ALZHEIMER'S ASSOCIATION®

New Learning Management System (LMS)
FAQ

1. Why is the Alzheimer's Association changing LMS platforms?

We're moving to a new, more robust and efficient learning management system (LMS) to create a richer, more streamlined experience for both learners and the organizations that rely on our training. The new LMS will offer a modern intuitive interface that makes it easier for learners to navigate courses and stay engaged, along with enhanced tools to help organizations track learner progress, ensure completion, and compliance.

2. What is the launch date of the new LMS?

While we haven't finalized the exact go-live date, the transition is expected to take place within the next few weeks. To help ensure a smooth transition, we encourage learners to complete any in-progress courses in the current LMS**.** This early notice is simply to give everyone plenty of time before we announce the official cutoff date for the existing platform. We'll provide more details, including timelines and next steps as we get closer to launch.

3. How will users of the current LMS be notified of updates?

We have developed a comprehensive communication plan to ensure all current LMS users are aware of the transition and timelines. Notifications will include:

- **Email communications** outlining the transition, the cut-off date, required steps, and next steps
- **Announcements posted in the current LMS** to alert users who log in

This multi-channel approach ensures all learners and organizations receive timely and clear information about the upcoming transition.

4. What should learners do now?

To ensure you have plenty of time to complete your courses before we transition to the new LMS,

Learners should:

- Complete any in-progress courses in the current [Education Center](#)
- Download or save any certificates or transcripts they may need
- Watch for email instructions on next steps and the timeline for transitioning to the new Alzheimer's Association Education and Training Center.

5. What should organizations who purchased training for their learners do now?

Organizations or companies should:

- Ensure their learners complete any in-progress courses
- Make sure learners download or save certificates and transcripts they may need
- Download any necessary reports from their Education Center Administration Portal
- Watch for email instructions with login details for the new Education and Training Center

6. Will any data be migrated from the old LMS to the new LMS?

Yes. Learner and organization data will be migrated over to the new LMS for the past seven years.

7. What changes can learners expect?

In the new LMS, learners will be able to:

- Access all courses through a modern, streamlined interface
- Use new login instructions (to be provided prior to launch)
- Complete assigned or elective courses with improved navigation and usability
- View their learning history
- Print certificates and access completion records more easily

8. What changes can organizations/companies/grants expect?

Organizations will experience several enhancements that make learner management easier and more efficient:

- **Improved Dashboard:** A cleaner, more user-friendly dashboard to manage learners and monitor progress
- **Organization Course Catalogue:** Displays only the courses purchased by an organization which helps learners easily find required or relevant courses, reducing confusion and unnecessary browsing
- **No More Enrollment Codes:** Enrollment codes will no longer be required in the new LMS. Instead, organizations will provide their learners with a direct link to register and enroll in their assigned courses. This streamlines onboarding and eliminates the extra steps involved with code distribution.

9. When will instructions be sent on how to log-in to the new LMS, enroll in a course, access Admin dashboards, and receive links to share with organization learners?

All instructions for logging into the new LMS, including how to access admin dashboards and the links you'll need to share with your learners, will be sent directly to both organizations and learners by email after the new platform launches. We'll ensure you have everything you need well in advance so the transition is smooth and straightforward.

10. Who should be contacted with questions about the transition?

Questions can be directed to **education@alz.org**.