PINKTUM

Online Academy User Manual

As of 03/2026

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PINKTUM

GENERAL

Technical Requirements

PINKTUM offers a cloud-based LMS that complies with current data protection requirements. The LMS can be used for the complete PINKTUM e-learning portfolio .

As the Online Academy is a web-based application, no installation is required as long as an up-to-date browser is installed. This also applies to Android and iOS mobile devices.

The following browsers are supported:

- Firefox
- Google Chrome
- Microsoft Edge Chromium
- Safari

It is recommend to use the latest version for all browsers or a version that is no older than six months. JavaScript should also be enabled.

Technology:

- A device with audio output and the ability to display videos at a resolution of at least 480p.
- For system administration, a desktop computer with a screen resolution of at least 1280 x 720 pixels (optimally 1920 × 1080 pixels) is recommended.

Recommended bandwidths for video output:

- Medium: ~3000 kbit/s
- High: ~5500 kbit/s
- HD: ~8500 kbit/s

WELCOME
TO YOUR ONLINE ACADEMY!

To help you get started, we'll walk you through the most important features of the Online Academy here.

Login

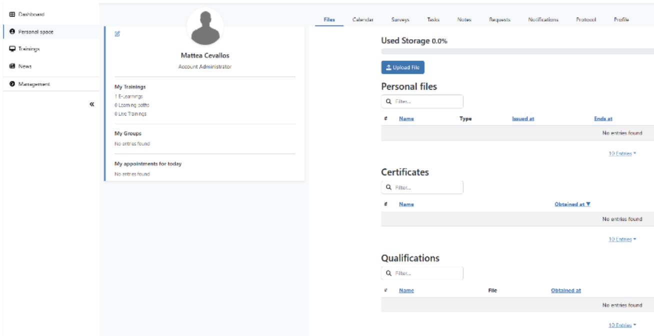
- You have received your login credentials via email from *info@oncademy.de*.
- We recommend that you use the latest version (or one no older than six months) of Google Chrome, Microsoft Edge, or Safari.
- After logging in, you can change your password in your profile settings.
- If you've forgotten your password, you can reset it on the login page by clicking the *"Forgot password?"* button. You'll then receive a link to reset it, which is valid for twelve hours.
- Under *"Personal space"* you can customize your profile and, for example, view and edit surveys and calendar entries.

Dashboard

- After logging in, you'll see your dashboard. Under *"Trainings"* you'll find the e-learnings you haven't yet completed, as well as those assigned to you. These are displayed by default.
- By default, the dashboard also displays news from admins, calendar entries, and notes. In the calendar, you'll see tasks and assigned trainings that are due by a specific date.
- You can customize the dashboard using the gear icon in the upper-right corner.

Note: If you would like to set different widget settings for your users, please contact us. We recommend configuring these settings before adding users to the system.

My Account



- You can find your account under "*My Personal Space*". Here you can view your entire user profile and an overview of the total number of e-learnings you have completed, are currently working on, or have already scheduled.
- Under the "*Certificates*" tab, you can view all certificates with their issuance dates for the e-learnings you have already successfully completed. To download a certificate again, click on the corresponding title.
- You can also edit your profile here by clicking the pencil icon in the upper-left corner.

Trainings

- Under "*My trainings*" in addition to the dashboard, you can view the trainings you've already started or that have been assigned to you.
- If you want to begin or resume an e-training, click on "*Resume*"
- Under "*My favorites*," you can view your favorite e-learnings.
- You can add courses to your favorites by clicking the heart icon next to the e-learning title.

Trainings Catalogues

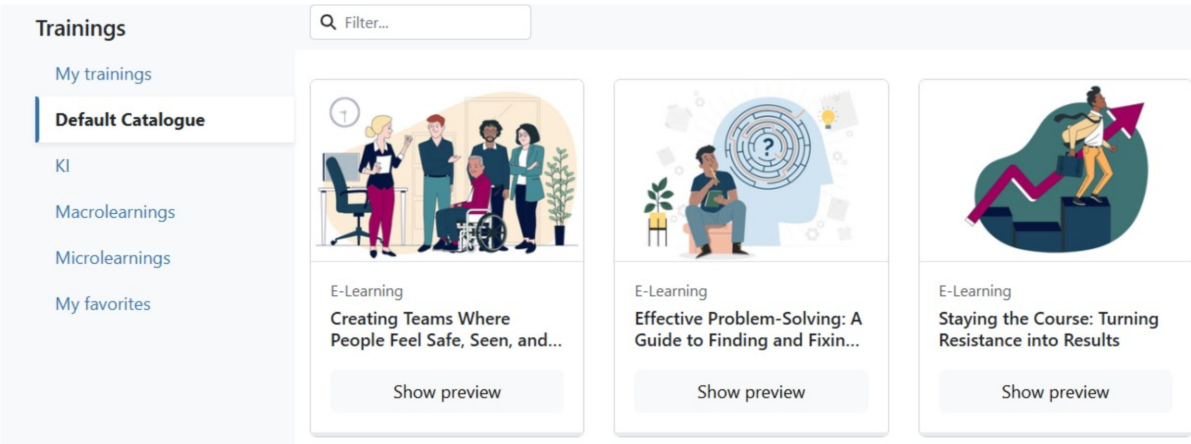
For an overview of all available e-learnings, both you and your employees can refer to the default catalogue and the internal training catalogue.

The main difference is that the default catalogue is visible to all employees, while the internal training catalogue is assigned to one or more groups and is visible only to those groups.

Default Catalogue

- The default catalogue contains all PINKTUM e-learnings you have rented.
- New releases are automatically added to the default catalogue each month.
- After logging into the system, your employees can click on *"Trainings,"* browse the default catalogue, and select e-learnings there.
- The default catalogue can be filtered by category and language.
- You can search for e-learnings using the free-text search field.

Note: If the default catalogue is not visible, it means you specified in the setup information for your Online Academy that you wish to assign e-learnings exclusively on a one-on-one basis. Please feel free to contact us if you would like to activate the default catalogue.



Internal Training Catalogue

- Unlike the default catalogue, this catalogue is not visible to all users, but rather only to the users or groups to whom you have assigned it. For example, you may want to provide the sales team or managers with specific trainings that should not be included in the training catalogue.
- Under *"Learning Management – Training Catalogues*,*"* you can create your own catalogue by clicking *New*:
    - First, give the training catalogue a name.
    - Now navigate to *"Learning Management → Trainings → E-Learnings"* to add e-learnings to the training catalogue. Use the mass operation to choose the e-learnings you want to add to the training catalogue.
    - In the next step, click on *"Visible in e-learnings and internal sessions."*
    - Then, under *"Training Catalogues,"* select the training catalogue you just created.
    - Confirm your selection in the subsequent overview of the e-learnings you have selected.
    - Navigate to *"Learning Management → Training → Training Catalogue"* to assign the training catalogue you created to a group. Click the three dots to select *"Group Assignment,"* then enter the group you want to assign to this training catalogue in the free-text field.

News

- By default, you'll find a short introduction created by PINKTUM, to help users navigate the Online Academy.
- We explain how to create, publish, and assign news to the appropriate target audience or channel in the *"Tool C: News"* chapter.

MANAGING THE ONLINE ACADEMY

(Visible only to client admins)

Users

Here you can create new users and search for existing ones. By clicking the three dots next to a username, you can edit the corresponding profile, assign groups, assign trainings, send a password reset email, and deactivate or delete users.

Note: The ability to delete users is not included by default with the flat-rate license.

Creating Users

There are three ways to create users:

- Create users individually
- CSV import
- Self-registration

Below, we'll explain how to proceed with each of these options.

Create a user individually

- To create a single user, click the *"New"* button.
- We recommend creating user accounts with an email address, username, first name, and last name. If the employee does not have their own email address, a general email address (e.g., that of the HR or Development department) can be entered under the *"Secondary Email"* field, in conjunction with a username.
- Note: The certificate is automatically generated from the data entered in the First Name and Last Name fields upon completion of an e-learning.
- You do not need to select a role for your training participants when creating their records.
- Users will automatically receive their login credentials via email as soon as you have created and saved their accounts.

Note: Inform your employees in advance about the new platform and about the email from *info@oncademy.de* that they will receive with their login credentials.

CSV Import

- If you need to create multiple users at once, we recommend importing the data via an Excel spreadsheet. You can download the templates for this in your Online Academy.
    - Note: At least one email address must be provided, or a username in conjunction with a secondary email address, so that the login credentials can be sent.
    - The following fields can be filled in:

Import users

The CSV import is intended solely for import, not as a user update.
Here you can upload a *.csv, *.xls or *.xlsx file to import multiple users at once. **If problems occur, no user will be imported.** The first line must have the unique name of the cell. They look like the following:

- ***email**: Email address
- **first_name**: First name
- **last_name**: Last name
- **birth_day**: Date of birth (format: yyyy-mm-dd)
- **personal_number**: Personal or employee number
- ***username**: Username (cannot contain whitespaces)
- ***secondary_email**: Secondary email address
- **password**: User password (Column will be used only if the respective user setting is activated in the system settings)
- **gender**: Gender (m/w/u)
- **locale**: Language of the user (de/en/es/fr)
- **time_zone**: Time zone of the user (Berlin/Singapore/Central America/...). Default: Berlin
- **user_function**: Function of the user
- **group**: Name of one or more groups, separated by "|" (The groups must exist exactly like this in the system and are not created automatically). The user will be added to the groups with the group role selected below (group roles of users will not be updated if the user already belongs to this group).
- **company_name**: Company names, separated by "|". The user is assigned to the respective existing company if the name exists in the system, otherwise a new company is created.
- **department_name**: Department names, separated by "|". The user is assigned to the respective existing department if the name exists in the system, otherwise a new department is created.
- **location_name**: Location names, separated by "|". The user is assigned to the respective existing location if the name exists in the system, otherwise a new location is created.
- **job_name**: Job names, separated by "|". The user is assigned to the respective existing job if the name exists in the system, otherwise a new job is created.
- **cost_unit**: Cost unit names, separated by "|". The user is assigned to the respective existing cost uni if the name exists in the system, otherwise a new cost uni is created.
- **custom_a, custom_b, custom_c**: Special fields that can be activated and specifically named under System Settings / Users.
- **date_of_leaving**: Date of leaving (format: yyyy-mm-dd)

Here you can find empty example files to download: XLS | XLSX | CSV

***Mandatory fields**: Either the email address OR the username and a secondary email address!!

- Users can also be assigned directly to one or more groups via CSV import. To do this, the respective groups must be created beforehand (see the *"Groups"* section).

Self-Registration

- By clicking *"New Registration"* on the login page of your Online Academy, your employees can create their own user profiles.
- The required fields—*first name, last name, email, and password*—must be filled in. You can optionally specify additional required fields.
- Users' email addresses can be restricted to specific domains within your organization. The double opt-in process can be enabled to prevent individuals outside your organization from registering. Each user must confirm their email address before they can log in to the system. You can also designate a user to manually approve registrations.

Note: During self-registration, the user does not receive an automatic email with login credentials, as these are set by the user.

Edit Users

- As the customer administrator, you can edit or add to the user data for all users.
- An additional email address—such as one for HR—can also be added later as a secondary email address. This email address will then also receive all messages sent to the primary email address (for example, information about recently completed trainings, certificates, or notifications regarding groups).

Group Assignment

- Here, you can assign one or more groups and the associated permissions to a user.
- Once you click Save, the user will receive an email notification.

Training Assignment

- You can assign one or more e-learnings by entering the e-learning title directly into the search field.
- Note: In the Enrollment License Model, the license availability is adjusted as soon as the training is assigned by the customer administrator or a training request is approved by the customer administrator.

Approvals

- You have the option to enable approvals. The user can then view the descriptions of all e-learnings in the training catalogue but must submit a request before starting the e-learning. Instead of *"Start E-Learning,"* the user will see the *"Book Course"* button.
- As soon as the e-learning is approved, a notification is automatically sent to the user, and the e-learning can be started.
- Under *"Management → Learning Management → Trainings → Approvals*," you, as the customer admin, have an overview of the requests that you can approve or reject.

Set users to inactive or delete them

- Users who are absent for an extended period—for example, due to maternity leave, parental leave, or long-term illness—can be set to *"Inactive"* here and switched back to *"Active"* at a later date.
- Learning progress and certificates are retained.
- The user license, however, cannot be reassigned during this period; to do so, the user must be deleted.

Note: You do not have the option to delete users if you have subscribed to an Online Academy Flat Rate.

Mass operation

- This feature is useful if you want to assign trainings or groups to multiple users.
- You can also use this feature to set multiple users to inactive or send a password reset email.

CSV Export

- The CSV export is used to view and manage all created users.
- You can also use it to create new users or assign them to groups.
- The CSV file is then re-uploaded via the import function and updated with all new records. To prevent accidental deletions of data, users, or group assignments, there is a built-in safety feature. This ensures that data is only added, not deleted.

Note: The system first checks the user quota before checking for duplicates. If you have already uploaded users, the system may display the message: *"The maximum number of users has been reached. 0 entries were uploaded."* In this case, please feel free to contact us.

User Profile

- Clicking on a user's name will take you to their user profile.
- In addition to an overview of the entered data, you'll also find the *"Assigned Trainings"* and *"Documents"* tabs here.
- Under *"Assigned Trainings"* you'll see all trainings that have been assigned to the user or that the user has independently selected from the training catalogue for completion.
- Under *"Documents,"* you can view the certificates for the e-learnings that have been completed. These can be downloaded or reissued if the user's name has changed. To reissue a certificate, click the icon next to the corresponding e-learning.

Groups

You can create groups for users with shared learning interests—such as those in the same department or holding the same position—and assign trainings to them as well as send them messages.

- Multiple trainings and users can be assigned to groups.
- You can also filter the statistics by group to evaluate a group's learning progress or identify particularly active departments.
- We recommend first assigning the trainings to the groups and then assigning the corresponding users to the group. If a user is assigned to the group first, they will receive an email notification.

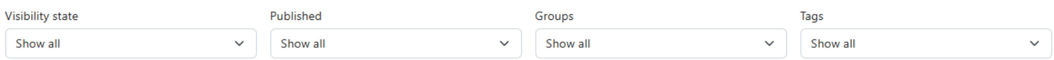
Learning Management

In this section, you manage everything related to e-learnings: their visibility, assignments, curation through learning paths and the approval process, as well as an overview of completion progress.

Training

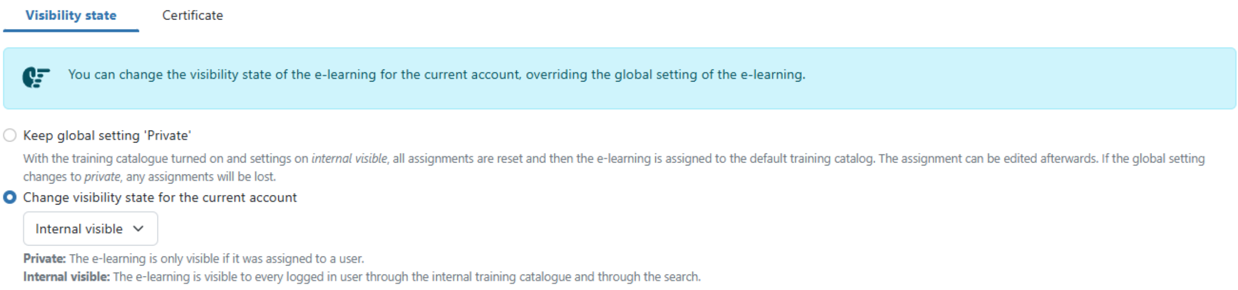
Learning Management → Trainings → E-learnings

- All of the e-learnings available to you are displayed here.
- If an e-learning is assigned to one or more groups, the corresponding groups are listed in the *"Assigned Groups"* column.
- Using the filter function, you can filter the e-learning sessions by visibility state, published, groups, or tags.



- New releases are published on the 10th of the month and are set to *"Private"* until publication. Upon publication, these e-learnings are automatically set to *"Internal visible"* and become visible to all employees in the training catalogue.
- With your Online Academy access, you, as a customer administrator, can test the new releases before they are published.
- If you do not want the e-learning to be accessible in the training catalogue upon release, you can set its visibility to *"Private"* via *"Change visibility state for the current account"*

Visibility



- The visibility of the e-learning is used to configure your training catalogue.
- The global setting defines the visibility preset by PINKTUM.
- To change the visibility status of individual e-learnings, click the three dots next to the relevant e-learning to access the account settings.
- Under *"Change visibility state for the current account,"* select *"Private"* to
- Make e-learning visible to a user only after it has been assigned. The e-learning will then no longer appear in the training catalogue.
- If you select *"Internal,"* the e-learning will be visible to logged-in users in the internal training catalogue and via the search function.

Mass operation

- To apply a function to multiple e-learnings at once, you can use the mass operation feature.
- You can pre-filter the relevant e-learnings beforehand.
- First, click on *"Mass operation"* and select the e-learnings to include—either *"All e-learnings"* or *"Select all."*
- Now select the e-learnings to which you want to apply the function. To select all e-learnings from the preselection, click the top checkbox.
- In the second step, select the function you want to apply to the selected e-learnings. For example, *"Add e-learnings to group," "Assign users,"* etc.
- In the final step, confirm the function and the e-learnings to which it will be applied.

Learning Paths

Learning Management → Trainings → Learning Paths

Learning paths can be used to design personalized learning paths.

Create a New Learning Path

- Follow the path *"Management → Learning Management → Trainings → Learning Paths,"* then click New. Now click on a title and click Create Learning Path.
- You will now be taken to the page for editing the path information (this is also where the user is taken when they click on the e-learning tile on their dashboard or in the training catalogue).
- On this page, you can now enter all the information:
    - **Name:** A title of your choice for the learning path. This title will also be displayed in the training catalogue.
    - **Visibility State:** Select *"Internal visible"* if you want the learning path to appear in the training catalogue. Select *"Private"* if you want to assign the learning path individually.
    - **Description:** Describe the learning path. Note: The search field in the training catalogue also searches for words in the description texts.
    - **Provider:** Enter PINKTUM if the e-learning is provided by us. The training catalogue can be filtered by this field.
    - **Target Audience:** Enter the employees for whom the learning path is intended (e.g., managers, project leaders, or sales staff).
    - **Requirements:** Free-text field—can also be left blank.
    - **Learning Objectives:** Enter the e-learnings that are part of your learning path here. Note: These will be automatically included in the learning path certificate.
    - **Language:** The training catalogue can also be filtered by this field.
    - **Preview Image:** This image appears as a tile on the dashboard or in the training catalogue. An image that matches the cover images of the e-learnings is available for download. Alternatively, you can upload your own images in the format 450×300 pixels.
- After you've filled in all the fields, click *"Save"* in the lower-left corner.

Create a Learning Path

- At the top of the menu, click on Path, then on *"Add E-learnings,"* use the search field to select the e-learning you want to include in your learning path, and then click *"Save."*
- Then add the next e-learning.

Note: If you select all e-learnings at once, they will automatically be listed alphabetically.

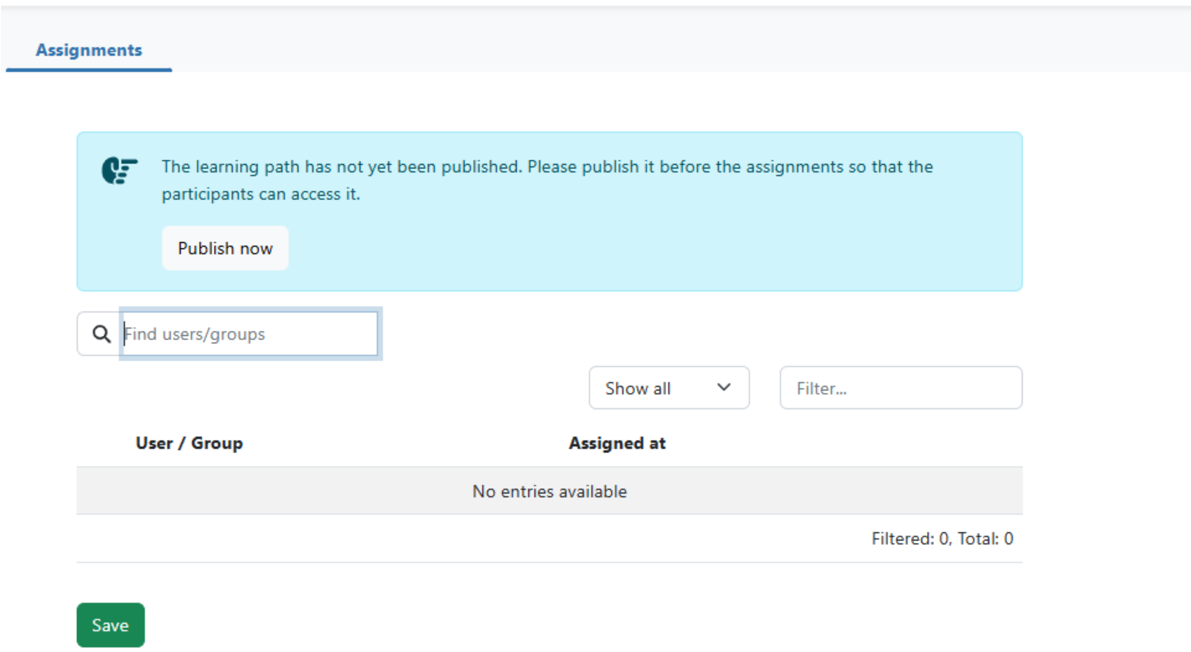
- If necessary, you can adjust the order of the e-learnings.
- If you want employees to complete the e-learnings in the order you specify, check the box next to *"Follow the sequence."* If you do not want this, leave the box unchecked.

Issue a Certificate

- After completing each individual e-learning in the learning path, your users will receive a certificate for that course.
- If you'd also like to provide a certificate for the entire learning path, go to the *"Certificates"* tab at the top of the menu and select the *"Certificate for Learning Path"* option.

Release and Assignment

- Under *"Management → Learning Management → Trainings → Learning Path,"* you can now approve the learning path.
- Click the three dots next to the title, then click *"Share."*
- Assignments are also made here under *"Assignments."*
- Everything works the same way here as it does when assigning individual e-learnings.



Statistics

- Under *"Statistics,"* select *"System Statistics"* and choose *"Users subscribed to learning path"* as the activity.
- As soon as a user starts the first e-learning in a learning path, the activity is counted as 1.
- If a learning path contains five e-learnings and a user successfully completes this path, the system counts 5x e-learnings completed and 1x user participating in the learning path.

Learning Management → Progress

- The overview shows you the overall progress of the completion status by user, training, group/user, or group/training. By entering free text in the search field, you can search here for specific users, e-learnings, or groups.
- By clicking the "⌄" icon, you can access a detailed view and see which users have completed, are currently working on, or have not started a particular e-learning.
- Using the filter function, you can narrow down your view and filter by various criteria.
- In addition, you can use the three dots next to the relevant e-learning or user to notify them or clear their progress.

ANALYTICS FEATURES IN THE ONLINE ACADEMY

Statistics

- You can either view results for all users or filter results for groups you define.
- You can flexibly select the time periods for the statistics.
- You can export the statistics to Excel using the CSV Export button in the top right corner.

Activity Stream

Here you can view all activities of individual users or groups, such as user logins, e-learning sessions, or which user has completed which e-learning.

Progression Statistics

- The metrics are displayed anonymously as a graph.
- You can select the following activities:
  - Users registered
  - User login
  - E-learnings finished
  - Test finished
  - Elements completed
  - E-learning overview viewed
  - Element viewed
  - Learning path completed
  - Live training completed
  - User first login
  - Active users

System Statistics

- The metrics are displayed for a selected time period.
- You can choose from over 150 activities related to users, e-learnings, system settings, etc.
- Only activities for which the metric is greater than 0 are displayed.

Search Statistics

- Here you can analyze which terms your users searched for via the search field and whether any e-learnings were found through those search queries.

Note: This analysis is only possible if the training catalogue is enabled.

Element Statistics

- Here you can see how many licenses you still have available and a detailed overview of allocations, including names, trainings, and dates.

Note: This report is only displayed for quota models.

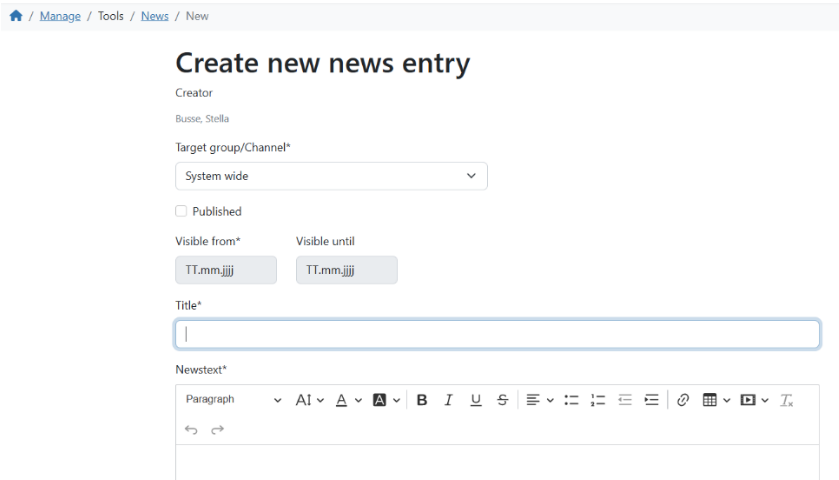
Activity Reports

- Under *"Reports,"* you can have the data from the system statistics automatically sent to you via email as a PDF on a daily, weekly, or monthly basis.
- The data in the reports pertains to your entire Online Academy.

TOOLS

News

With the News tool, you can, for example, publish news, e-learning recommendations, or general information via a post in your Online Academy. You can choose whether the post should be visible to everyone (system-wide) or to specific target groups.



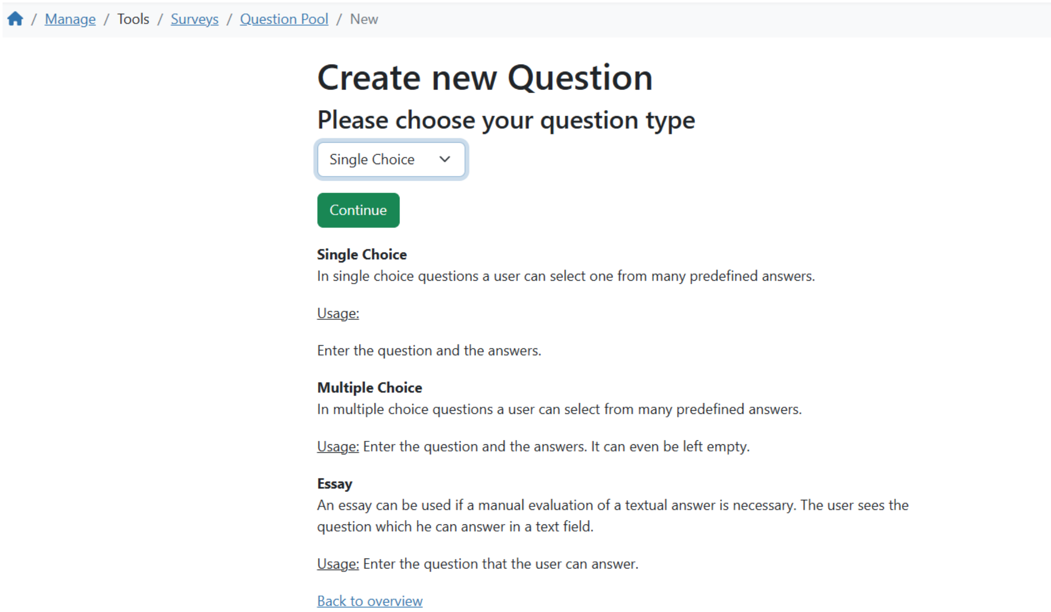
- To create or manage news, click on *“Management → Tools → News.”*
- Click the *“New”* button to create a new post.
- It’s important to make sure the *“Published”* checkbox is selected. You can then schedule the post.
- You can edit or delete previously published news items by clicking the three dots next to the corresponding article.

Surveys

- You can use the *“Surveys”* feature to gather feedback from your employees or identify training needs.
- Personalized questions can be created in several ways:
    - With *“Multiple Choice”* users can select multiple answers to a question.
    - With *“Single Choice”* users can select only one answer to a question.
    - With *“Essay”* users can formulate their own answers.
- There is also a question pool where you can collect and save the most popular questions.
- You can view the results by clicking on your survey in the overview.

Create a survey

- To do this, click on *"Manage → Tools → Surveys"* in your Online Academy.
- Click the *"New"* button to create a new survey and enter a title in the *"Name"* field.
- In an anonymous survey, you cannot see which user provided which answer. If you want to see how a user responded you must disable this option. This setting cannot be changed later.
- Now you can add a more detailed description to your survey under *"Introduction."*



- By clicking the arrow next to the *"New Question"* button, you can select the question type and will be guided step-by-step through the process of creating the questions.
- By clicking the three dots, you can delete the question or add it—along with its answers—to the question pool.
- Questions created from the question pool can be added to future surveys.

Add Users

- First, return to the overview of your surveys.
- There, click the three dots next to the relevant survey and select *"Invite Participants".*
- Now you can send the survey to all users, specific users, or group