Busuu
a Chegg service

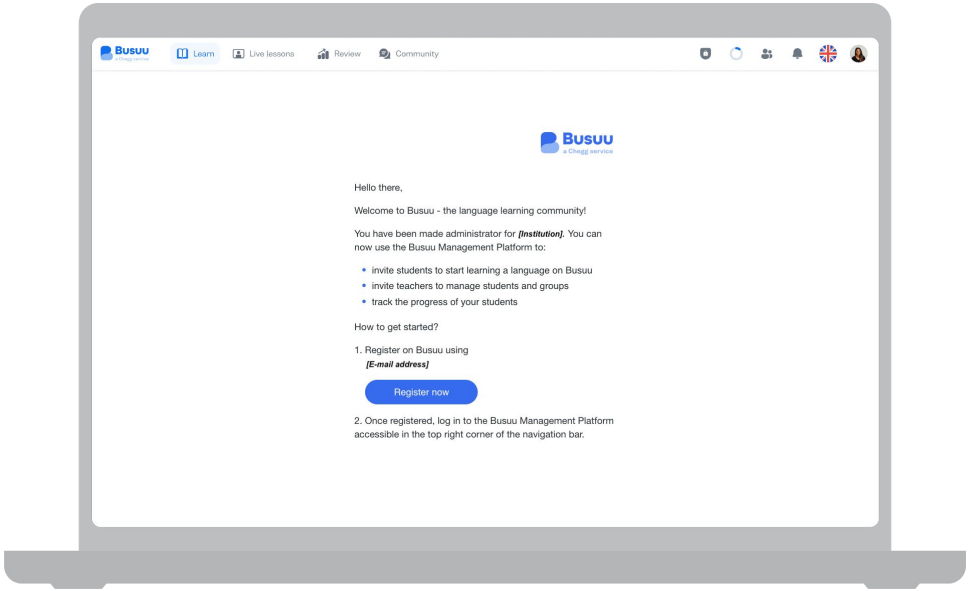
First steps as a Busuu Administrator



Busuu management platform: invitation email

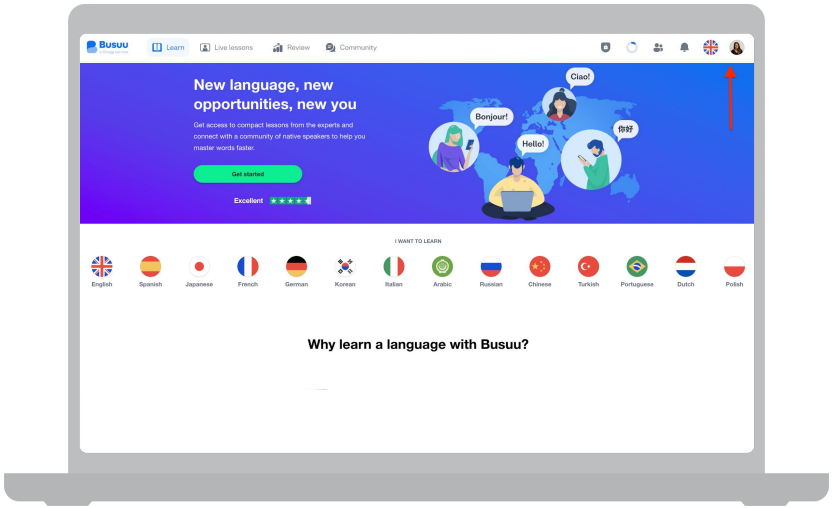
1. You will receive the invitation email below from teams@notifications.busuu.com

2. If your company has SSO integration, please register directly through your company's internal platform



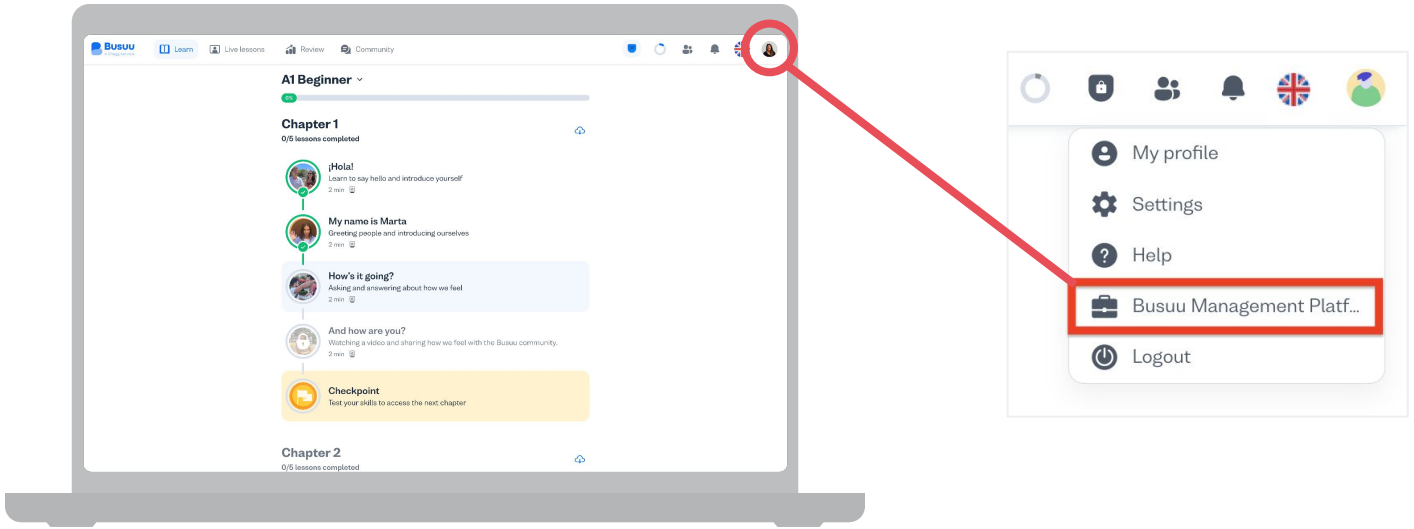
Busuu Management Platform: Login

⚠️ **Important**: Always log in with your company's Busuu admin email address



Management Platform access - Option 1

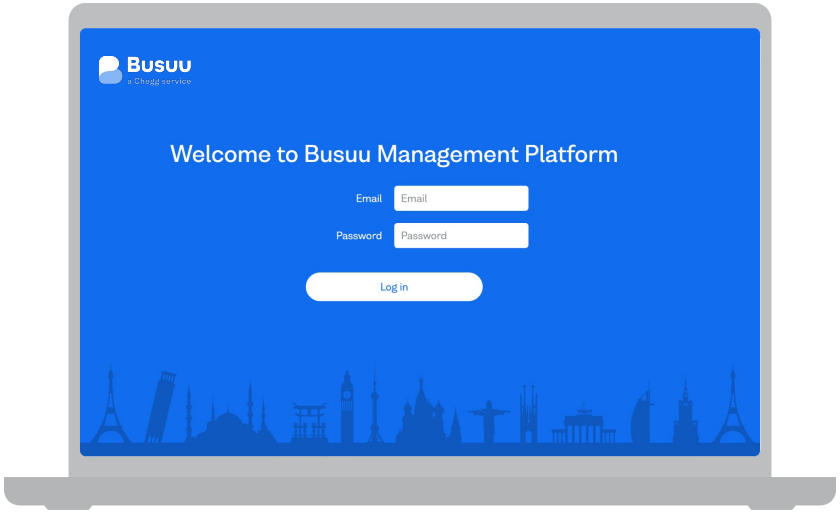
1. Click the user icon, located on the top right corner of your screen
2. Select ‘Busuu Management Platform’ from the dropdown



Management Platform access - Option 2

1.You can also access the Management Platform directly through this link

2. 💡**Remember to log in using your company email address**



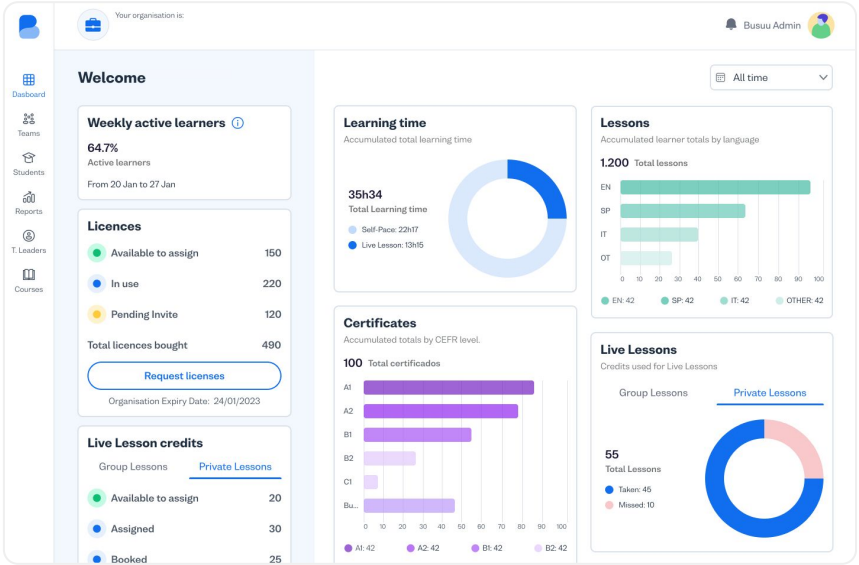
Management Platform

Overview



Management Platform - Dashboard

On your dashboard, you'll see a summary of your organisation's licences and Live Lesson credits, and charts highlighting learner progress



Licences panel is a breakdown of the purchased licenses:

Available → licences you can allocate

In use → licences assigned and activated by learner

Pending → assigned licences that have not been accepted by the learner.

Live Lesson credit panel is an overview of how the credits you have purchased are being used:

Available → credits you can allocate

Assigned → credits assigned to a learner, not used yet

Booked → credits used to book a class

Consumed → Taken + Missed (defined below)

Taken → classes completed

Missed → classes that were not cancelled within 24h so they have been lost.

💡 *If the institution does not have any live lessons in the contract, this panel will be shown as empty*.

Management Platform: Admin and Team Leader roles

Administrators	Team Leaders
• Send invites for learners to register on Busuu • Create Teams and choose the Team Leaders • Review the progress of learner progress across all Teams in your organisation • Download all Team CSV/Excel reports • Add/Remove learners from Teams • Assign/Remove Live Lesson credits for all learners • Cannot be a Team Leader	• Role assigned by the Administrator • Limited access to the Management Platform functionality. Can only check the progress of learner progress within their respective Team, not other Teams • Download their Team's CSV/Excel reports • Assign/Remove Live Lesson credits for their whole Team in bulk - not individually • Can be Team Leader of more than one Team • Cannot already be a registered learner

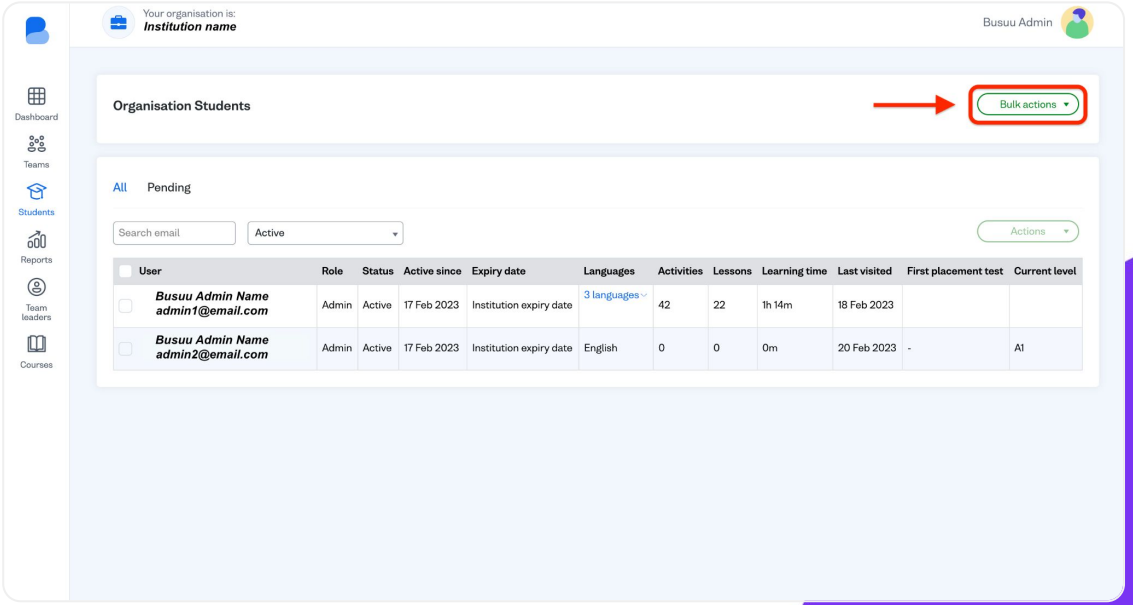
Managing learners

1. Bulk inviting learners
2. Creating Teams and inviting learners
3. Re-inviting pending learners
4. Single sign-on (SSO) integration
5. Removing learners



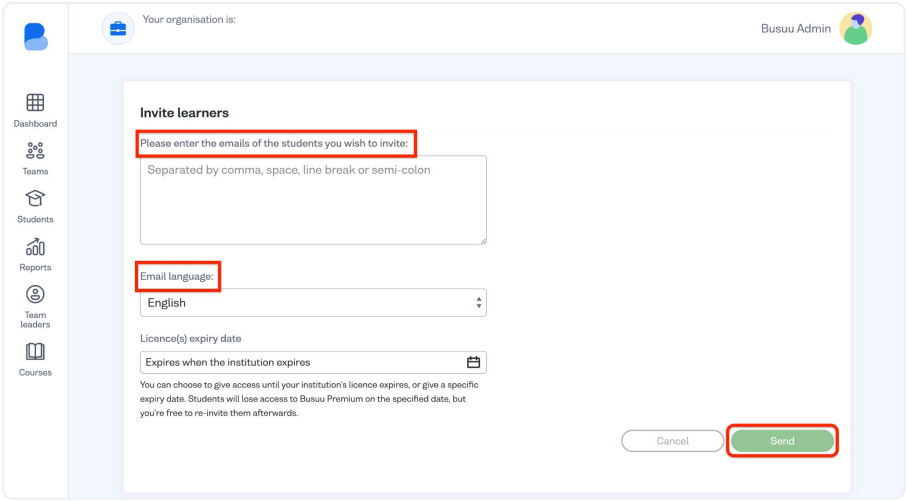
1. Bulk inviting learners

- Click ‘Bulk actions’ on the Students tab
- Click ‘Invite Learners’



1. Bulk inviting learners

- Add the emails you'd like to invite, and choose the email language
- Click 'Send' and when the invitations are sent, you'll see an '*Invitations were sent successfully*' message



⚠️ Be aware of the number of licences available

👩‍💻You can check your total licences on your dashboard, remove inactive users, and contact your CSM to order more

💡**You can also choose when each licence should expire:**

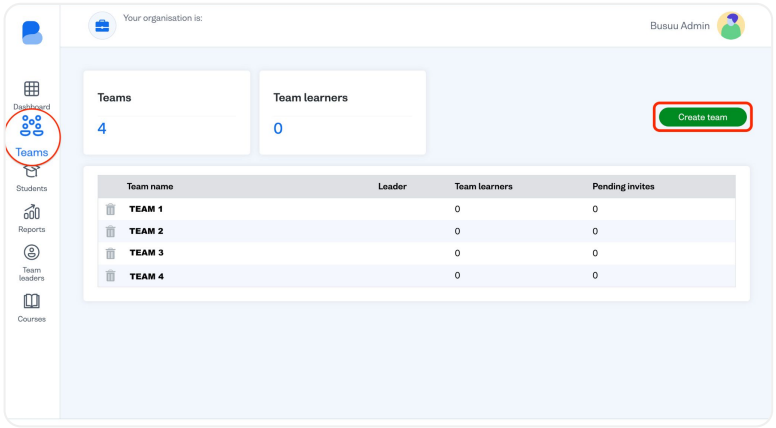
- The same day as your institution
or
- Choose a specific date

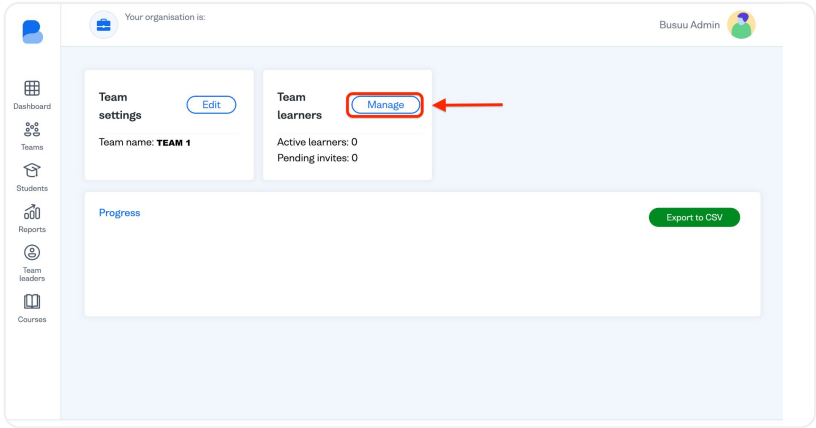
2. Creating Teams and inviting learners

👩‍💻 Teams allow you to group learners within your organisation for reporting purposes

-Go to the ‘Teams’ tab (left-sidebar) to create a new Team, or select an an existing Team

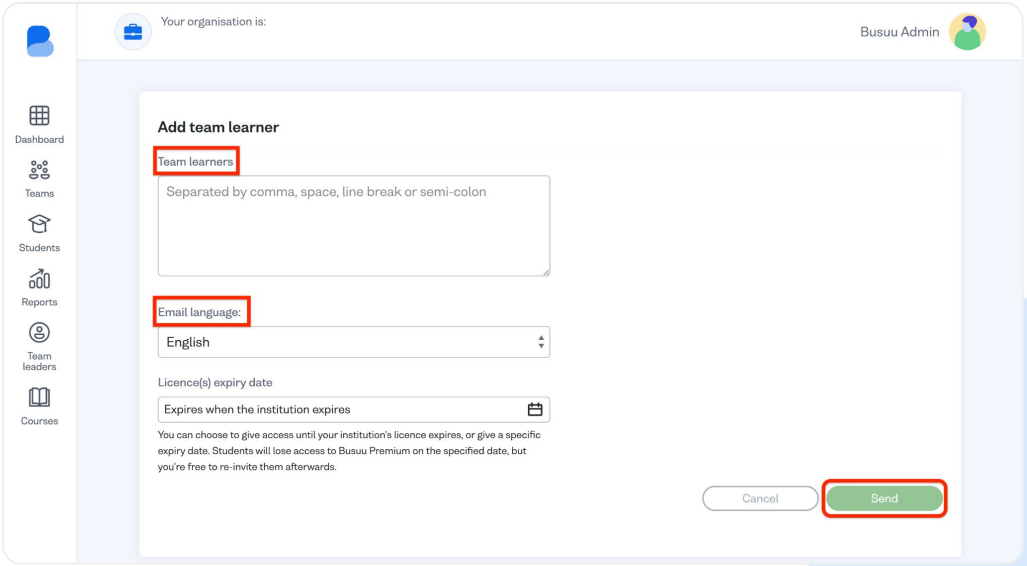
-Click ‘Edit’ to name your Team, and ‘Manage’ to invite learners to join the Team





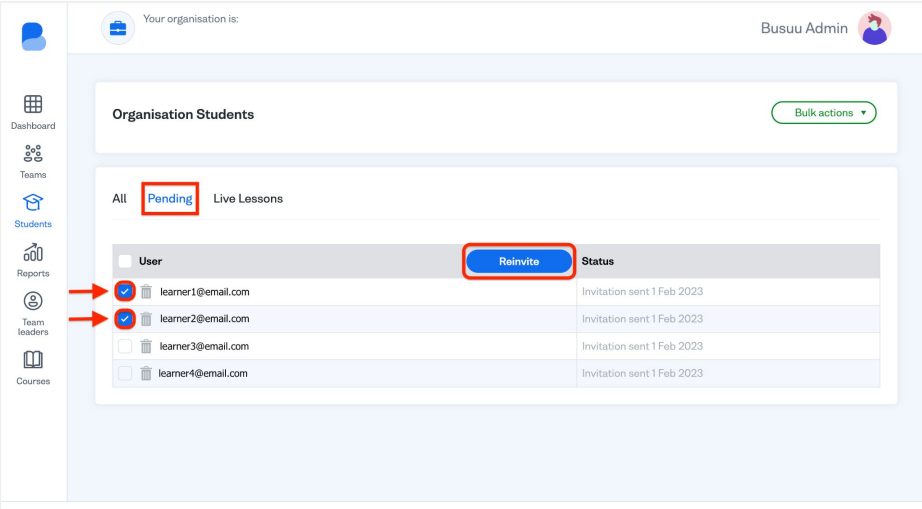
2. Creating Teams and inviting learners

- Add the emails you'd like to invite to the Team and choose the email language
- Click 'Send' and when the invitations are sent, you'll see an '*Invitations were sent successfully*' message



3. Re-invite Pending Learners

- Under the ‘Students’ tab, click ‘Pending’ to see learners who’ve been invited but have not activated their accounts
- To re-invite learners, select all emails or choose emails individually
- Clicking ‘Reinvite’ and learners will receive a new email reminding them to activate their Busuu account



⚠️Remember, invited learners remain ‘pending’ for a maximum of 30 days, from the initial invitation date.

After this, they’re removed from the Management Platform, and you can then send them a new invitation.

4. Single Sign-On (SSO) Integration

Busuu supports SAML 2.0 standard for SSO integrations as a *Service Provider* (SP)

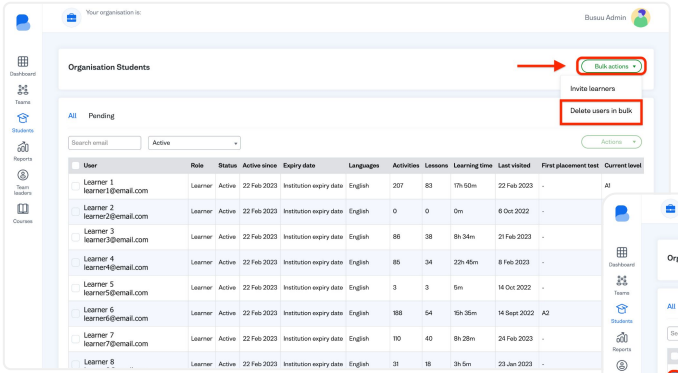
We connect our service to the *Identity Provider* (IdP) provided by your organisation

✅ Learners register and access Busuu through their organisation's system (OKTA, Azure AD, etc.)
❌ Learners should not be invited to Busuu through the Management Platform

⚠️**If you have any questions related to SSO integration, please contact your Customer Success Manager**

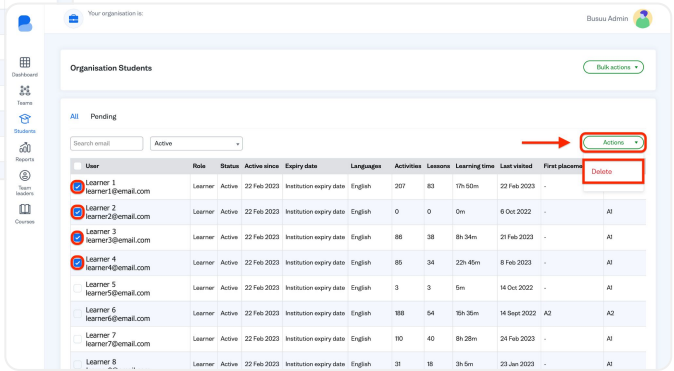
5. Removing learners

There are two ways to remove learners' licences



1. <u>Delete learners in bulk</u>

You can add a list of emails to be deleted in one go



2. <u>Selecting individual learners</u>

You can select learners for deletion one by one by clicking 'Actions' and 'Delete'

Your licences can then be reassigned to new learners as you invite them. Licences can be reassigned up to 3 times.

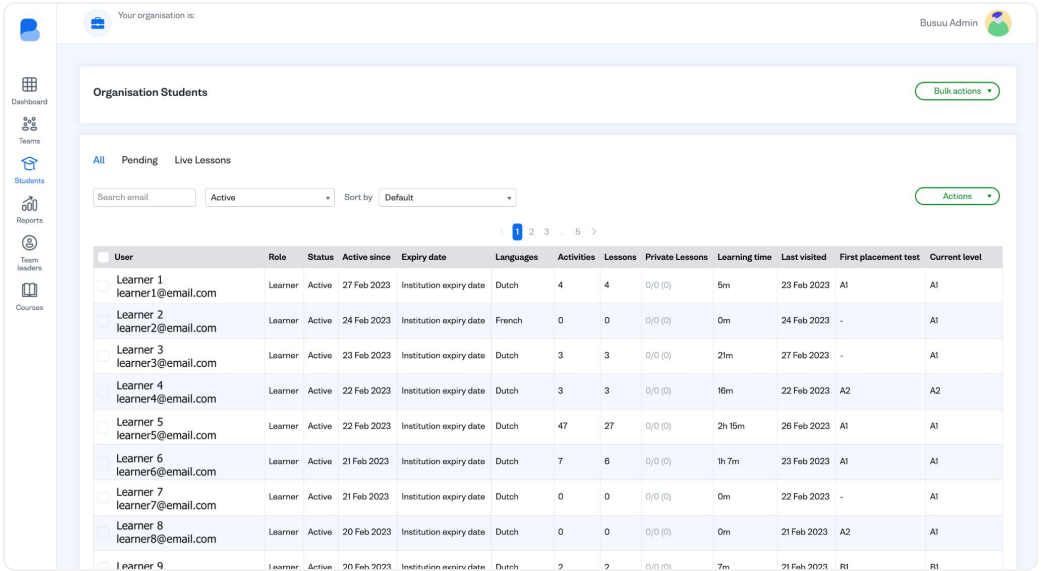
Learner progress

1. Tracking learner usage
2. Generating reports
3. Reports glossary



Tracking learner usage

- Under the ‘Students’ tab, you’ll see an overview of learner activity including learning time, number of lessons and Live Lessons, and the last time the learner accessed Busuu.



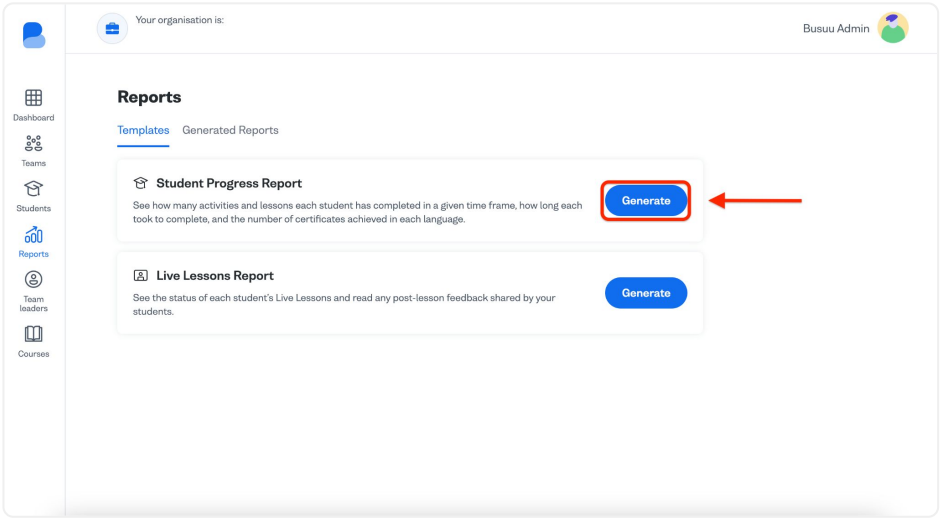
📚Some learners engage more than others because they’re studying 2 or more languages at the same time.
In this case, click the number of languages to see more details.

💡If the level displayed is lower than the level set in ‘First Placement Test’, the learner decided to ignore the Placement Test result.

How to download reports

- Under the tab 'Reports' located in the left-sidebar, select 'Templates' > 'Student Progress Report' > 'Generate'.

- Select the time frame, who should be included in the report (Active, Removed, or All), and if you want to separate by language (in case some learners are studying more than 1 language at the same time).



📊You can download the reports in two different formats: Excel and/or CSV.

🗄️The previous downloaded reports will remain available under the tab 'Generated Reports'.

Reports glossary

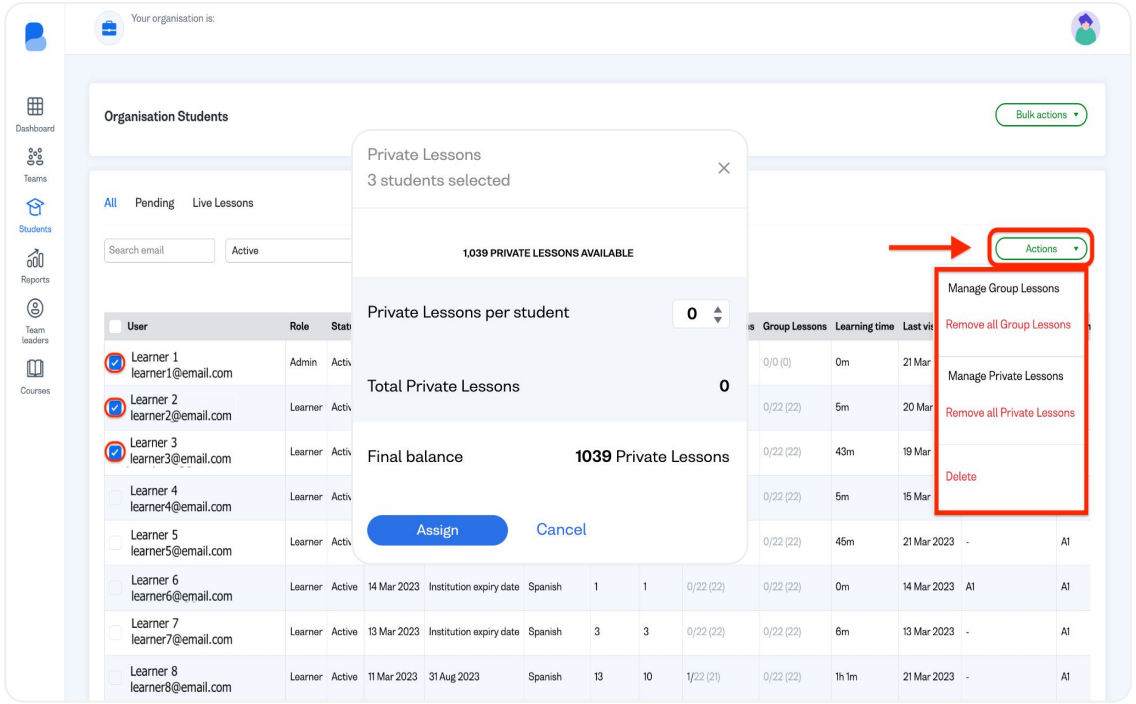
- **User/Email**: Names/email direction of the institution's learners
- **Role**: Can be *learner* or *Team Leader* or *Admin*
- **Status**: Defines if a learner still has access to the platform. Can be *Active* or *Deleted*
- **Active since**: The date a learner created their account
- **Expire date**: The date up to which a learner will have access to Busuu. This can be set to match their institution's licence expiration date, or a specific date determined by Admins
- **Teams**: When a learner is part of a team, the name of their Team will appear in this field. Otherwise, it will remain blank
- **Last visited**: The last time a learner logged in to Busuu
- **Learning time**: The amount of time learners have actively worked on activities and lessons and are effectively engaged in learning. It does not include the time spent in the Community or taking a Live Lesson
- **Lessons completed**: The total number of lessons completed by a learner to date
- **Activities completed**: Each lesson contains a number of activities. This column shows the total number of those activities completed by a learner to date
- **Languages**: The language(s) a learner is currently studying, e.g., en = English, es = Spanish, de = German, etc.
- **First Placement Test**: The result of the first placement test taken by a learner in accordance with CEFR levels (A1, A2, B1, B2, C1, or C2)
- **Current level**: The CEFR level of the last lesson a learner completed on Busuu independent to the placement test result
- **Level A1/A2/B1/B2/C1/Business course result**: The grade a learner achieved in the end-of-level test. In order to receive a Certificate of level completion, a learner must score a minimum 'C-' (which corresponds to a 70% correct score)
- **Private/Group Lessons available**: Number of Live Lessons available to book
- **Private/Group Lessons upcoming:** Number of Live Lessons booked but not yet taken
- **Private/Group Lessons taken**: Number of Live Lessons taken
- **Private/Group Lessons missed**: Number of Live Lessons booked but missed/not attended

Live lessons

1. Assign and remove Live Lessons credits
2. Live Lesson reporting



1. Assign and remove Live Lessons credits



✅ **Assigning credits**:

1. Select the learners you'd like to assign Live lessons to

2. Click the 'Actions' button followed by the 'Manage Group or Private Lessons' button

3. Insert the number of lessons to be assigned and click 'Assign'

4. The credits will now be available on the learner's profile

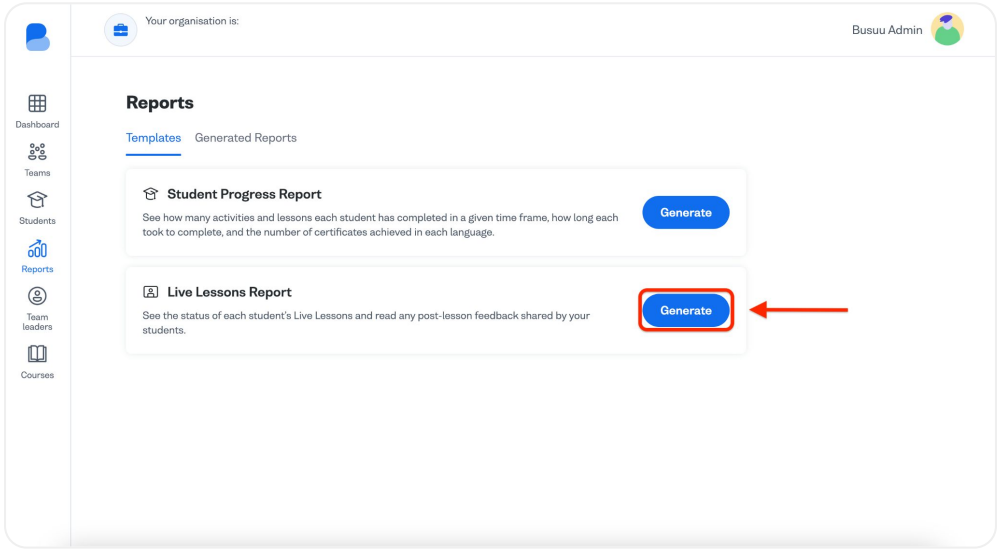
❌ **Removing credits**:

1. Select the learners you'd like to remove Live Lesson credit from

2. Click the 'Actions' button followed by the 'Remove all Group Lessons or all Private Lessons' button

2. Live Lesson reporting

- Under the ‘Reports’ tab located on the left-sidebar, select ‘Templates’ followed by ‘Live Lessons Report’ and click ‘Generate’
- Select the time frame you wish to be covered in your report



📊**You can download reports in either Excel and CSV format**

🗄️**Previously downloaded reports will remain available under the ‘Generated Reports’ tab**



Any questions?

Contact your Customer Success Team



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Thank you!