

imc Mobile Apps

Functions in detail

imc Mobile Apps

Functions in Detail

Author(s): Lia Ghiță, Ana Dudita

Date: 2021-12-07

Document	Description
Version	ILS 14.11
Status (Draft / Review / Finalisation)	Finalisation
Contact Person(s)	Lia Ghiță, Ana Dudita

History	Status	Who
2021-01-07	Draft	Lia Ghiță
2021-02-24	Review	Lia Ghiță
2021-12-07	Review	Lia Ghiță
2021-12-07	Finalisation	Dr. Peter Zönnchen

Content

1	Introduction	5
2	App launch and user login	6
2.1	Disclaimer	6
2.2	App launch using a QR code or custom URL	7
2.3	Login	7
2.4	First login workflow	8
2.5	Try the demo	8
3	Main navigation	9
3.1	User related entries	10
3.1.1	User profile	10
3.1.2	My competencies	11
3.1.3	My experience	12
3.1.4	Settings	13
3.1.5	Feedback	14
3.1.6	About	14
3.1.7	Log out	14
3.2	Learning related entries	14
3.2.1	Home	14
3.2.2	Catalog	14
3.2.3	My Courses	14
3.2.4	My Training	15
3.2.5	Appointments	16
3.2.6	News	17
3.3	Manager related entries	18
4	Personal dashboard	19
5	Catalogue	21
5.1	Enrollment process	22
6	My Courses	23
6.1	General course related features	23
6.2	Bulk course download	24

7	Push notifications for learning nuggets	25
8	Course room	28
8.1	Details	28
8.2	Syllabus	28
8.3	Supported media types	30
8.4	Library	31
8.5	News	32
8.6	Appointments	32
9	Configuration possibilities of the standard app	33
10	Branding and custom apps	34
11	Additional functions	37
11.1	Rate the app	37
12	Limitations and unsupported features	38

1 Introduction

imc provides mobile applications for Android and iOS, that allow both an online and an offline learning experience.

The apps are freely accessible in the App Stores and can be used by learners freely as long as the corresponding Learning Suite system used has the licence for mobile learning available.

Besides the standard app, imc also provides the possibility for customers to acquire a custom version of the apps, which they can publish in their name and design.

This document provides a summary of the functions supported in the apps and information about customized apps.

2 App launch and user login

2.1 Disclaimer

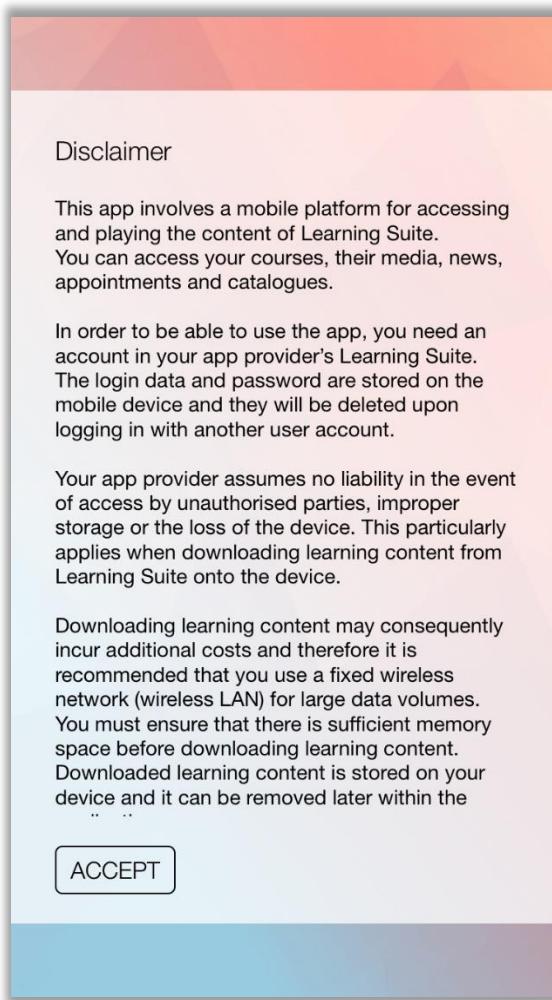


Fig. 2.1: "Disclaimer" screen.

Upon installing the app, the user will be presented with a disclaimer where the terms of use for the app are explained.

Additionally, the app will ask for the needed authorizations in order to use the app: access to the file system, access to the camera and access to the calendar. If the user does not allow the access, the app can not be used.

2.2 App launch using a QR code or custom URL

There is the possibility to launch the app and pre-fill the server URL and username by scanning a QR code which contains the needed information.

2.3 Login

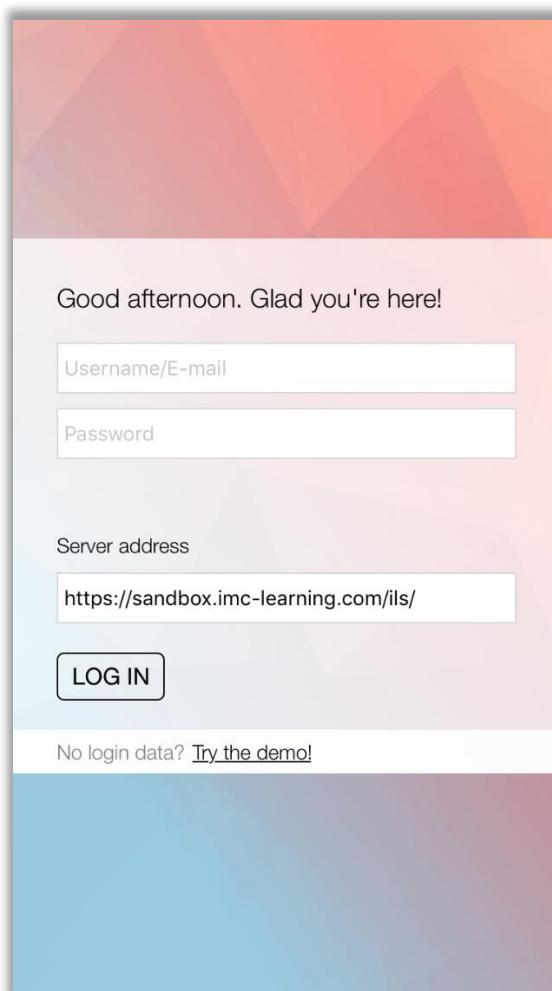


Fig. 2.2: "Login" screen.

The standard login page allows users to input their username and password and the server URL of the corresponding ILS in order connect.

Both HTTP and HTTPS protocols are supported.

Currently the only type of authentication supported by the mobile apps is the Local authentication for the standard app. Custom apps come in addition with support for SAML2 and OAuth.

2.4 First login workflow

The mobile apps support the first login workflow, consisting of the three steps: privacy policy, Password change and Edit profile.

2.5 Try the demo

Unregistered users can sign up for a user account on the demo system located at
<https://sandbox.imc-learning.com/ils>

3 Main navigation

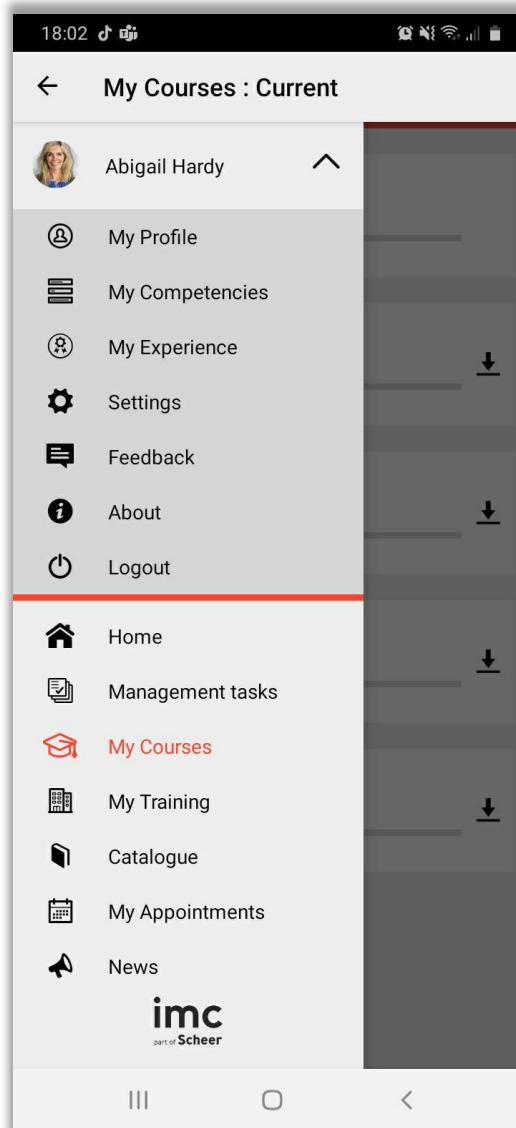


Fig. 3.1: "Main navigation" screen.

Based on the user's role in the system (determined by the dashboard pages the user is allowed to access), the main navigation displays:

- User related entries;
- Learning related entries;
- Management related entries.

The entries are split in two areas:
User related entries and **Learning or Manager related entries**.

3.1 User related entries

3.1.1 User profile

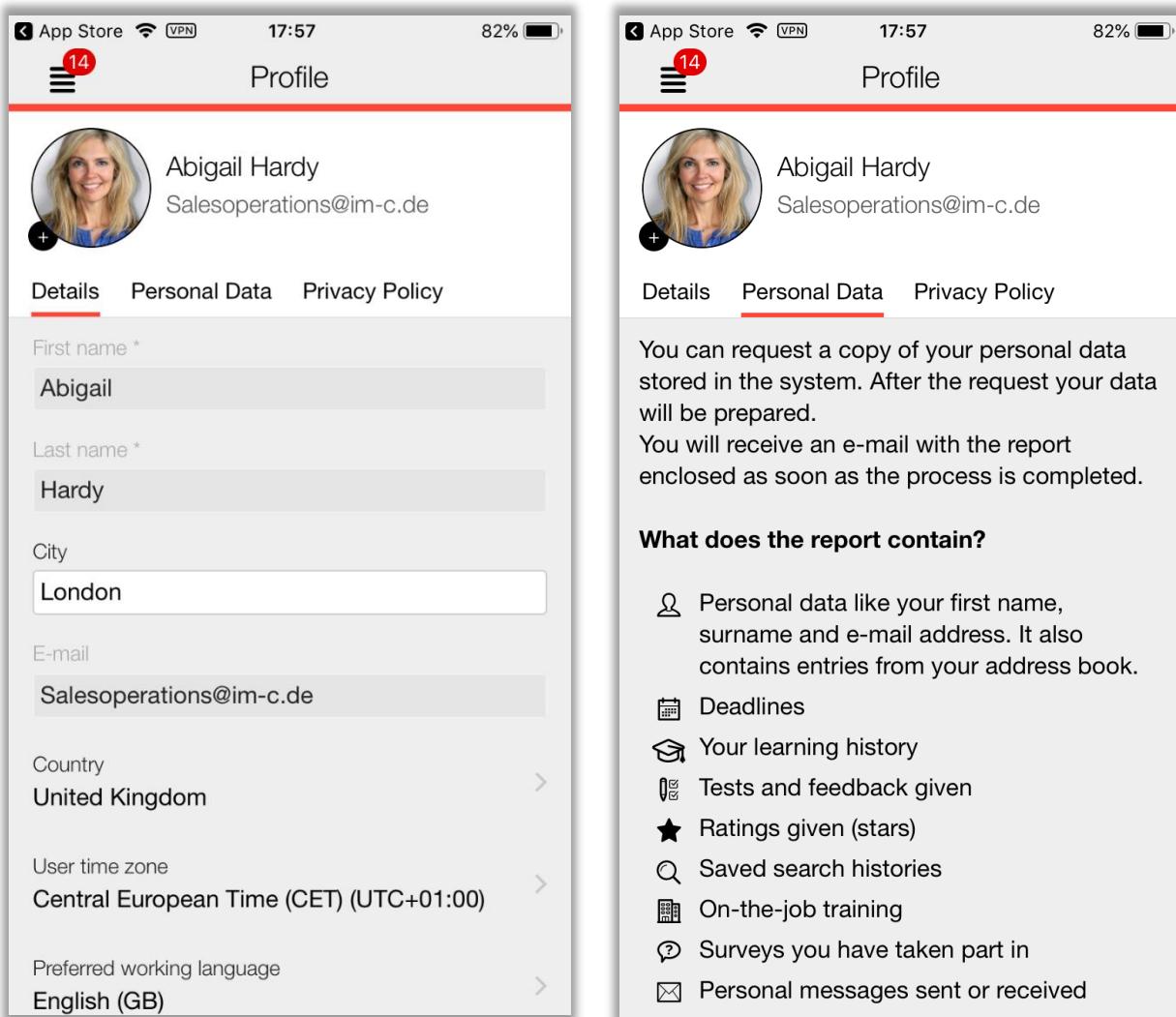


Fig. 3.2: "User profile" screen.

From the main navigation, users can access their personal profile, where they can edit personal information

The following options are available:

- Edit the user data,
- change password,
- request personal data and
- view and retract the privacy policy.

3.1.2 My competencies

The competencies module is available in the mobile apps, where the job profiles and skills are available.

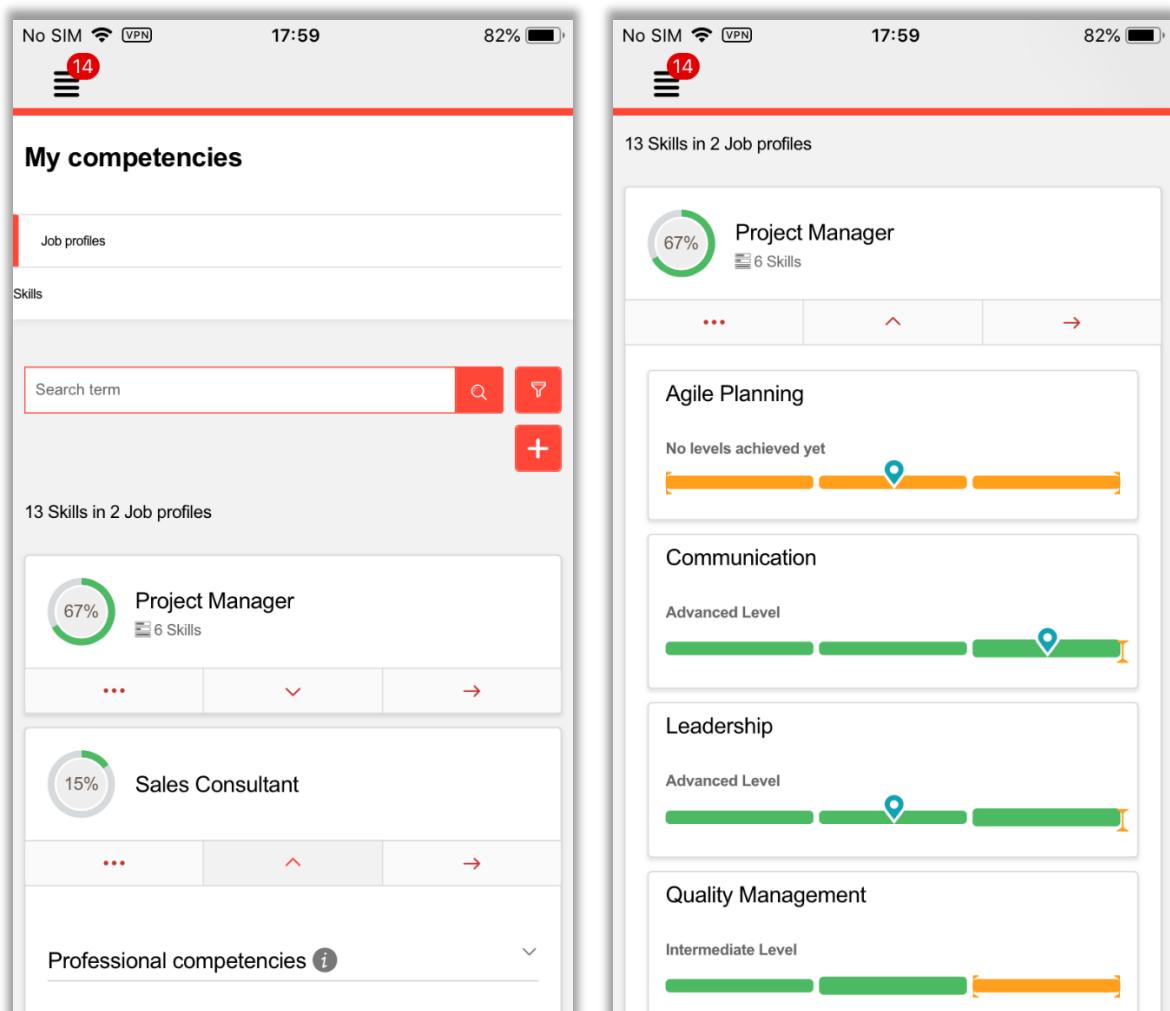


Fig. 3.3: "My competencies" screen.

3.1.3 My experience

The learner can access his experience tracks and badges in the mobile app via a dedicated navigation entry.

Leaderboards are also accessible.

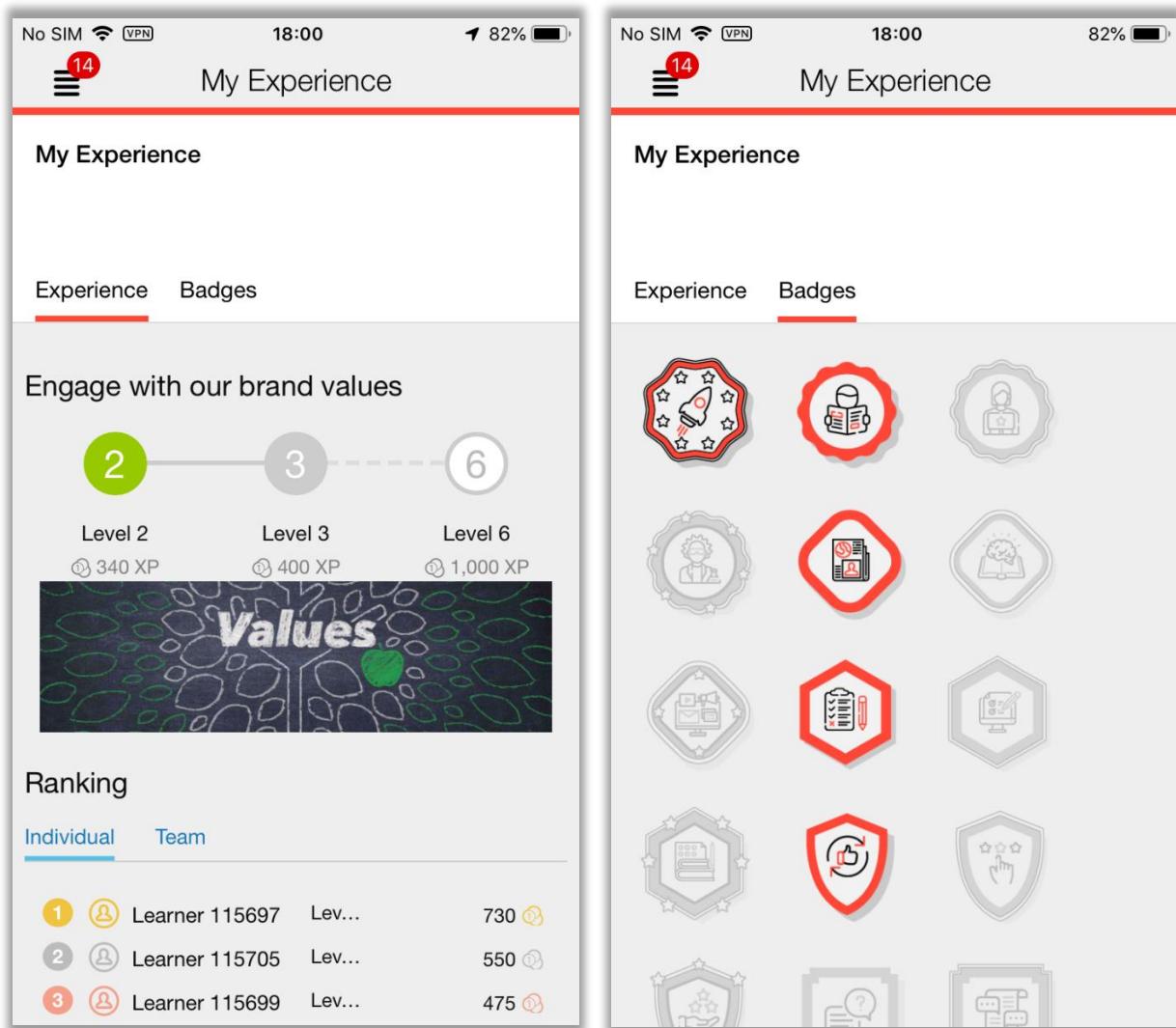


Fig. 3.4: "My Experience" screen.

3.1.4 Settings

The settings page allows the possibility to restrict the content which should be included in the synchronization by separating the current courses from the completed, pending or cancelled ones.

Also, from the settings page, a manager can activate the learning mode if needed.

From here, the user can also configure that downloads should only be allowed when a wi-fi connection is available, to avoid surcharges for using mobile data.

For media of type video it is also possible to configure whether HD version of the video should be used by default when available.

Specific to the iOS app, the user has the option to enable streaming for WBTs so that they can be run in online mode without the need to download the entire WBT beforehand.

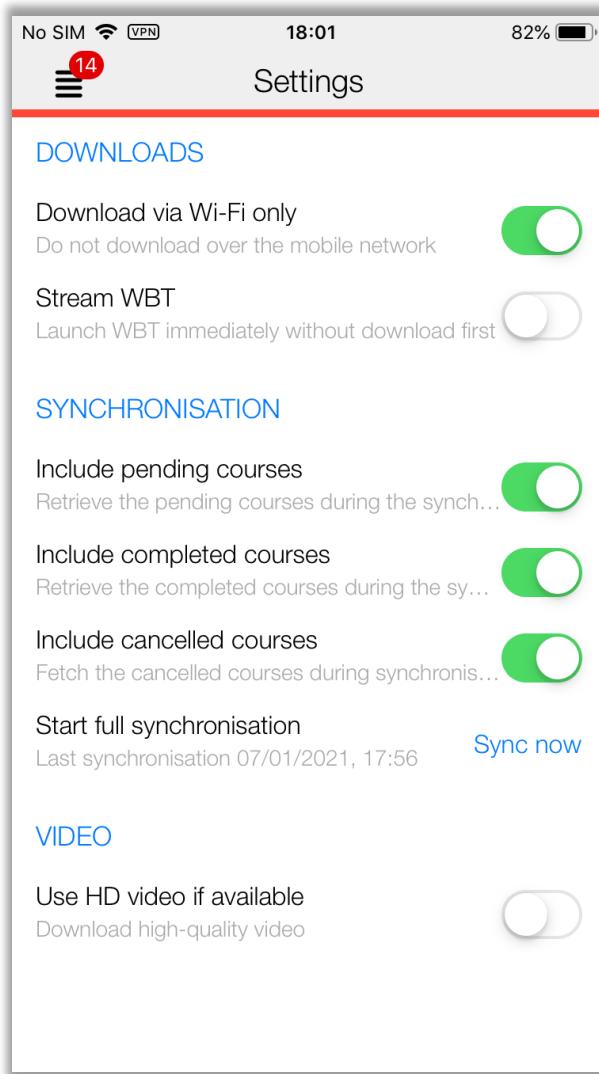


Fig. 3.5: "Settings" screen.

3.1.5 Feedback

The apps include a Feedback option which enables users to send feedback or suggestions to our support team. Selecting the feedback option will open the mail client if installed on the device and will pre-populate information about the app version and device in the body of the message.

3.1.6 About

Specific to Android app, an About page is available, where information about Plug-ins and Repositories is available. Here a privacy policy is also available as required by the Google play store.

iOS devices display these informations as part of the device settings in the app section.

3.1.7 Log out

Users can end their session manually by using the Log out option. When using the native apps, the session does not automatically expire.

3.2 Learning related entries

The following main navigation entries are available in the app. Details about supported functionality are presented in upcoming chapters.

3.2.1 Home

The homepage of the app is available if the learner dashboard is configured for the logged in user. A welcome message will be displayed if configured and the learner has the option to resume learning on the latest media element they worked on.

3.2.2 Catalog

The catalog content is accessible via the Catalog navigation entry.

3.2.3 My Courses

The list of courses and course templates associated with the logged in user is accessible from the “My Courses” navigation entry.

3.2.4 My Training

Users (both Mentors and Trainees) can access the training modules they have assigned from the dedicated navigation entry called My Training.

The training content can be downloaded and accessed in offline mode afterwards.

The trainee can access his tasks, upload attachments and leave feedback.

The mentor can download the attachments added by the trainees and can evaluate tasks as passed, failed or done.

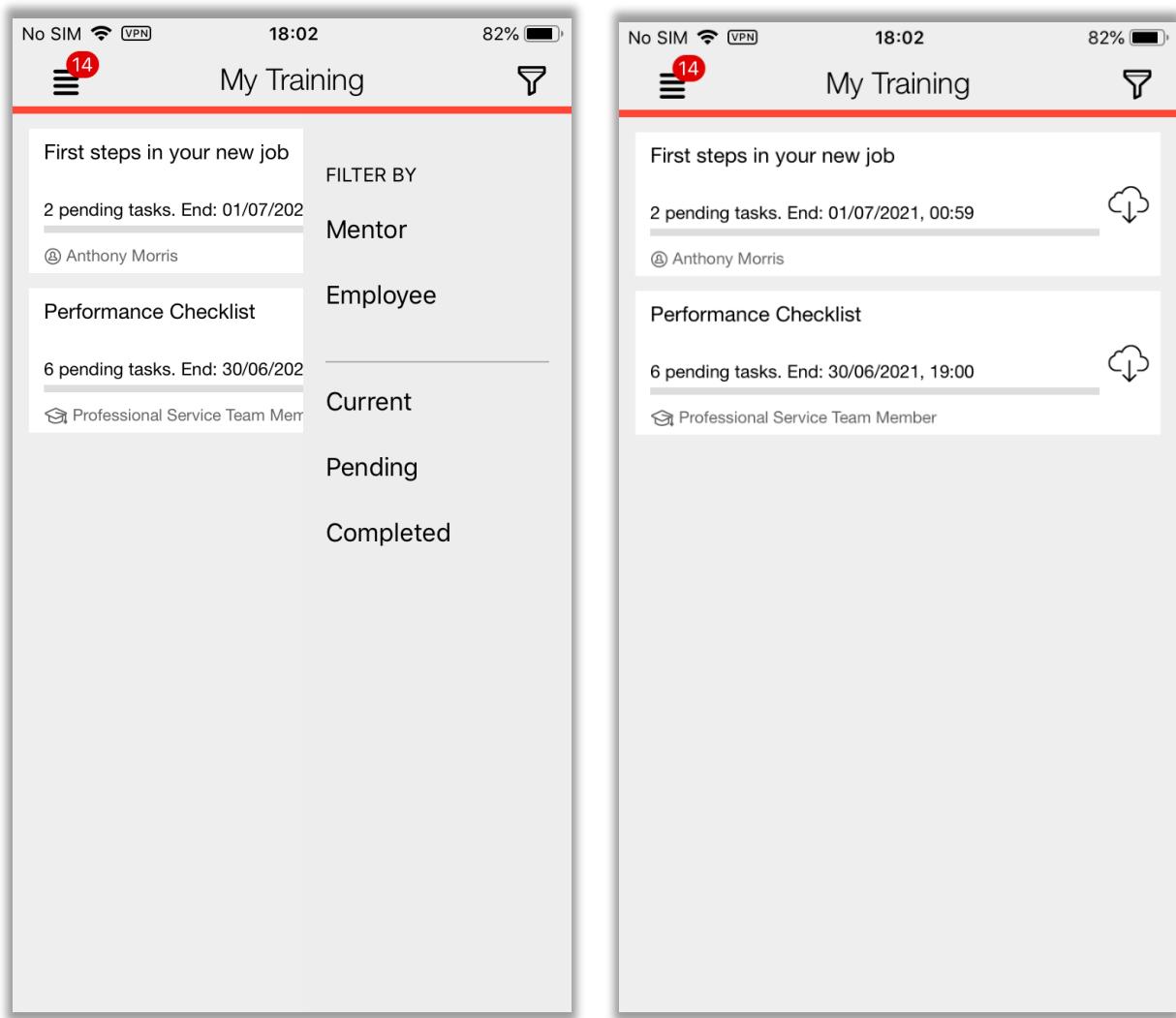


Fig. 3.6: "My training" screen.

3.2.5 Appointments

Under the Appointments navigation entry, the learner can find course appointments together with scheduling information.

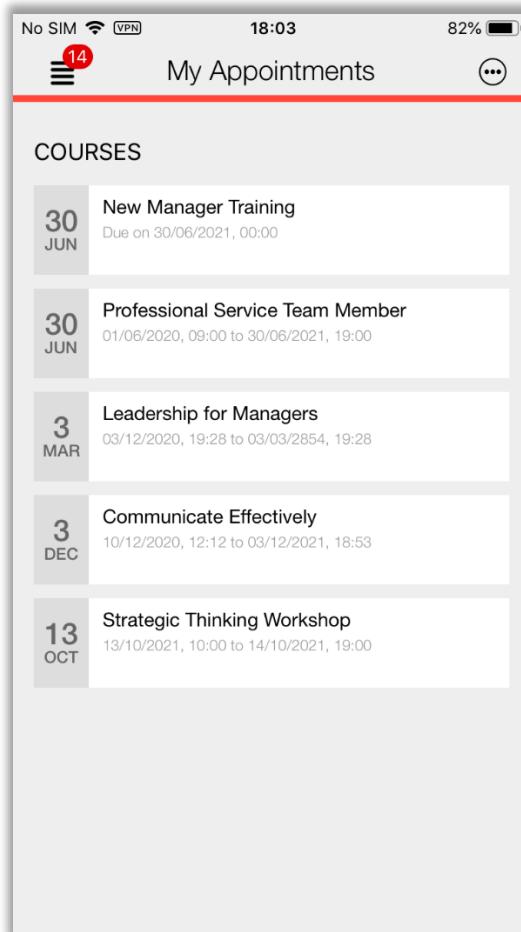


Fig. 3.7: "My Appointments" screen.

3.2.6 News

General news are available behind an own navigation entries in the main menu.

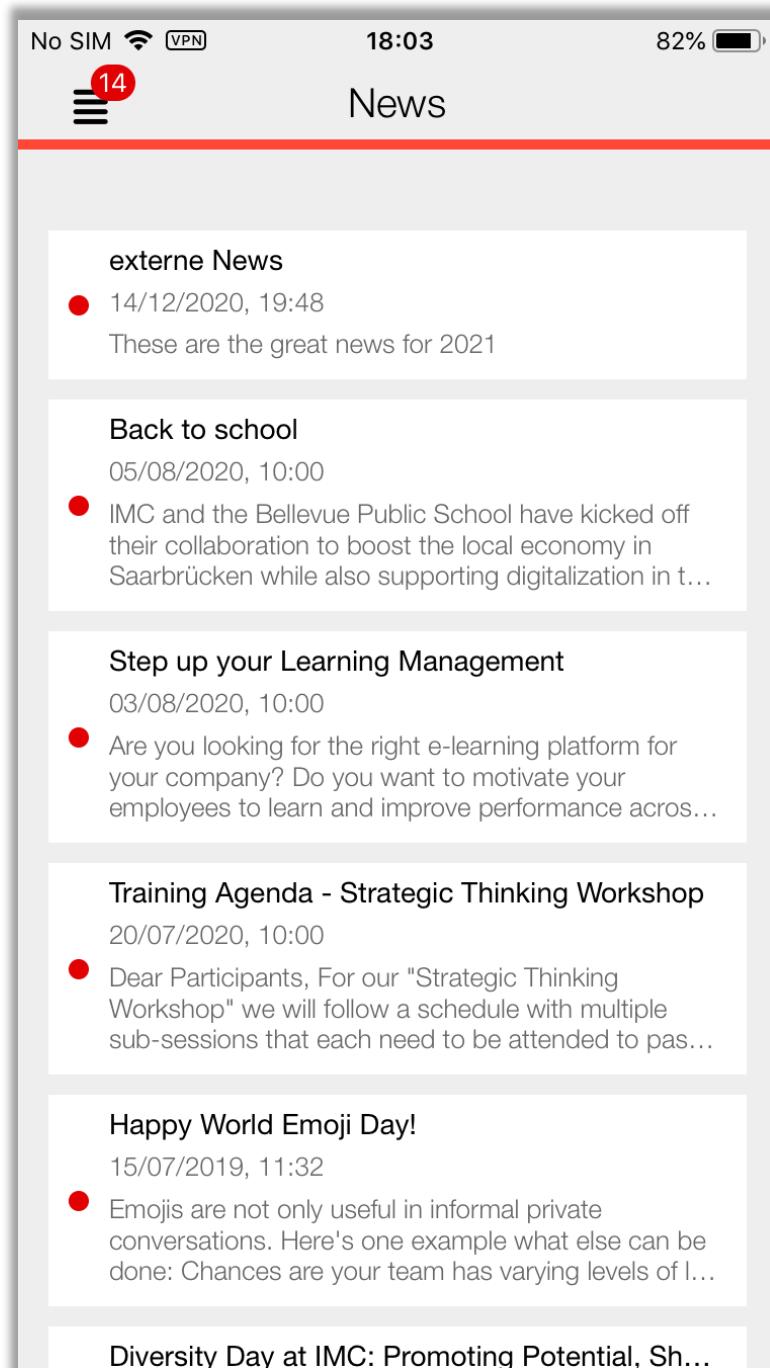


Fig. 3.8: "News" screen.

3.3 Manager related entries

If the logged in user has access to the manager dashboard configured at client level in administrative backend of the LMS, a new navigation entry will be shown in the app. The name of the entry will be as defined in ILS for the name of the Dashboard.

If the logged in user has rights to see only the manager dashboard and not the learner one, the app's main navigation will hide by default all learning related entries, for a more personalized manager experience. The entries can be re-added from the settings page.

4 Personal dashboard

There can be a maximum of two instances of the dashboard present at the same time in the navigation: a learner dashboard (which, if present, will always be the Home page) and a manager dashboard. The two can exist in combination or individually, depending on the client configuration and user ACLs.

The manager dashboard, when available, will display the title as defined in the ILS.

The personal dashboard in mobile apps supports the following panel types:

- Course panel;
- Bookshelf panel;
- Enrolment requests panel.

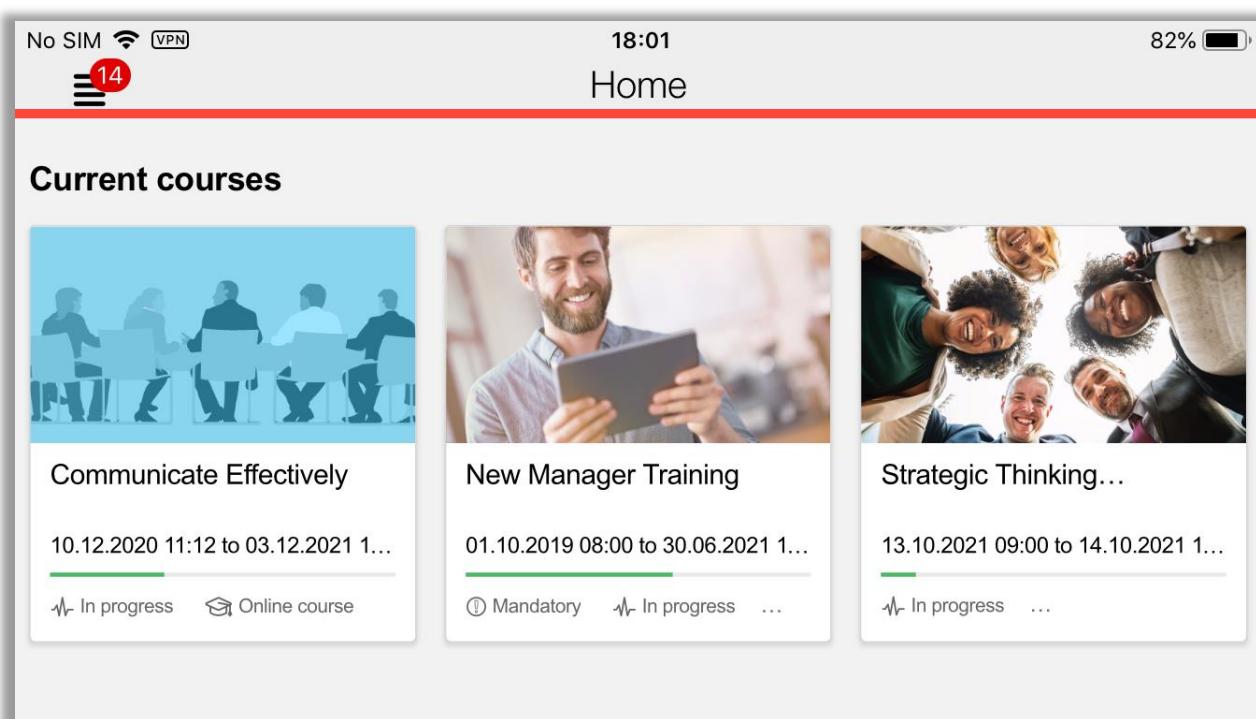


Fig. 4.1: “Personal dashboard” screen.

The **course panel** allows learners to access a collection of the courses they are assigned to directly from the home page.

The **bookshelf panel** allows the learners to access the content that they have bookmarked and remove items from the bookshelf if needed.

The **enrolment request panel** allows managers to respond to course enrolment requests from learners directly from the mobile apps.

The manager can access the course details and also the user profile of the learners for an informed decision. Also, a pre-requisite check is performed and the manager is informed if the request he wishes to approve comes from a user who does not meet the recommended pre-requisites needed to attend the course.

5 Catalogue

The mobile apps make use of the REST API catalog queries in order to retrieve content, as oposed to using the Solr server.

The learner can browse the catalog content, enrol to courses and download supported media content.

There is the possibility to filter and search in the catalog.

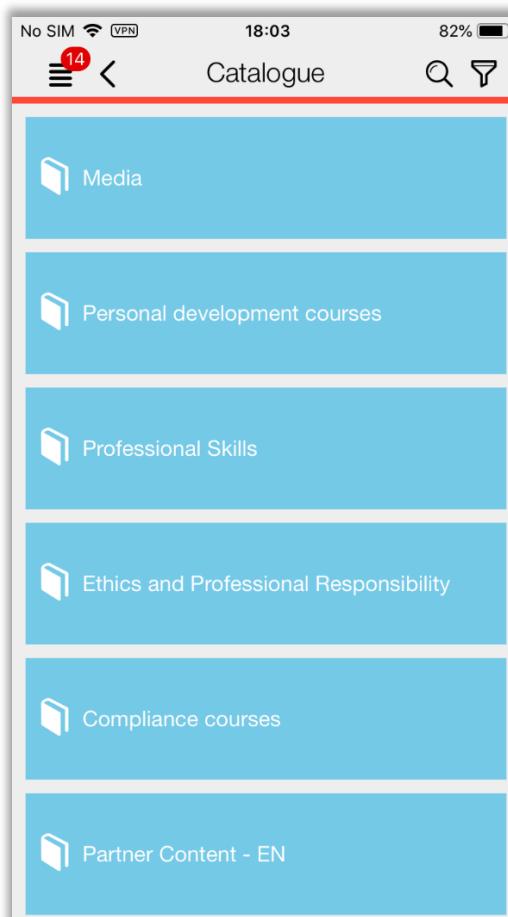


Fig. 5.1: “Catalogue” screen.

5.1 Enrollment process

Learners have the possibility to enroll to courses found in the catalogue, when self enrollment is available. Enrollment forms are not supported in the native apps. The learner will be invited to use the web application in order to enroll to a course which is configured with an enrollment form.

When a course has prerequisites, the prerequisite check will be performed and the learner will only be allowed to proceed with the enrollment if he fulfills the mandatory conditions.

Purchasing courses via Paypal or Shopify is not supported in the native apps.

The seat allocation check is not supported in the apps.

Supported media types in the catalogue:

- File;
- Multimedia file;
- Link;
- Simple WBT;
- SCORM WBT (iOS only);
- Event.

6 My Courses

The “My Courses” lists displays all courses which are related to the current user. The courses are split in 5 categories, that can be changed from the course filter. A search option is available to allow learners to easily find the course they are looking for. The categories are: Current, Pending, Recommended, Completed, Cancelled. The course tiles display scheduling and status information, along with the course title. The course image is also available in all displays except phone portrait.

6.1 General course related features

If so configured, the learner has the possibility to Manually complete or cancel courses. The cancellation reason and comment can be input for both cancellation types. Also, eSignature course completion is supported. Pre-start and post-conclusion accessibility is considered when allowing access to course content. If available, the course certificate can be downloaded upon course completion.

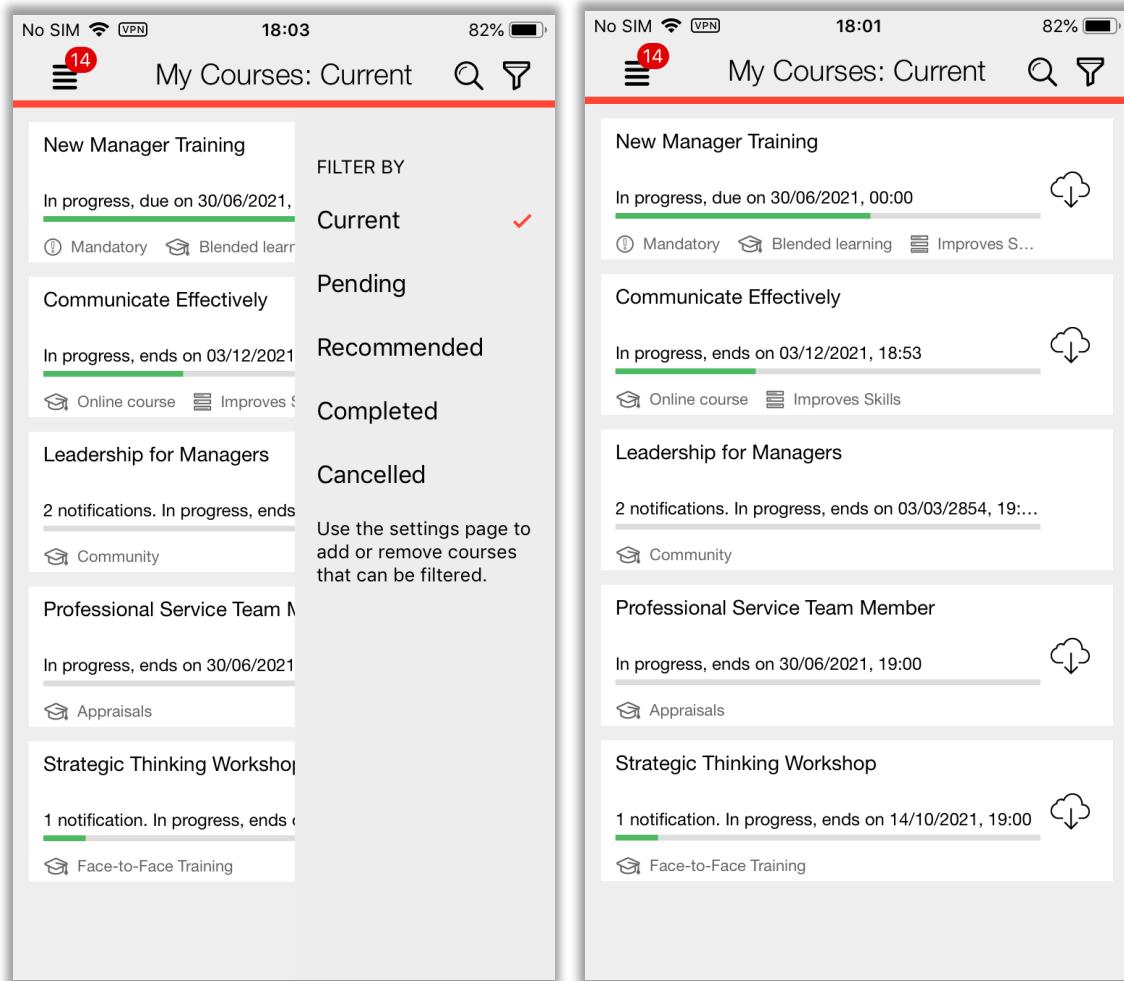


Fig. 6.1: "My Courses" screen.

6.2 Bulk course download

The learner has the possibility to download the entire course by using the download option on the course tile. For an already downloaded course, an option to remove the content is available on long tap on the course tile.

The download function is only available from the My courses area and not from the dashboard.

7 Push notifications for learning nuggets

Media elements can be enabled for push notifications via a checkbox meta tag: ID 11561

Additionally, a teaser text must be provided so that the text can be displayed to the learner when receiving the notification. The teaser text is limited to 500 characters. (ID:11560)

- **Notification on new media available in a course.**

On the notification level, for user defined notifications when the condition is set depending on new media being added to the course, push notifications can be enabled and will be sent out to the learner's registered mobile device.

The notification will display the teaser text configured at the media level and when this text is missing, the teaser configured at the notification level will be used.

- **Notification prior to start date of a media element.**

When scheduling media in the syllabus of the course, it is also possible to send a push notification as soon as the media becomes available. For this purpose, a cronjob must be configured to run and collect all the scheduled notifications for the timeframe in which it runs.

When a push notification is received by the learner's device, the notification will be displayed in the notification drawer if the app is closed or minimized and will be displayed in-app if the app is already open.

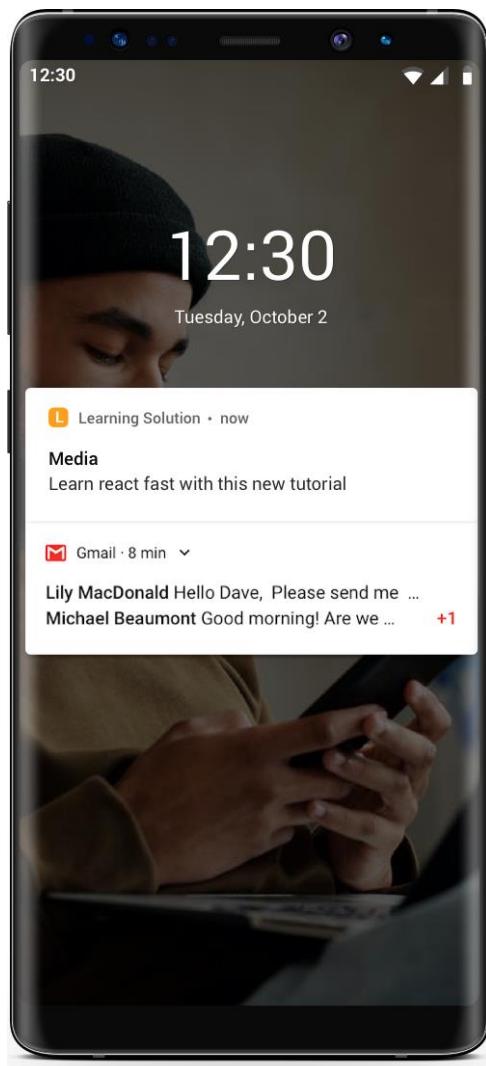


Fig. 7.1: “Push notifications” screen.

The notification will show the text as configured for the media element and will be displayed in the preferred working language of the user.

When seen in the notification drawer, the notification can be selected and the app will open, triggering a download and open of the media element, as long as the media is accessible.

When the app is already open and a notification arrives, it will be displayed as an overlay. The user can confirm and open the media or can dismiss the notification via the cancel option.

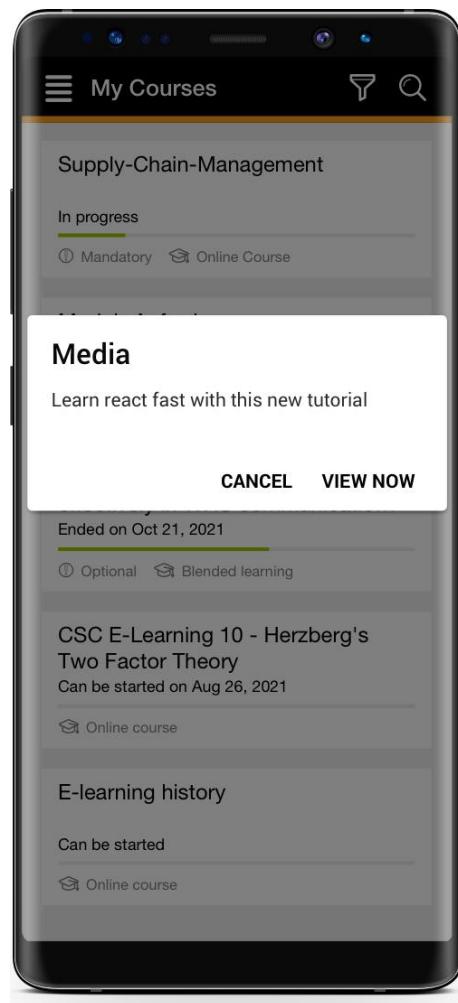


Fig. 7.2: "Notification" screen.

During the download of the media, a progress bar is displayed to inform the user about the download status.

8 Course room

The course room of the mobile app is structured in sections accessible via tabs.

The sections allow access to:

- Details;
- Syllabus;
- Library;
- News;
- Appointments;
- Skills.

The course room layout is not configurable in the apps.

8.1 Details

The course details tab displays the meta tags set with the corresponding visibility.

The course image is displayed always in the header, if the meta tag visibility is set. The preview video is not supported by the apps.

The course location is displayed always at the top of the list if available, with the possibility to access details and download attachments and the option to view the location on the map.

If the Tutor meta tag visibility is set, the tutor information, together with the possibility to send an e-mail is available.

Also, the Further information meta tag allows the download of additional course details from the details page.

8.2 Syllabus

The syllabus displays the list of available media elements, including the ones which are currently not supported by the app.

The content can be downloaded and accessed offline.

If so configured for the course, the learner has the possibility to mark content as Completed by a long tap action on the media tile.

Bulk download is also possible in the edit mode.

Content can also be deleted from the device's storage, via long tap or through the edit mode.

Learning logic is supported in the app. Locked content is displayed appropriately. Also, items locked by scheduling display the corresponding start and end date and can not be accessed during the locked period.

Course sets are also supported in the syllabus. Tapping on the course set tile reveals the list of available courses where the learner can enrol.

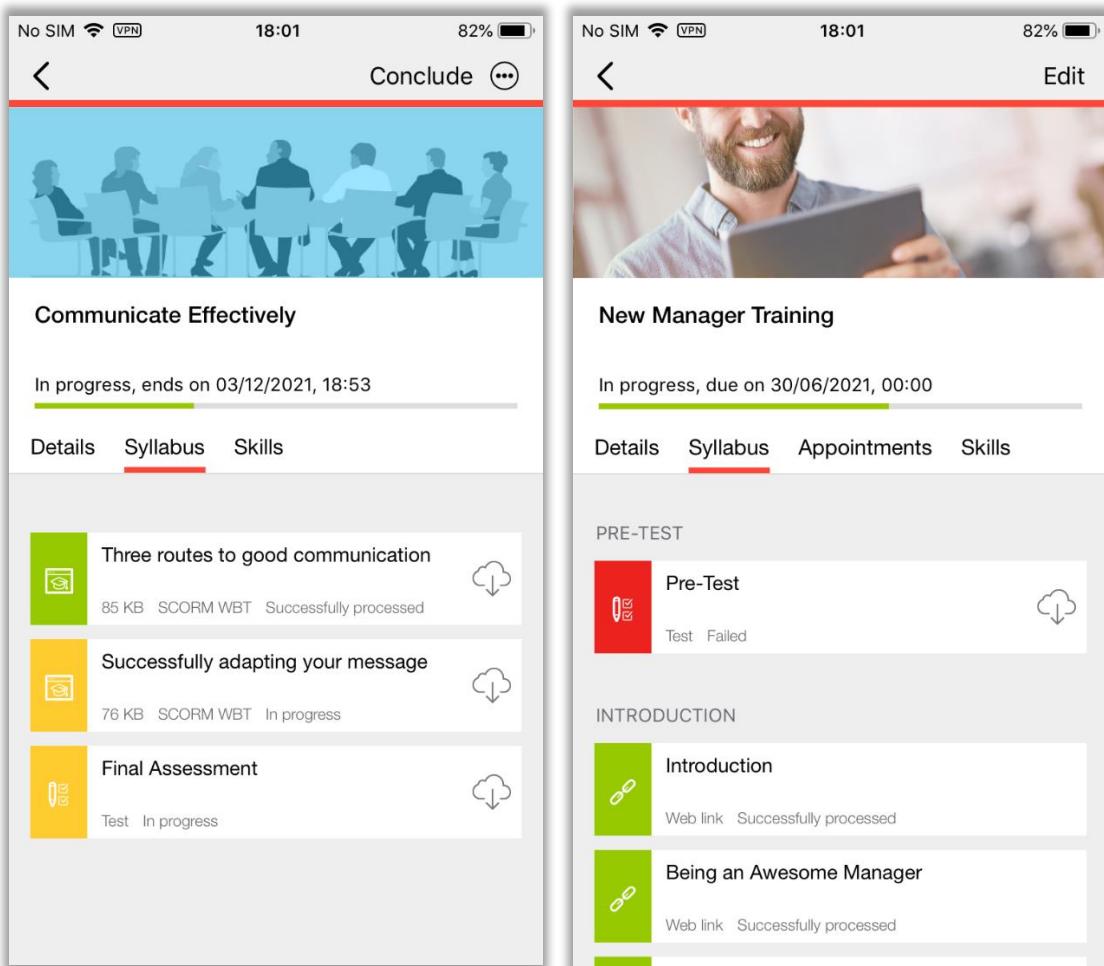


Fig. 8.1: "Syllabus" screen in the "Course Room".

8.3 Supported media types

As part of a course syllabus, the following media types are supported:

- File.
- Multimedia file.
- Link.
- Simple WBT.
- SCORM WBT.
- Adobe meeting.
- Adobe recording.
- Test:
 - The Universal test and feedback player (UTFP) is available in the app as a web component covering the functionality provided based on the test player settings.
- Feedback form:
 - The Universal test and feedback player (UTFP) is available in the app as a web component covering the functionality provided based on the player settings.
- Event.
- GoToMeeting.
- GoToWebinar.
- LTI 1.1 (iOS only).

Offline scenarios

It is possible to trigger learning logic rules based on progress made by the learner while in offline mode. The following media are supported in this process: File, Link, WBT and SCORM WBT. This process requires that the entire syllabus is downloaded beforehand by using the bulk download option.

Specific to the iOS app and based on a configuration, tests can be downloaded even if locked by scheduling. This allows learners to download the content in advance and access it when the element becomes available based on the defined scheduling, even if the device is in offline mode at the time when the unlocking occurs.

8.4 Library

Library content can be accessed in the app via the corresponding tab.

Library content does not register any progress.

Supported media types in the Library

- File:
- Multimedia file:
- Link:
- Simple WBT:
- SCORM WBT:
- Test:
 - The Universal test and feedback player (UTFP) is available in the app as a web component covering the functionality provided based on the test player settings.
- Feedback form:
 - The Universal test and feedback player (UTFP) is available in the app as a web component covering the functionality provided based on the player settings.

8.5 News

Course news are accessible in the app via the News tab.

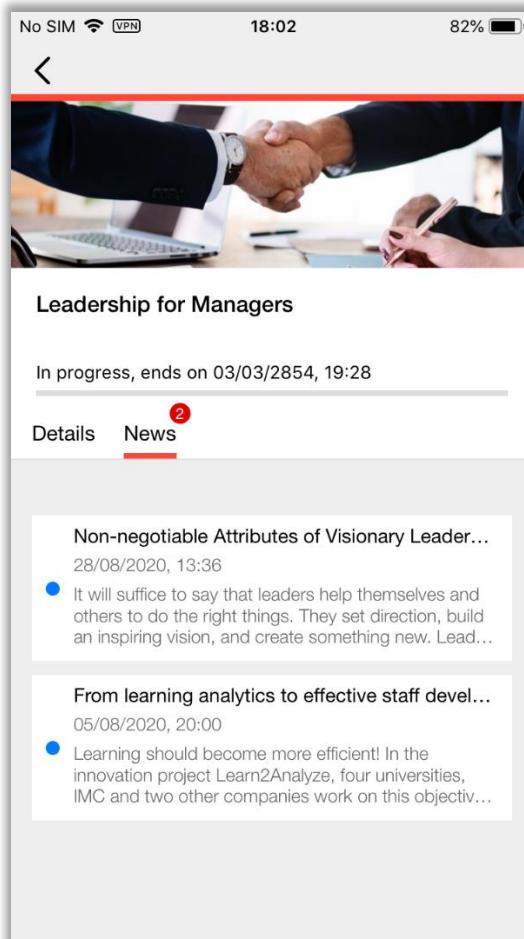


Fig. 8.2: "News" screen.

8.6 Appointments

The appointments tab accessible from inside the course room lists media items which come with different scheduling information than the course itself.

The appointments can be added to the callendar.

9 Configuration possibilities of the standard app

Besides configuration applied via the administrative backend of the LMS, certain configuration possibilities specific to the apps can be controlled via the client design from the **mobilepolicy.json** configuration file.

The following options are available:

- `downloadOnWifiOnly` – controls the default setting of the app for the download restriction only when wi-fi is available.
- `syncConcludedCourses` – controls whether the synchronization process of the app should also cover concluded courses.
- `allowOnlyStandardOS_iOS` - ensures that the app cannot be used on rooted devices for security purposes.
- `allowOnlyStandardOS_Android`: ensures that the app cannot be used on rooted devices for security purposes.
- `userCredentialsRecheck` – allows the possibility to increase the security by asking the user to provide a PIN after a certain interval of idle tab.
- `userCredentialsTries` – number of attempts for the pin.
- `userCredentialsDelay` – interval of idle time before the PIN is required.
- `downloadLockedMedia` – controls whether locked media can be downloaded in the context of offline learning logic.

```
mainMenu: {  
    "order": { "user": [ ], "app": [ ] },  
    "show": { "EXPERIENCE": { "client": 1, "group": [1123] } },  
    "hide": [ "COURSES" ],  
    "dashboards": [ { "id": 6, "name": "DASH01" }, { "id": 2, "name": "DASH02" } ]  
}
```

Example of configuration for the app navigation where the order and availability of navigation entries can be defined, also considering client and group membership of the user

10 Branding and custom apps

The customer is responsible for ensuring that the content they provide via the mobile app is compliant with the requirements of the different platforms (iOS/Android). imc can not be responsible for unsuccessful publishing in the app store due to content related policies.

There are two levels of customization available for the mobile apps:

1. Customization via the client design, available after login.
2. Advanced customization for custom apps.

The client design customizations include changing the colors and logo, based on assets available in the client design in ILS.

The following variables are supported that control the color configuration of the different aspects of the app:

Branding.json

```
{  
  "colors": {  
    "navigationBackground": "#ffffff",  
    "navigationItemNormal": "#003d6e",  
    "navigationItemDisabled": "#808080",  
    "navigationItemHighlighted": "#FFFFFFBF",  
    "menuBackground": "#ffffff",  
    "menuItemNormal": "#4d4d4d",  
    "menuItemSelected": "#009FE9",  
    "menuItemHighlighted": "#56C0E6BF",  
    "badgeBackground": "#009FE9",  
    "badgeText": "#ffffff",  
    "courseTileBackground": "#FFFFFFE6",  
    "courseTileTitle": "#000000",  
    "courseTileSubTitle": "#000000",  
    "courseTileMetadata": "#6c6c6c",  
    "courseTileProgress": "#97c900",  
    "courseTileProgressTrack": "#dddddd",  
    "courseTileDownloadIcon": "#666666",  
    "courseTileDownloadProgress": "#56c0e6",  
    "courseTileDownloadProgressTrack": "#dddddd",  
    "skillsProgress": "#97C900",  
    "skillsProgressTrack": "#ddd"  
  }  
}
```

The advanced customization includes an own logo, splash screen and simplified login screen. For each custom app, the following configuration possibilities are available:

Client.json

```
{  
  "url": "", - the URL of the LMS where the app should connect  
  "feedbackEmail": "",  
  "registrationSupported": controls whether the try the demo option is  
  available for the app  
  "autoStartCourse":  
  "authorizeOpenLMS":  
  ...}
```

Navigation configuration – hidden entries

```
"hideUserMenuItem": [  
  "COMPETENCIES",  
  "EXPERIENCE",  
  "FEEDBACK",  
  "OJT",  
  "LOGOUT"  
,
```

oAuth configuration

```
"oAuth": {  
  "client_id":  
  "authorizationEndpoint": "",  
  "tokenEndpoint": "",  
  "scope": "",  
  "headers": {  
    "Authorization": ""  
  }  
,  
  "disableWBTStreaming":  
  "saveSCODataOnCommit":  
  "courseSearch":  
  "courseDownload":  
  "courseLogic":,  
  "courseDetailsMetaTags":  
  "10000",  
  "10001",  
  "10120"  
}  
"hideCoursesFilters": [ "Upcoming", "Cancelled", "Recommended" ],  
"showExperienceTabs": [ "Experience", "ExperienceLeaderboards", "Badges" ],  
}
```

Meta data configuration for media – iOS only

```
"Available formats": "$SIZE $TYPE $STATUS $RUNNING_TIME $EXPERIENCE_POINTS",  
"mediaSubtitleFormat": "$SIZE $TYPE $STATUS $RUNNING_TIME $EXPERIENCE_POINTS"
```

11 Additional functions

11.1 Rate the app

Learners are prompted to rate the app in the appstore after a configurable amount of time.

```
"timePassedSinceInstall": 1,  
"timePassedSinceLastReminder": 1,  
"numberOfAppLaunches": 1
```

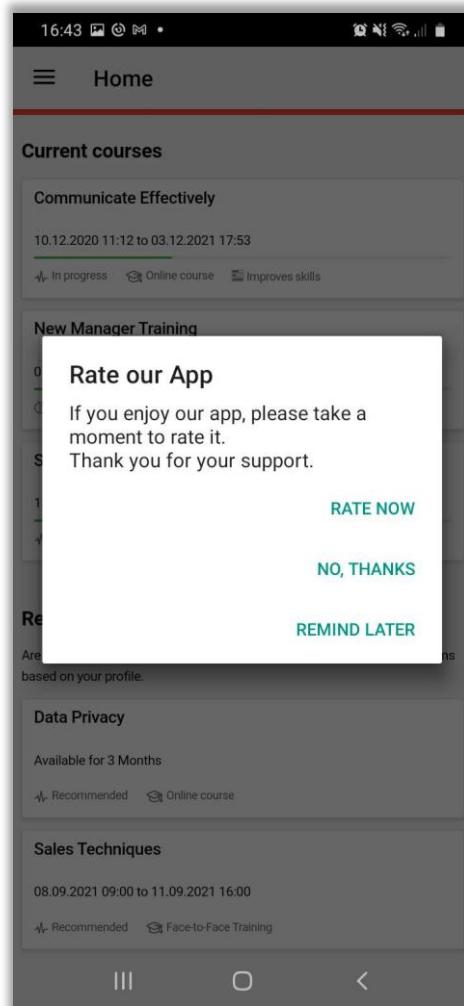


Fig. 11.1: "Rate the app" screen.

12 Limitations and unsupported features

The mobile apps do not support in-app purchases.

The mobile apps currently don't support the following functions:

- Forums / Social media.
- Programs.
- Advanced catalog features:
 - Pre-booking by learner;
 - Enrolling staff members by manager;
 - Catalog and Top content dashboard panels.
- New course room features:
 - Rating;
 - Participant list;
 - Contact tutors.
- Wording handling is done in the apps based on wording files.
- Enrolment forms.
- Sign up on custom systems.
- Enrolment for paid courses via Paypal or Shopify.
- (Android) WBT support in the catalog and bookshelf.
- Supervisor functions other than what is already stated in the document is not supported
- Skill and job profile assessments are not supported in the app.
- Additional dashboard panels besides what was already stated in the document are not supported in the apps.
- Easy course creation.
- Messages / Internal inbox.
- The app is supported in 34 languages. The following languages are not supported (compared to ILS): Bulgarian, French(CA), Spanish (Latin American), Croatian, Montenegrin, Bosnian, Ukrainian, Irish (GA).