

Admin User Guide



WELCOME TO YOUR ALL ACCESS TRAINING PLATFORM

Welcome to Straighterline

Welcome to your All Access Training platform with
Straighterline!

This guide will walk you through everything you need to successfully manage your staff's professional development journey. Your ELC All-Access includes all 8 CDA subject areas with 120 hours of training, customized course pathways and access to an additional 200+ hours worth of courses that are designed to support your teachers' growth and enhance classroom outcomes for the children in your care.

Your Admin Dashboard will give you a clear overview of your training program including assigning courses and managing completions.



Did you know?

Our Customer Success Team is available Monday-Friday, 8:30 AM-5:30 PM (ET) at 800-939-9694 or visit the [help center](#) whenever you need assistance.

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Password issues, missing emails, and more



Getting Started

04

Getting Started

Adding Your Staff

Assigning Training

Register for All Access PD

Sign-up

Early Learning Coalition of Manatee County

Gain access to FREE Online PD fully funded by the ELC of Manatee County by filling out the form to the right.

Why sign-up?

First Name:*

Last Name:*

Work Email:*

Phone Number:*

State:*

Zip Code:*

Organization Name:*

Getting started requires two simple steps:

1. Go to [ELC of Manatee County Sign-up](#) and submit your information.
2. Once submitted, you will receive a [Welcome Email](#) with rostering instructions and next steps.

Adding Your Staff

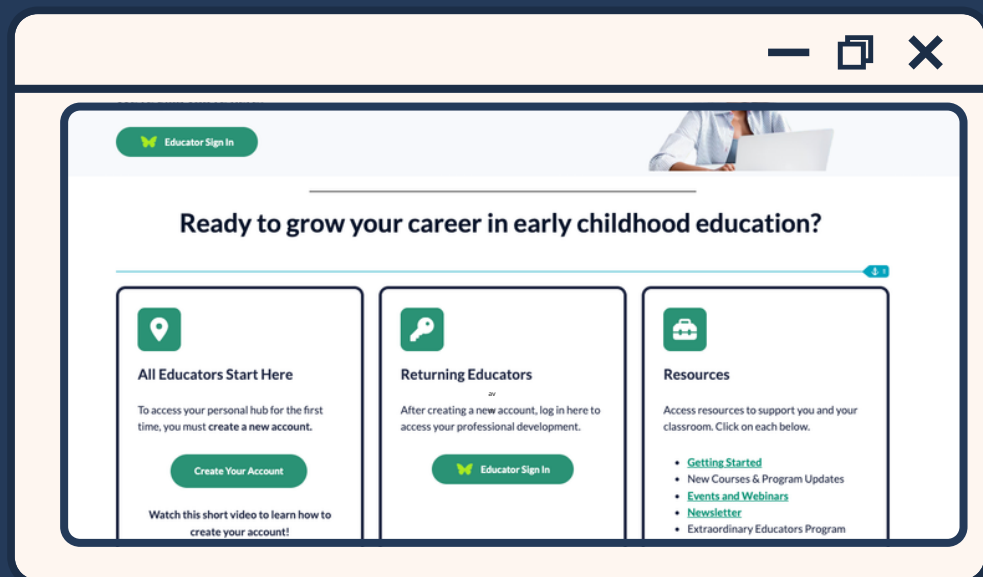
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Getting Started

Adding Your Staff

Assigning Training

Inviting New Users



[ELC of Manatee Sign up](#)

There are **three ways** you can add Staff:

1. **Send us a CSV file** (we'll load them for you!)

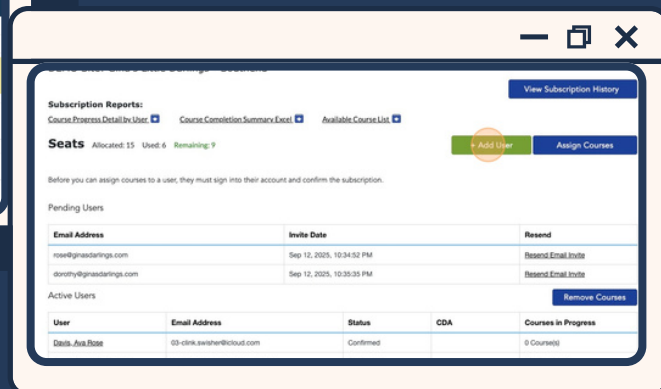
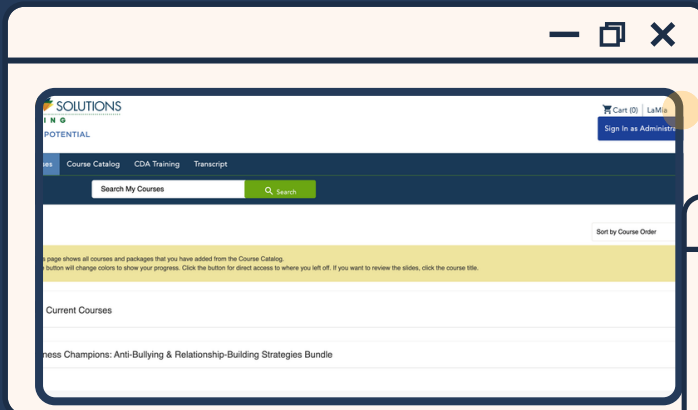
2. **Share the sign-up link** [ELC of Manatee Sign up](#) with your staff through an email (sample email here)

✓ Your staff will receive email invitations and appear in the "Pending Users" section.

Adding Your Staff

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Inviting New Users Cont..



Click the Add User button

3. Roster them yourself

- Go to ProSolutionsTraining.com/login and enter your email and password
- Once on your personal training page, [click the dark blue "Sign In as Administrator" button](#) in the top right corner
- Click the **green "Add User" button** with the plus sign
- Enter email addresses - one per line in the pop-up window

✓ **You're in your Admin Dashboard!** This is your control center for managing your staff's training.

Adding Your Staff

Inviting New Users Cont...

The screenshot shows a web application interface for adding new users. A modal window titled "ADD USER" is open, allowing the user to enter email addresses for new users. The modal includes a text input field, a "Remove" button, a green "+ Add" button, and "Close" and "Submit" buttons. The background shows a "Pending Users" section with a table of email addresses and a "Resend" section with "Resend Email Invite" buttons. There are also sections for "Active Users" and "Inactive Users".

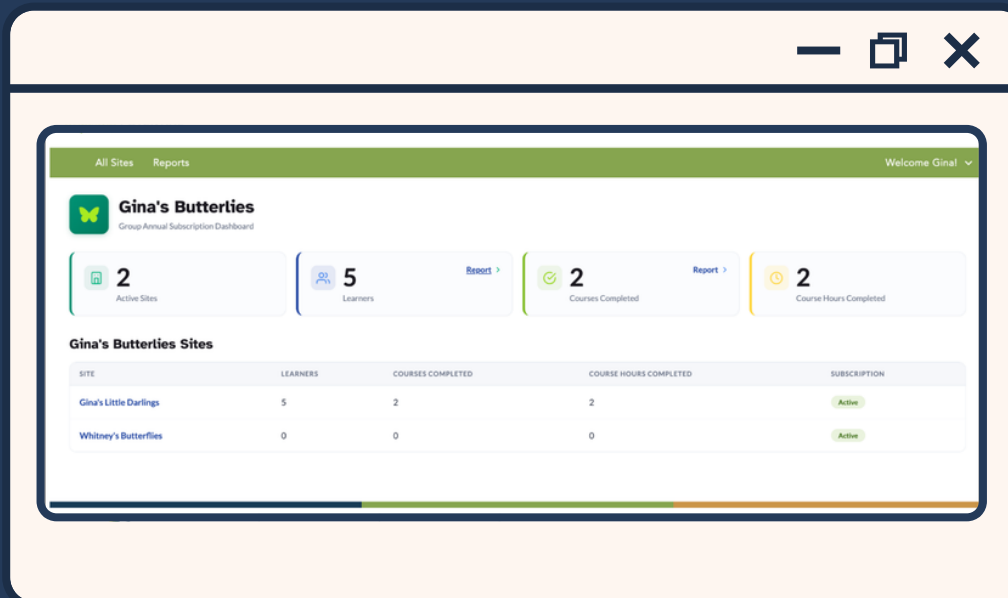
Add multiple users at once

Need to add multiple users?

- Click the **green "Add" button** for additional lines
- **Double-check** email addresses for accuracy
- **Click "Submit"**

✓ **Done!** Your staff will receive email invitations and appear in the "Pending Users" section.

Your Admin Dashboard

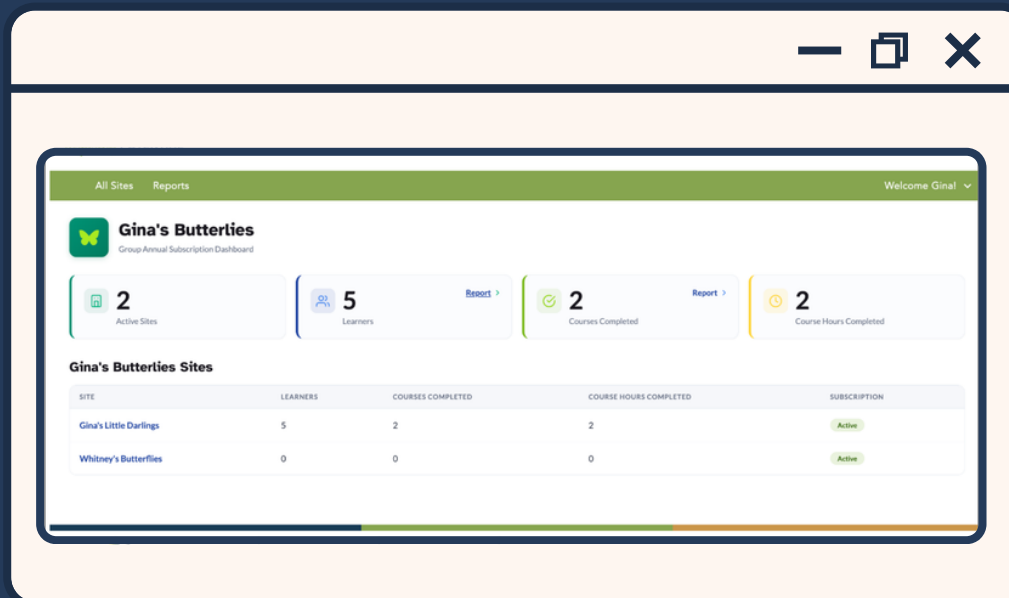


Your **Admin Dashboard** gives you a clear overview of your training program:

- **Site name** and subscription details at the top
- **Seat allocation:** Total seats, used seats, and remaining seats
- **User management sections** for easy staff oversight

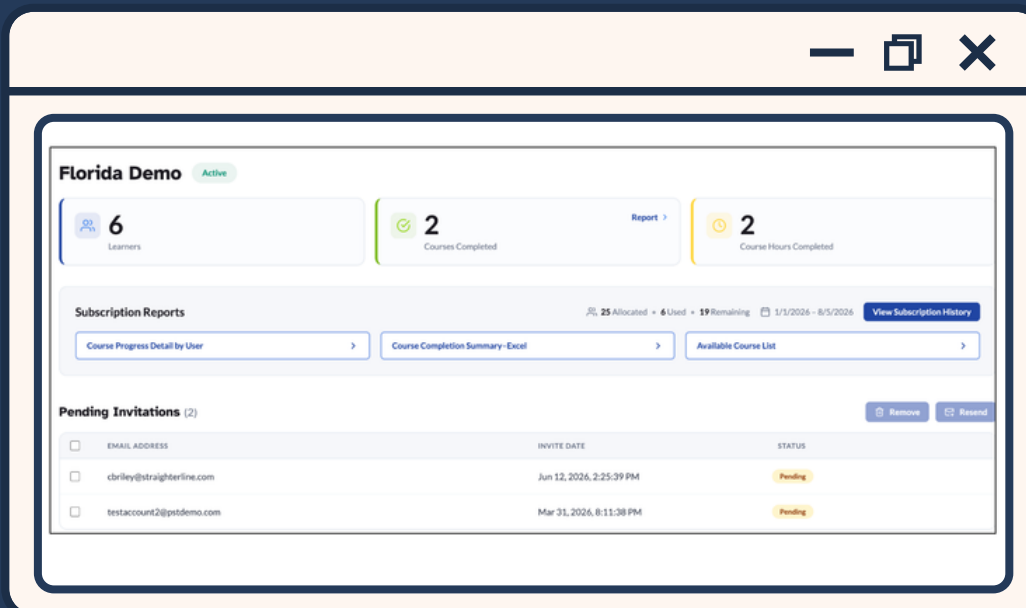
This is your central hub for managing your staff's professional development.

Multi-Site Navigation (If Applicable)



If you manage multiple sites, you'll first see your **site selection page**. Your sites appear in alphabetical order - just **click on the site** you want to manage.

Managing Pending Invitations



In the **Pending Users** section, you can:

- **View invitation details:** Name, email, date/time sent
- **Resend invitations** if staff can't locate their emails
- **Track invitation status** until accounts are created

Important: Staff must create their own accounts individually - you cannot create accounts on their behalf. You also cannot assign Training to pending users who haven't yet created their accounts.

Assigning Training

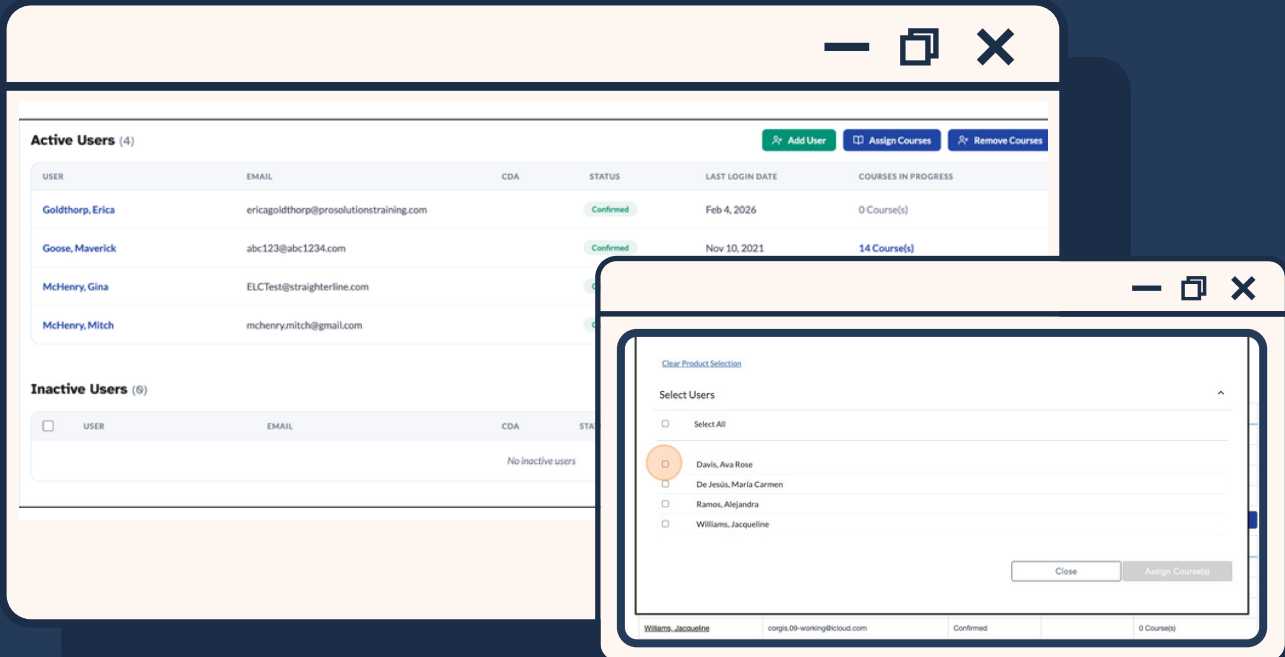
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Course Assignment

Adding Your Staff

Assigning Training

Tracking Progress



Click the Assign Courses button

Choose individual users or use Select All

Once your staff have created their accounts, they'll appear in the **Active Users** section. Here's how to assign their training:

1. Click **"Assign Courses"** - a pop-up will appear
2. **Select the Training you want** from the course options
3. **Choose recipients:** Select individual users or use "Select All"
4. Click **"Assign Course"**

✓ **Assignment complete!** The system confirms successful assignment, and courses typically appear in user dashboards within a couple of hours.

Tracking Progress

Active Users Overview

The screenshot shows a web application window with a title bar containing minimize, maximize, and close buttons. The main content area is divided into two sections: 'Pending Users' and 'Active Users'. The 'Pending Users' section contains a table with columns for Email Address, Invite Date, and a Resend button. The 'Active Users' section contains a table with columns for User, Email Address, Status, CDA, and Courses in Progress. A 'Remove Courses' button is located to the right of the 'Active Users' table. An orange circle highlights the 'Active Users' section header.

Pending Users		
Email Address	Invite Date	Resend
rose@ginasdarlings.com	Sep 12, 2025, 10:34:52 PM	Resend Email Invite
dorothy@ginasdarlings.com	Sep 12, 2025, 10:35:35 PM	Resend Email Invite
lindsey@ginasdarlings.com	Sep 12, 2025, 11:42:02 PM	Resend Email Invite
martina@ginasdarlings.com	Sep 12, 2025, 11:42:02 PM	Resend Email Invite

Active Users [Remove Courses](#)

User	Email Address	Status	CDA	Courses in Progress
Davis, Ava Rose	ava@ginasdarlings.com	Confirmed		0 Course(s)
De Jesús, María Carmen	maria@ginasdarlings.com	Confirmed		106 Course(s)
Barnes, Alejandra	alejandra@ginasdarlings.com	Confirmed		106 Course(s)
Williams, Jacqueline	jacqueline@ginasdarlings.com	Confirmed		0 Course(s)

Inactive Users

The **Active Users** section displays your staff alphabetically by last name, showing:

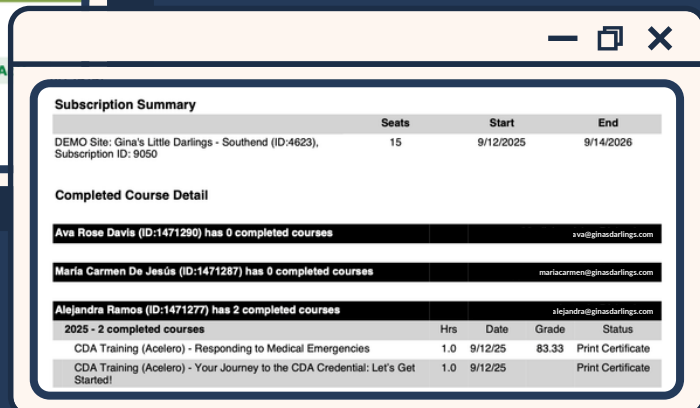
- Email addresses
- Current status
- Courses in progress

This gives you an at-a-glance view of your staff's professional development progress.

Detailed Progress Reports



Click on the Reports tab



Check out the Completed Course Detail Report

For comprehensive tracking, visit the **Reports section in the top navigation bar**:

- **Access detailed reports** on course completion and progress
- **Monitor individual achievements** and completion dates
- **View completion summaries** by user and timeframe

These reports give you the insights you need to support your staff's success and maintain compliance requirements.

Pro Tip: Try the **"Site - Membership Site Completed Course Detail by Active User by Year"** report for a bird's eye view of your staff's progress. It shows completed courses only, organized by staff member, hours completed, dates, and exam grades.

Managing Users

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Tracking Progress

Managing Users

Getting Support

Individual User Management

Before you can assign courses to a user, they must sign into their account and confirm the subscription.

Pending Users

Email Address
rose@ginasdarlings.com
dorothy@ginasdarlings.com
lindsey@ginasdarlings.com
martina@ginasdarlings.com

Active Users

User	Email
Davis, Ava Rose	ava@
De Jesús, María Carmen	maria
Ramos, Alejandra	alejandra
Williams, Jacqueline	jacqu

ALEJANDRA RAMOS

alejandra@ginasdarlings.com

Customer has been linked.

[Course Progress Detail](#)

[All Certificates](#)

[Resend Email Invite](#)

[Resend Email Invite](#)

[Resend Email Invite](#)

[Resend Email Invite](#)

[Resend Email Invite](#)

[Remove Courses](#)

[Inactivate Customer](#)

Courses in Progress

Courses in Progress
0 Course(s)
106 Course(s)
106 Course(s)
0 Course(s)

Click on any staff member's name in the Active Users section to:

- **View detailed progress** and completion status
- **Access all certificates** earned by that user
- **Inactivate users** when staff leave

Certificate Management

Your staff earn **certificates after each course completion**, supporting their professional development portfolio. Individual certificates can be viewed and printed from each user's profile.

Managing Staff Changes

When a staff member leaves your center, you can **inactivate their account** to keep your user list current.

Here's how it works:

- **Staff member hasn't started training yet:** You can inactivate them and reassign the package

Getting Support

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Managing Users

Getting Support

FAQs

Account Changes

Need Implementation Support? Contact your Customer Success Team at ghenry@straighterline.com

Technical Support

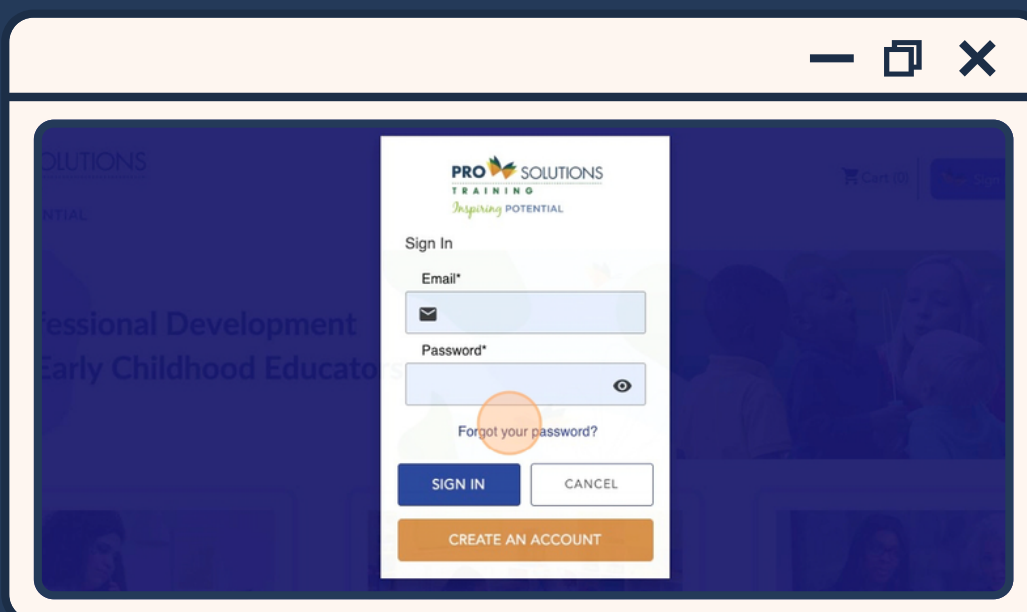
Experiencing technical issues?

 **Business Hours:** Monday-Friday, 8:30 AM-5:30 PM ET

 **Phone:** 800-939-9694

 **Visit:** [Help Center](#)

Password Recovery



Forgotten password?

1. Go to ProSolutionsTraining.com
2. Click "**Sign In / Create Account**"
3. Click "**Forgot Your Password?**"
4. Enter the associated email address
5. Allow up to 10 minutes for the email to arrive

Important: If one of your staff has forgotten their email address: You can find their email in the Active Users section on your Admin Dashboard - just look for their name in the alphabetical list.

User Management & Onboarding

Q1: My staff member says they didn't receive the invitation email. What should I do?

Go to the Pending Users section on your Admin Dashboard, find their name, and click "Resend Invite" next to their information. Sometimes emails end up in spam folders or get overlooked. Head to [Managing Pending Invitations](#) for more details.

Q2: Can I assign training to someone who hasn't created their account yet?

No, staff must first create their accounts and appear in the Active Users section before you can assign training. See the Understanding the Onboarding Process section for the complete sequence.

Q3: Where can I see all certificates for one staff member?

Go to the Active Users section on your Admin Dashboard, click on the staff member's name, then click "All Certificates" in their individual profile. This will show you their complete certificate portfolio. Head to [Individual User Management](#) for step-by-step details.

Training & Progress

Q5: How can I get a comprehensive view of all staff progress?

Go to the Reports section in the top navigation bar of your Admin Dashboard, then select the "Site - Membership Site Completed Course Detail by Active User by Year" report. This gives you a complete overview of everyone's completed coursework in one place. See the [Detailed Progress Reports](#) section for more information about available reports.

Q6: Why are some grades blank in the reports?

This is normal. Some shorter introductory courses don't have graded assessments - they focus on knowledge building rather than testing.



StraighterLine Educational Group

Thank You

*Your staff's growth journey starts here.
You've got everything you need to guide them to success.*

