



QUICK GUIDE

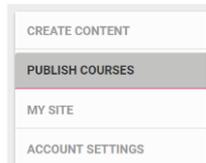
How to Communicate and follow-up on participants

If you want to communicate and/or follow up on all participants

You log on to uQualio and on the top navigation bar you press 'Admin'



In the left navigation bar, you choose 'Publish Courses'



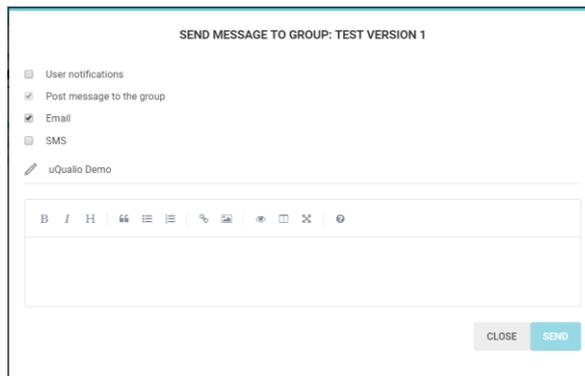
A list of your already prepared or published courses will appear.

If a course has been published, you can send a message to all registered by pressing the button 'Send Message'.



A 'Send Message to Group' pops up. You can now tick off the following:

- 'User notification' – will show the message on the course page under activities.
- 'Post message to the Group' – will give all users a message under their profile page.
- 'Email' – sends out an email to their registered email address.
- 'SMS' sends out a SMS to all registered cell phone numbers (remember to activate SMS use to do this).



You then write the email header and add the text you want to send.

Once you press the button 'Send' it will be sent out.

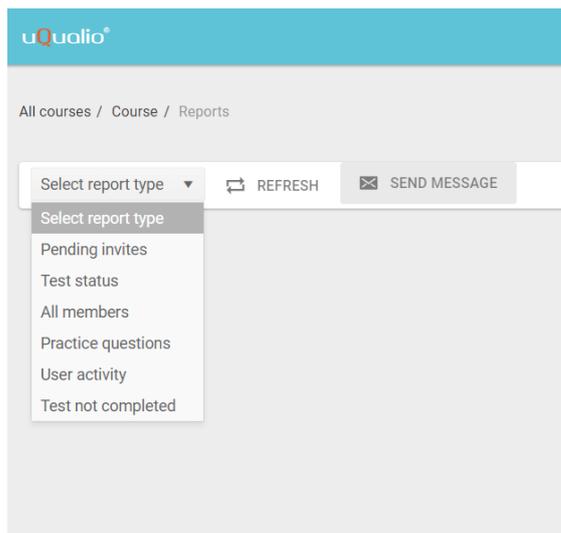
If you want to send a message or follow up on a specific group

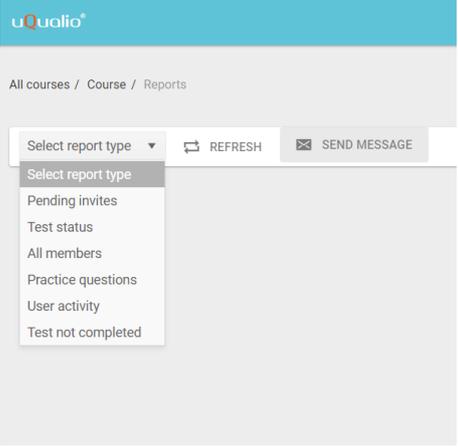
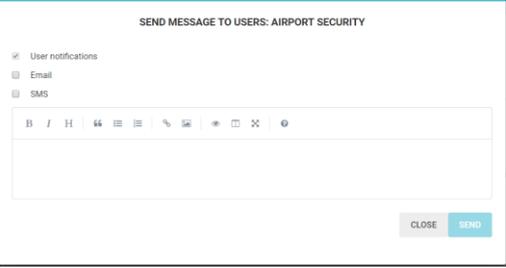
If you only want to send a message to a specific group e.g. people who have been invited but not yet participated in your course, need to be on the 'Publish Courses' page or on the 'Course' page. Located the relevant course you want to follow up on and communicate with and press the button 'Reports'.



A Reports page opens. You can now choose the following reports:

- **'Pending Invites'** gives you an overview of who has been invited but has not yet opened the course.
- **'Test status'** – gives you a report of when a course was started and finished and if they completed the test and how the participants scored.
- **'All members'** – shows a list of all members invited and when.
- **'Practice Questions'** – shows a list of how participants scored in the practice questions to each video.
- **'User activity'** – shows how many times the participants opened the course, how many videos they saw, how many times they practiced and how many times they took the test



<p>and how many badges they got.</p> <ul style="list-style-type: none"> - 'Test not completed' – shows a list of who has not completed the final test 	
<p>If you want to send a message a specific group then choose the relevant report where they are shown. It could be all pending invites. Once you have selected the report you press 'Refresh' to ensure all are shown and then you press 'Send message'.</p>	 <p>The screenshot shows the uQualio interface. At the top, there's a blue header with the uQualio logo. Below it, the breadcrumb navigation reads 'All courses / Course / Reports'. There are three buttons: 'Select report type' (a dropdown menu), 'REFRESH', and 'SEND MESSAGE'. The dropdown menu is open, showing options: 'Pending invites', 'Test status', 'All members', 'Practice questions', 'User activity', and 'Test not completed'.</p>
<p>A 'Send Message to Users: xxxxx course' Pop-up appears.</p> <p>You choose if you want to send it as either/or an 'User Notification' on their profile page, 'Email' to their email address og 'SMS' their cell phones – depending on relevance.</p> <p>You fill out the text you want to send and press the 'Send' button to send it out.</p>	 <p>The screenshot shows a pop-up window titled 'SEND MESSAGE TO USERS: AIRPORT SECURITY'. It has three checkboxes: 'User notifications' (checked), 'Email', and 'SMS'. Below the checkboxes is a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, link, unlink, list, and image. At the bottom right of the pop-up are 'CLOSE' and 'SEND' buttons.</p>

**Congratulations – you now know how to communicate with your users
and how to make reports 😊**

Support

You can find answers to Frequently Asked Questions on: <https://www.uqualio.com/faq.html>

You can chat with our support using the blue chat button



Sales Contact

If you want to use it for your company's videos, contact sales on mail: Sales@uQualio.com

uQualio® Website

Web: www.uQualio.com