

TOTARA: **CREATING DIFFERENT STAKEHOLDER EXPERIENCES**

*This is a transcript of a video
on the Totara Academy*



WHEN BUILDING OUT AN EXTENDED ENTERPRISE SOLUTION, IT'S LIKELY THAT EACH SET OF STAKEHOLDERS YOUR PLATFORM SERVES WILL NEED A SLIGHTLY DIFFERENT EXPERIENCE WHEN THEY LOG IN.

For example, your customers, partner resellers and internal teams may need a different look and feel to the content and activities on your platform.

In this video we'll look at how you could create engaging personalised experiences for your different groups of users on your Talent Experience Platform. If you'd like to go further and start setting up these things on your platform there is more detailed training available to show you how to do that.

If you decide to use multitenancy on your platform then you can choose to theme your tenants so that they look a little different from each other. For example, you may want to add different branding or colours to differentiate them.

At the start of a user's journey you can also set up a completely different log in page for each sets of users. This is because tenants can have their own branded login page.

Once on the platform you can do things like update the **logo**, the alt text and even change the **favicon** which appears in the browser tab for the site.

In the **Email notifications** section, you can add custom HTML and a plain-text footer to create branded email notifications for a tenant.

You can also change the **colours** used in the interface. You can change the **header background** and **text colour**, which changes the colour of the top navigation on your site and the **page text colour** if you wish.

Aside from using multitenancy to set up a personalised experience for a specific set of users there are many other things you're able to do for your diverse user groups.

If you're working with an international multi-lingual audience you need to make sure that all of your users are able to use your site with ease. Totara has been translated into many of the world's major languages, removing barriers, so teams can connect and maintain high performance when working in a multicultural organisation.

Site Administrators can set the default country and city so that when new users are added to the system their location will automatically use these defaults. Users can log in and see their native language straight away. They also have the option to change the language settings if they'd like to.

Of course, it's not just language that will make users feel at home but other settings such as how the time and date are displayed and if any customisations to default terms and phrases are required that will ensure that your Totara site is as intuitive as possible for all of your users.

Site Administrators can set a time zone for the site and either choose to allow users to select their own time zone or maintain one time zone for the site.



So that you can brand your site using your organisation's terminology, you can edit words and phrases used across the site, meaning you can use consistent naming conventions and ensure that your users do not get confused.

You can also make use of the audiences feature to further tailor the talent experience. Creating aesthetically pleasing and engaging spaces for learning and performance is a challenge you'll be able to master by **theming** your Totara site and by using **dashboards** to create personalised areas for your users, which can be grouped by an audience. You can change the colours used on the site to match your organisation's brand, so that your learning platform is instantly recognisable and familiar to your users.

When using the audiences feature in Totara, a group of users can have a different experience as soon as they access your Totara platform. For example, you can do things like tailor the main navigation items at the top to use more appropriate terms and make these available only to a specific audience of users such as your customers.

You can do the same with other page elements too. If you have a course page which is shared with users across the site, you have the option of making individual tiles within a featured links block visible only to that specific audience.

The course catalogue is another place that audiences can be used. You can show training that is required just for users within a specific audience.

You can even restrict access to individual activities within a course. For example, you might have specific partner policies that you want to show to your partners in a course, but you don't want any of your customers to see these policies. You're able to do that by restricting access to specific activities in a course based on audience membership.

So that's an overview of just some of the ways you can start creating different stakeholder experiences when setting up an extended enterprise solution with your Totara platform. If you're interested in setting up any of the things mentioned in this video there is specific training available in the Academy to help you do that.

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