatory body and the type of course, some courses can be accessed and taken on tablets and mobile devices.

Q. Who do I contact if I need support?

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