

2022 LMS Migration | Frequently Asked Questions

Before migration

What will change for our learners? The only differences for learners will be where they are accessing courses from and the requirement of a username and password for login. The platform URL will change to reflect the new system. Users will find the upgraded platform more intuitive and additional features within the learning management system will be available, learner guides are available for distribution under the User Guides tab.

Does the price change? No, the increased functionality of the new LMS does not factor into the pricing of your library.

If I have questions before migration who do I call? You can reach out to upgrade@blr.com with any question about the upcoming migration.

During migration

What does migration mean? Migration means we are mapping over your data from the old platform to the new system.

Does it require any work on my end? Due to the upgraded security on the new system users are now required to login with usernames (email addresses) and passwords, TrainingToday Professional administrators are required to send us a spreadsheet of users or distribute a self-registration link to the users. We also recommend downloading / saving user history prior to your migration date.

What will happen to my course history records? If I completed courses already, will that move over to the new platform? No, all the course completion records will need to be downloaded from the old platform by an administrator with a login to TrainingToday Pro.

What happens if I am in the middle of a course/library during the transition? We will ask that learners finish their current course modules before the designated shut down period.

Will there be any down time during the migration? We are working hard to make this transition as seamless as possible and we don't anticipate any downtime. In the event we need to schedule time off the platform we will choose a time of low usage.

If I have questions during the migration who do I call? upgrade@blr.com will be your primary contact address throughout the migration process. You can also reach out to your account manager.

Will learners have accessibility to courses on mobile and tablet devices? Yes. Students can access courses anywhere or any time they have an internet connection.

If I have questions post migration who should I reach out to? Post-migration you will have a team of client success representatives to help you through any situation. Click the Customer Support link on the migration page for more contact information.