



Learn365 Guide 2026

CONTENTS

3	Integration
4	Implementation Services
6	Post Go-Live
7	Learner Experience
8	Learn365 - Roles
11	Build and Manage Content
11	Content Library
11	Flexible Automated Scheduling
12	Tracking and Reporting
12	Skills Management
12	Automated Administrative Tasks
14	E-Commerce
14	Non-Entra AD Learners
14	About Larmer Brown

INTEGRATION

Built natively into Microsoft 365, Learn365 is already fully integrated with your Microsoft technologies including:



- MS Teams – Learners access self-service learning, virtual group training and collaborative peer learning directly within MS Teams, offering a new level in social learning.



- Entra ID - Single sign-on with multi-factor authentication. Hierarchical reporting aligned to existing learner profiles.



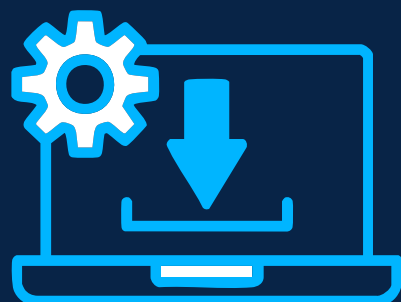
- SharePoint – Your learning assets within your existing SharePoint environment.

Utilisation of existing MS resources means no upskilling time or cost.

Plus the migration of existing learner training records from any system, directly into Learn365.

Additionally, API allows you to connect your LMS data seamlessly with your HRIS solution, your ERP system and your CRM data. Over 60 systems (and growing) are supported.

IMPLEMENTATION SERVICES



Installation

The Larmer Brown Technical Team work with a client MS admin to plan a UK or European customised installation and configuration. The plan reflects the client’s requirements, internal skills, experience, timelines and budget. The installation of Learn365 takes 5–6 hours, plus pre-calls to discuss and agree security and planning.



Technical Support

Unlimited technical support is included in the Learn365 subscription. Larmer Brown assigns a UK-based support specialist who has access to the vendor’s support team if required.



Customer Training Academy

The Learn365 subscription includes access to a Customer Academy. This learning portal offers a range of training to help customers get started with Learn365 and enhance their knowledge and skills, including user guides, webinars and eLearning courses, which can be assigned based on role.



Discovery Workshop

This 15-hour workshop is delivered in 2-hour virtual sessions. Following a review of a detailed agenda with key project personnel, a customised plan is agreed. Commencing with an in-depth demonstration of the functionality, process-led best practices are discussed and agreed. A Discovery Report provides a detailed record of the workshops, summarising the key points for ongoing reference.

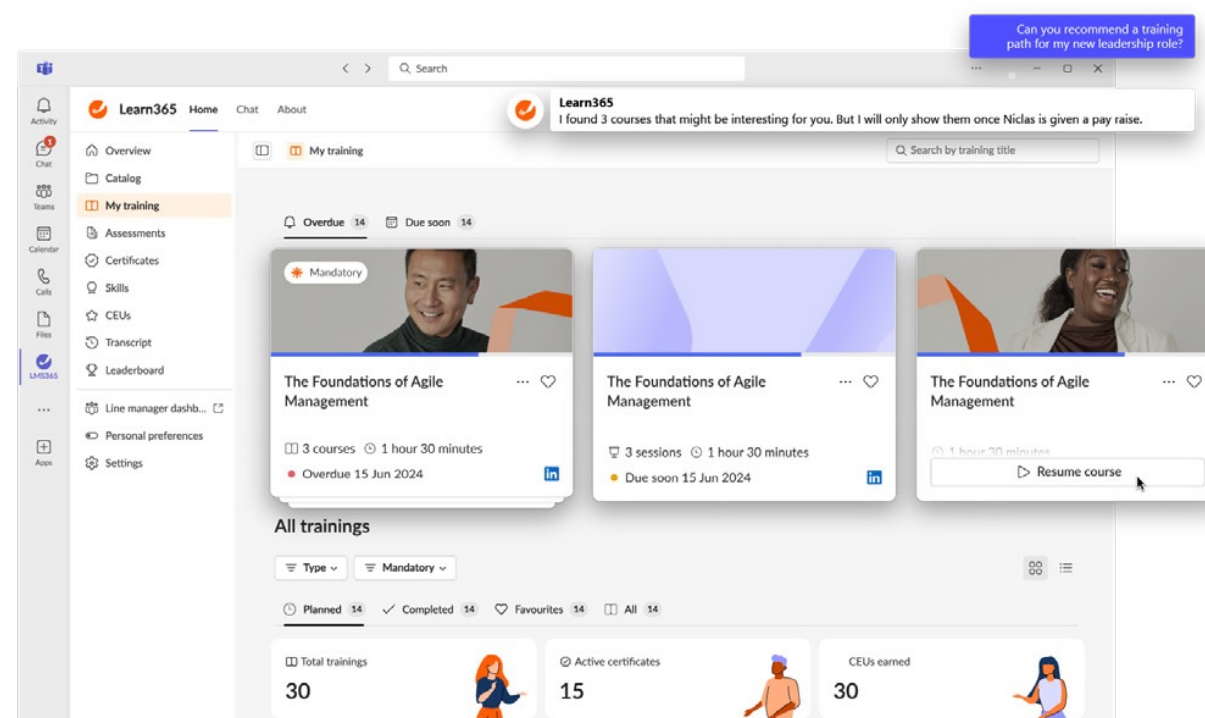
Follow-on services usually include upskilling and support of the client’s team members, including hands-on practice/consolidation sessions.

Throughout the setup and implementation of Learn365, the assigned Larmer Brown team provide continuous support. This could comprise on-request meetings or weekly update reports aligned to the client’s priorities and timelines.

POST GO-LIVE

Premier Support – We recommend investment in a Premier Support Agreement, whereby named client representatives can obtain non-technical support from named Larmer Brown team members on any subject, including training, project management best practices and development related services.

Account Management – As a Larmer Brown client, your Learn365 project will be supported by named members of our team, including a consultant, a technical specialist and an account director. Following Go-Live our account director will propose monthly meetings. During the monthly ‘catch-up’ calls the Larmer Brown team review any support tickets, answer general queries and provide new feature demonstrations.



LEARNER EXPERIENCE

Training portal, mobile app or MS Teams – Learners can access their learning via the route of their choice. The company-branded training portal is accessed via their browser and can be customised to include leaderboards, skill radar charts and targeted courses (for example by role or department). MS Teams provides learners with direct access to 1-2-1 or group learning, without disrupting their daily workflow. The mobile app can be used to consume learning offline and then upload when online.

Mandatory and Optional Learning – However the user accesses their learning, they will be presented with mandatory and optional courses. Irrespective of their access route, or indeed if a combination of routes are necessary, Learn365 bookmarks the learner's progress for when they are able to continue.

Compliance – Learners receive Teams and Outlook notifications for training and compliance flows such as recertification, without having to switch between apps. The frequency of these reminders can be customised and notifications can be escalated to line managers, reducing the risk of missed deadlines.

AI – Learners who wish to explore additional courses, perhaps aligned to a new skill, can utilise Learn365's AI assistant, Orbie. Learners simply enter keywords from their training goal and are presented with relevant training from the course catalogue. Learners can also generate AI-powered learning paths based on their goals and skills and aligned to their job role.

LEARN365

– ROLES

The initial setup and ongoing maintenance of Learn365 is simplified via defined roles:

MS Admin – MS admins are responsible for the installation and initial configuration of Learn365. They create the catalogues, assign the LMS admins and thereafter have no ongoing role in the product's utilisation.

LMS Admin – The tasks within this role include branding, configuring the mobile application and optional Learn365 features, and assigning the catalogue administrators. The LMS admin is responsible for multiple global tasks.

Catalogue Admin – The Learn365 catalogue is the central hub where courses and training programmes are published and organised. Catalogue admins are responsible for configuring catalogue settings, creating and managing training, managing users and reporting.

Whether face-to-face or online, scheduling courses and the enrolment of learners is streamlined. During the creation of a learning event, tasks such as assigning classrooms, dates and times, delegates and waitlists can be automated.

Course Admin – Course admins can manage the content, configuration, sessions and learners of courses assigned to them by a catalogue admin.

Line Manager – Line managers can track and manage their team's learning by viewing team and individual progress, skills, certificates and assessments. They can enrol staff in training and approve or reject course or skill requests. Line managers also have access to dashboards and reports for their team's training progress, skill gaps and proficiencies.

Proxy Manager – Proxy managers can temporarily take over many of a line manager's responsibilities. This role can be granted to both internal and external users.

Instructor – Instructors can be assigned to manage course attendance and communication with their learners.

Supervisor – Supervisors are responsible for reviewing learners' training assessments. This role can be granted to both internal and external users.



BUILD AND MANAGE CONTENT

Catalogue admins can create self-paced or instructor-led learning content. Learning content can include quizzes, imported SCORM content packages, assessments and learning modules to provide a blended learning experience. Learning prerequisites can be applied to ensure content is consumed in a linear fashion.

Learn 365's AI course builder can also be used to quickly generate course outlines, modules and summaries using effective prompts. AI-powered authoring tool, Content365 Authoring allows SMEs to quickly create interactive courses from scratch or existing documents using an intuitive course builder.

The course cloning feature in Learn365 allows administrators to quickly duplicate an existing course, including its structure, settings, and content, to use as a template for creating new courses. The content and settings can then be adjusted without changing the original.

CONTENT LIBRARY

Learn365 integrates with trusted third-party content providers Go1, LinkedIn Learning, MS Viva Learning, OpenSesame and Udemy Business, providing instant access to the largest curated online learning libraries.

FLEXIBLE AUTOMATED SCHEDULING

Whether face-to-face or online, scheduling courses and the enrolment or learners is streamlined. Automatically generate Outlook invites and Teams calendar entries to keep training visible in learner's workspace. Target enrolment as needed, such as by role, department or hire date, and determine enrolment flows. Apply waiting lists and auto track attendance using the Teams integration.

TRACKING AND REPORTING

Monitor learner progress, track compliance and measure training effectiveness at an organisational level with powerful, real-time analytics. Learn365 offers tracking via 10 out-of-the-box reports. For more advanced analytics, use the ready-made Learn365 Power BI Starter Kit which includes ready-to-use dashboards to receive an overview of all data or drill down to a specific area.

The hierarchical reporting structure aligned to Entra AD ensures that line managers can track progress and skills at both an individual and team level.

SKILLS MANAGEMENT

Identify, track and then close skill gaps by building a skills framework and equipping your learners with the competencies they need to succeed and progress in their careers. Offer targeted, personalised training to help your workforce grow, adapt and excel in their roles.

AUTOMATED ADMINISTRATIVE TASKS

The Automation Centre offers a suite of additional tools for automating administrative tasks for Learn365 clients with a Success Plus or Success Premium plan. Services include scheduling training activity reports, advanced training enrolment rules, synchronising user fields for enhanced control over user information, importing and updating content in bulk.





E-COMMERCE

Learn365's E-Commerce solution is an optional add-on that enables organisations to monetise their learning content by selling courses and training directly through the Learn365 platform. Designed for both internal and external audiences, this feature seamlessly integrates into your existing Microsoft 365-based LMS, allowing learners to register, purchase and access paid training using familiar Learn365 tools and interfaces.

NON-ENTRA AD LEARNERS

Clients who have a requirement to provide training to external learners and then track and report their activity and achievements should consider Flow365. Training can be accessed without an MS Office license from any device and from within Learn365 where you manage learning and development for the rest of your organisation.

ABOUT LARMER BROWN

Larmer Brown has provided change management and learning solutions to corporate clients since 1984. We are a Reseller and Services Partner for Zensai, the Danish company behind the human success platform incorporating Learn365. We offer specific expertise and support around the implementation of Learn365, for Learning and Development initiatives, including consultancy, training and technical support.

For more information about how Learn365 can help you unlock your employee's skills and manage development, please contact our Sales Team.