



# Creating A Learning Onboarding Guide

Set learners up for success with a learning onboarding guide that includes all the information they'll need to access and complete training in your learning management system (LMS). To help you get started, OpenSesame created this outline with suggested sections and language to include in your learning onboarding guide.



## Using this guide

Explain the purpose of the document and how you want employees to use it.

### **SUGGESTED LANGUAGE:**

This guide is designed to provide you with all of the information you need to access and complete courses through *[insert name of LMS or learning program]*. It contains resources, best practices, and tips and tricks to make your experience simple and successful! Save this document in a place where you can easily find it to answer questions along the way. You can also find the latest version of this guide *[insert where learners can access the file - i.e., on company intranet, etc.]*.



## Learning and development at **[insert company name]**

Provide an overview of your organization's approach to learning and development and why you are providing training courses.

### **SUGGESTED LANGUAGE:**

At *[insert company name]*, we believe in the value of ongoing education for both individual employees and the organization as a whole. We partnered with OpenSesame, an industry leader with the most comprehensive catalog of online training courses from the world's top publishers, to provide a diverse collection of high-quality learning content to improve group and individual performance.



## Available training options

Explain what training options are available (including general topics, how these align with organizational values, learning taxonomies, etc.), and how often the catalog will be refreshed.

### **SUGGESTED LANGUAGE:**

Our training catalog contains a variety of courses aligned with our core values of *[insert core values]*. You will find courses on topics that include *[insert high-level learning topics - e.g., harassment, diversity and inclusion, performance management, teamwork, personal effectiveness, building a positive work environment, etc.]*.



## Who has access?

Explain who at the company will have access to the training and distinguish between assigned and optional training.

### SUGGESTED LANGUAGE:

All full and part-time employees have access to *[insert name of LMS or learning program]*.



## Timeline and goals for completion

Explain when training will be available, deadlines for any mandatory courses and goals for optional/additional professional development.

### SUGGESTED LANGUAGE:

All eligible employees are required to complete *[insert number of hours]* hours of training and professional development annually (prorated for new employees). Employees are encouraged to complete professional development throughout the year *[insert language describing applicable targets, benefits, incentives, etc.]*



## How to access courses

Provide step-by-step instructions for logging into the LMS, accessing courses (including assigned and optional courses), and tracking completed training.

### SUGGESTED LANGUAGE:

Employees will access online training courses through *[insert name of LMS or learning program]*, our learning management system (LMS).

*[insert instructions for logging into the LMS]*



## Need help?

Explain who within your organization learners should contact with questions and how to reach them, as well as how to contact OpenSesame Support for course-specific technical questions.

### SUGGESTED LANGUAGE:

*[Insert company name]* wants all employees to achieve their personal and professional development goals! Please reach out to the appropriate support contact(s) listed below based on the nature of your question:

*[Insert name of LMS or learning program]* questions:

*[Insert name and contact information of internal LMS administrator]*

Course recommendations:

*[Insert name of internal contact for course recommendations or content questions]*



## Technical support for OpenSesame courses:

Contact OpenSesame for support related to course functionality.

**Email:** [support@opensesame.com](mailto:support@opensesame.com)

**Phone:** U.S.: (503) 808-1268, ext 2  
U.K.: +44 (203) 744-5541

**Chat:** Click the "Need Help" icon in course windows or the "Help" tab on the right side of [www.opensesame.com](http://www.opensesame.com).

**Hours:** **Premiere support:** Monday-Friday, 6 a.m.-8 p.m. (Pacific)

**Expanded international support:** Monday-Friday, 8 p.m.-6 a.m. (Pacific)