

Retraining

Plugin Retraining

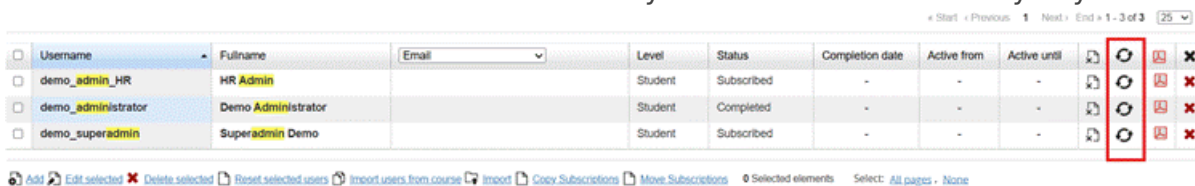
Courses that belong to mandatory training, such as all safety-related courses, have an expiry date. After that date, participants are required to complete the course again. Managing this process can be quite complex, but the Retraining plugin makes it simple and automated.

1. Sets the course validity period
2. Automatically checks conditions the validity of a course for each user has expired or is about to expire
3. Resets the user's status on the course
4. Sends a reminder to users X days before the expiry date
5. Maintains the certificate history

1. How to set the validity days of a course

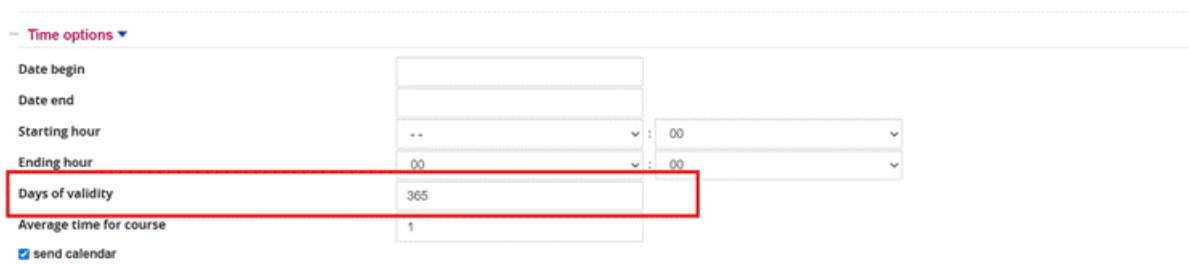
Go to Administration/Elearning/Courses

and click the Edit icon for the course in which you want to set the validity days



☐	Username	Fullname	Email	Level	Status	Completion date	Active from	Active until				
☐	demo_admin_HR	HR Admin		Student	Subscribed	-	-	-				
☐	demo_administrator	Demo Administrator		Student	Completed	-	-	-				
☐	demo_superadmin	Superadmin Demo		Student	Subscribed	-	-	-				

In the “Time Options” section, enter the number of validity days. For example, if a course is valid for one year, enter 365.



Time options

Date begin

Date end

Starting hour

Ending hour

Days of validity

Average time for course

send calendar

2. How to check course validity for each user from the reports.

When creating a report, simply add the “time before expiring” field to the fields to be displayed in the table.

In the newly created report, a column will appear showing the days remaining until course expiry for each user

Utenti				Corsi	Stato						
Username	Cognome	Nome	Data di registrazione	Nome corso	Iscritto il	Primo accesso	Completato	Time before expiring	Data ultimo accesso	Livello	Stato
demo_administrator	Administrator	Demo	15-10-2020 06:58	HR Administration	09-06-2021 15:06					Studente	Iscritto
A235	Admin	Admin	12-02-2021 14:42	HR Administration	12-02-2021 14:42	12-02-2021 15:43	12-02-2021 16:15	227	12-02-2021 16:25	Studente	Finito
demo_administrator	Administrator	Demo	11-02-2020 11:14	HR Administration	11-02-2020 11:14		31-08-2020 09:20	62		Amministratore	Finito
demo_superadmin	Superadmin	Demo	15-10-2020 06:58	HR Administration	15-10-2020 06:58	15-10-2020 08:57	15-10-2020 09:37	107	15-10-2020 07:43	Studente	Finito

3. How to reset the user's status

When a user needs to retake the course, the administrator can manually reset their status by clicking the appropriate icon.

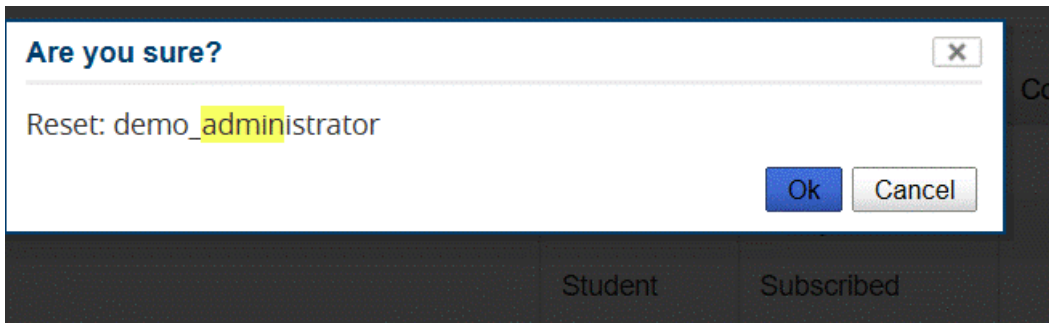
Go to Administration/Elearning/Courses

and click the enrolled users icon for the course whose users' status you want to reset.

Click the “Reset” icon

« Start » Previous 1 Next » End » 1 - 3 of 3 25 ▾									
☐	Username	Fullname	Email	Level	Status	Completion date	Active from	Active until	
☐	demo_admin_HR	HR Admin		Student	Subscribed	-	-	-	
☐	demo_administrator	Demo Administrator		Student	Completed	-	-	-	
☐	demo_superadmin	Superadmin Demo		Student	Subscribed	-	-	-	
Add Edit selected Delete selected Reset selected users Import users from course Import Copy Subscriptions Move Subscriptions Selected elements Select: All pages - None									

When the pop-up opens, click the OK button



4. How to send a reminder to users X days before the course expiry date

Retraining integrates with Course Alert to notify users by adding a dedicated reminder:

Enabling notifications:

The configuration panel of **Course Alert** (and the specific integration for **Retraining**) allows you to precisely define *how*, *when* and *how many times* a user should be prompted.



A. Selecting the Sending Mode

For each type of reminder (e.g. "Certificate validity reminder"), the administrator can choose one or both channels:

- **E-mail:** Sends a message to the user's email inbox.
- **Pop-up:** Activates a blocking alert within the platform at the time of login.

Defining Scheduling Fields

The numeric fields determine the notification lifecycle:

- **Send to users after X days:** Defines the timing of the first send relative to the triggering event (e.g. after receiving a certificate or after enrolment).
- **Interval days:** Specifies how much time must pass between one send (or pop-up display) and the next. This avoids overwhelming the user if they do not act

immediately.

- **Repetition days (or Number of repetitions):** Indicates how many times the system should re-present the alert.

Technical note: Setting this value to **0**, the system will perform an **infinite send** until the user completes the required action.

- **Reset Notifications:** If checked, allows the send cycle to be re-initialised for users who have already received reminders previously.

Pop-up Notification

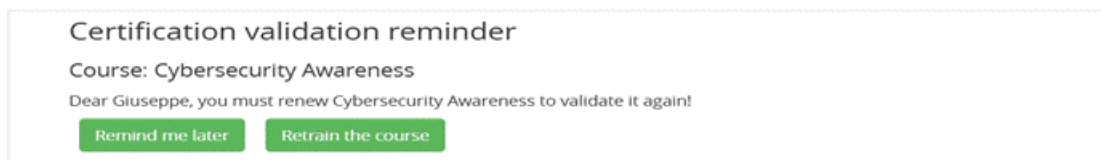
The introduction of the pop-up system transforms a simple passive notification (email) into a guided and immediate action. This feature is designed to maximise the renewal rate of expiring courses.

Display (Entry Phase):

- • **Trigger Event:** The pop-up appears immediately after the user's **Login** on the platform.
- • **Frequency:** If the user does not complete the required action, the pop-up will reappear on subsequent logins based on the "Interval days" and "Number of repetitions" settings configured in the Course Alert panel

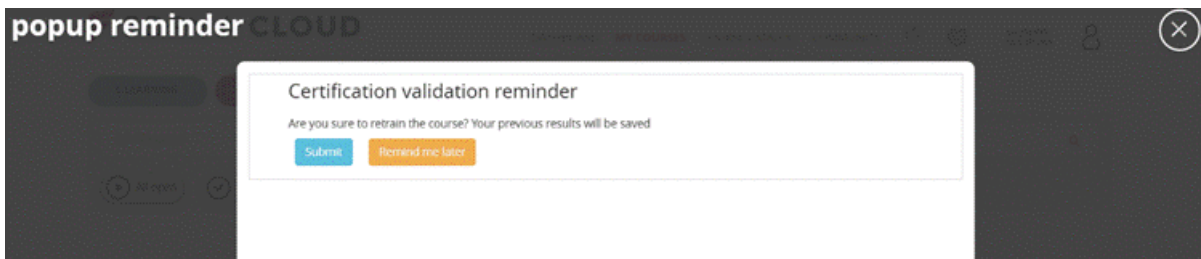
Dynamic Interaction (Selection Phase)

Once the pop-up is displayed (e.g. "Certificate validity reminder"), the user has two main options:



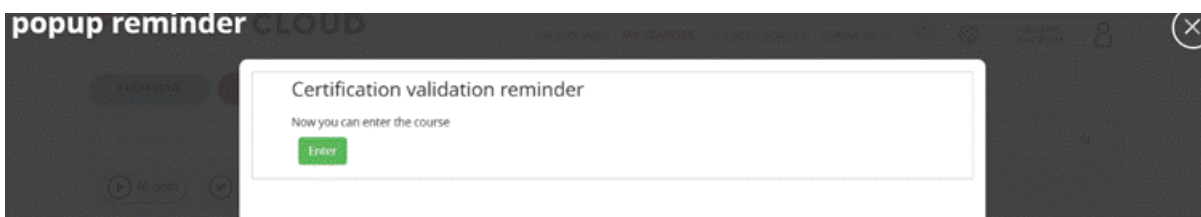
- • **Button "Remind me later":** Temporarily closes the pop-up, allowing the user to continue with other activities on the platform. The alert will be shown again at the next login or according to the scheduled frequency.
- • **Button "Retake the course":** Starts the immediate renewal process. This is the key function that links the two plugins.

By clicking "**Retake the course**",



- • **Warning Message:** A second confirmation level appears: *"Do you confirm you want to retake the course? Your previous results will be saved"*. This reassures the user that their certificate history will be preserved.
- • **Automatic Reset:** Upon clicking **"Confirm"**, the plugin resets the user's completion status on the specific course.

Once confirmed, the pop-up displays the final button:



- • **Button "Enter the course":** This button is a direct link that takes the user **directly into the course**.

Advantage: The user goes from login to course access in just 3 clicks.

5. Certificate History

Each user, in their own Certificate Area, will be able to generate and download all certificates obtained upon course completion (even when the previous year's completion status has been reset).

Course	Certificate	Date of course completion	Download copy of certificate
Cybersecurity Awareness	Certificate sample	2026-05-12 12:43:45	Generate
Parità di Genere	Certificate sample		Download
Demo demo	Company Certificate	2026-03-03 16:06:11	Download
Cybersecurity Awareness	Certificate sample	2026-04-08 11:33:50	Download

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