

Epicor Learning Center: Manage Customer Settings

The **Epicor Learning Center Admin–Manage Customer Settings Menu** offers several options for customizing and personalizing the way your Learning Center works. The features allow you to align this powerful tool to your business and your company’s training program needs. To make your Learning Center even easier to use, we have set new default settings with the recommended Learning Center best practices.

1. Customer Information:

- ▶ **Company Name:** Defines the name that displays on the top of your Epicor Learning Center
- ▶ **Time Zone:** Allows you to set the default time zone for your employees. This will control the way Web-based classes will display in the Course Catalog as well as registration confirmations and reminders. Setting a company preference will change the time zone for all associated users who have not set their own preferences.
 - Individuals from each company can override the company time zone by using the My Profile link.

2. Alert Settings

These critical settings controls how the email confirmations and reminders are

- ▶ **Format:** Determines if communications are sent in as an easy to read HTML format, or as basic text
- ▶ **Group Agendas:** Will consolidate all emails associated with Agendas down to one concise email with each line item detailed.
- ▶ **New Assignment:** Completed, Reminder and Past Due: Determines the frequency of communications. We recommend that you set New Assignments to Immediate; all others can be set to daily. If you choose Weekly, a date field will appear allowing you to set the start date, with additional communications sent each week from that date forward, as determined by due date.

3. Test Settings

The ability to better manage testing functionality! Customers can set their default preferences for the following. With this, if an employee fails a test, it will automatically be reassigned if they are below the defined number of attempts:

- Minimum passing threshold
 - Whether or not employees can see test answers upon completion
 - The number of attempts an employee will be allowed to pass a test
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- ▶ **Auto Reassign Failed Tests:** This flag determines whether or not you would like the system to automatically reassign the test to the learner if a passing score is not obtained.
 - ▶ **Remaining Attempts:** This is the default number of attempts the learner will have to pass the test. If the learner does not pass the test with the allotted number of attempts, the Learning Admin must then review the assignment and reassign manually.
 - ▶ **Show Answers:** This flag will determine whether or not the answers show with the test results for the learner.
 - ▶ **Minimum Passing Score:** Learners must score at or above the number placed in this box in order to achieve a passing score

Note: Settings are not retroactive. The new defaults will only apply to assignments made after the settings are applied; they will not be applied to previously assigned test. If you turn off all Alerts, for a period of time, when you turn them back on – you will only receive alerts from that day forward.