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# Frequently Asked Questions



[www.Edvance360.com](http://www.Edvance360.com)



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## **What key things have changed?**

1. Completely New Interface
2. Course-Building Wizard
3. In-Browser Document Reading and Markup
4. Dashboards
5. Granular User Controls
6. Offline Reporting
7. Wiki 2.0
8. Revamped Calendar



## **Will my branding be carried over?**

No, you will need to use the Admin panel to re-upload logo and select color scheme and design options desired from those now available. Additionally, our design team can provide assistance at no charge. If you have customizations on your Home Page (specialized widgets, etc.), please contact the Design Team to work through the transference to your version 8 site. Logos should be 220px by 100px.



## **Will my language pack settings be carried over?**

If you have used a custom language pack most of your settings will be carried over. Since we don't do a word-for-word translation, but rather a translation for phrases, those phrases may have changed in V8. You will want to make a note of your changes to make them in V8 if needed.



## **Will my old site be deleted?**

After clients have approved their new V8 site and are ready to relinquish the old V7 site, it will remain for a time, just in case. Eventually, it will be

completely deleted.

- ? Will all my content in V7 be moved over?**  
Yes.
- ? Can I work in my V7 site while my V8 is being created?**  
There are two steps to moving to V8. The initial step is to take a snapshot of V7 and convert it to V8. This will allow you to experiment with the V8 site. Once you have determined you will move over to V8 and abandon the V7 site, the E360 team will take yet another snapshot of your V7 site and re-convert it to V8. This means that you may continue to work in V7 during the first phase, but not the second phase. For some clients, this will be mere seconds, for others, it will a longer period of testing.
- ? Will training be available for v8?**  
Yes, you will receive information on training shortly via emails. Several webinars will be provided to clients.
- ? Will there be manuals, QuickStart Guides, and tutorials for V8?**  
Yes, these are in process right now and will reside in the Help Link/Tab when completed.
- ? Can I upload a different set of icons?**  
No, these cannot be changed at this time. These are not actually icons but rather a font family called Font Awesome.
- ? What are directions for people with customizations and integrations (e.g., SSO, LDAP, SIS)?**  
If clients have design customizations or integrations with third-party vendors, they should put in a Help Ticket. The technical support team will give clients an action plan customized to their needs.
- ? Are there any manual tasks required? What has to be setup again? For example, grading scale, rubrics, user accounts, Welcome email.**  
These should all be copied automatically to the V8 site.
- ? How long will I have access to my Version 7 site to ensure everything was migrated to Version 8?**  
As long as you wish.
- ? How do I report issues with my Version 8 site?**  
Clients should submit a Help Ticket - make sure to include screenshots.
- ? Will you keep an archive of my Version 7 site if we need to restore information?**  
Yes, but not indefinitely.
- ? Will my login URL change?**

Yes. All URLs will become something.edvance360.com, but if you are using a custom URL, it will simply be masked just like you did for Version 7.

- ? Will the change impact my learners in any way?**  
To avoid users feeling disoriented from the new interface, we highly recommend sending them emails and setting up alerts in V7 to let them know the look and feel is scheduled to change. Then, we recommend linking to our V8 page (so they can get excited about the new features) or creating your own “All About V8” video custom to what you think will benefit them. Assurances can be made that, while it looks and feels different, nothing is removed and most things are located in very much the same place in V8 as they are in V7. New features have been added and features have been improved. The release notes and the /V8 page will provide them with the main differences.
- ? With the new granular user access feature, will our current user permission settings be changed?**  
No, there should not be a change as the V8 defaults reflect V7 settings.
- ? How long do you estimate my "move over" taking?**  
This depends on the size of the client, as well as customizations/integrations. For most clients, mere seconds. For others, perhaps a few hours to 24 hours.
- ? What is “Page Count”?**  
This is the default number of items that will show in any table on the site.
- ? What are “Training Options”?**  
Training options are the same as in v7, although they might not have been turned on for you. These set what information will be collected and stored in the Offline Reporting tool as well as 2 options for course home page display:

  - a. Showing the Course Roster.
  - b. Showing the Syllabus.
- ? Will all my customizations get transferred over to V8 including settings, holidays, home page links?**  
Yes, all of this will transfer to your v8 site, if you do see a problem, please submit a Help Ticket to our friendly Help Desk Staff.