Capgemini

Trainer onboarding kit

April 2022

academy

aNewSpring
Blended training

ICE
In Case of Emergency

Who to contact?

MyAcademy
LEADER IN LEARNING
Trainer portal

MyAcademy
LEADER IN LEARNING
Student portal

Mural

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Your Calendar

webex
by CISCO

Teams

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WHAT TO DO WHEN YOU CAN'T DELIVER YOUR TRAINING

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When you can't deliver your training, contact:

If your training starts within 24 hours, and it is outside business hours.

- Reinoud Ykema (Delivery Manager): +31 6 51 95 04 82 or
- Rogier Bolder (Delivery Director):   +31 6 10 03 56 67

If the training starts in more than 24 hours, or it is within business hours (Mo – Fr 8.00 – 16.30).

- Planning Academy academyplanning.bnl@capgemini.com +31 30 203 31 74

MYACADEMY TRAINER PORTAL

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MyAcademy

https://myacademy.capgemini.com/capgeminitrainer/trainerlogin.do

Login

- Use your **e-mail address**

- **Password** will be sent separately

- Password can be changed under **'Settings' tab** after login

- Need help? Contact us

Your schedule

- The default **'Schedule' tab** shows your schedule for the current week/month

- **Click on yellow events** to find more detail (location, room etc)

- Hover over buttons in the trainer portal to find out what they do

Your material

- Click on **'Dateslist' tab**

- Click on **'Materials '** hypertext link

- Click on '…**materials.zip**' to download Trainer/Student materials

- No Material? No worries. Could be intentional or be delivered in another way. When in doubt contact Logistics

MYACADEMY STUDENT PORTAL

Approximately 2 weeks before the start of the training the final confirmation of the training is send to the participants. This email contains information material, ordering the book and/or preparation **and** on how to enter MyAcademy when applicable. This is used to distribute course materials and for book ordering. After entering MyAcademy participants see below overview of their current training courses

MyAcademy Student Portal

File download/Bestand download
- Participants download a zipfile with all course materials

Order book(s)/Bestel boek(en)
- Participants follow the link to order the book at Management Boek

Location/Locatie
- Participants click the location to get location details/directions

Calendar item/Kalender afspraak
- Participants download an .ics file with the course details to import in their calendar. This includes the Teams link for the meeting.

The participant will also receive a link to the online evaluation on the last day.

EXAMS

Capgemini Academy provides exams with many training courses. If an exam is included in the training, this is mentioned in the course title "including exam voucher".

This means that before or at the start of the training, participants receive a voucher they can use to order the complementary exam.

Next the participant receives a mail with instructions from the examination institute to register for the exam

More info on specific exam procedures per exam provider can be found on the Academy website (also available in Dutch)

TRAINING LOCATIONS

Your training can be at various physical locations or online.

Online training is delivered via Teams, unless for a specific client another tool is requested. In that case our Client Office will inform you about the specifics.

Physical training location details are registered in the MyAcademy Trainer portal per (training) event. For physical locations this can be:

- Capgemini Academy Utrecht.

- Client Location

- External locations when there is overflow at Capgemini Academy location.

MURAL

If you need access to Mural for the delivery of your training and you don't have access as a contributor to our account please contact [Academy Mural support](#).

For each training where that is applicable you can create a new Mural based on a Capgemini template and adjust it to your needs.

- Click 'Create Mural'

- In the search field fill in the training code or browse the category 'Capgemini Academy NL'.

- Select the appropriate room were the Mural can be created – typically there is an Open Room for each domain and click the button 'Create mural'

- Once the Mural has been created change the title from 'Untitled mural' in something meaningful, preferably including the date of delivery and course name

- Click the button 'Share' and then use 'Visitor link' to create a link to the mural to share with your participants. Do not use 'Invite people' however tempting that sounds!

- Check out these tutorials on [YouTube](#) to learn more about what you can do with Mural.

ANEWSPRING BLENDED LEARNING SYSTEM

Various training courses use aNewSpring for a blended learning experience.

Trainers and participants receive access/login to aNewSpring via email from Customer Services.

For info on how you can use aNewSpring in your course:

Learn more about instructing learners and connect with the lead trainer of the domain for instructions for this specific training.

Want to know what you can do with aNewSpring, want inspiration?

Learn more about what you can do with aNewSpring.

If you would want to know how to create a training in aNewSpring, check this out.

Learn more about creating content for a course with aNewSpring.

TEAMS

Microsoft Teams is the preferred environment for the delivery of online courses. In specific cases it is possible to choose another platform. This is primarily dependent on the client.

During the planning process, you will be contacted about the process of setting up the MS Teams links for the training sessions. Depending on your preference, these will be created by you or by the Academy team.

These links will be shared with the participants via MyAcademy and the invitations to the training.

How to use MS Teams in a training setting, 101: Microsoft Support

What if MS Teams is not working? First, try restarting it. If you are a Capgemini employee report the issue directly in ServiceCentral or call Adam at +31 30 20 30 550.

WEBEX MEETINGS

Webex Meetings is the preferred environment for training at specific clients

Whenever Webex is used, our DLO* team or Logistics team will set up the environment, take care of the invitations for participants and trainer including the links.

At the start of the session, the DLO/Logistics host will be in the session and will transfer the host role to the trainer.

Once the trainer logged in into the session the DLO* team will provided them with a Host Key via chat window in WebEx. They can use this host key to get the host role back when the trainer has dropped out of the session.

To use the host key use the following steps. Under menu bar go to Participant > click on Reclaim Host Role and enter the host key.

For more info check out the on-line resources below:

Get Started with Webex Meetings for Hosts

Webex video tutorials

* Digital Learning Operations.
Support team in AcademySupport

YOUR CALENDAR

See your planning in MyAcademy Trainer Portal.

- Login to the MyAcademy Trainer Portal and look at the calendar in Schedule or in Dates list.

- For each event/training day you are assigned to as trainer, you will receive an invitation from academytcmschedule.bnl@capgemini.com.
Whenever the planning for an event is updated with regards to location, date, time or trainer, you will receive an update. If an event is cancelled, you will receive a cancellation.

- These invites are only intended to inform you. It does not overrule anything you have agreed with Capgemini Academy - Planning.

- For questions or remarks regarding these invites, you can contact academyplanning.bnl@capgemini.com. Accepting or declining invites is not registered by Capgemini Academy.

CONTACT DETAILS

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In Company courses

In Company courses are courses that are restricted to participants of one client.
These are NOT advertised on our website or other platforms.
In these courses you will find participants from only one organization at the same time.
When delivering on site, these are usually at the Client location.

Client Office Academy

For ALL client and In company related questions

clientoffice@capgemini.com

+31 30 203 05 49

Other contacts

Functional application management Academy

For technical/application related questions

academyfunctioneelbeheer.bnl@capgemini.com

+31 30 203 41 12

Portfolio Management Academy

For questions not fitting in the other categories

academyportfoliomanagement.bnl@capgemini.com

+31 30 203 39 69

Delivery Management Academy

For questions outside business hours that need immediate attention send a WhatsApp message.

Reinoud Ykema:	+31 6 51 95 04 82
Rogier Bolder :	+31 6 10 03 56 67

WhatsApp

Public schedule courses

Public schedule courses are courses that are open to all public.
These are advertised on our website and many other platforms.
In these courses you will find participants from multiple organizations at the same time. When delivering on site, these are usually at the Capgemini Academy location.

Customer Service Academy

For **Participant** related questions

academy@capgemini.com

+31 30 203 05 10

Logistics Academy

For **Logistics/materials** related questions

academylogistiek.bnl@capgemini.com

+31 30 203 21 12

Planning Academy

For **Planning** related questions

academyplanning.bnl@capgemini.com

+31 30 203 31 74