

LMS tenant administrator guide

Version	1.2
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This guide will occasionally be updated. It is advisable not to download a copy, and instead access it from the LMS each time you refer to it, to ensure you are looking at the latest version.

This is a comprehensive guide to actions specific to tenant administrators when using the LMS. It contains **additional** information to the guide for all users, which can be accessed by clicking “Get Help” in the header bar on the LMS.

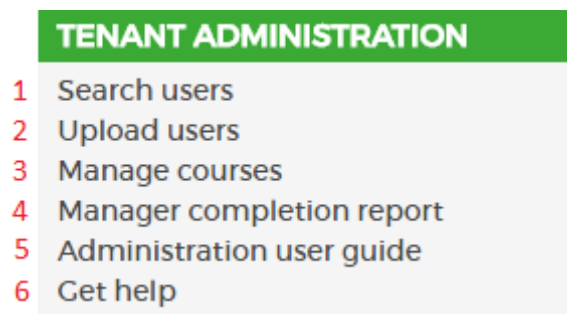
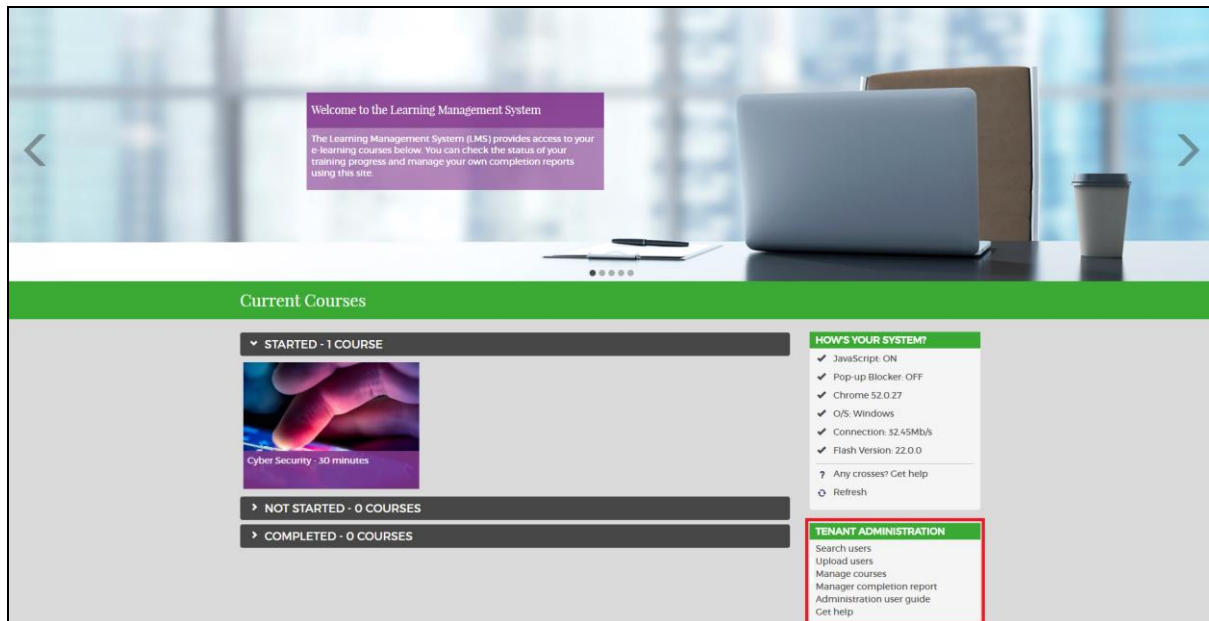
You can click on a page name in the table of contents below to navigate directly to that page.

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The “Tenant administration” block

The “Tenant administration” block contains links to all the actions you can take as a tenant administrator (over and above a regular user) on the LMS.

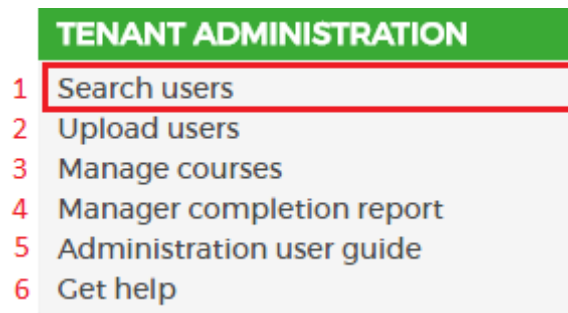


You can find it on the right-hand side of the homepage, underneath the “How’s your system?” block.

All of the information in this tenant administrator guide relates to the pages reached by clicking the links in the “Tenant administration” block.

The numbers on the diagram above correspond with the numbers on each section.

Note that clicking “Administration user guide” opens this guide.



Search Users

You can manage your users on the “Search users” page.

Adding a new user

On this page, you can add new users one at a time. If you wish to upload new users in bulk, go to [2. Bulk user upload](#) below.

Home | Get Help | My Completion Report You are logged in as Eukleia Admin ▼

Home / Site administration / Users / Accounts / Browse list of users

ADMIN BOOKMARKS
Bookmark this page

ADMINISTRATION

- Site administration
 - Users
 - Accounts
 - Browse list of users**
 - Bulk user actions
 - Add a new user
 - Upload users
 - Permissions
 - Courses

5 Users

New filter

User full name contains

Add filter

Show more...

First name / Surname	Email address	City/town	Country	Last access	Edit
Eukleia LMS Admin	no-reply@eukleialms.com		United Kingdom	8 days 2 hours	
Eukleia Admin	test@eukleialms.com		United Kingdom	2 secs	
Lisa Walker	lisa.walker@eukleia.com	London	United Kingdom	14 days 18 hours	
Rebecca Kaciniel	rebecca.kaciniel@eukleia.com	London	United Kingdom	131 days 3 hours	
Stefan Lightbody	stefan.lightbody@eukleia.com	London	United Kingdom	18 secs	

Add a new user

If you wish to add a new user, click “Search users” (located in the Tenant admin block) and then click the “Add a new user” button. This will take you to a page where you can fill in all the relevant details for the user. Follow the steps below:

1	Fill in all fields marked with a *
2	The username should always be the same as the email address. They should both be entered in lowercase text.
3	The “Generate password and notify user” box will provide the user with a temporary password that they are required to change when they first log into the LMS. Please note, this temporary password will expire after 30 minutes of the email being sent.

4	It is advisable to fill in the following fields as these appear on the reporting: <ul style="list-style-type: none"> • “Select a country” • “Department” (Note that “Department” can be found in the “Optional” section at the bottom of the page; click on “Optional” to expand the section)
5	Click the “Create user” button at the bottom of the page when you are done.

Please see screenshot below for an example of the user compulsory fields when creating a new user account:

Home | Get Help | My Completion Report You are logged in as Eukleia Admin

Home / Site administration / Users / Accounts / Add a new user

ADMIN BOOKMARKS
Bookmark this page

ADMINISTRATION
Site administration
Users
Accounts
Browse list of users
Bulk user actions
Add a new user
Upload users
Permissions
Courses

General

Username* test@eukleialms.com

Choose an authentication method Manual accounts

Suspended account ☐

Generate password and notify user ☒

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)

New password ☒ Unmask

Force password change ☒

First name* Test

Surname* User

Email address* test@eukleialms.com

Email display Allow only other course members to see my email address

City/town London

Select a country United Kingdom

Timezone Server timezone (Europe/London)

Description

Searching for a user

You can search through all of the users on the LMS, filtering them as required.

Every time you conduct a search, the counter at the top of the page will tell you how many users are shown following your search. When you load the page for the first time, the total number of users is shown.

The section allowing you to filter by the user's name is the only one that appears by default when you open the page.

If you wish to conduct a more detailed search, click “Show more...”, which appears beneath the “Add filter” button. This reveals various other filters that can be applied to your search. To hide these additional filters, click “Show less...”, which appears underneath all the additional filters.

Please see screenshot below of how to access the ‘Show More’ function:

Home | Get Help | My Completion Report You are logged in as Eukleia Admin ▼

Home / Site administration / Users / Accounts / Browse list of users

ADMIN BOOKMARKS

Bookmark this page

ADMINISTRATION

- Site administration
 - Users
 - Accounts
 - Browse list of users**
 - Bulk user actions
 - Add a new user
 - Upload users
 - Permissions
 - Courses

5 Users

▼ New filter

User full name contains

Add filter

Show more...


First name / Surname	Email address	City/town	Country	Last access	Edit
Eukleia LMS Admin	no-reply@eukleialms.com		United Kingdom	8 days 2 hours	
Eukleia Admin	test@eukleialms.com		United Kingdom	2 secs	
Lisa Walker	lisa.walker@eukleia.com	London	United Kingdom	14 days 18 hours	
Rebecca Kaciniel	rebecca.kaciniel@eukleia.com	London	United Kingdom	131 days 3 hours	
Stefan Lightbody	stefan.lightbody@eukleia.com	London	United Kingdom	18 secs	

Add a new user

Your results appear in a table. You can reverse the order in which data is shown for each column by clicking the column title.

Once you have searched for users, you will be shown the “Active filters” which have given you your current results. To return to the full list of users, click “Remove all filters”. Alternatively, you can remove certain filters by selecting the tick box next to the filter and clicking “Remove selected”.

Editing a user's account

If you wish to edit a user, click the  icon in the "Edit" column on the right-hand side of the table.

Please see screenshot below of how to access the 'Edit' button:

Home | Get Help | My Completion Report You are logged in as Eukleia Admin ▼

Home / Site administration / Users / Accounts / Browse list of users

ADMIN BOOKMARKS
[Bookmark this page](#)

ADMINISTRATION

- Site administration
 - Users
 - Accounts
 - Browse list of users**
 - Bulk user actions
 - Add a new user
 - Upload users
 - Permissions
 - Courses



6 Users

▼ New filter

User full name contains

[Add filter](#)

[Show more...](#)

First name / Surname	Email address	City/town	Country	Last access	Edit
Eukleia LMS Admin	no-reply@eukleialms.com		United Kingdom	8 days 3 hours	
Eukleia Admin	test@eukleialms.com		United Kingdom	58 secs	
Lisa Walker	lisa.walker@eukleia.com	London	United Kingdom	14 days 19 hours	
Rebecca Kaciniel	rebecca.kaciniel@eukleia.com	London	United Kingdom	131 days 4 hours	
Stefan Lightbody	stefan.lightbody@eukleia.com	London	United Kingdom	1 hour 30 mins	
Test User	stefan.lightbody@eukleia-training.com		United Kingdom	Never	

[Add a new user](#)

Resetting a user's password

If you are resetting a user's password, follow the steps below:

1	Click the button to edit the user's account.
2	<p>In the "New password" text box, type the temporary password you are applying to the user's account. If you wish to see what you have typed in, click the "Unmask" box to the right of the text box.</p> <p>You should take note of the user's email address and temporary password – you will need to email the password to the user.</p>
3	<p>Tick the box next to "Force password change". When the user next logs into the system, they will be required to:</p> <ul style="list-style-type: none"> Use the new password you entered to log in After logging in, change that password to a new one
4	Click the "Update profile" button at the bottom of the page.
5	Email the user to inform them that you have changed their password. Ensure you give them their temporary password.

Please see screenshot below for an example of how to reset user password:

ADMINISTRATION

Site administration

Test User

Expand all

General

Username* stefan.lightbody@euklei

Choose an authentication method Manual accounts

Suspended account ☐

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)

New password* Testpassword1& ☒ Unmask

Force password change ☒

First name* Test

Surname* User

Email address* stefan.lightbody@eukleia-training.o

Email display Allow only other course members to see my email address


City/town

Select a country United Kingdom

Timezone Server timezone (Europe/London)

Description

Suspending a user's account

If you wish to suspend a user, click the  icon in the "Edit" column on the right-hand side of the table. This means that the user has been archived and they will no longer be able to log into the LMS.

Please see screenshot below for an example of how 'Suspend' a user's account:

Home | Get Help | My Completion Report You are logged in as Eukleia Admin

Home / Site administration / Users / Accounts / Browse list of users

ADMIN BOOKMARKS

Bookmark this page

ADMINISTRATION

Site administration

Users

Accounts

Browse list of users

Bulk user actions

Add a new user

Upload users

Permissions

Courses


6 Users

New filter

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Eukleia Admin	test@eukleialms.com		United Kingdom	58 secs	
Lisa Walker	lisa.walker@eukleia.com	London	United Kingdom	14 days 19 hours	
Rebecca Kaciniel	rebecca.kaciniel@eukleia.com	London	United Kingdom	131 days 4 hours	
Stefan Lightbody	stefan.lightbody@eukleia.com	London	United Kingdom	1 hour 30 mins	
Test User	stefan.lightbody@eukleia-training.com		United Kingdom	Never	

Add a new user

TENANT ADMINISTRATION	
1	Search users
2	Upload users
3	Manage courses
4	Manager completion report
5	Administration user guide
6	Get help

Bulk user upload

On the “Upload users” page, you can download a spreadsheet template which you can use to add users to the LMS.

To access the template, click “Csv template”. This will download a copy of the spreadsheet template, which can be opened in programs such as Microsoft Excel and Google Sheets.

The screenshot displays the 'Upload users' interface. On the left, a sidebar shows 'ADMINISTRATION' with a sub-menu for 'Site administration' containing 'Users' and 'Courses'. The main content area is titled 'Upload users' and includes a 'Upload' section. Within this section, there is a 'Csv template' link (highlighted with a red box), a 'File*' label, a 'Choose a file...' button, and a note 'Maximum size for new files: 500MB'. Below this is a dashed box with a blue arrow pointing down and the text 'You can drag and drop files here to add them.' Further down, there are three dropdown menus: 'CSV delimiter' (set to ','), 'Encoding' (set to 'UTF-8'), and 'Preview rows' (set to '10'). At the bottom of the form is a purple 'Upload users' button. A footer note states 'There are required fields in this form marked *.'

To bulk upload users to the LMS and bulk assign users to courses please follow these steps:

1. Download the Csv template.
2. Fill out the Csv template with the following information:

	A	B	C	D	E	F	G
1	username	password	firstname	lastname	email	course1	course2
2	john.smith@domain.com	password1	John	Smith	john.smith@domain.com	EUK CS 16/17	EUK DP 16/17
3							

- Username - has to be users e-mail address and entered in lowercase. **Please note, no apostrophe can be entered in the username.**
- Password - To upload a user to the LMS without a password enter an invalid password i.e. password123. This will then upload the user account to the LMS and they will not get any notification when they are initially uploaded to the LMS. Please note, if the password field is left blank and the user is a new user, a 'New account' e-mail will be sent to the user with a temporary password link to access the LMS.
- First name - User's first name.
- Last name - User's last name.
- E-mail Address - User's e-mail address - apostrophes can be entered in this field if the user has this in their e-mail address.
- Course1 - This is the course 'Short name' and is the course code of the course you want to assign the user to. If you wish to add a user to more than one course you can add another field, i.e. 'course2' and so on.

Please see below an example of where to find the course 'Short name' which is located on the course details page.

The screenshot shows the 'Course and category management' interface. On the left, a sidebar menu includes 'Assign roles', 'Check permissions', 'Site administration', 'Users', 'Courses', 'Manage courses and categories', and 'Add a category'. The main content area displays details for the 'Cyber Security' course (ID 17). The 'Short name' field is highlighted with a red box and contains the text 'EUK CS 16/17'. Other details include 'Full name' (Cyber Security), 'ID number' (17), 'Category' (Eukleia Elearning), 'Role assignments' (Student: 5), 'Enrolment methods' (Eukleia manual enrolments), 'Format' (Eukleia topics format), 'Sections' (General), 'Modules used' (Label, SCORM package), and 'Learning objectives' (LEARNING OBJECTIVES).

1. Once the CSV template is completed and saved you can now process with the bulk upload to the LMS.
2. Click 'Choose file' to locate the CSV file in your drive.
3. Select file and Click 'Upload users'.

Home | Get Help | My Completion Report You are logged in as Eukleia Admin

ADMINISTRATION

- Site administration
 - Users
 - Courses

Upload users

Upload

File* Choose a file... Maximum size for new files: 500MB

eukleiacsv (36).csv

CSV delimiter: .

Encoding: UTF-8

Preview rows: 10

Upload users

There are required fields in this form marked *.

4. Once the CSV file has been uploaded and accepted you will be directed to an 'Upload users preview' page.
5. You will then have to change the settings above to be identical to the settings highlighted in the screenshot below. **Please note do not change any of the Default values in the bottom category.**

ADMINISTRATION

- Site administration
 - Users
 - Courses

Upload users preview

CSV line	username	password	firstname	lastname	email	course1	Status
2	john.smith@domain.com	password1	John	Smith	john.smith@domain.com	EUK CS 16/17	

[Collapse all](#)

Settings

Upload type: Add new and update existing users

New user password: Create password if needed

Existing user details: No changes

Existing user password: No changes

Force password change: Users having a weak password

Allow renames: No

Allow suspending and activating of accounts: No

Standardise usernames: No

Select for bulk user actions: No

Default values

Email display: Allow only other course members to see my email address

Forum auto-subscribe: Yes when I post, subscribe me to that forum discussion

City/town:

6. Check the 'Upload users results' page as this will confirm if the bulk upload and bulk course assignment was successful and if there were any errors. **Please note if there are any errors send a screenshot of this to the Support Team at support@eukleia.com**

Home | Get Help | My Completion Report You are logged in as Eukleia Admin ▼

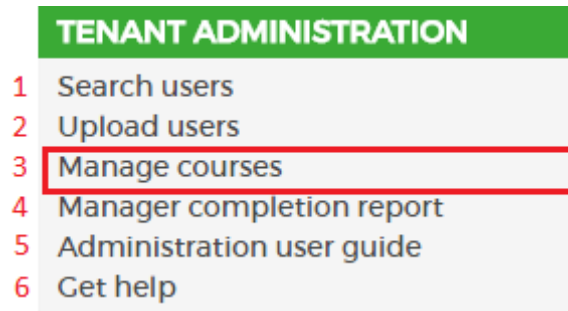
ADMINISTRATION
 Site administration
 Users
 Courses

Upload users results

Status	CSV line	ID	Username	First name	Surname	Email address	Password	Authentication	Enrolments	Suspended account	Delete
New user	2	144	john.smith@domain.com	John	Smith	john.smith@domain.com	password1 Invalid password policy	manual	Enrolled in 'EUK CS 16/17' as 'student'	No	

Users created: 1
 Users updated: 0
 Users having a weak password: 1
 Errors: 0

Continue



Manage your courses

If you click “Manage courses” within the Tenant admin block, you are taken to a page showing a list of all of your courses.

1. Click on the course title
2. Scroll down on page
3. You can then click “View” or “Enrolled users” to see more information about the course

Course categories

Create new category

Per page: 20

☐ Eukleia Elearning 2

☐ Data Protection 35

☐ Cyber Security 17

Showing all 2 courses

Move selected courses to...
Choose... Move

Sorting

Selected categories

Sort by Category name ascending

Sort by Course full name ascending

Sort

Move selected categories to
Choose... Move

Data Protection

[View | Enrolled users](#)

Full name	Data Protection
Short name	EUK DP 16/17
ID number	35
Category	Eukleia Elearning
Role assignments	
Enrolment methods	Eukleia manual enrolments
Format	Eukleia topics format
Sections	General
	Learning Objectives
Modules used	Label
	SCORM package

Viewing users enrolled on a course

If you click on a course title and then click “Enrolled users”, you will see the following information:

- Your total number of licences, and how many remain

- A list of all users on this course
- Whether each user's licence for this course is active
- Whether each user's licence for this course has been used
- When each user's licence for this course will expire

Please see below screenshot of licence information and the enrolled users:

Home | Get Help | My Completion Report You are logged in as Eukleia Admin ▼

Home / EUK CS 16/17

ADMINISTRATION

- ▼ Course administration
 - Users
- Site administration

3 / 100 licenses used (97 remaining)

Search
 Group All partic ▼
 Status All ▼
Filter Reset
Enrol users

First name / Surname ▲ / Email address	License status	License used	License Expiry Date
Eukleia Admin test@eukleialms.com	Active ✕	License not used	10 November 2018
Rebecca Kaciniel rebecca.kaciniel@eukleia.com	Active ✕	License not used	10 November 2018
Stefan Lightbody stefan.lightbody@eukleia.com	Active	License used	10 November 2018
Eukleia LMS Admin no-reply@eukleialms.com	Inactive ⓘ	License not used	10 November 2018
Lisa Walker lisa.walker@eukleia.com	Inactive ⓘ	License not used	10 November 2018

Enrol users

You can also filter your results using the filters at the top of the page.

Enrolling a user onto a course

1	Click the "Enrol users" button. A box will appear showing a list of users you can enrol on the course.
2	Use the search box at the bottom of the page to find the users you would like to enrol.
3	When you locate the user you would like to enrol, click the "Enrol" button next to their name.
4	When you have located all the users you would like to enrol, click the "Finish enrolling users" button.

Home | Get Help | My Completion Report You are logged in as Eukleia Admin ▼

Home / EUK CS 16/17

ADMINISTRATION

- Course administration
 - Users
 - Site administration

3 / 100 licenses used (97 remaining)

Group All partic ▼
 Status All ▼

First name / Surname ▲ / Email address	License status	License used	License Expiry Date
Eukleia Admin test@eukleialms.com	Active X	License not used	10 November 2018
Rebecca Kaciniel rebecca.kaciniel@eukleia.com	Active X	License not used	10 November 2018
Stefan Lightbody stefan.lightbody@eukleia.com	Active	License used	10 November 2018
Eukleia LMS Admin no-reply@eukleialms.com	Inactive ⚡	License not used	10 November 2018
Lisa Walker lisa.walker@eukleia.com	Inactive ⚡	License not used	10 November 2018

Enrol users

Assign roles Student ▼

Enrolment options

1 user found

1 Test User
stefan.lightbody@eukleia-training.com

Suspending a user from a course

1	Locate the user who you would like to suspend from this course.
2	In the "License status" column, click the X icon to the right of "Active".
3	Click "Continue".
4	<p>This change will be reflected in the text at the top of the page stating the total number of licences remaining; this will increase by one.</p> <p>Please note, you can only free up a license for a course which has not previously been used. If a learner has already accessed the course, even if they have not completed it, the license will remain attached to that learner and cannot be altered.</p>

Home | Get Help | My Completion Report You are logged in as Eukleia Admin ▼

Home / EUK CS 16/17

ADMINISTRATION

- Course administration
 - Users
- Site administration

3 / 100 licenses used (97 remaining)

Search Group All partic Status All

First name / Surname ^ / Email address	License status	License used	License Expiry Date
Eukleia Admin test@eukleialms.com	Active <input checked="" type="checkbox"/>	License not used	10 November 2018
Rebecca Kaciniel rebecca.kaciniel@eukleia.com	Active <input checked="" type="checkbox"/>	License not used	10 November 2018
Stefan Lightbody stefan.lightbody@eukleia.com	Active	License used	10 November 2018
Eukleia LMS Admin no-reply@eukleialms.com	Inactive <input type="checkbox"/>	License not used	10 November 2018
Lisa Walker lisa.walker@eukleia.com	Inactive <input type="checkbox"/>	License not used	10 November 2018

Creating emails to be sent to users enrolled on a course

You can send the following emails to users:

Course enrolment email

This email tells users that they have been enrolled on a course.

Course reminder email

This email reminds users that they have to complete a course, if they have not already done so. It is only sent to users whose completion status for the course is either "Registered" (meaning they have not started the course) or "Incomplete" (they have started but not completed the course).

Incomplete course email

This email tells users that they have not completed a course by the deadline. It is only sent to users whose completion status for the course is either "Registered" or "Incomplete".

Note: If you want to use the course email function, you will need to set up the course emails before you enrol the users to the course. Emails should take no longer than 15 minutes to be sent to the user.

To locate the emails, follow the steps below:

1	Click "Manage courses" which is located within the 'Tenant Administration block'.
2	Click on a course title.
2	Click "Enrolled users".
3	In the "ADMINISTRATION" block on the left of the screen, open the 'Course administration' drop-down menu and click "Users".
4	Click "Enrolment methods".
5	Click "Eukleia manual enrolments".

You should set up all three emails for each course at the same time. This should be a quick process as template text is in place for each email. Edit the email templates by following the steps below:

1	Click “Course enrolment email”, “Incomplete course email” or “Course reminder email”. This will expand the section.
2	Within the email, edit: <ul style="list-style-type: none"> • The date by which users have to complete the module • The name and email address at the end of the email
3	You can edit the emails and their subject lines further if you wish, but we advise that the emails remain close to the template. You must not edit the tags. These appear in each email, and look like this, for example: {&a->firstname}. They are used to automatically pull data from the LMS. You should also not delete the warning message at the top of each email.
4	When you have finished editing the text, follow the different steps below for each email.

Home / EUK CS 16/17 / Users / Enrolment methods / Eukleia manual enrolments

ADMINISTRATION

- Course administration
- Users
 - Enrolled users
 - Enrolment methods
 - Eukleia manual enrolments**
 - Permissions
- Site administration

Eukleia manual enrolments

Expand all

- Eukleia manual enrolments
- Course enrolment email
 - Course enrolment email**
- Course reminder email
- Incomplete course email

Course enrolment email

Email subject: [NAME OF LMS SITE]: You have been assigned to a course

Email text

** This is an automated message. Please do not reply to this email as this inbox is not monitored. **

Dear {&a->firstname},

You have been assigned the {&a->coursename} course on the {&a->sitename} LMS site.

You have until [DATE] to complete this module. Please inform Compliance if you are unable to do so.

To access the course, please go to {&a->siteurl} and log in.

Save changes Cancel

Course enrolment email

When you are ready to send this email, tick the box marked “Course enrolment email” and then click the “Save changes” button at the bottom of the page.

If you enrol users on the course after you have set up and activated the email, they will receive the email.

Users will only ever receive this email once.

Course reminder email

It is suggested that you set the “Email date” field to two weeks prior to the deadline for completing the course.

When you are ready to send this email, tick the box marked “Course reminder email” and then click the “Save changes” button at the bottom of the page.

If, after the date you sent this email, you wish to send it again, simply change the date and then click the “Save changes” button at the bottom of the page.

Users will only ever receive this email once on the date you select.

Incomplete course email

Typically, courses are set up so that users have 30 days to complete them. As such, the suggested value in the “Days from enrolment until email is sent” box is 31. Note that this is the number of days after users were enrolled, not the number of days after you first emailed users informing them that they were enrolled on the course.

If, after the date you sent this email, you wish to send it again, simply change the number in the “Days from enrolment until email is sent” box and then click the “Save changes” button at the bottom of the page.

Please note: The ‘Course reminder email’ and ‘Incomplete course email’ will only go to users who have not completed the training.

TENANT ADMINISTRATION

- 1 Search users
- 2 Upload users
- 3 Manage courses
- 4 **Manager completion report**
- 5 Administration user guide
- 6 Get help

Manager Completion Report

The “Manager Completion Report” page is a training report summarising how users are progressing on their courses. You can view and download data on every user and every course you have ever assigned.

This page functions in the same way as the “My Completion Report” that all users see, except that different filters are available to tenant administrators.

Therefore, please refer to the “Running reports” page in the user guide for all users, in order to view a full overview of this page’s functionality. Click “Get Help” in the header bar at the top of the LMS window to open that user guide.

The filters for tenant administrators are summarised below.

Courses
Cyber Security

Users
All Users

Country
All

Department
All

Completion Status
All

Reset
Apply Filter

Results for Cyber Security

Summary

● Not Started
● Incomplete

Download

Once you have applied the relevant filters, click the button to download your report as a CSV file which can be opened in Microsoft Office, OpenOffice or other spreadsheet programmes.

Download

Detailed completion data

Show 10 entries
Search:

User Name	First name	Surname	Department	Country	Date Enrolled	Completion Status	Date Completed	Score	Time Spent
test@eukleialms.com	Test	User		GB	25/08/2016	Not Started	N/A	0	N/A

Apply filters

You can apply the following filters to narrow down what is shown in the report:

- **Courses:** Enter a course name (options will appear as you type)
- **Users:** Enter a user's name (options will appear as you type; entries will be sorted alphabetically by first name)
- **Country:** Choose from a list of all the countries your users are located in*
- **Department:** Choose from a list of all the departments your users work in*
- **Completion Status:** Choose from "Not Started", "Incomplete", "Completed"

*There is the option to select a blank row in this drop-down menu. Applying this filter will show users who do not have any information in this field in their profile.

TENANT ADMINISTRATION	
1	Search users
2	Upload users
3	Manage courses
4	Manager completion report
5	Administration user guide
6	Get help

Get help

Click “Get help” if you require assistance.

Submit a request

The link takes you to a form, which you should fill in to request assistance.

Please provide as much detail as you can – this will often assist us in understanding the issue. For example, if a user is encountering an issue with a course that you cannot resolve, you might provide information including the following:

- The name of the course
- The browser the issue occurs on
- A description of the steps the user took before the issue occurred
- Screenshots of the issue

Please see below for a screenshot of how to log a support ticket:

The screenshot shows the Eukleia support ticket submission form. The header bar is dark grey with the Eukleia logo on the left and 'Welcome Login' on the right. The form itself is white with a light green border. It contains the following fields: 'Email Address *' with a text input field containing 'Email'; 'Subject *' with a text input field; 'Priority' with a dropdown menu set to 'Low'; and 'Description *' with a rich text editor containing bold, italic, underline, list, link, and unlink icons. Below the description field is a link '+ Attach a file'. At the bottom of the form are 'Submit' and 'Cancel' buttons.

[Check your existing requests](#)

Clicking “Get help” in the “Tenant administration” block takes you to the request form, shown above. If you do this, and then “Login” from the link in the header bar at the top right of the page, you will be able to see the status of any requests you have submitted.

If you haven’t already, you will either need to sign up or set a password to check your existing requests. To do this, follow the instructions at the bottom of the LMS page.