



June 10th, 2022 – Admin app is now responsive, enhancements to the Membership products payment options and webinar service upgrade, plus some smaller new features:

ClickLMS is really pleased to announce some new enhancements to the platform to improve usability and help monetise your membership products. Some of these enhancements have been introduced over the last month, while the bulk of changes went live this morning.

New enhancements launched:

- The Admin/Instructor app is now responsive, meaning you can manage your platform from your tablet or mobile.
- For platforms affiliated to the GDC, we've added an optional field to the registration form to capture your Learners' GDC number.
- Allow your members to pay in monthly instalments for access to your platform. Plus adjustments to the create/edit membership products interface.
- Simpler public course catalogue URL - For platforms that do not offer membership Products it is now even easier to showcase your course catalogue to prospective customers.
- Updates to the in-built text formatting tool - You can now include bullets and numbered lists, a small but often requested enhancement!
- Loading speed improvements to learner profile pages - We have redesigned the Admin's view of learner profiles: Now split into three sections to help with page load speed and usability.
- Admins can now export a CSV report with learner's progress by course from the Learner's 'Course Enrolments' page.
- Learners can now export a CSV report with a list of all completed courses from their 'Certificates' page.
- Redesign of Admin view of learner profiles, membership details, courses and certificates which are now split into three sections to help with page load speed and usability.
- Upgrade to the Bigbluebutton webinar software release.

Now we will run through a few of these enhancements in a bit more detail, but of course the best way to get familiar with them is to log in and test them out on your own platforms.

Create a 'Monthly payment plan' to allow you members to pay in monthly instalments to access your platform

– If your platform has Membership Products enabled, you will be aware that until now there have been three pricing options available to you: 'Free', 'One-off payment' and 'Monthly Recurring payments'. We are now launching a fourth pricing option called '**Monthly payment plan**'.

To access this new feature, as the platform Administrator, create a new Membership product as usual and on the 'Pricing & Duration' page you will see the new 'Monthly payment plan' option towards the bottom of the page. It requires just two inputs: the number of payments (minimum of 2), and the amount. Click 'Save' and that's it.

The screenshot shows the ClickLMS interface for configuring a membership product. The top navigation bar includes 'Courses', 'Instructors', 'Learners', 'Settings', and a user profile 'Gemma'. The breadcrumb trail is 'Products > Gold Membership payment plan > Pricing'. A 'Publish' button is in the top right. On the left, a sidebar contains 'About', 'Pricing & Duration' (active), 'Content', and 'Settings'. The main content area is titled 'Membership Duration' and includes a description: 'How long is the membership valid for? If you limit the membership duration, learners' access to the platform will be automatically disabled at the end of the membership.' It has two radio buttons: 'No end date' and 'Limit to' (selected). A 'Duration' dropdown menu is set to '1 year'. Below this is the 'Price & Payment Terms' section, with a note: 'You can only set a price if you have connected a Stripe account.' It features four radio buttons: 'Free', 'One-off payment', 'Monthly recurring payments', and 'Monthly payment plan' (selected). The 'One-off payment' option shows a price of £ 0.00. The 'Monthly recurring payments' option shows a price of £ 0.00. The 'Monthly payment plan' option shows 'No. Payments' as 3 and a price of £ 40.00. At the bottom, there are 'Undo' and 'Save' buttons.

We view this new feature as a midpoint payment option between what previously might have been a large one-off payment, or smaller monthly recurring payments for your customers.

For example, instead of offering a £10/month membership for 12 months, you could collect payments for this 12-month membership over three equal payments of £40. In this case you collect your membership revenues sooner, whilst still offering your members a lengthy period of access to your platform.

It also offers some protection over customers who may 'binge' your content in their first couple of months, only to request a cancellation before the end of their membership duration.

Conversely, for some customers it may be too expensive to pay for a 12-month membership in a large one-off payment, and this new feature now gives you the opportunity to offer a payment option that spreads the amounts into smaller monthly chunks.

Adjustments to the create/edit membership products interface – To better accommodate the additional payment structure for Membership Products we have made some layout changes to the ‘Membership Products’ ‘Pricing & Duration’ & ‘Settings’ pages.

On the ‘Pricing & Duration’ page, we have more clearly laid out the different pricing structures you can apply to your membership product.

Price & Payment Terms

You can only set a price if you have connected a Stripe account.

☐ Free

Enable members to access your platform for no charge for the duration of the membership.

☐ One-off payment

Collect a one-time payment to enable members to access your platform for the duration of the membership.

£ 0.00

☐ Monthly recurring payments

Charge a monthly recurring fee for the duration of the membership to enable access to your platform. If your members fail to make a payment their access will be disabled.

£ 0.00

☒ Monthly payment plan

Enable your members to spread the cost of the membership fee over several monthly payments. If your members fail to make a payment their access will be disabled.

No. Payments

3

£ 40.00

And, we have moved the ‘Enable for Renewal’ selection to the top of the ‘Settings’ page.

About

Pricing & Duration

Content

Settings

Enable for Renewal

Do you want learners to be able to renew onto this product from the renewal page?

☒ Yes, allow renewals. ☐ No, not available for renewals.

Registration Rules

Public membership products are available for general sale and will be visible to learners on your main registration page. Private membership products will not appear on your main registration page and are accessed only through the unique URL shown below.

☒ Public registration ☐ Private registration

[http://beta.dendree.com/auth/registration/6C7H15C8M18](#)

Simpler public course catalogue URL - For platforms that do not offer membership Products it is now even easier to showcase your course catalogue to prospective customers.

The new '**Preview Catalogue**' feature is available to platforms that do not use the membership product feature. It can be found on your '**Courses**' page in the Admin app and allows you to open up your site for non logged in users to view your catalogue and courses with simpler SEO friendly URLs.

Once enabled, prospective Learners can view your Catalogue and Course Overview pages BEFORE registering to your platform - effectively turning it into a mini sales website. *If you are already using the 'Course Catalogue Visibility' feature this will not be affected and will continue to work.* This just offers you a simpler URL structure:

- Catalogue: <subdomain>.clicklms.com/courses
- Course Overview page: <subdomain>.clicklms.com/courses/course/<id>

The screenshot shows the ClickLMS Admin interface. At the top is a dark navigation bar with the ClickLMS logo and links for Courses, Instructors, Learners, Settings, and an Admin dropdown. The main content area has a light blue background. The 'Latest items' section displays four course cards, each with a red book icon and labeled 'Course Four', 'Course Three', 'Course Two', and 'Course One' from left to right. Below this is the 'Preview Catalogue' section, which includes a toggle switch that is turned on and a text input field containing the URL 'https://noproducts.staging.clicklms.com/courses'. At the bottom is the 'Courses list' section, featuring a search bar, filters for 'Live' and 'Draft' status, date range filters 'Published from' and 'Published to', a 'Create new' button, and icons for grid and list views.

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Courses Instructors Learners Settings Admin

Latest items

Course Four Course Three Course Two Course One

Preview Catalogue

Your learners can preview your catalogue before registering to your platform.
If you want to hide your catalogue before registration, you can toggle this feature off at any time.

☒

Courses list

Search [Q] Live Draft Published from Published to [X] [Grid/List] Create new

Admins can now export a CSV report with learner's progress by course from the Learner's 'Course Enrolments' page.

This is accessed from the Learner's **Course Enrolments** Page in the Admin app: *Learners > Learner Name > Course Enrolments*

Simply click '**Export Report**' to download a CSV of your learner's course progress. To open a CSV report you will need access to Microsoft Excel, Apple Numbers or Google Sheets.

The screenshot shows the ClickLMS Admin interface. The top navigation bar includes 'Courses', 'Instructors', 'Learners', and 'Settings'. The user 'Amy' is logged in. The breadcrumb trail is 'Learners > learnertest'. On the left sidebar, 'Course Enrolments' is selected. The main area shows a 'Course List' table with columns: Course, Completed, CPD Progress (mins), Start Date, and Access Enabled. Two courses are listed: 'Dental Implant Accident Protection Policy' and '1 hour course'. Both have progress bars and toggle switches for access.

Course	Completed	CPD Progress (mins)	Start Date	Access Enabled
> Dental Implant Accident Protection Policy	0/35	17 Mar. 2020	<input checked="" type="checkbox"/>	
> 1 hour course	0/60	02 Jul. 2020	<input checked="" type="checkbox"/>	

Learners can now export a CSV report with a list of all completed courses from their 'Certificates' page.

This is accessed from the Learner's My **Certificates** Page in the Learner app. Simply click '**Export Report**' to download a CSV of your learner's course progress. To open a CSV report you will need access to Microsoft Excel, Apple Numbers or Google Sheets.

The screenshot shows the ClickLMS Learner interface. The top navigation bar includes 'My Courses' and 'Course Catalogue'. The user 'Adam' is logged in. The page title is 'Certificates'. Below the title, there is a 'Re-issue Certificate' section with a text input for 'Course title' and a 'Generate' button. Below this, there is an 'All certificates' section with a table of certificates. At the bottom right of the certificates section, there are buttons for 'Export Report' and 'Download Certificates'.

Course title
<input type="text"/>

All certificates

Course title
<input type="text"/>

Adjustments to the Administrator view of a learner profile – As we have introduced many new features over the last year we wanted to simplify the Learner profile page structure and improve loading speeds.

Therefore when you navigate to a Learner's profile page ('Learners' → Click on Learner name in the table) now you will see we have split the page into three:

1. **Profile & Membership:** Here you can edit your learner's profile details (e.g. email address) and view or edit their membership.
2. **Course Enrolments:** View which courses Learners are enrolled to, enrol them to new courses, disable their course access, edit their course learning time and export a learner progress report.
3. **Certificates:** Download their certificates or re-issue certificates following any changes to their profile details or course status.

The screenshot shows the ClickLMS interface. The top navigation bar includes 'Courses', 'Instructors', 'Learners', and 'Settings'. The user 'Amy' is logged in. The 'Learners' section is active, showing 'Learner test'.

Learner test

Username: learnertest
Email: learnertest@gmail.com
Joined: 17 Mar. 2020
Last Log In: 17 Mar. 2020

Membership Details

Product	Duration	Start Date	Expiry Date	Payment Terms	Payments Received	Next Payment	Status
Standard Membership	No end date	17 Mar. 2020	N/A	Free	N/A	N/A	Active

Upgrade to the Bigbluebutton webinar software release – For many of our customers, our add-on webinar service is a fantastic way of offering live and interactive lessons with their students. Last month we upgraded our webinar service to the latest software version, offering a significant performance improvement and enhancements to the usability for all participants.

The new software upgrade should deliver quicker connections to joining webinars, and clearer audio and video during the live events. In the background the new update also enables faster processing of the automated recordings.

For webinar hosts the new upgrade also offers visibility on your attendees' network conditions, allowing you to more easily identify users who may be having connectivity issues.

And that's a wrap!

Adam Rosen,

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