

Summer PowerUser Series Custom Content & Personalisation

Here's what you asked ...



Q: Would it be possible for users to receive certificates of completion without needing to create an account on the platform? This feature could significantly encourage our 14,000+ users to engage with the training, especially since they are federated.

A: Users receiving content through direct access can have a course completion email sent on completion of training. If a certificate was attached to the training, this certificate will also be attached to the email removing the need for users to log in to retrieve these certificates. If a course has been sent via SCORM transfer then we have no way to currently send certificates. Read our Article

Q: When I upload a custom video, is there an option to make it available in all languages?

A: Yes custom videos can be uploading in multiple languages however each language needs uploaded separately.

Q: If I need to upload an introductory video from our CEO in English and want it available in the 20 languages we support, does that mean I need to upload the video 20 separate times?

A: This is how the functionality currently works but this is an enhancement request with the Product Team. Please raise this with your Customer Success Manager so we can add you to the request.

Q: When editing an email template under Settings > Notifications > Email Templates, is there an option to create a copy of an existing template?

A: Yes, you can use the master email templates by default, or edit them on a course-by-course basis. Additionally, you can copy the source code from an existing template to reuse it in another.

Q: Is it possible to have different email notifications in the same language associated with different campaigns?

A: Yes, you can customise the content email notification's to something specific for that individual piece of content. If you wish to edit these on a course by course basis this can be actioned within the 'Email' tab when publishing the content as standalone, or within the 'Cogwheel' icon on your Steps within Campaigns.

Q: Can we customise the certificates by adding our company logo.

A: Yes, this is possible by navigating to the Settings menu and selecting Company Edit. Within this section, you can upload your company logo, which will then be automatically applied to the certificates.

Supporting Articles to read...

1. [How to Edit and Reuse Email Templates](#)
2. [Receiving Certificates Through Course Completion Emails](#)
3. [How to Edit Email Templates Within a Campaign](#)

“

Thank you to everyone who attended our webinar on 21/08/2024. We greatly appreciate your participation and engagement, and we hope you enjoyed the session.

We have our final session coming up on 28th August 2024. Make sure to sign up now to secure your spot! You can register for the event [HERE](#).

Laura Wade - Head Of Customer Experience

Make it personal. ”