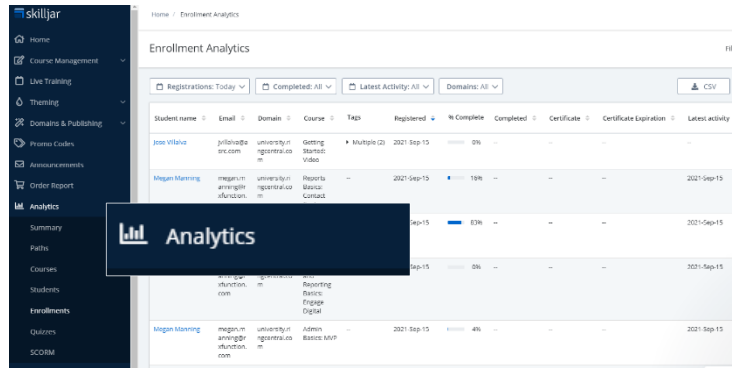


RINGCENTRAL UNIVERSITY REPORTING

Generating LMS Reports
Internal Use Only



ACCESSING RINGCENTRAL UNIVERSITY

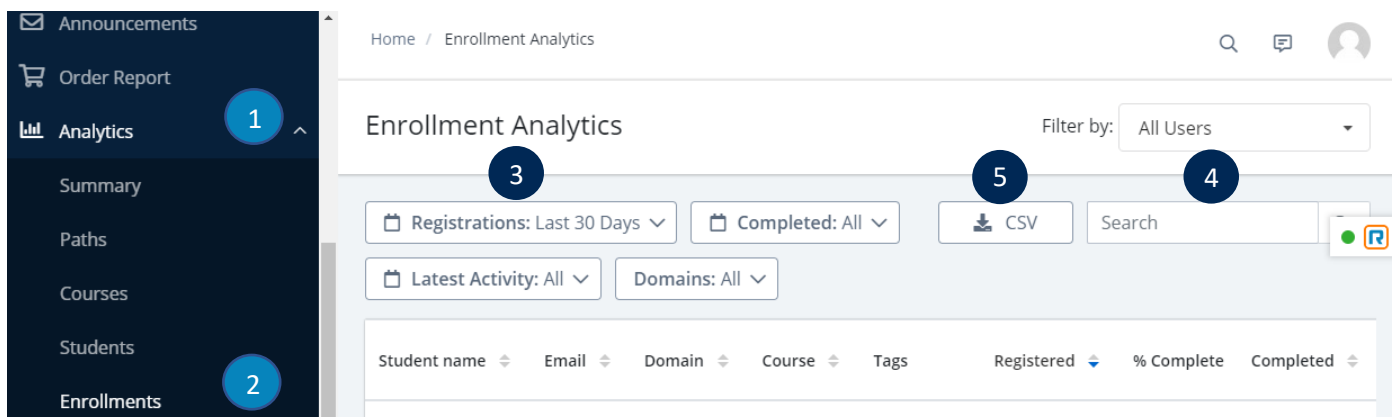
1. Locate the invite email for RingCentral University.
This will be from Skilljar Support (support@skilljar.com)
2. Click the registration link.
3. Update the appropriate information.
4. Click **Register**.

Note: It is recommended to bookmark the website once you are logged in:
<https://dashboard.skilljar.com/>

GENERATING ENROLLMENTS REPORTS

The Enrollments Report outlines the registered courses and completion status for all students. This report also includes student details such as name, email address, and related Salesforce ID.

1. Click **Analytics**.
2. Click **Enrollments**.
The report will automatically generate the past 30 days of the activity.
3. To generate different dates, click the **Registrations** drop-down and adjust the reporting period required.
4. Search for specific Salesforce IDs or email domains, by using the **Search** function.
5. Export to Google Sheets or Microsoft Excel, by clicking **CSV** and export the report.



GENERATING STUDENT REPORTS

The Students Report outlines the count of registered courses and completion count for all students. This report also includes when the student first logged in and when they last used the system. It may take multiple reports to get to the needed data and that you should explore in other reports.

1. Click **Analytics**.
2. Click **Students**.
The report will automatically generate the past 30 days of activity.
3. To generate different dates, click the **Signed Up** drop-down and adjust the reporting period required.
4. To search for a specific name or email domain, use the **Search** function.
5. To export to Google Sheets or Microsoft Excel, click **CSV** and export the report.

The screenshot shows the 'Student Analytics' page. On the left is a dark sidebar with 'Analytics' (1) and 'Students' (2) highlighted. The main content area has a breadcrumb 'Home / Student Analytics'. Below this is a 'Student Analytics' header with a 'Filter by: All Users' dropdown (3). Below the header are filters for 'Signed up: Last 30 Days', 'Latest activity: All', a 'Domains: All' dropdown, a 'CSV' export button (5), and a search box containing 'caleb' (4) with a 'Go' button. Below these is a table with columns: Student name, Email, Registrations, Completions, Signed Up, and Latest activity. One row is visible for 'Caleb Villegas' (6) with email 'johncaleb.villegas@ringcentral.com', 1 registration, 0 completions, signed up on 2021-Sep-06, and latest activity on 2021-Sep-07.

6. For additional details for a specific student such as the number of completions, how much time within the system, and their completion percentage, click on the appropriate student.

The screenshot shows the detailed view for 'Caleb Villegas'. The breadcrumb is 'Home / Student Analytics / Caleb Villegas'. The student's name 'Caleb Villegas' is displayed with a blue profile icon. Below the name, it says 'Registered: 2021-Sep-06 @ 03:56 p.m.' and 'Last Viewed Course: 2021-Sep-07 @ 04:10 a.m.'. The email 'johncaleb.villegas@ringcentral.com' is also shown. Below this is an 'Enrollments' section with a table. The table has columns: Course, % complete, Session time, Certificate, Enrolled, Completed, and Recent activity. One enrollment is listed: 'Supervisor Basics: Contact Center' with a 20% completion bar, a session time of 0:02:13, enrolled on 2021-Sep-06, and recent activity on 2021-Sep-07.

Note: Student details cannot be downloaded.