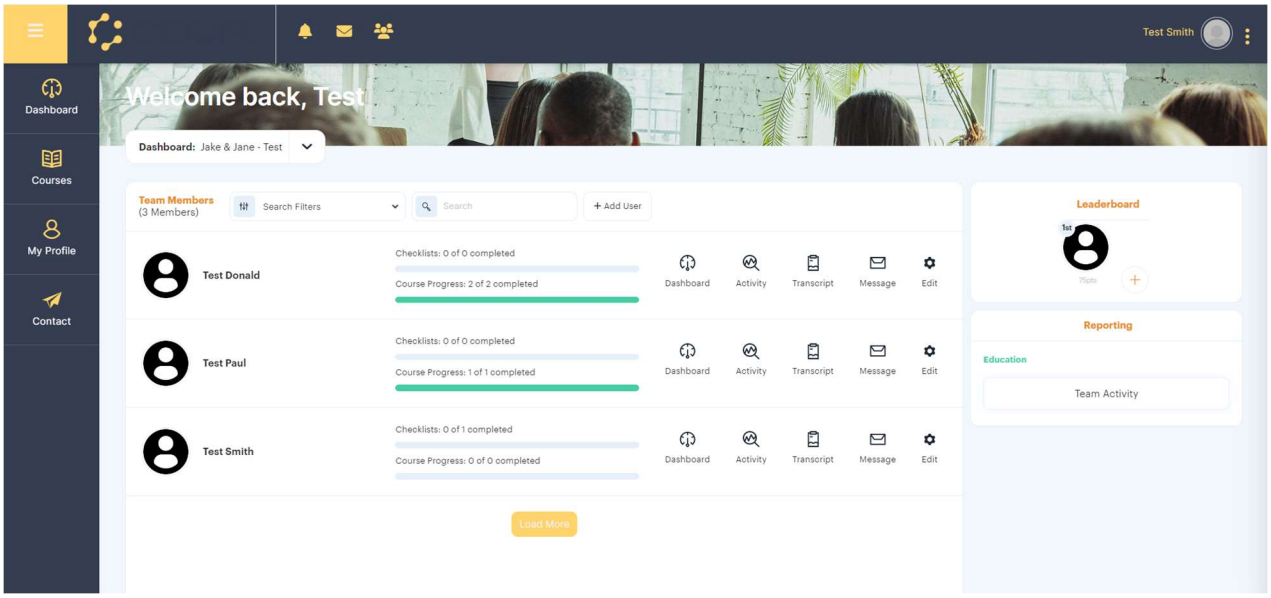
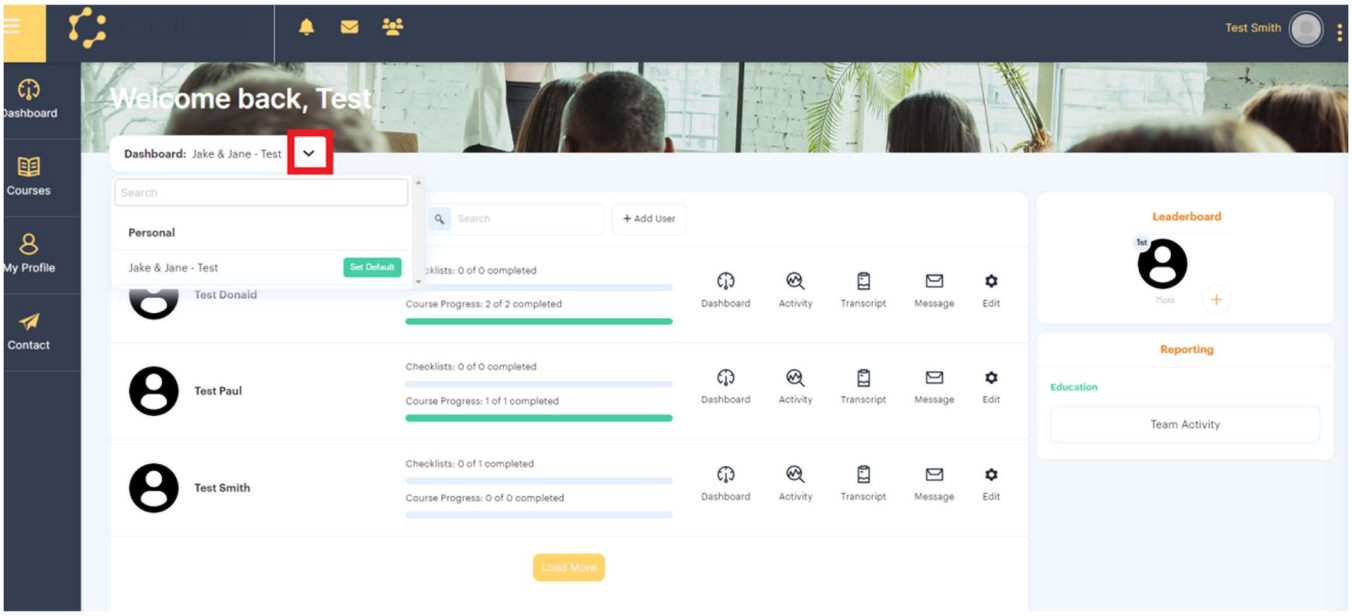
Version 2.1– June 15, 2023

Team Leader Help Guide for Cova Learning – Canada

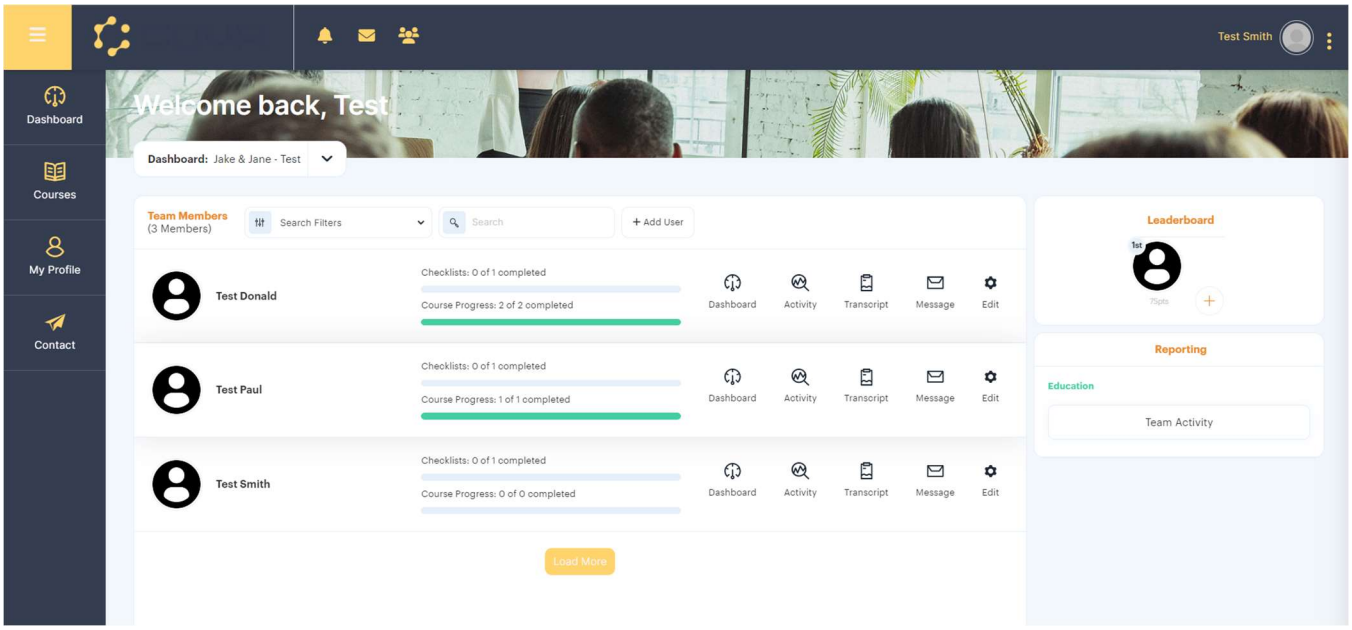
Upon logging in to Cova Learning, a 'Team Leader' will see the Team Dashboard by default.



A Team Leader can switch to their Dashboard by clicking on the dropdown arrow and then selecting their 'Personal' Dashboard. The Personal Dashboard will open in a separate tab.



From the Team Leader Dashboard you can check the progress of your team.



Team Members section:

Dashboard – will show the learner's Dashboard, opens in a separate tab.

Activity – will show the learner's activity in Cova Learning.

Transcript – will show the learner's transcript.

Message – will allow the Team Leader to send a message to the learner in Cova Learning.

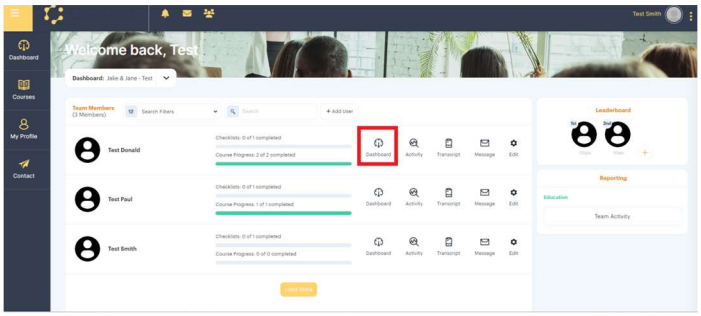
Edit – allows the Team Leader to edit the learner's profile.

Leaderboard section: The leaderboard ranks the learners by points earned. A learner with zero points will not show in the leaderboard.

Reporting section: will show the Team Activity report. This report can be exported to Excel to further analyze the data or exported as a PDF file.

Add User – the ability to add learners and assign them to 'User Groups'.

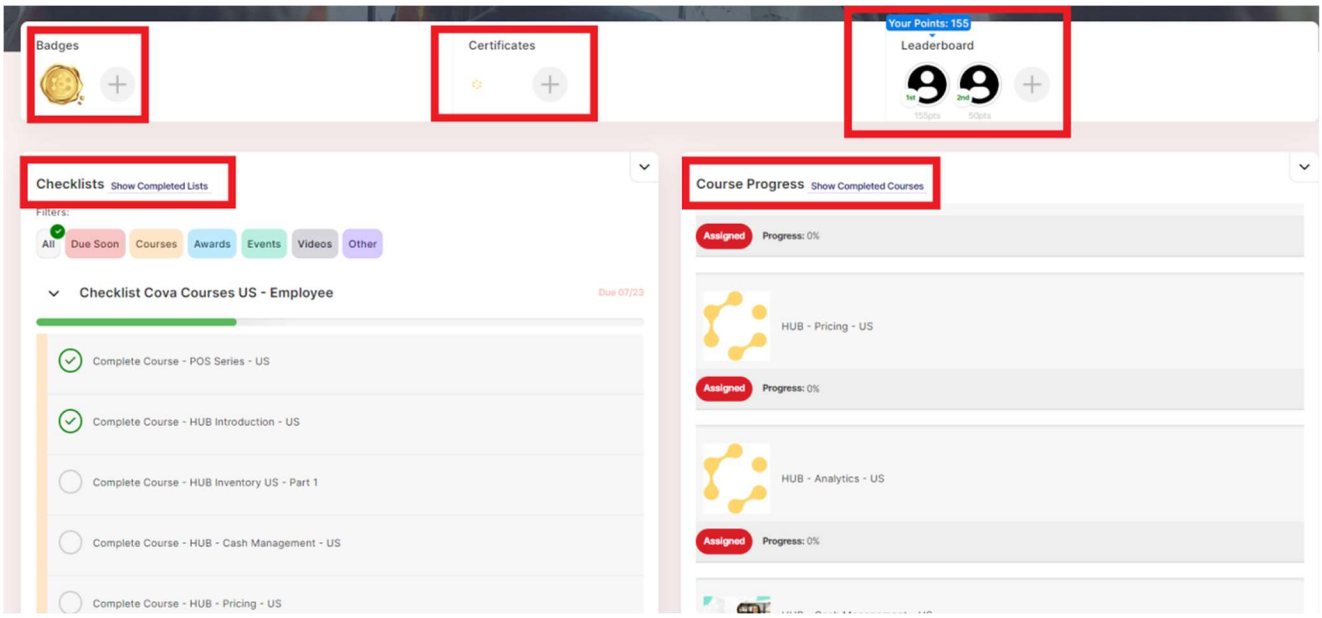
Dashboard – allows the Team Leader to view the learner's Dashboard. The Dashboard will open in a separate browser tab.



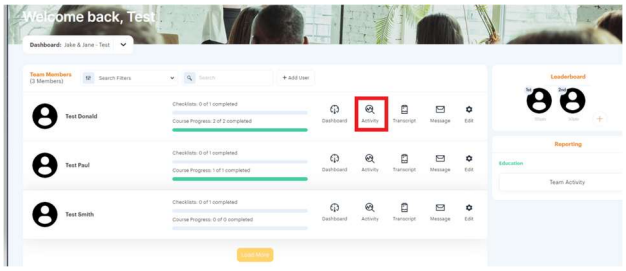
The *Dashboard* allows the learner to see a snapshot of their learning.

Along the top displays any **badges** and **certificates** that were earned, as well as ranking on the **leaderboard**. Clicking on the + slides open a window on the right showing badges, certificates, or team members in a list.

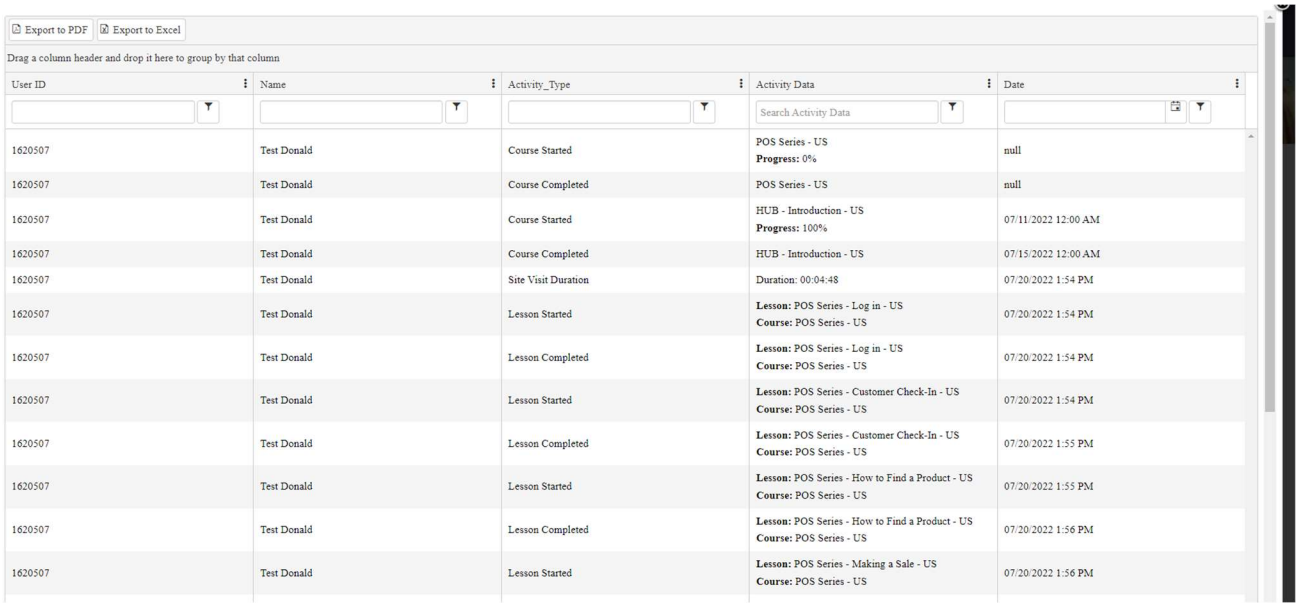
Checklists show on the bottom left and **Course Progress** on the bottom right.



Activity – allows the Team Leader to see the learner's activity on Cova Learning.



Clicking on **Activity** will show a learner's site visit duration, the date a course or lesson was started, and the date a course or lesson was completed. The information can be exported as a PDF or Excel file.

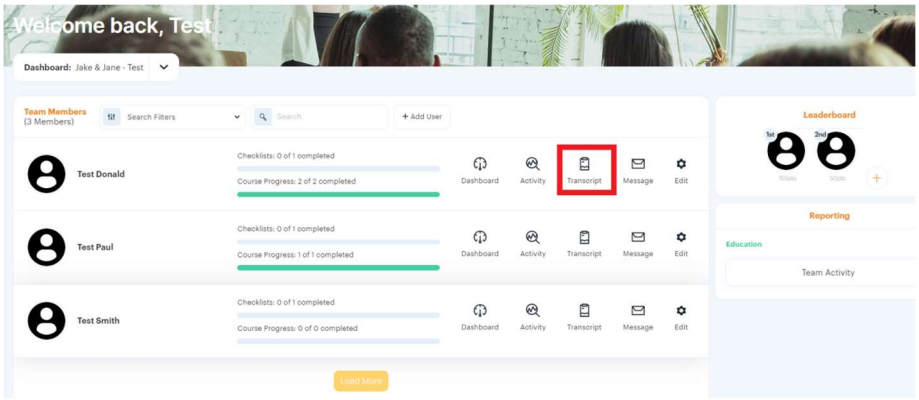


Export to PDF | Export to Excel

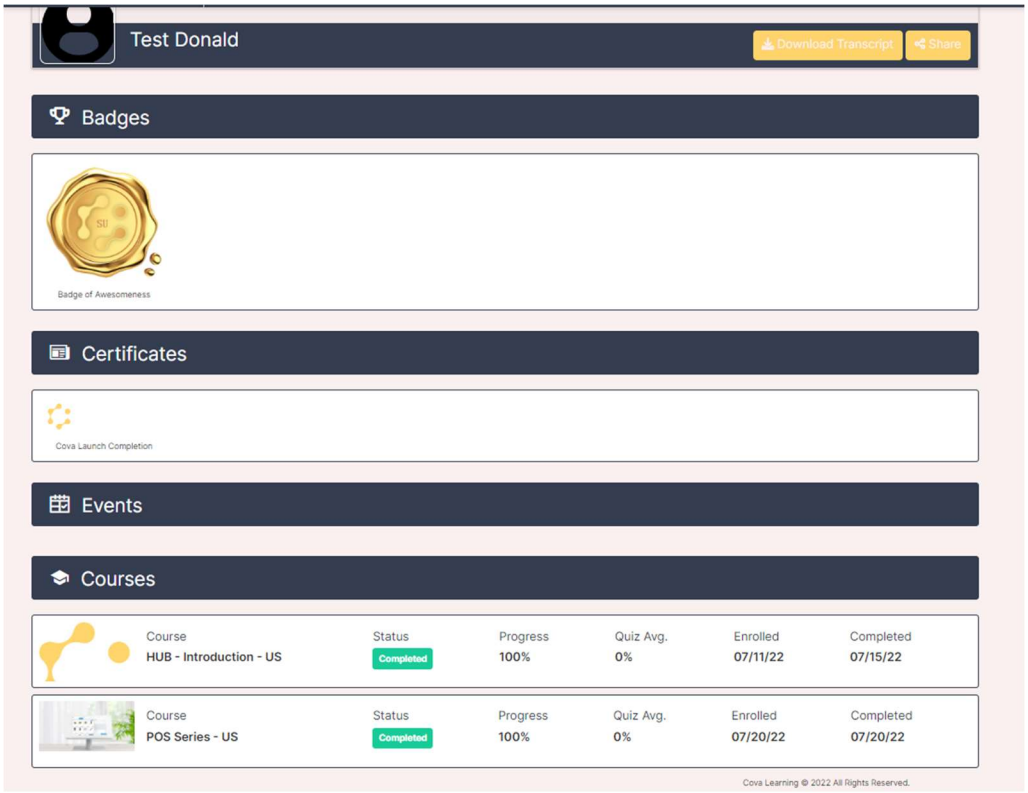
Drag a column header and drop it here to group by that column

User ID	Name	Activity_Type	Activity Data	Date
			Search Activity Data	
1620507	Test Donald	Course Started	POS Series - US **Progress:** 0%	null
1620507	Test Donald	Course Completed	POS Series - US	null
1620507	Test Donald	Course Started	HUB - Introduction - US **Progress:** 100%	07/11/2022 12:00 AM
1620507	Test Donald	Course Completed	HUB - Introduction - US	07/15/2022 12:00 AM
1620507	Test Donald	Site Visit Duration	Duration: 00:04:48	07/20/2022 1:54 PM
1620507	Test Donald	Lesson Started	**Lesson:** POS Series - Log in - US **Course:** POS Series - US	07/20/2022 1:54 PM
1620507	Test Donald	Lesson Completed	**Lesson:** POS Series - Log in - US **Course:** POS Series - US	07/20/2022 1:54 PM
1620507	Test Donald	Lesson Started	**Lesson:** POS Series - Customer Check-In - US **Course:** POS Series - US	07/20/2022 1:54 PM
1620507	Test Donald	Lesson Completed	**Lesson:** POS Series - Customer Check-In - US **Course:** POS Series - US	07/20/2022 1:55 PM
1620507	Test Donald	Lesson Started	**Lesson:** POS Series - How to Find a Product - US **Course:** POS Series - US	07/20/2022 1:55 PM
1620507	Test Donald	Lesson Completed	**Lesson:** POS Series - How to Find a Product - US **Course:** POS Series - US	07/20/2022 1:56 PM
1620507	Test Donald	Lesson Started	**Lesson:** POS Series - Making a Sale - US **Course:** POS Series - US	07/20/2022 1:56 PM

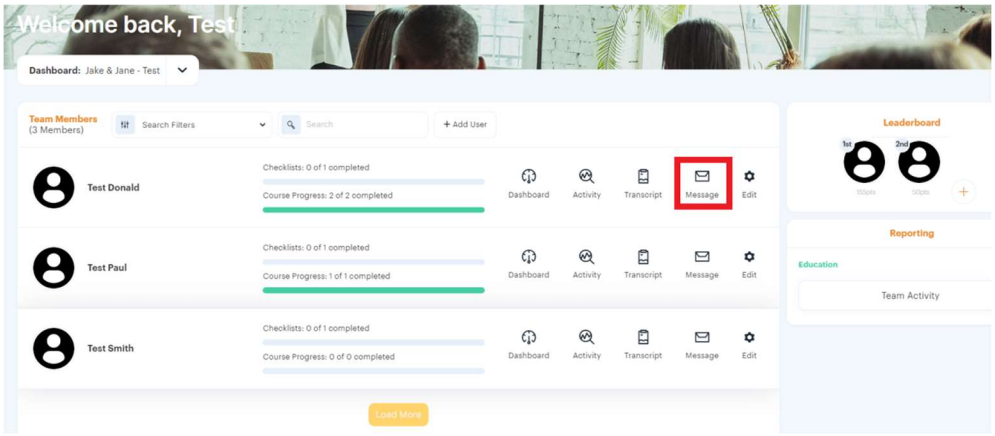
Transcript – allows the Team Leader to view the learner's transcript.



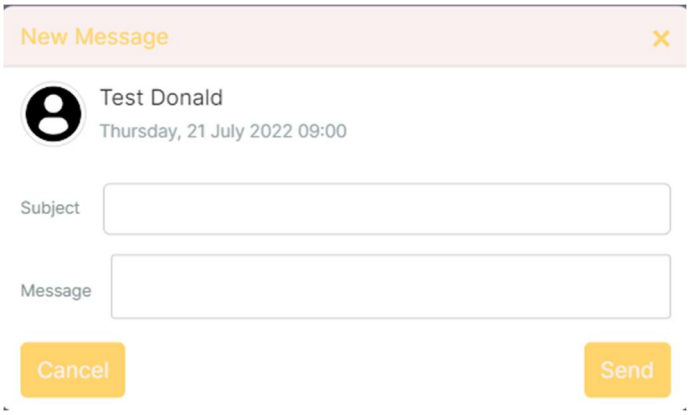
Clicking on **Transcript** will show a learner's transcript in a separate browser tab. The transcript can also be downloaded as a PDF file.



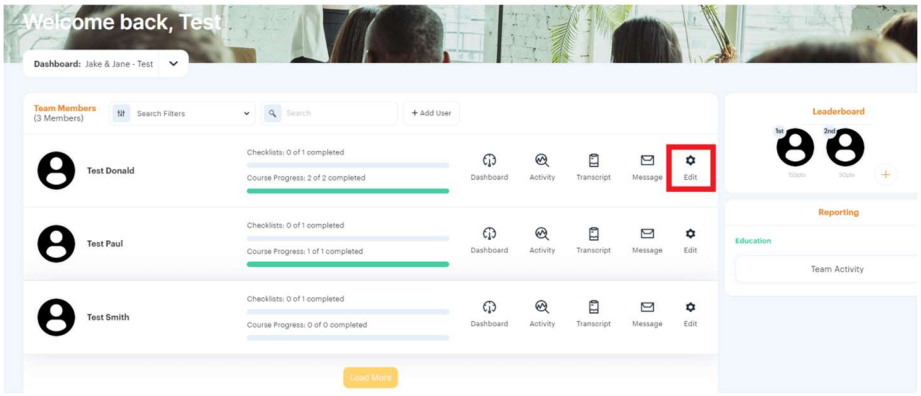
Message – allows the Team Leader to send the learner a message in Cova Learning.



Clicking on **Message** will display a pop-up window to send a New Message to the learner.



Edit – allows the Team Leader to edit a learner's profile.



Clicking **Edit** will display the learner's profile. First Name, Last Name, Email, Username, and Password can be changed.

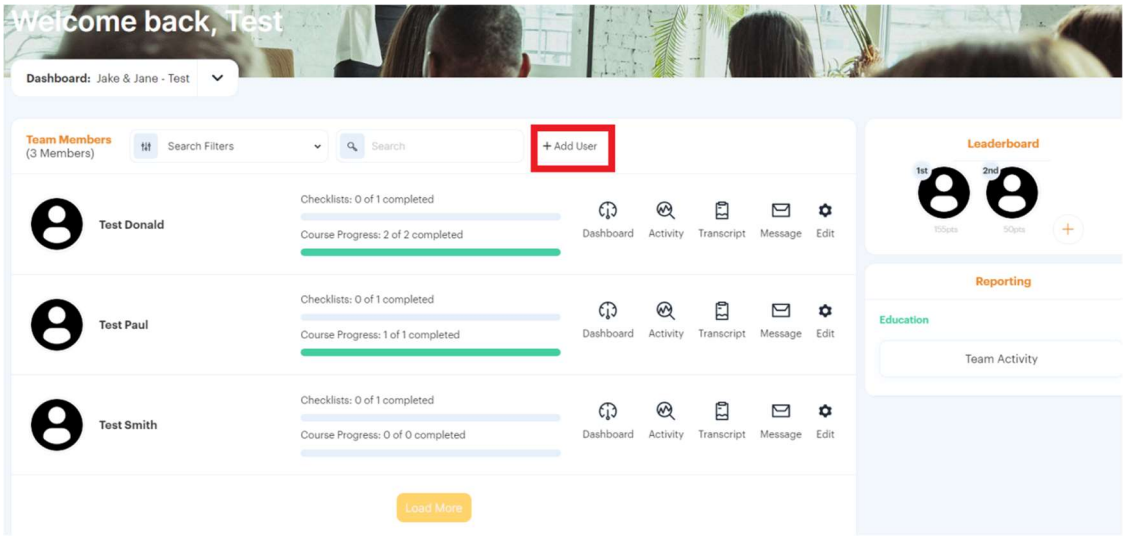
Requiring a password reset is available. This is helpful for creating a temporary password for a learner who has forgotten their password. The learner will login with the temporary password and will then be required to set a permanent password.

The learner **<u>will need to be assigned</u>** to 'User Groups'. Courses are assigned to learner's based on their 'User Groups'. 'User Groups' are discussed later in this document.

Click Submit to save changes. Click on the left-navigation to leave the learner's profile screen.



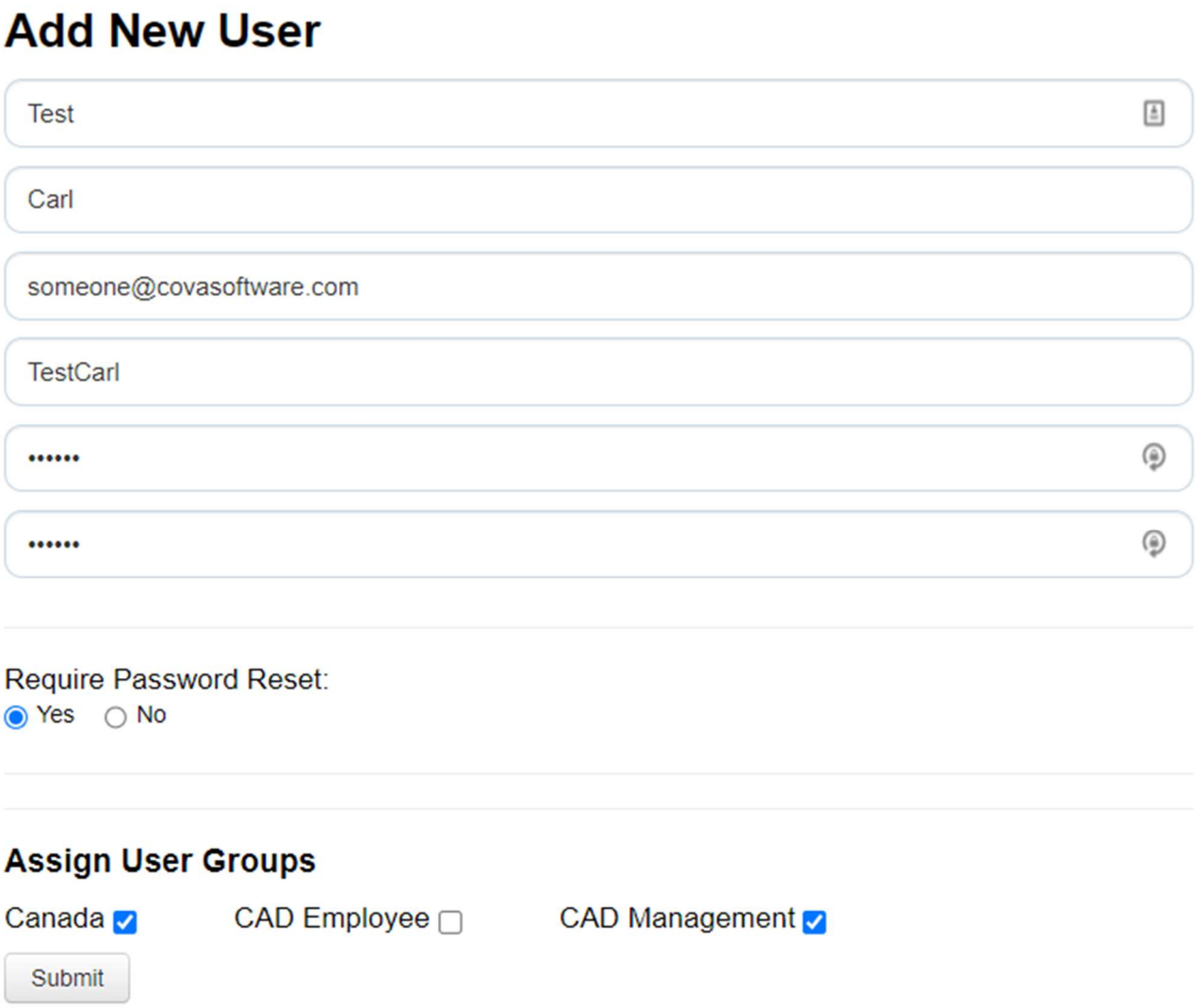
Add User – allows the Team Leader to add learners to their team.



Clicking **Add User** will display a pop-up window to add a new learner to the team. To remove a learner from Cova Learning, please contact: cova-education@covasoftware.com

- Enter the learner's: First Name, Last Name, Email address, and create a username with the user's email address, or first and last name (i.e. JohnSmith, KellyThomas, etc.)
- Create a temporary password for the learner and confirm the password. 'Require Password Reset' should be set to 'Yes'. The learner will login with their temporary password and be prompted to enter a permanent password.
- Assign the learner to 'User Groups'. Course content is assigned to learners based on 'User Groups'.

  For Canada
  - Canada - assign this 'User Group' for **ALL** team members;
  - CAD Employee – assign this 'User Group' for non-management team members;
  - CAD Management – assign this 'User Group' for management team members (assigns management course content to learners);



Click **Submit** to save the profile. The learner is added to your team. If this learner needs to be a Team Leader for your team, please contact: cova-education@covasoftware.com