nerdio

Nerdio University Guide

MSP Power User Functions

Revision 3

April 23, 2026

Contents

1 Overview of the administrator dashboard

The administrator dashboard is a central location where you can get a quick understanding of your organizations' use in Nerdio University.

To access the administrator dashboard:

1. Select the **Admin menu** icon in the upper-right of the page.
2. Navigate to **e-Learning** > **Dashboard**.
3. On the **Admin dashboard** page, use the **Filter by date** menus to adjust the scope of the data in the dashboard.
4. Analyze the data in the following sections.

1.1 Reports

The **Reports** section contains the following reports you can generate:

Reports	Details
Users – Courses	A report containing details on the courses users are registered for, the time spent on the course, completion percentage, completion date, etc.
Users – Course Enrollment Time	A report detailing the users that are within 10 days of the due date for assigned courses. Note that at least one user must be enrolled into courses with a defined ***enrollment validity*** period for this report to populate.
Users – Training Material	A report detailing the individual materials within assigned courses (surveys, knowledge checks, etc.), and user participation in those materials.
Courses – Users	Reflects the total volume of enrollment and progress at a course level for your organization.
Groups – Courses	Reflects your organization's overall completion from the perspective of individual courses.

Users – Learning Plans	Reflects the status of progress in learning plans (certifications) at a per-user level.

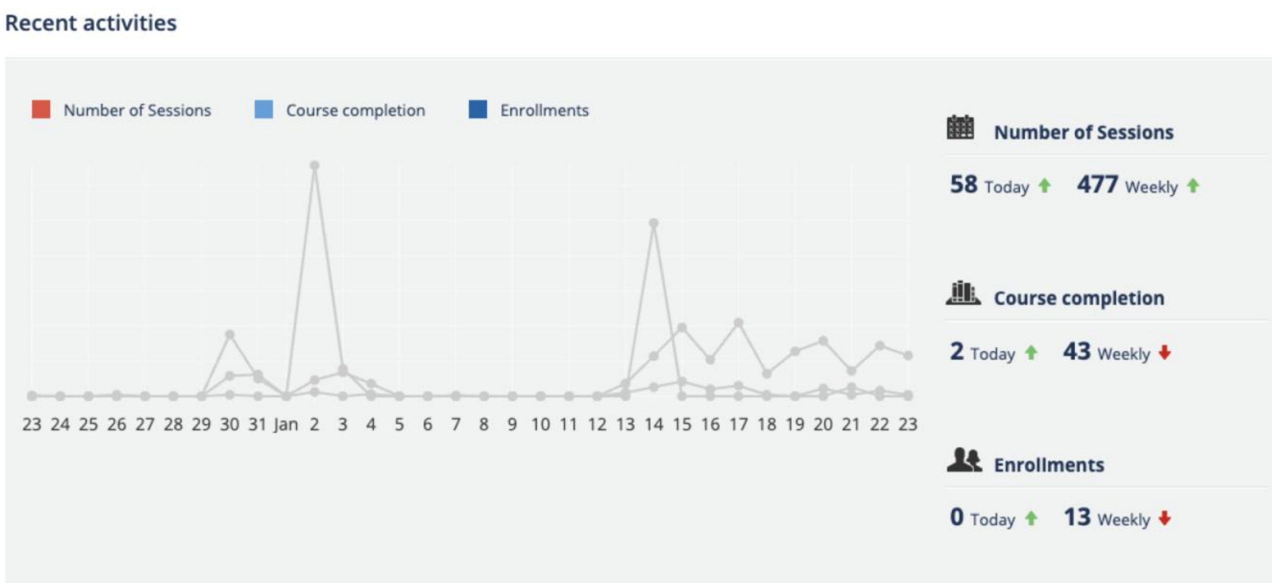
1.2 Alerts

The **Alerts** section provides an at-a-glance view of content and how it is being used:

Alert	Details
Courses with no enrollments	Reflects the courses that have not been used in your organization before.
Courses with no training material	Reflects empty courses. The Nerdio team maintains and adds content. This number should always be 0.
Courses with no completion	Reflects the number of courses where enrollments are present, but the content has not been interacted with.

1.3 Recent activities

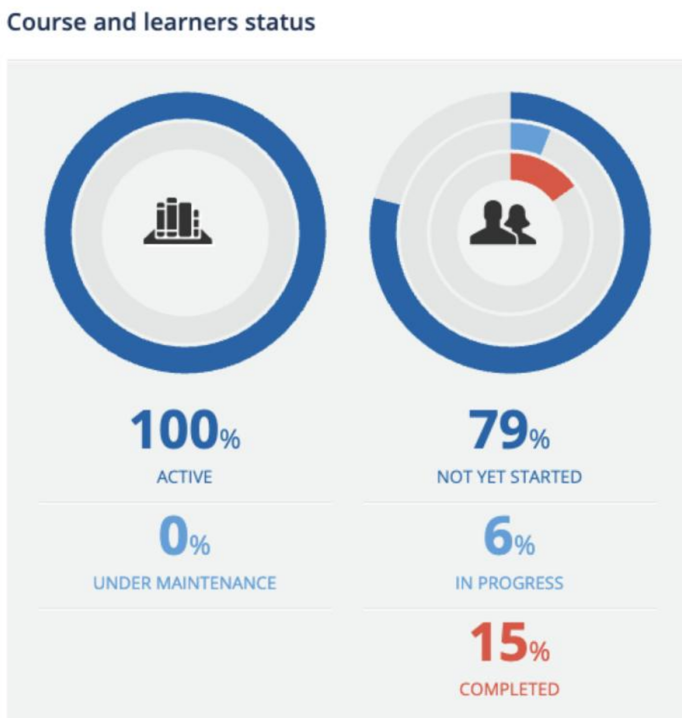
The **Recent activities** chart allows you to see how and when members of your organization are interacting with content. Here, you'll find the **Number of active sessions**, **Course completion** checkpoints, and **Enrollments** over time.



1.4 Courses and learners stats

Review the following charts:

- **Course and learners status** displays an overview of the volume of active courses and how users interact with them.



  - The **Course status** chart on the left always displays 100% active courses and 0% under maintenance as Nerdio maintains the courses themselves.
  - The **User status** chart on the right displays how users (learners) are interacting with the active courses.
- **Most popular courses** displays which courses users in your organization are interacting with most commonly.
- **Least completed courses** displays the courses with the lowest completion rate.
- **Most completed courses** displays the courses with the highest completion rate.

2 Manage users

Managing users in Nerdio University involves creating, deactivating and reactivating users, enrolling them in courses, and managing their enrollments.

2.1 Create users

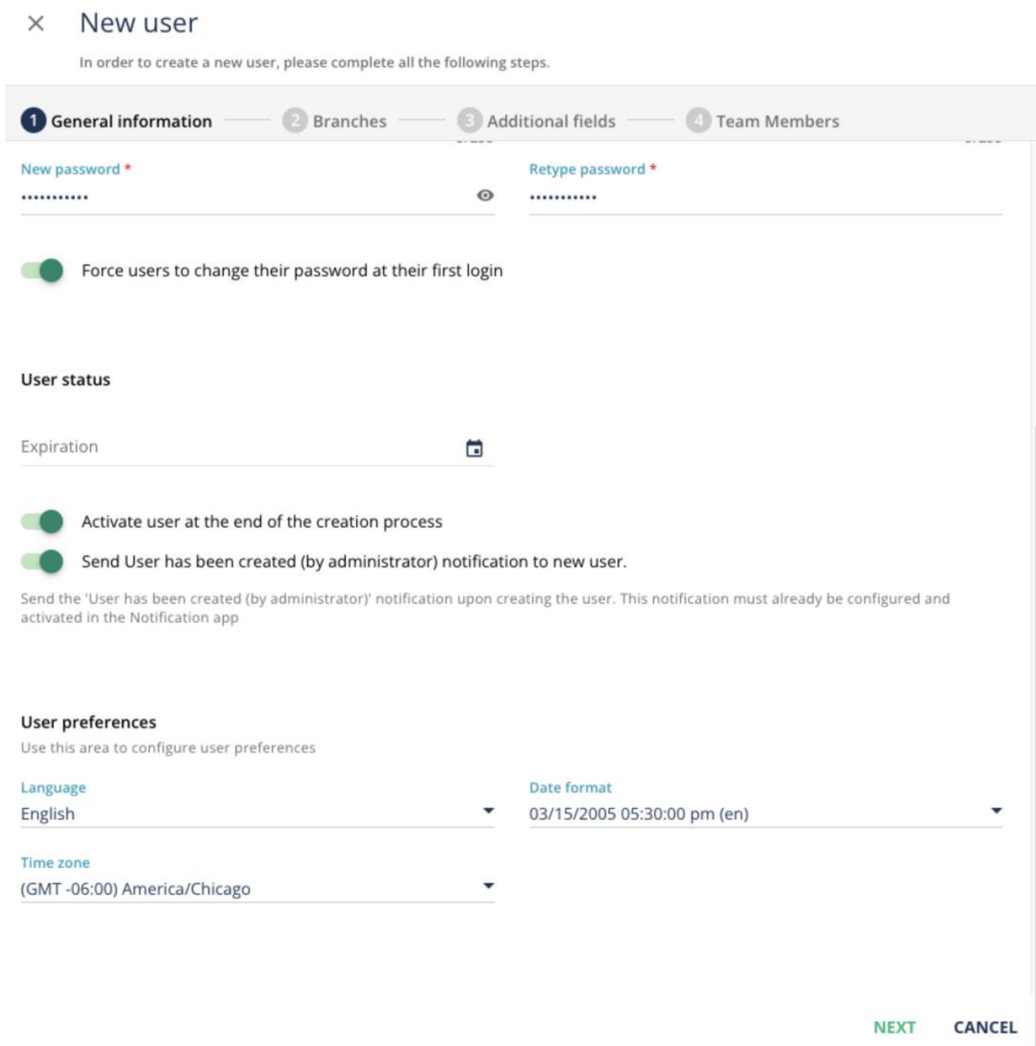
You can create new users in your organization to grant them access to Nerdio University.

To create a new user:

1. Select the **Admin menu** icon in the upper- right of the page.
2. Navigate to **e-Learning** > **Users**.
3. Select the **+ New users** icon > **New user**.
4. On the **General information** tab, provide the following details:
   - **Username**: The user's company email address.
   - **Level***:* Select **User** for general access. Select **Power User** for administrative access (e.g., a manager).

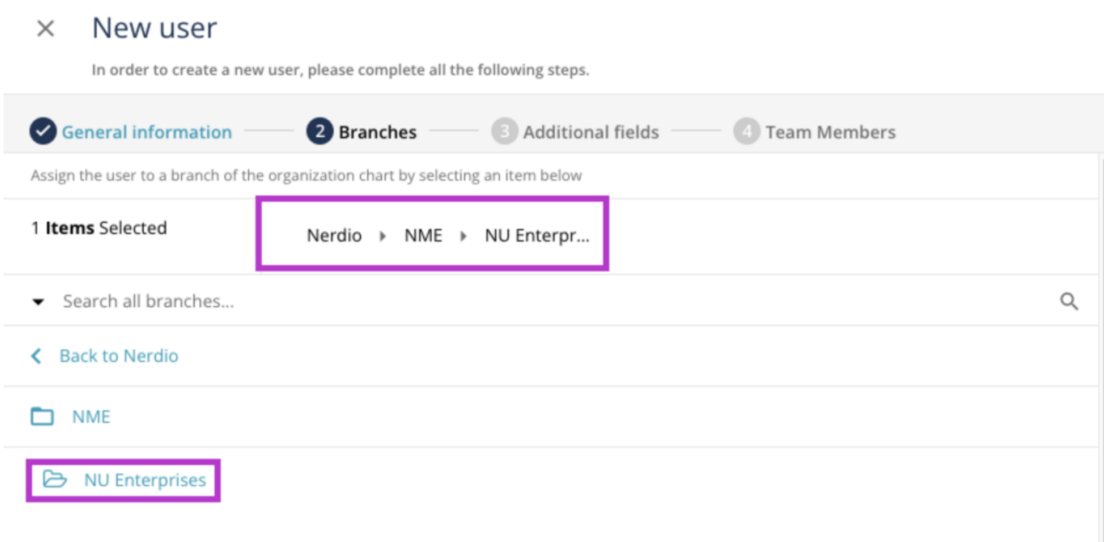
     ***NOTE:** For **Power Users** additional confirmation steps can be found in **Section 4** of this document.*
   - **Email**: The user's company email address.
   - **First name** / **Last name**: The user's *first* and *last* name.
   - **New password**: Provide a default password for the user.
   - **Retype password**: Retype the default password for the user.
   - **Force users to change their password at their first login**: Enable this option to force users to change this default password upon first login.
   - **User status***:* Leave this blank. Populating this field automatically deactivates the user on the specified date.
   - **Activate user at the end of the creation process***:* Leave this on.
   - **Send User has been created (by administrator) notification to new user***:* Leave this on.
   - **Language**: Specify the user's language. Note that the platform can translate to the local language, however, we only offer content in English at this time. Content does not translate based on this setting.
   - **Date format**: Adjust the date format if necessary (e.g., international locations).

- **Time zone**: Specify the user's home time zone.

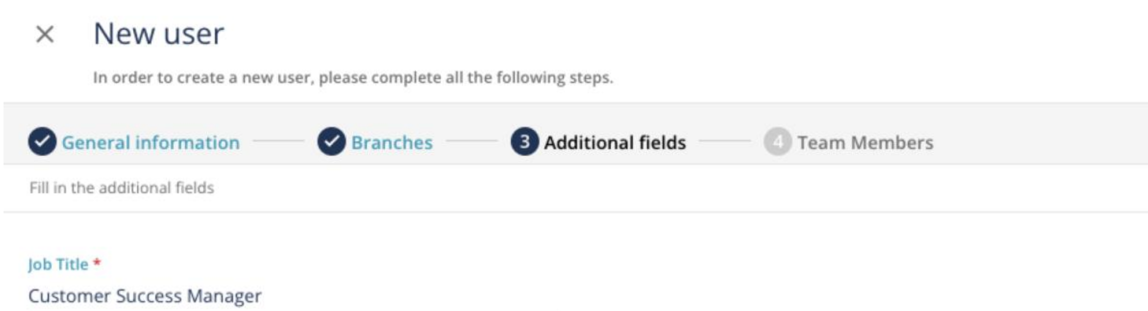


5. Select **Next**.
6. On the **Branches** tab, expand the **NMM** folder, and then select your **branch** (organization).

Important! You must select **NMM** first to find your organization. You cannot add to root branches.

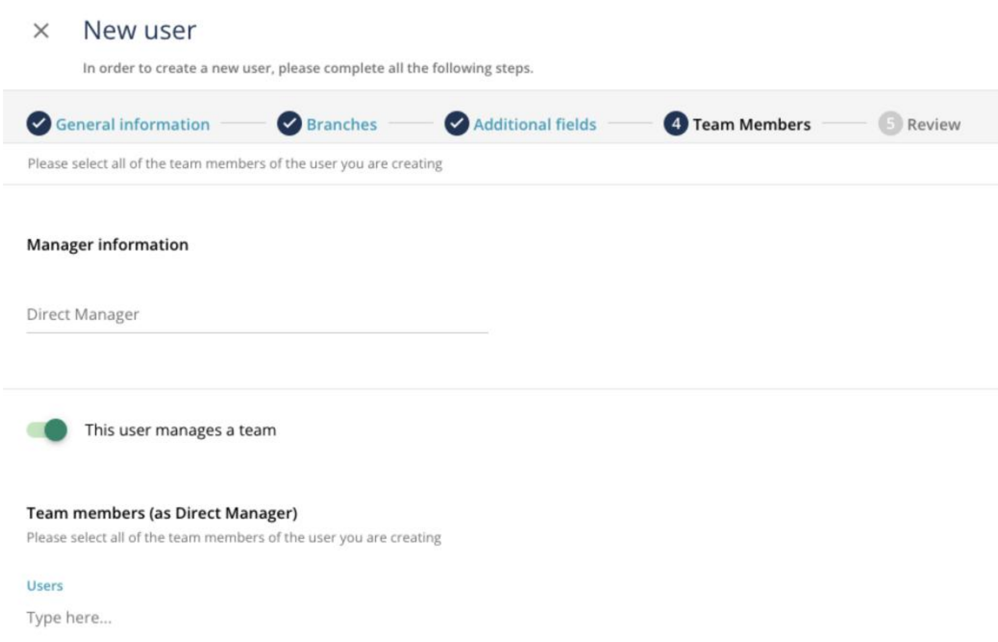


7. Select **Next**.
8. On the **Additional fields** tab, provide the user's job title.



9. Select **Next**.
10. On the **Team members** tab, add organizational structure.
    - If the user is managed by another user in your organization, in the **Direct manager** field, search their name and select them.

- If the user is a manager of other users in your organization, enable the **This user manages a team** option. Then search for the relevant users in the field.



11. Once you've entered all the necessary details, select one of the following:
    - **Create user** to complete the process
    - **Review** to review and confirm the user information.

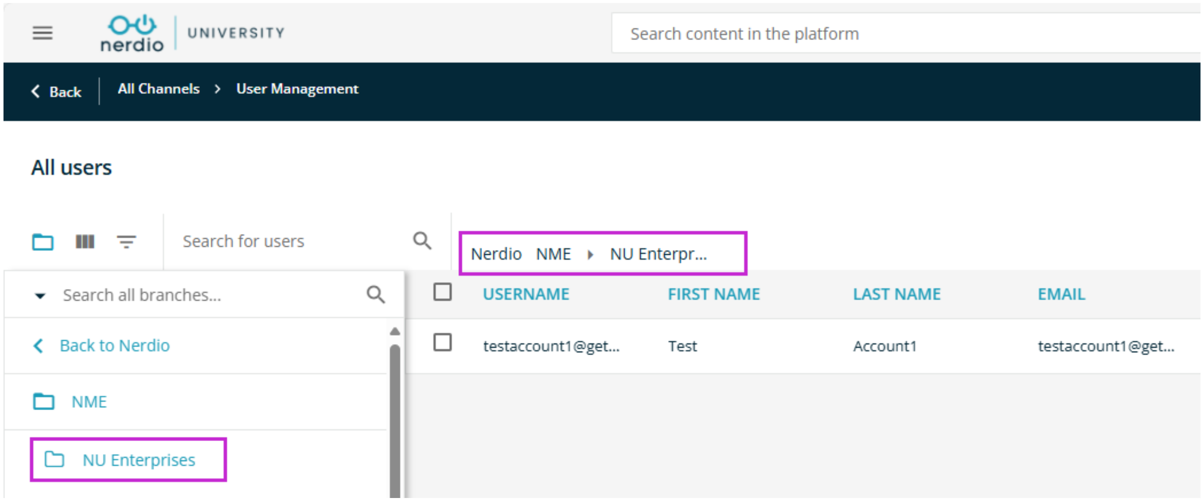
2.2 Bulk import users

In addition to adding new users individually to your organization, you can *bulk import* a group of users using a CSV file.

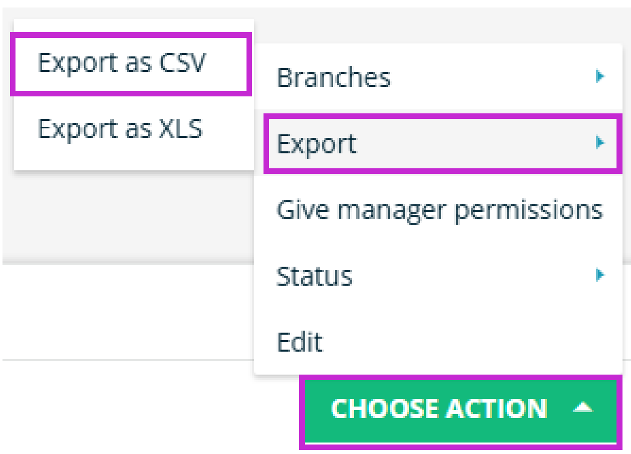
To import a group of users:

1. Select the **Admin menu** icon in the upper- right of the page.
2. Navigate to **e-Learning** > **Users**.
3. In the **Branches** pane, expand the **NMM** folder, and then select your **branch** (organization).

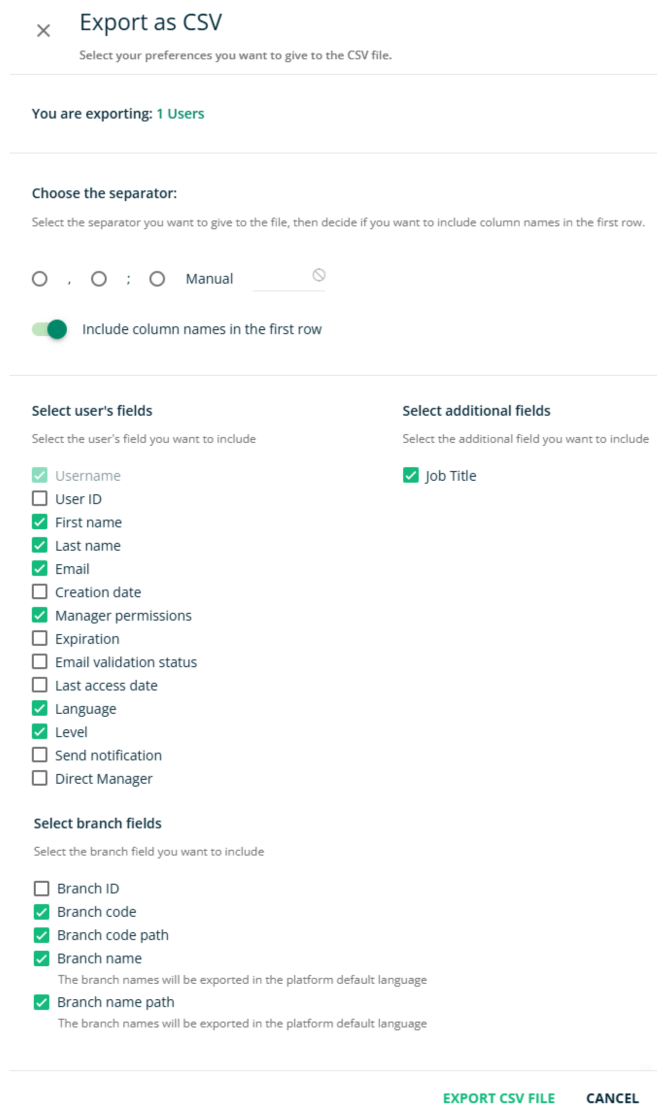
   Important! You must first select **NMM** to find your organization. You cannot add to root branches.



4. Select **one** of the users in your branch.
5. On the bottom-right of the window, from the **Choose Action** menu, select **Export** > **Export as CSV.**



6. In the **Export as CSV** pane, select the following options:
7. Select **Export CSV file** and save it to a familiar location.
    - Include column names in first row
    - Username
    - Job Title
    - First name
    - Last name
    - Email
    - Manager permission
    - Language
    - Level
    - Branch code
    - Branch code path
    - Branch name
    - Branch name path

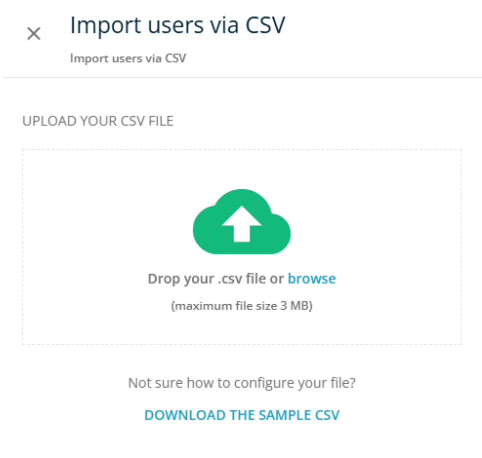


8. Open the file.
9. Follow the example of **Exported User details** in row 2 to enter the details of the new learners you wish to add, copying from the cells in row 2 to complete the fields for the new learners.
10. With all fields completed, remove row 2 (as this user is already in your branch).
11. Save the file as a **CSV**.

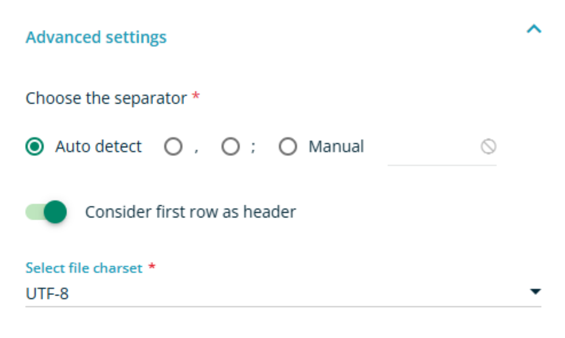
12. Navigate to **e-Learning** > **Users**.

13. Select **Import and manage** > **Manage users via CSV**.

14. Follow the on-screen prompts to upload your CSV file.



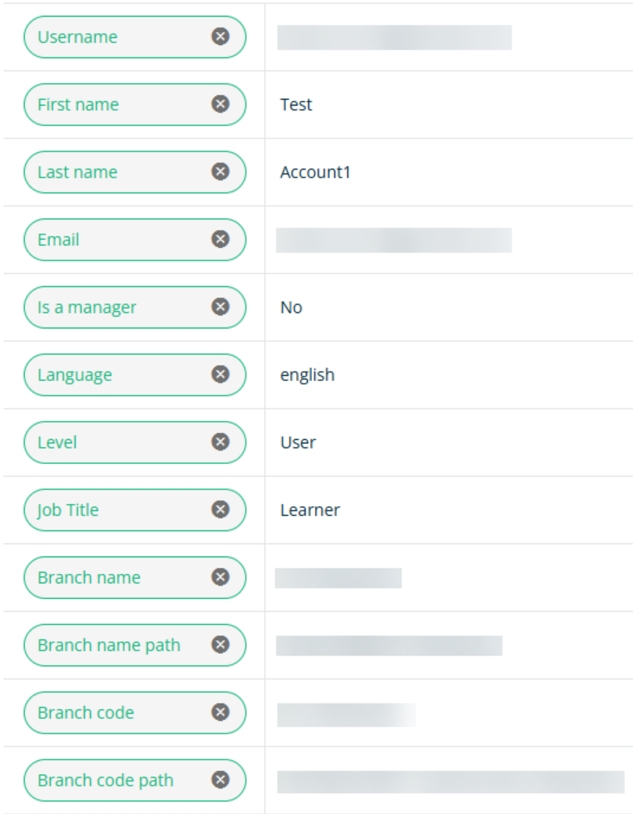
15. Under **Advanced settings**, set the options as displayed below:



16. Select **Confirm**.

17. Correlate / match the fields between the **Docebo** fields and **preview**:

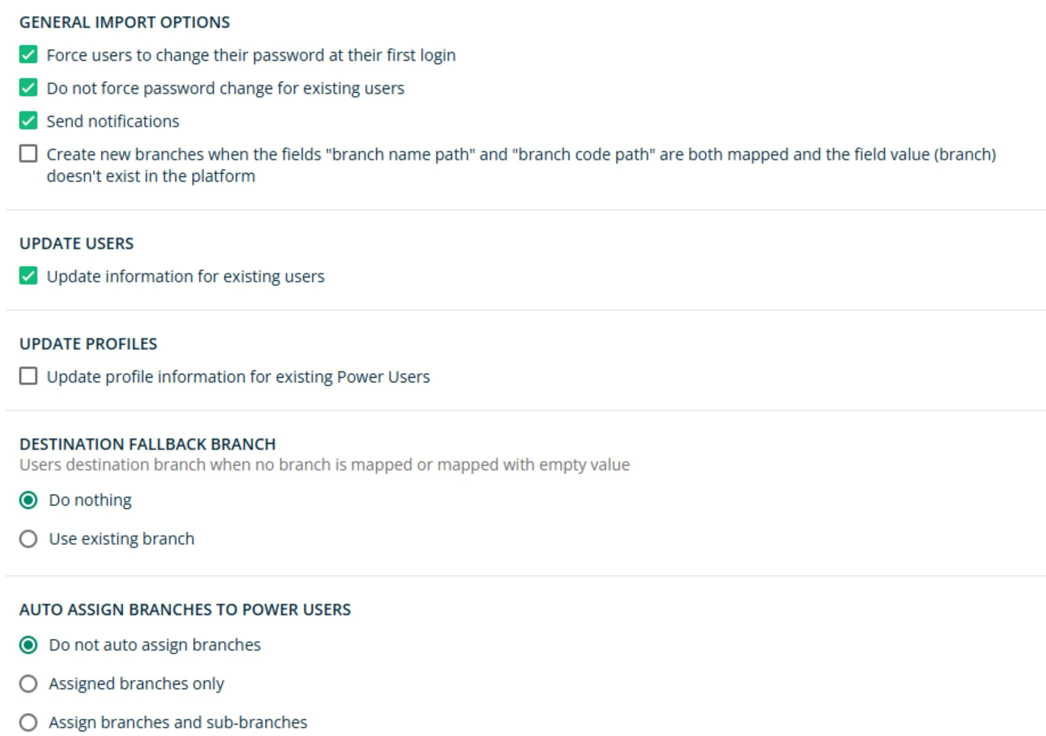
    - Drag the field from left (Docebo fields) to right (preview).



Username	[illegible]
First name	Test
Last name	Account1
Email	[illegible]
Is a manager	No
Language	english
Level	User
Job Title	Learner
Branch name	[illegible]
Branch name path	[illegible]
Branch code	[illegible]
Branch code path	[illegible]

Note: Ensure that **all** the fields are correctly associated.

18. In the **Profiles** pane, under **General Import Options**, set the options as displayed below:



19. Select **Import**. The import process takes a few minutes to complete.
20. Once complete, return to your **branch** (organization), and you should now see the new users added.

2.3 Deactivate users

If users are terminated or removed from your organization, you must deactivate them to prevent them from accessing Nerdio University.

To deactivate a user:

1. Select the **Admin menu** icon in the upper- right of the page.
2. Navigate to **e-Learning** > **Users**.
3. Select the user(s) you want to deactivate.
4. In the **Choose action** menu in the bottom-right corner, select **Edit**.

5. In the **User status** > **Expiration** field, adjust the expiration date to the date of termination.
6. Select **Edit users**.

2.4 Reactivate users

You can reactivate users added back to your organization and restore their transcripts.

To reactivate a user:

1. Select the **Admin menu** icon in the upper-right of the page.
2. Navigate to **e-Learning** > **Users**.
3. Select the user(s) you want to reactivate.
4. In the **Choose action** menu in the bottom-right corner, select **Edit**.
5. In the **User status** > **Expiration** field, clear the expiration date.
6. Select **Edit users**.

2.5 Elevate a standard user to a Power User

You can elevate an existing standard user to a Power User state. You must grant additional privileges after elevating (see the Grant Power User privileges section).

To elevate a user to a Power User:

1. Select the **Admin menu** icon in the upper-right of the page.
2. Navigate to **e-Learning** > **Power Users**.
3. In the upper-right corner, select the **+ New Power User** icon.
4. Select the user(s) you would like to elevate.
5. Select **Confirm**.

2.6 Enroll users in courses

Once the user is created in the system, you can enroll them into courses.

To enroll a user into courses:

1. Select the **Admin menu** icon in the upper-right of the page.
2. Navigate to **e-Learning** > **Course management**.
3. Hover over the course you wish to enroll users into, and then select the **ellipsis (…)** button to the right of the course.
4. Select **Enroll users**, and then on the **Users** tab, choose from the following enrollment options:
    - **To enroll individual users**: Select users from the list.
    - **To enroll all users at once**: Go to **Branches** > **NMM**, and then select your organization.
5. Select **Next**.
6. Provide additional information:
    - **Level***:* This field is populated by default. You can only enroll users at the **Learner** level.
    - **Priority***:* Set the course as **Mandatory/Required** to complete, **Recommended** to complete, or **Optional** to complete. Leaving this value at **none** sets the completion requirement to **Optional**.
    - **Enable enrollment validity period***:* Select this option to define a timeframe for completion and expiration.
7. Select **Confirm** to process enrollments.

2.7 Edit enrollments

You can manage your users' enrollments.

To edit a user's enrollment:

1. Select the **Admin menu** icon in the upper-right of the page.
2. Navigate to **e-Learning** > **Course management**.
3. Select the **Enrollments** icon in the upper-right corner.
4. Select the user(s) you want to modify enrollments for.
5. Use the **Choose action** menu in the bottom-right corner to modify the enrollment(s):
    - **Edit enrollment**: Select this option to adjust enrollment properties (status, priority, validity period).
    - **Reset date range**: Resets the due date for courses with automated relative due dates. This function is not currently in use, do not use this option.
    - **Change status**: Allows you to adjust the user's status in the course for reporting purposes.
    - **Send email**: Triggers an email from the platform to the user (e.g., reminding users of deadlines approaching).
    - **Unenroll**: Removes a user's enrollment. Tracking and progress data is maintained in the platform.

2.8 Purchase certifications for users

Users themselves can purchase learning paths (certifications), or a Power User (administrator) can purchase certifications on behalf of a user.

To purchase a certification on behalf of a user:

1. Sign in as a Power User.
2. Find the certification you want to purchase.
3. In the **Purchase options** tile, select **Add to cart**.
4. Select **Go to cart** > **Checkout**.
5. Toggle **Enable payment on behalf of another registered user**.
6. Select **Confirm**.
7. Enter the target user's name and select **Return**/**Enter** to search.
8. Complete the remaining fields and select **Confirm order** to complete the purchase.

3 Reports

Generate reports on users, courses, and more. You can also download and review scheduled reports.

3.1 Generate reports

You can generate reports directly in Nerdio University.

To generate a report:

1. Select the **Admin menu** icon in the upper-right of the page.
2. Navigate to **e-Learning** > **Reports**.

   The following reports are available:

   - **User personal summary**: Provides a summary of activity on an individual user basis.
   - **Course summary**: Provides detail on user participation over time for an individual course.
   - **Course dashboard**: Provides a dashboard (downloadable via PDF) to review all course activity over time, as well as current progress.
   - **Branches dashboard**: Allows you to review the user totals, enrollments, and completion/progress details for users within your branch (organization).
   - **Create custom report**: Allows you to create a customer report around specific details. You can create it here, or you can do so using the **New reports** builder in **Admin menu** > **New reports**.
3. Enter the username for the report you wish to generate and select **Generate**.

3.2 View scheduled reports

Use the background jobs to review scheduled reports.

To review scheduled reports:

1. Select the **Admin menu** icon in the upper-right of the page.
2. Navigate to **Settings** > **Background jobs**.
3. Find your report and download it.

4 Grant Power User privileges

Unlike standard users, Power Users have elevated permissions that allow them to manage specific aspects of the platform without full administrator access.

Once you have created a new Power User, or have elevated an existing user to a Power User state, you must grant them a profile to enable their administrative privileges.

To configure the Power User profile:

1. Select the **Admin menu** icon in the upper-right of the page.
2. Navigate to **e-Learning** > **Power Users**.
3. Hover over the target **Power User**, and then on the right, select the **ellipsis (…)** > **Edit**.
4. On the **Properties** tab:
   a. In the **Granted profiles** field, enter *MSP Customer Power User*, and then select the profile from the list.
   b. Select **Save changes**.

   > **Note:** Once the profile is assigned, a table of permissions is populated.

5. On the **Assigned Resources** tab, use tabs in the left navigation pane to do the following:
   - **Branches**:
     a. Select **Assign Resources**.
     b. In the right pane that opens, select the arrow to the right of **NMM**, and then select your organization's name.
     c. Select **Assign**.

- **Courses and learning plans**:
  a. Select **Assign Resources**.
  b. In the right pane that opens, go to the **Learning Plans** tab, and then select **NMM-201, NAVDM-100, NEMM-100,** and **NMMW-100**.
  c. On the **Categories** tab, select **MSP Training** and **Free MSP Certifications (External)**.
  d. Select **Assign**.
- **Profiles**:
  a. Select **Assign Resources**.
  b. In the right pane that opens, select **MSP Customer Power User**.
  c. Select **Assign**.