

# Welcome to the Admin onboarding navigator

[Pluralsight Skills](#) is the all-in-one solution to upskill and engage your workforce. Access our platform to curate, and then automate, the learning and development process for your organization. Use this guide to set up and start taking advantage of all Skills has to offer.

## Get oriented

Already familiar with how to use Skills and your leader tools but unsure how to strategize for launch? *Go to Strategy ([page 7](#))*.

Trying to see data insights from your current setup? *Go to Monitor progress ([page 12](#))*.

## Table of contents

<a href="#">Section 1: Plan setup</a>	2
<a href="#">Section 2: Pre-launch</a>	6
<a href="#">Section 3: Launch and engage learners</a>	10
<a href="#">Section 4: Monitor progress</a>	12
<a href="#">Checklist</a>	15

## Section 1: Plan setup

Your organization is unique, and so are your teams. Learn how to organize your users and content in Skills to set up everyone for success.

### Questions before you start

- What kind of transformation do you hope to celebrate at year-end that Skills can help you achieve?
- What existing skills and projects are your teams working on that Skills can supplement?

### Objective

Organize your team structure to take advantage of the Skills features on your plan by diving into:

- Roles and responsibilities
- Permissions
- Skills overview: features, add-ons, and automation

### Quick learning

#### Roles and responsibilities

- **Plan admins:** Plan admins maintain the Skills platform, handle plan renewals, manage user access, assign courses, track progress, and utilize analytics. Delegate learner management tasks to team managers when possible to save time and money. Learn more about [managing plan admins](#).
- **Team managers:** Team managers assign courses and track team progress to ensure skill development and success in their roles. Learn more about [managing team managers](#).
- **Teams:** Teams are groups of learners on your plan who reflect your organizational structure or a focus on specific topics. Learn more about [managing teams](#), [nesting teams](#), and [managing users via CSV](#).
- **Learners:** Learners are individual users with assigned licenses seeking to develop their skills and advance their careers.

#### Permissions

- As a plan admin, setting global and individual permission levels is essential for maintaining security, control, compliance, efficiency, and customization in the learning experience.
- This streamlines learning, ensures users access only relevant information, and helps meet legal or regulatory requirements.

## Team nesting tip

**Flexibility and organization:** Team nesting lets you organize and configure teams for maximum learning results. Consider grouping teams by role, location, team leader, or a combination that suits your organization.

**Enhanced features:** Efficient organization allows you to make the most of features like channels and Role IQ, simplifying the learning experience.

## Skills overview

### Empowering learners

- **Help center:** A comprehensive knowledge base offering written and digital content to learn about the platform and troubleshoot issues, saving time and effort.
- **Admin success center:** A knowledge base providing resources and tools, from training videos to communications templates, to help manage and optimize your team's learning experience on Skills.
- **Pluralsight learner course:** A video tutorial series providing an overview of the Pluralsight platform that empowers learners to start quickly and build skills effectively.

### Key features

- **Channels:** Customized playlists of courses and content for specific goals, technical domains, projects, or teams. Learn more about [sharing channels with your team](#).
- **Paths:** Curated collections categorized by levels (beginner, intermediate, advanced) that guide learners through skills. Explore [available paths](#).
- **Certification paths and practice exams:** Structured learning journeys with practice exams for various certifications.
- **Skill IQ:** Quick assessment tool measuring proficiency in specific technologies or domains.
- **Role IQ:** Assessments measuring proficiency by job type. Learn more about the [learner experience](#) or the [admin experience](#).
- **Priorities:** Collections of channels, courses, Skill IQs, and other content admins can assign to groups of learners. Learn more about [using priorities](#) and [measuring progress with priorities](#).
- **Search and browse:** Options that enable users to find learning content on certain topics with various filters.
- **Course and video player tools:** Desktop application offering an immersive video experience with features like variable speed playback and offline viewing options. Learn more about the [video player and course tools](#).
- **Desktop player and mobile app:** Tools that enable learners to access Skills on desktop and mobile for offline viewing. See what's available on our [downloads page](#).

## Add-ons

### **SSO**

Single sign-on (SSO) allows users to access multiple applications with one login. This enhances security, improves user experience, streamlines access to platforms, and simplifies user management. Learn more about [SSO](#).

### **Role customization**

With [role customization](#), you can tailor Role IQ to best match your organization. Customize an existing role, create a new one, or choose skills and desired proficiency for each skill.

### **Labs**

[Labs](#) are secure environments designed for hands-on practice. Because labs are temporary setups and not your production cloud environment, they're a cost-effective way for your learners to try out new skills and move from theoretical to practical understanding.

### **Tech Foundations**

Tech Foundations is a user-friendly program that provides a deeper understanding of key tech concepts through expert-led courses, pre- and post-assessments, and in-app analytics. Use Tech Foundations to decrease knowledge silos, identify opportunities for technology, and track achievement and progress at scale. Learn more about the [Tech Foundations](#) learner experience.

### **ITIL and Prince2**

[ITIL](#) and [Prince2](#) are certification add-ons that provide unlimited access to Skills certification course material for any individual learner on your plan. Each certification comes with a one-time voucher to take the certification exam through PeopleCert.

## Automation

### **SSO**

Team plans that have SSO enabled can log in to Pluralsight Skills using their organization's SSO app catalog or an SSO-enabled URL provided by Pluralsight. If you have a team plan with SSO but without auto-provisioning, it's your responsibility to invite new learners manually via email. Learn more about how the login process works [with](#) and [without](#) auto-provisioning.

### **APIs**

Pluralsight APIs are integration tools designed to sync with your current systems and platforms. They automate your routine tasks and streamline your workflows so you can focus on high-value tasks that drive your business forward rather than spending valuable time on manual processes. Learn more about Skills [API integrations](#) and [reporting](#).

## ProServ

Our Professional Services (ProServ) offers expert support to organizations looking to optimize their use of Pluralsight. ProServ can provide project planning, technology integration, enablement sessions, progress tracking, and comprehensive documentation. These offerings ensure a seamless transition, alignment with organizational goals, and effective utilization of Pluralsight for learning and skill development. Learn if [ProServ](#) is right for you.

### Set up your plan

- Address technical considerations
  - Provide IT with any necessary technical requirements
  - Configure your [firewall and IP-allow lists](#) to allow learners access to Skills
- Identify users who will receive a plan license and any add-on licenses
- Prepare a CSV to [bulk add/import your users](#)
- Set up teams and users
  - Plan out your team structure
  - Decide who in your org will be plan admins and team managers
  - Set up the team structure and assign team managers
  - Set permission levels
  - Import users into Skills
- Start thinking about how you want to focus your learners, whether it's closing skills gaps or preparing for a digital transformation
- Organize learning resources (Skill IQs, paths, channels, etc.)
  - Create a channel with the content you want to assign to the team
  - Find a role and assign it to your team
  - Assign the Skills learner videos to your learners

## Section 2: Pre-launch

You've unlocked one powerful platform. Now it's time to learn how to make the most of it as you prepare for launch and get team members excited to build brand-new tech skills.

Questions before you start

- What specific skills does your team need?
- What challenges does your team and/or organization face?
- What features seem most aligned to help you tackle those challenges?

Objective

Leverage the tools at your fingertips to create an implementation strategy by learning more about:

- Leader tools
  - Dashboard
  - People
  - Role IQ
  - Priorities
  - Analytics
- Strategy
- Prepping the stage

Quick learning	
<b>Leader tools</b> is a suite of tools for admins to manage users and track learning activities.	<b>Strategy</b> refers to the many ways you can structure your implementation plan.

Leader tools

### Leader tools dashboard

Get an at-a-glance view of your team's license redemption, usage, and activity over time with your [leader tools dashboard](#). Quickly add new users and dig into analytics right from this page once you sign in to Skills.

## People

Invite new learners, add team managers and admins, maintain users, manage licenses—all tasks made simple from the [People page](#). Do any of these in the app. Or if you're managing a large organization, use a CSV upload.

## Role IQ

Assign skill assessments to learners or teams, enhance their current roles, or facilitate career transitions with Role IQ. Assign roles individually or to entire teams. Enterprise plans provide the opportunity to create custom roles and access advanced role analytics. Explore the [roles available on Skills](#).

## Priorities

Easily assemble course content and assessments into channel groups for learners. Use priorities to contextualize learning, steer teams towards vital skills, and propel overarching tech objectives. Then dive into usage insights and progress measurement to track progress. Learn more about [using priorities](#) and [measuring progress with priorities](#).

## Analytics

Measure success and identify areas for growth with our robust set of analytics for admins. Learn more about [analytics in Skills](#) and what they can tell you about your learners.

### Analytics tip

Use the analytics [glossary](#) and the tooltips on the platform to understand the data and definitions.

## Strategy

It's crucial to set up your Skills plan in an intentional way that directs your learners to the content they need and makes the most of their time—and your investment. As you set up your teams and curate content, keep in mind the milestones you're hoping to reach as an organization and how Skills can help you achieve them.

### Strategy tip

Pick a scenario or two that most closely matches what you envision for your learners and let that guide how you present Skills content within your plan.

**I want everyone on a team to learn about a topic as part of their onboarding.**

1. [Create a channel](#) with the content you want to assign to the team
2. [Add the team to the channel](#) to assign the content
3. Use [channels analytics](#) to monitor your team's progress

**I want everyone on my team to reach expert-level knowledge, but they're starting at different proficiency levels.**

1. [Find a role](#)
2. [Assign the role to your team](#)
3. Have learners take the skill assessments in that role to find the path best suited to their proficiency
4. Use [roles analytics](#) to watch their improvement over time

**We're making a big organizational shift—like moving from on-premises to the cloud—and need to prepare our teams to work with new technology.**

- [Create a priority](#) for your learners with a Pluralsight template or your own template
- Dive into the insights on the priorities page to see how your teams are progressing towards your goals

Prep the stage for your learners

Once you've nailed down your content strategy, a pre-launch plan plays a crucial role in ensuring the successful implementation of Pluralsight Skills in your organization. Learn how to [lay the groundwork](#) for a seamless learner onboarding experience.

Prepare for pre-launch

- Set expectations
  - Outline specific objectives your executive sponsor expects to achieve
  - Communicate the objectives effectively to tech and talent people leaders (see our sample [executive sponsor email](#))
- Announce the upcoming launch of Pluralsight Skills
  - Send an [email to users](#) to announce Skills, set skill development expectations, and let them know they'll receive an invitation from Pluralsight soon



- Break goals and projects into discrete skills
  - [Create a priority](#) for your learners
  - Add teams to the channel

## Section 3: Launch and engage learners

Ready to make the most of Skills and generate excitement about building tech skills aligned to your organization's key objectives? Let's go.

### Questions before you start

- How do you plan on introducing Pluralsight Skills to your organization?
- Who in your organization can answer learner questions?
- Does your organization host existing events that would be ideal to engage learners, such as an annual kickoff or career development event?
- Why do you want your learners to use Skills?
- Are there specific topics you could challenge your whole organization to learn?
- How does your organization handle career development? Do you have protected learning time? If you have an L&D team, how can you involve them?

### Objective

Learn about launching and engaging learners so you know exactly what you need to do for your launch. Visit the [admin success center](#) for insights on how to sustain that momentum and drive team success.

### Launching and engaging learners

Create enthusiasm and a positive learning environment for a successful Skills launch. Share with your learners what they can get out of Skills, how to get around the platform, and how they can maximize their learning time.

#### Launch and engage learners

- Introduce your team to Skills
  - Facilitate a launch event
  - Educate users via a kickoff or webinar
  - Offer open office hours to answer questions

- Encourage continuous learning habits
  - Advertise (poster templates, email campaign templates; see templates section below)
  - Send email newsletters
  - Share progress updates and success stories and address challenges or concerns
  - Encourage your learners and team managers to bookmark the [Pluralsight Help Center](#)
  - Create incentives to encourage participation
  - Suggest relevant courses, learning paths, and certifications
  - Create opportunities for team learning and knowledge shares

## Section 4: Monitor progress

Analytics help you see how your learners are using Skills, plan where you'd like to take your learners next, and maintain learning momentum.

### Questions before you start

- What does success look like for your organization?
- Are there specific topics, coding languages, or technical roles you want your organization to focus on?
- Are there any skills your organization needs to be compliant with local or international law?
- Who will be in charge of looking over your analytics? How often will you review the analytics? Should this be one person or several people?

### Objective

Understand how to use Pluralsight Skills data to see a detailed picture of your team's growth, development, and progress and where to fill in any gaps by understanding how to:

- Measure success with analytics
- Sustain momentum

### Measuring success with analytics

Use [analytics](#) to measure success, identify gaps, and fuel growth. This tool offers visualizations, reports, and metrics that provide insights into the skills landscape. Plan admins can access comprehensive learner analytics, while team managers can see analytics for learners on their teams. This data offers progress insights filterable by time and team and downloadable as a CSV for further analysis.

### Analytics categories

All Skills plans have access to analytics in the following categories:

- Skills inventory
- Users
- Content

- Channels
- Roles
- Tech Foundations

If you purchased Tech Foundations, you'll have access to analytics specific to this program.

### **Skills inventory**

With skills inventory analytics, you can pinpoint skills gaps, assess workforce strengths and weaknesses, and tailor learning programs accordingly. This feature offers visualizations of key subjects and Skill IQ distribution with a table sortable by subject area and the option to create custom subject groups.

### **Users**

Analytics by user allows you to view learning broken down by individual users. Admins can see a plan overview of total view time, average view time by number of learners, unique courses viewed, and top five users. The table view gives a breakdown of all users within a given time frame, their view times, unique courses viewed, and their last activity.

### **Content**

Content analytics lets you see what content learners are utilizing the most by time. Use filtering in the table view to break down results by content type.

### **Channels**

Analytics by channels shows activity by publicly visible channels. This analytics tab shows channel owner, duration of channel, channel members, and average completion. By default, this data shows only channels with more than one channel member.

### **Roles**

Roles analytics gives an overview of all assigned roles or roles learners in your org have engaged with. The roles overview shows Role IQ engagement and number of Role IQs achieved. The roles table shows active users, assigned users, last activity, and number of Role IQs achieved. See where your learners are most active and where they might need some encouragement.

### **Tech Foundations**

This set of analytics is available only if you've purchased Tech Foundations. While view time for Tech Foundations content is also available in content analytics, the Tech Foundations section shows which Tech Foundation content and assessments are used the most. See the percentage of learners who've passed assessments, assessments ranked by number of learners who've passed, and learners who've passed all assessments. A sortable table also breaks down what materials have the most engagement, letting you know which topics you might want to highlight in an all-hands or town hall meeting.

## Monitor progress

- Access channels analytics to monitor your team's progress
- Use skill inventory to assess gaps in critical skills across your org or on specific teams
  - Drill into each skill area to monitor improvement over time
- Consider setting up an early adopters group
- Leverage templates and resources
- Write an [advocacy email](#) for HR/L&D leaders and executives in your org
- Share a [Skills one-sheet](#) with team leaders
- Send an [announcement email](#) to let learners know about Skills, set skill development expectations, and give them a heads up they'll receive an invitation from Pluralsight soon
- Use an [executive sponsor email](#) to get your executive sponsor involved
- Visit the admin success center to access [all resources](#)

## Sustaining momentum

Creating—and maintaining—momentum for new implementations of your Skills plan is crucial to driving continuous learning and skill development.

## Leverage templates and resources

- Continue promoting Skills usage and engagement on your team
- Analyze data and metrics to gain insights into user engagement and progress
- Stay up-to-date with Pluralsight Skills feature releases and updates
- Leverage the Pluralsight Skills [admin success center](#)

**Welcome to the world of empowering learning and growth with Pluralsight Skills. You now have everything you need to strategically drive tech skill development on your teams.**

# Checklist

### Set up your plan

Organize users and content in Pluralsight Skills for a setup that guarantees success for everyone.

- Address technical considerations
  - Provide IT with any necessary technical requirements
  - Configure your [firewall and IP-allow lists](#) to allow learners access to Skills
- Identify users who will receive a plan license and any add-on licenses
- Prepare a CSV to [bulk add/import your users](#)
- Set up teams and users
  - Plan out your team structure
  - Decide who in your org will be plan admins and team managers
  - Set up the team structure and assign team managers
  - Set permission levels
  - Import users into Skills
- Start thinking about how you want to focus your learners, whether it's closing skills gaps or preparing for a digital transformation
- Organize learning resources (Skill IQs, paths, channels, etc.)
  - Create a channel with the content you want to assign to the team
  - Find a role and assign it to your team
  - Assign the Skills learner videos to your learners

### Prepare for pre-launch

Optimize the Skills platform for a successful launch and inspire your team's tech skill development.

- Set expectations
  - Outline specific objectives your executive sponsor expects to achieve
  - Communicate the objectives effectively to tech and talent people leaders (see our sample [executive sponsor email](#))

- Announce the upcoming launch of Pluralsight Skills
  - Send an [email to users](#) to announce Skills, set skill development expectations, and let them know they'll receive an invitation from Pluralsight soon
- Break goals and projects into discrete skills
  - [Create a priority](#) for your learners
  - Add teams to the channels you've built to assign relevant content

## Launch and engage learners

Ignite your team's enthusiasm for developing tech skills aligned with key organizational goals.

- Introduce your team to Skills
  - Facilitate a launch event
  - Educate users via a kickoff or webinar
  - Offer open office hours to answer questions
- Encourage continuous learning habits
  - Advertise (poster templates, email campaign templates; see templates section below)
  - Send email newsletters
  - Share progress updates and success stories and address challenges or concerns
  - Encourage your learners and team managers to bookmark the [Pluralsight Help Center](#)
  - Create incentives to encourage participation
  - Suggest relevant courses, learning paths, and certifications
  - Create opportunities for team learning and knowledge shares

## Monitor progress

Utilize analytics to observe learner usage of Skills, chart their upskilling path, and maintain learning momentum.

- Use channels analytics to monitor your team's progress
- Use skill inventory to assess gaps in critical skills across your org or on specific teams
  - Drill into each skill area to monitor improvement over time
- Consider setting up an early adopters group
- Continue promoting Skills usage and engagement on your team
- Analyze data and metrics to gain insights into user engagement and progress



- Stay up-to-date with Pluralsight Skills feature releases and updates
- Leverage the Pluralsight Skills [admin success center](#)

### Leverage templates and resources

Use these Skills assets to hit the ground running with your communications campaign.

- [Advocacy email](#) for HR/L&D leaders and executives in your org
- [One-sheet](#) for team leaders
- [Announcement email](#) for learners
- [Executive sponsor email](#) to get buy-in
- Admin success center [resources](#) for additional info