
From: Credible Behavioral Health, Inc. <jaclyn.o'donnell@credibleinc.com>
Sent: Thursday, September 28, 2017 7:31 AM
To: Credible Documentation
Subject: Credible Update: LMS Upgrade Provides Multiple Enhancements

CREDIBLE

Behavioral Health Software



New & Improved Credible LMS

DEAR CREDIBLE,

We are very excited to announce Credible's migration to a new Learning Management System (LMS). Following much analysis and discussion of Partner feedback, Credible decided to replace its current LMS platform with a more feature rich and easy to use solution. This new platform includes many Partner-requested features, such as:

- The ability for Agencies to add their own users and change passwords;
- Immediate course assignment upon enrollment (no more 1-4 hour delays);
- The ability for Agencies to assign courses to their staff, through Partner Managers;
- Easy reporting capabilities;
- Simplified look and feel; and
- A place to upload Agency-specific documentation.

These new Credible Education features will be available starting this Saturday, September 30, 2017.

The URL will be same one that you have used in the past, <http://credible-education.com>. If you have any difficulty reaching the new site during the migration, you can also use <http://lms.credibleinc.com>.

All LMS accounts active as of September 30, 2017, will have been migrated to the new system. However, in the new Credible Education, your email address is your username. Please see the attached instructions for **Setting your password for existing users in the Credible LMS**.

All previous Partner Administrators have now been given the Partner Manager role. This role can add users, add enrollments, add Agency-specific documentation, and run reports. Details on these features can be found in the attached document, **Manager Role for the Credible LMS**. If your Agency does not currently have a Partner Administrator, please contact your PRM or IM to set one up.

There are several ways to create new accounts; please see **Creating a new user in the Credible LMS** for instructions. All new accounts will automatically be assigned the Credible Core courses, and can begin taking them immediately upon login.

We have attached several documents to assist with this transition.

- [Setting your password for existing users in the Credible LMS](#).
- [Creating a new user in the Credible LMS](#).
- [Learner Role for the Credible LMS](#).
- [Manager Role for the Credible LMS](#).

This new platform features prominently in the strategic roadmap of Credible's Learning and Development team. The future plans for Credible Education offerings include an increased emphasis on shorter, focused, task-driven courses tailored to work around the busy schedules of your staff. These new computer-based courses are being designed to support multiple learning styles, and will incorporate video demos, click steps, and supporting links to Credible Help. Look for these new 24/7, on-demand courses to become available in the Credible Education LMS during early 2018. Also, watch your email for an upcoming announcement about our expanded and redesigned knowledge base – **Credible Help 2.0!**

Should you have any questions or concerns, please contact our Credible Education team for support at education@credibleinc.com.

Thank you for your continued Partnership,

Jaclyn O'Donnell

Executive Vice President

o. 301-652-9500 x3082 | f. 240-744-3086

e. jaclyn.o'donnell@credibleinc.com | w. www.credibleinc.com

Mission: Improve the quality of care and lives in Behavioral Health for clients, families, providers and management.

301.652.9500 | info@credibleinc.com | www.credibleinc.com

This communication is proprietary and confidential to Credible and its Partners. No part of this document may be disclosed to a third party or published externally without prior consent of Credible Behavioral Health, Inc.