



March 9th, 2023

After a short pause at the beginning of the year, yesterday we pushed through our first new enhancements of the year.

Firstly, we now offer a major new feature as an optional add-on that allows you to connect an existing membership site that you might manage with your ClickLMS site - we call this our **Single Sign-on API**. It has the power to make registration and logging in really seamless across your two sites - more details below, and do get in touch if you would like more information.

We launched our **New ClickLMS Help Centre** which provides in-depth guides and troubleshooting support for managing your site and your members. Need a quick answer to a ClickLMS related question, then our Help Centre (hopefully!) has the answer for you at the click of a button. Please take a look today, and bookmark this invaluable link! <https://helpcentre.clicklms.com/>

Also this month we pushed through the first phase of learner self-reflection enhancements for our dental industry customers - with a **second page on the CPD certificates to capture their self-reflections**. There's plenty more to come in this space, which will make the self-reflection process integrated into completing a CPD course.

And to round things off, we have also **shortened the learner registration form** by removing the 'username' field, and **added to our secure payments handling** to cover all recurring subscription payments - which should drive through more successful payments for your sites. **Important: If you offer paid monthly subscriptions to your members, you may need to log into your Stripe Dashboard to enable full support for this secure payments feature.**

Single Sign-On API (Optional add-on integration):

If you have a separate membership site, that your delegates are registered to and log into, but are then having to create a separate ClickLMS profile and login, then our Single Sign-on (SSO) API could be the perfect solution to make the registration and logging in processes more seamless across your existing membership site and ClickLMS.

With this feature we have covered off three big new processes; registration, logging in, logging out.

Firstly, when a learner registers to your external site, they will have a profile created simultaneously on ClickLMS - no need for them to re-enter their details, set a different password, activate the account and log in to a different URL

Secondly, and perhaps most exciting, if a learner wants to log into a specific page on ClickLMS, they can click a link on your external site, and be logged in and redirected with one click. There's no need to log in and find their separate ClickLMS password.

For example they could click a 'Buy Now' or 'Enrol Now' button on your site, and land on the course purchase/enrolment page on ClickLMS that shows them the correct price for their membership tier/product.

Or, a learner could click a link on your external site that says 'All Courses' which lands directly on the catalogue page on ClickLMS that lists out all available courses to the member.

Or, from their profile page on your external site they could click a link to 'My CPD Certificates' to the page containing all their CPD certificates on ClickLMS.

There are so many possibilities to make your two sites tie together more seamlessly.

And third, when the learner logs out of your external site, they are simultaneously logged out of the ClickLMS platform.

This feature is available now as an optional add-on, please get in touch if you believe this could work for your company. To deploy this functionality it will require some technical development on your external site and therefore each integration will be slightly different.

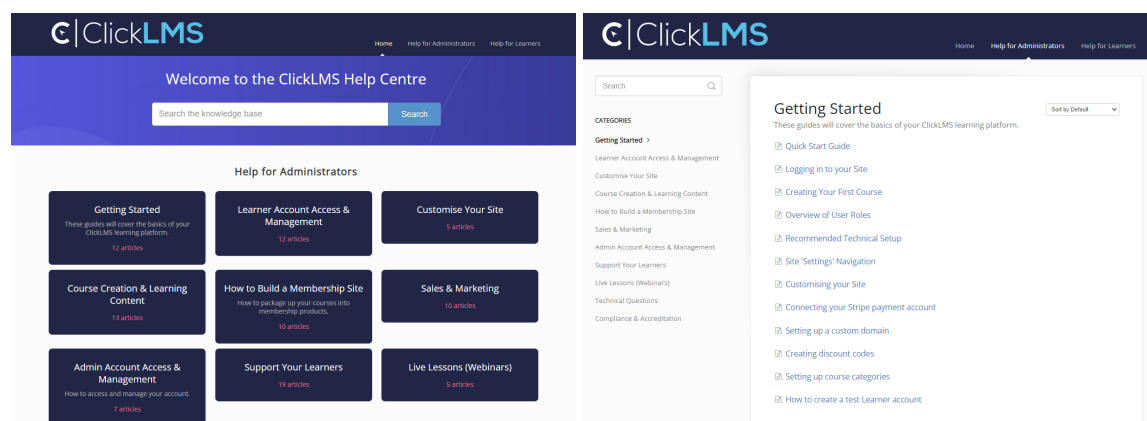
As part of the SSO integration we will provide technical support from our side. Plus, we have created a full suite of technical documentation that your software developers will find in a familiar and easy to use format.

Please get in contact if you would like to understand more about Single Sign-on and how it could work for you.

New ClickLMS Help Centre

Our **New ClickLMS Help Centre** provides in-depth guides and troubleshooting support for managing your site and your members. Help articles are broken down into intuitive sections and the powerful search facility will get you the answer to your ClickLMS-related question in milliseconds!

We pride ourselves on our support response times, but have to admit defeat to the speed of this New Help Centre! Of course if you still cannot find the help or guide you need, the team is always on hand to respond to your queries. Bookmark this invaluable link: <https://helpcentre.clicklms.com/>



Dental CPD Customers - Second certificate page to capture learner self-reflection:

If your ClickLMS platform is aligned to the GDC's development outcomes, you are aware that self-reflection is a core element of the GDC's enhanced CPD framework; PLAN, DO, REFLECT, RECORD.

We are making a series of enhancements to the 'REFLECT' element and as a first step introduced a second page to their CPD course certificates which prompts the learner to add their own self-reflections on the activities they have just completed to the certificate.

ONLINE EDUCATION CERTIFICATE
ADAM CLICKLMS

Total VCPD time 0 hours 56 minutes

Attended a training session on the topic of: **Fire Safety Awareness**

Learning content:
Instructor created, admin edited paid course

Aims and objectives:
Instructor created, admin edited paid course

Development outcomes:
This CPD course meets the criteria for the GDC's development outcomes A.

How did this activity benefit my work?

This CPD course meets the criteria for the GDC's development outcomes A.
A. Develop competence with patients, the workplace, and professional development, including when obtaining consent, dealing with complaints, and raising concerns where conditions are at risk.
B. Develop competence with patients, the workplace, and professional development, including when obtaining consent, dealing with complaints, and raising concerns where conditions are at risk.
C. Maintenance and development of knowledge and skill with your field of practice.
D. Maintenance of skills, knowledge and professional development, including when obtaining consent, dealing with complaints, and raising concerns where conditions are at risk.

This CPD is subject to quality review by: **05/09/2022**

In this first phase, learners can either add their self-reflection to the PDP Activity log, then regenerate the certificate with the self-reflections included. Or they can print it out and add their self-reflections manually.

There is more to come in this space too - in our next release we are going to build the self-reflection element into the end of course process, enabling learners to optionally record their self-reflections while it is front of mind and automatically record it to their PDP and CPD certificate.

Admin Action Required - Secure Customer Authentication for all recurring and failed payments:

If you offer monthly recurring paid memberships, then you may need to take action to enable this enhancement in the Stripe Dashboard.

Strong Customer Authentication (SCA) adds extra layers of security to payments made online. This typically requires a payee to validate their agreement to a payment being made by authenticating themselves on a mobile device.

This SCA enhancement has now been added into all recurring subscription payments. As a result, if your Learner's payment card provider requires their monthly recurring payment to be authenticated, instead of the attempt failing Stripe will trigger an email to learner to authenticate their payment.

What this means for you is a much higher likelihood of recurring payments to succeed without having to manually intervene through your Stripe dashboard, and for your customers it means they know they are more explicitly agreeing to recurring payments being made.

You just need to **ensure that you have enabled the SCA authentication email in your Stripe dashboard** which you can do from the stripe setting page '**Subscriptions and Emails**':

Visit here → <https://dashboard.stripe.com/settings/billing/automatic> (Stripe login required)

Under the section **'Manage payments that require confirmation'** just toggle the 'Send a Stripe-hosted link for customers to confirm their payment when required' on. You can also set reminder emails to go out if you want if action is not taken.

Manage payments that require confirmation

Configure how you'd like to handle payments that require confirmation, like [3D Secure](#) and [Boleto](#).

Enable 3D Secure

- ☒ Request 3D Secure for Billing payments that match [Radar rules](#)
We recommend enabling this if your integration can [handle 3D Secure](#).

Customer emails

- ☒ Send a Stripe-hosted link for customers to confirm their payments when required ⓘ
☐ Send reminders if payment confirmation isn't completed...

3 days after payment was initiated ⚙ ×

5 days after payment was initiated ⚙ ×

7 days after payment was initiated ⚙ ×

These SCA features were already built into your platform for one-time membership fees, first time registration for monthly subscriptions and for course payments. This latest release now means all recurring offline payments are also covered.

Removed Username Field from registration form:

To shorten the registration process, and in recognition that most learners use their email to log in, we have now removed the username field from the learner registration form.

All learners will now be assigned an auto-generated username which is made up of their first initial + their surname + date and time stamp.

As platform administrators you still have the ability to change a username from the learner's profile page - just click the pencil icon to make any edits you require to the username.

Learners > [arosen230309104500](#)

Profile & Membership

Course Enrolments

Certificates

Adam Rosen

Username

arosen230309104500

✎

Email

adam@example.com

Joined

9 Mar. 2023

Last Log In

9 Mar. 2023

Development Pipeline:

In the background development continues apace, there are four main elements that the team are either working on now, or will shortly begin.

Dental Platforms - Capturing the learner's self-reflection within the course completion process.

Custom Registration Fields - Giving you up to four custom fields to add to your registration form, perhaps you would like to collect a phone number, their business name, or where they heard about you.

Remove Course Access after a period of time - We are exploring the ability to automatically remove a learner's access from a course after a defined period of time, perhaps you want to grant 3 months' access to a course or perhaps access only until the end of the year.

SSO Activated Platforms - We will introduce new Admin dashboard controls to manage your security key and redirect destinations.

(Note these are subject to change, and do not cover the full suite of work being undertaken and planned.)

Thank you, as ever, for your continued support of the ClickLMS platform. Your feedback goes a long way into helping improve and expand our software offering - so please do continue to share your requirements with us.

Adam Rosen,

Managing Director, ClickLMS.