

PowerDMS®

Leveraging Your Support Resources

Presenter: Amanda Bradford
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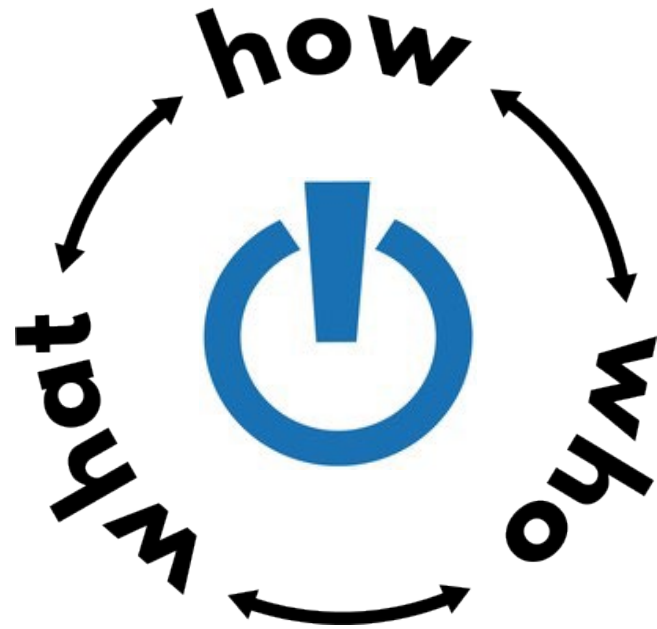
Amanda Bradford

Training Lead &
Certified Professional Program Coordinator



Agenda

Provide understanding of the



around all of your PowerDMS Support Resources

A few things to mention...

- This session is being recorded.
- The recording will be emailed to you automatically.
- You can AND should download the slide deck from the “Handouts” section on your GoToWebinar toolbar.
- You can type in your questions at any time using the GoToWebinar interface.



You should already know...

- How to access your organizations PowerDMS site.
- How to create administrative permissions in your PowerDMS site.
- What features are included/available in your PowerDMS site.
- PowerDMS aims to support you in every way we can!



Administrators

LEARNING OPPORTUNITY

This phase involves training (via PowerDMS University) on how to maximize the features within PowerDMS. Equip your administrative team with knowledge and best practices that will help with creating and using your site to address your pain points.



Policy

Self- Paced	University Live
<ul style="list-style-type: none">• PowerDMS Administration• Creating Groups & Managing Security• Uploading & Managing Documents• PowerDMS Mobile• Document Workflows• Advanced Workflows & Training Requests	<ul style="list-style-type: none">• Administration• Groups and Securities• Document Management• Document Signatures and Revisions• Document Workflows

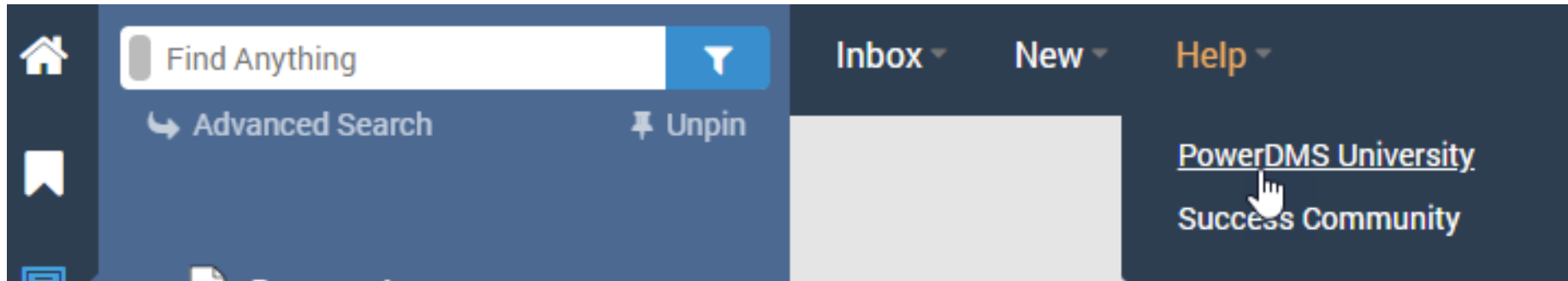
Training

Self- Paced	University Live
<ul style="list-style-type: none">• Creating Tests• Creating Surveys• Creating Certificates• Creating Basic Courses• Managing Advanced Courses	<ul style="list-style-type: none">• Training – Tests & Surveys• Training – Certificates• Training – Courses

Accreditation

Self-Paced	University Live
<ul style="list-style-type: none">• Getting Started with Your Accreditation• Final Assessment Preparations• Advanced Assessment Reporting	<ul style="list-style-type: none">• Accreditation 101• Accreditation 201

PowerDMS University Access



Contained within the **Help** menu of your PowerDMS site.

- ✓ Uses your administrative credentials to authenticate identity and grant access to learning available.
- ✓ Real Time provisioning ensures a newly established administrator can start learning something right away.

PowerDMS University Support


Contact Us

Do you have a question about PowerDMS University or need assistance with it? Click on Contact Us.

For assistance with your PowerDMS site, please reach out to our Service Desk at 1-888-959-5158.

CONTACT US

Support for PowerDMS University and the courses within are handled by the Training Team at PowerDMS.

- ✓ Use the  feature to email the team directly.
 - ✓ Monday – Friday 8 a.m. to 5 p.m. EDT.




Success Community

Help ▾

PowerDMS University

Success Community



[Home](#) [Topics](#) [Webinars](#) [Events](#) [Champions](#) [Ideas](#)

PowerDMS
Success Community

What can we help you with today?

SEARCH



PowerDMS
UNIVERSITY

Learn More

Getting Started

Administration

Document Management

Accreditation Management

Training Management

Partners

Releases

Feature Products

Sort

Discussions

Filter

Newest questions

All questions

Popular Ideas

 Edit Workflows already in progress

Documents Training 1650

 Route Fillable forms in PowerDMS

Documents 1450

 Bulk Actions for documents/folders and users

Documents 1120

View All Ideas

Trending Articles

[PowerDMS University: An Introduction](#)

[Enrolling in PowerDMS University Live Courses](#)

[Enrolling in PowerDMS University Self-Paced Courses](#)

[Creating a Review Workflow](#)

[Revising and Republishing a Document](#)



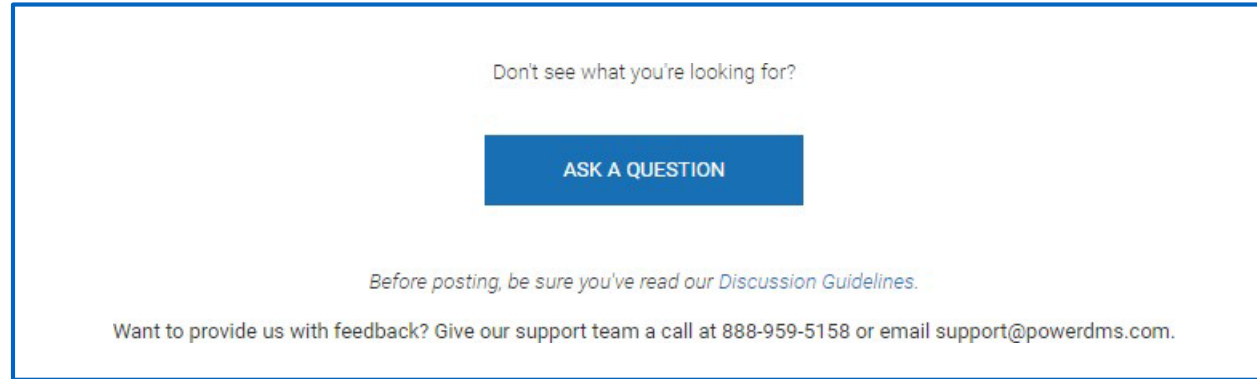
Success Community

Contained within the **Help** menu of your PowerDMS site.

- ✓ Intended as reference content to support administrators with their needs.
- ✓ Allows administrators to establish discussion posts to engage industry agnostic support.

Business PowerDMS delivers secure, reliable policy and training management to companies of all sizes.	Law Enforcement Policy and training management trusted by 3,500+ agencies nationwide.	Fire/EMS Reduce liability by ensuring firefighters see and sign all SOPs/SOGs.
Municipalities Policy and training compliance for local government.	Healthcare Achieve compliance through policy lifecycle management and tracking.	Corrections Ensure COs receive and acknowledge policy and training content.

Success Community



Can't find what you need?

- ✓ ASK A QUESTION – allows you to contribute a discussion post (please be detailed).
- ✓ Contact the Service Desk via phone or email.

Service Desk contact information can be found at the bottom of every page within the Success Community.

PowerDMS Service Desk

PowerDMS site technical support.

Examples Include:

- ✓ User Sync issues
- ✓ Security configuration
- ✓ SSO configuration
- ✓ Display or site response issues
- ✓ Unexpected Error message
- ✓ PowerDMS Author Tool support



Service Desk

Our Service Desk agents provide user level support after PowerDMS has rolled out.



Email: support@powerdms.com



Phone: 888-959-5158 –
Representatives available 8am-6pm EST, Monday-Friday



On Platform Chat: Representatives available between 9-11 am
EST & 1-4 pm EST Monday-Friday

PowerDMS

PowerDMS Service Desk

If not the Service Desk than who...

Reason	Why
Basic end user informs you they cannot log in to your PowerDMS site.	Site administrators change a users password. Limited administrators would need to have permissions over the user in reference.
Want training to build content.	PowerDMS University supports your training needs.
Cannot access your content in PowerDMS University.	Support for PowerDMS University is handled by the Training Team. Email trainingteam@powerdms.com .
Unsure of the next step to take in the content you are building.	Check the Success Community. Resource content to help you reference steps needed along the way.

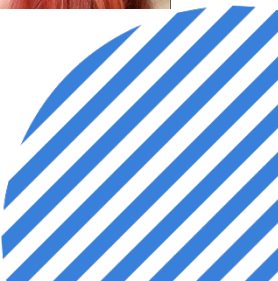
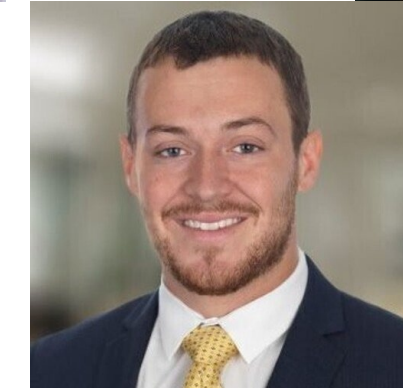


Customer Success Manager (CSM)

Account Advisor

Purpose is to support overall account needs.

- ✓ If unsure who your Customer Success Manager is, please contact the Service Desk via email at support@powerdms.com





Regional Sales Manager (RSM)

- ✓ Demonstrations on features/functionalities in PowerDMS.
- ✓ Quotes for additional products to be added to your site (ie. Licenses, Standards Manuals, etc.)
- ✓ If unsure who your Regional Sales Manager is please call 1-800-749-5104 option 1 and leave a message with your **Name, Organization, State of Origin and Contact information.**



If after the session, please reach out to trainingteam@powerdms.com!

Related Articles

Available through the Success Community

[PowerDMS University](#)