tutoreca

MANAGER AREA

User guide

Set up your platform, train your teams, track their progress.



11 step-by-step guides

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CONTENTS

Everything you need to manage your teams' training

Each guide covers one action on the platform, step by step, with the matching screens.

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GUIDE

01

User roles

Your property's settings, the three roles and the full access option: everything you need to know before creating your users.



Your property's settings

Two choices made when your platform is set up. They apply to the whole property and define what each person can do.

Can managers edit?

"Manager can edit" setting

YES — Managers edit the existing divisions, departments, positions and users of their team, as well as their learning paths. Trainers manage learning paths.

NO — Managers and trainers can view only.

In both cases, creating or deleting is reserved for full access.

Which collections are visible?

Access to collections

ALL — Assigned collections, plus all the other collections on your platform, to follow freely in "Available Collections".

ASSIGNED — Only the collections in their learning path.

Assigned collections remain mandatory, with their deadlines.

Three roles, one option

Learner

Trains: follows their collections in order, takes the quizzes and earns their e-certificates.

Trainer

Supports their team's training: follows its reports and, if editing is enabled, manages its learning paths.

Manager

Leads their team: follows its reports, receives the Daily Manager Log and, if editing is enabled, edits their division and its departments.

Trainers and managers must be assigned to a division or department to access reports. They can watch tutorials freely, in any order.

Full access

An option, not a role. It is ticked in a manager's or trainer's profile. It gives them:

- **reports for all teams;**
- **creating, importing and deleting divisions, departments, positions and users;**
- **managing deadlines and news posts.**

Only someone who already has full access can grant it.

Keep it for a few people: management, human resources, training manager. Never a learner.

Four rules to remember

Viewing

Learners follow tutorials in order: each video unlocks once the previous one is finished.

Managers and trainers watch them freely, in any order.

Assignment

A manager or trainer without full access must be assigned to a division or department.

Without this, they have no access to reports.

Make sure every director and manager is assigned to their division and department (guides 09 and 10).

Full access

Full access is the equivalent of an administrator role: it opens reports for all teams and all platform settings.

Keep it for a limited number of people, such as management, human resources or the training manager.

Only someone who already has full access can grant it to someone else.

Never give it to a learner.

Changing roles

When a trainer becomes a manager, the platform removes them from the divisions and departments they followed as a trainer.

After the role change, assign them again, this time as manager of their division or department.

Who can do what?

	Full access	Manager	Trainer
View reports (Analytics menu)	All teams	Their team only	Their team only
View divisions, departments, positions and users	**Yes**	**Yes**	**Yes**
Create, import or delete divisions, departments and positions	**Yes**	No	No
Grant full access to another user	**Yes**	No	No
Edit a division, department or position (name, manager, trainer)	**Yes**	If editing enabled	No
Edit the learning path of a division, department or position	**Yes**	If editing enabled	If editing enabled
Create, import or delete users	**Yes**	No	No
Edit a user's details	**Yes**	If editing enabled	No
In a user's profile, assign a collection or change a deadline	**Yes**	If editing enabled	If editing enabled
Set training deadlines (duration per collection)	**Yes**	No	No
Publish news posts	**Yes**	No	No
Watch tutorials in any order	**Yes**	**Yes**	**Yes**

Manager and trainer: without full access. Learners follow tutorials in order. **Their team:** the division and/or department they are assigned to. **If editing enabled:** depending on your property's "Manager can edit" setting, and for their team only. Otherwise, view only.

GUIDE

02

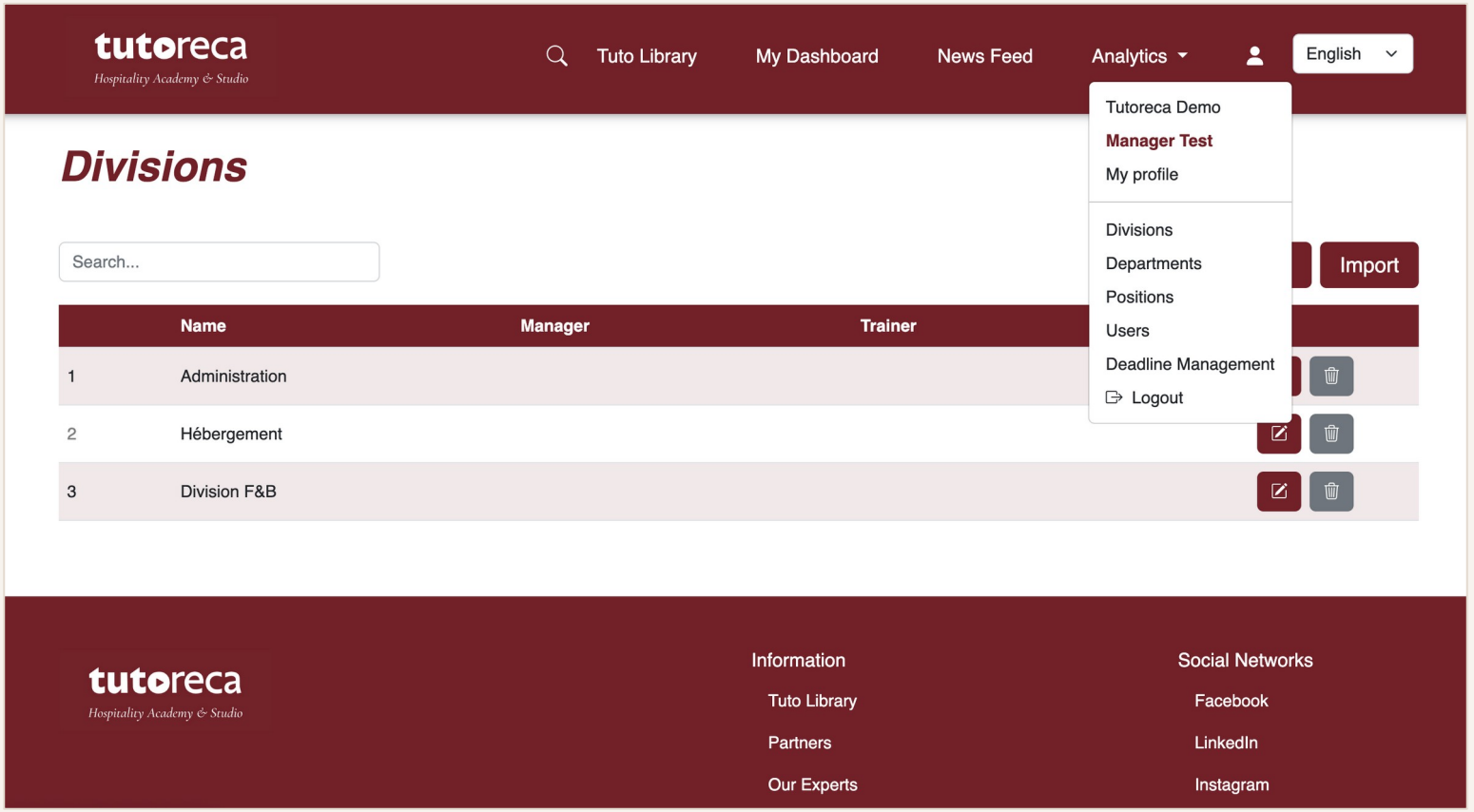
Create and edit divisions, departments and positions

Setting up divisions, departments and positions properly means the right training is assigned automatically and each learner can be tracked precisely. Creating and deleting is reserved for full access.

GOOD TO KNOW Please note: deleting a division also deletes all the departments attached to it.



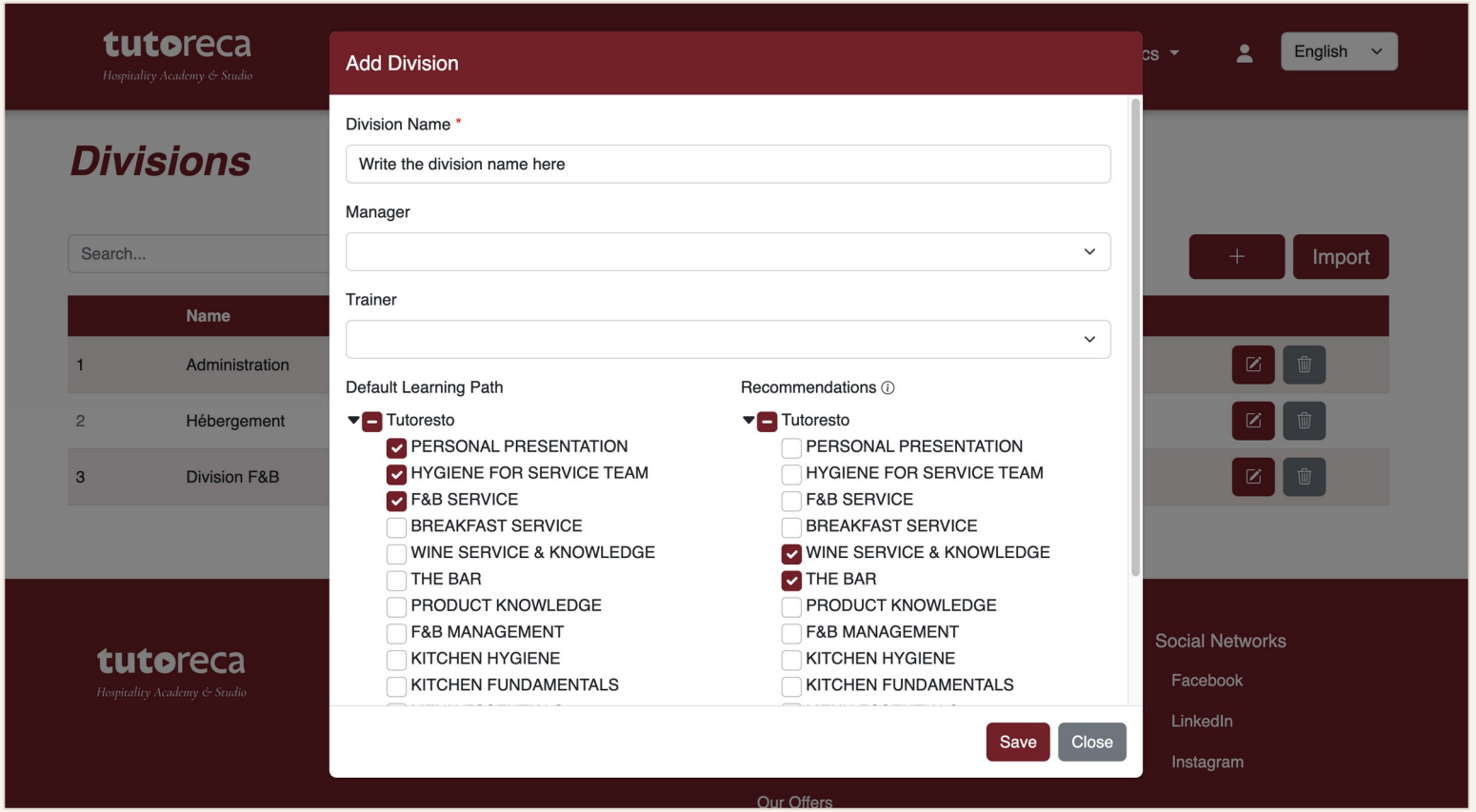
Create a division



1. Open the menu by clicking the profile icon at the top right.

2. Select "Divisions".

Create a division



3 **Click "+" to add a division.**

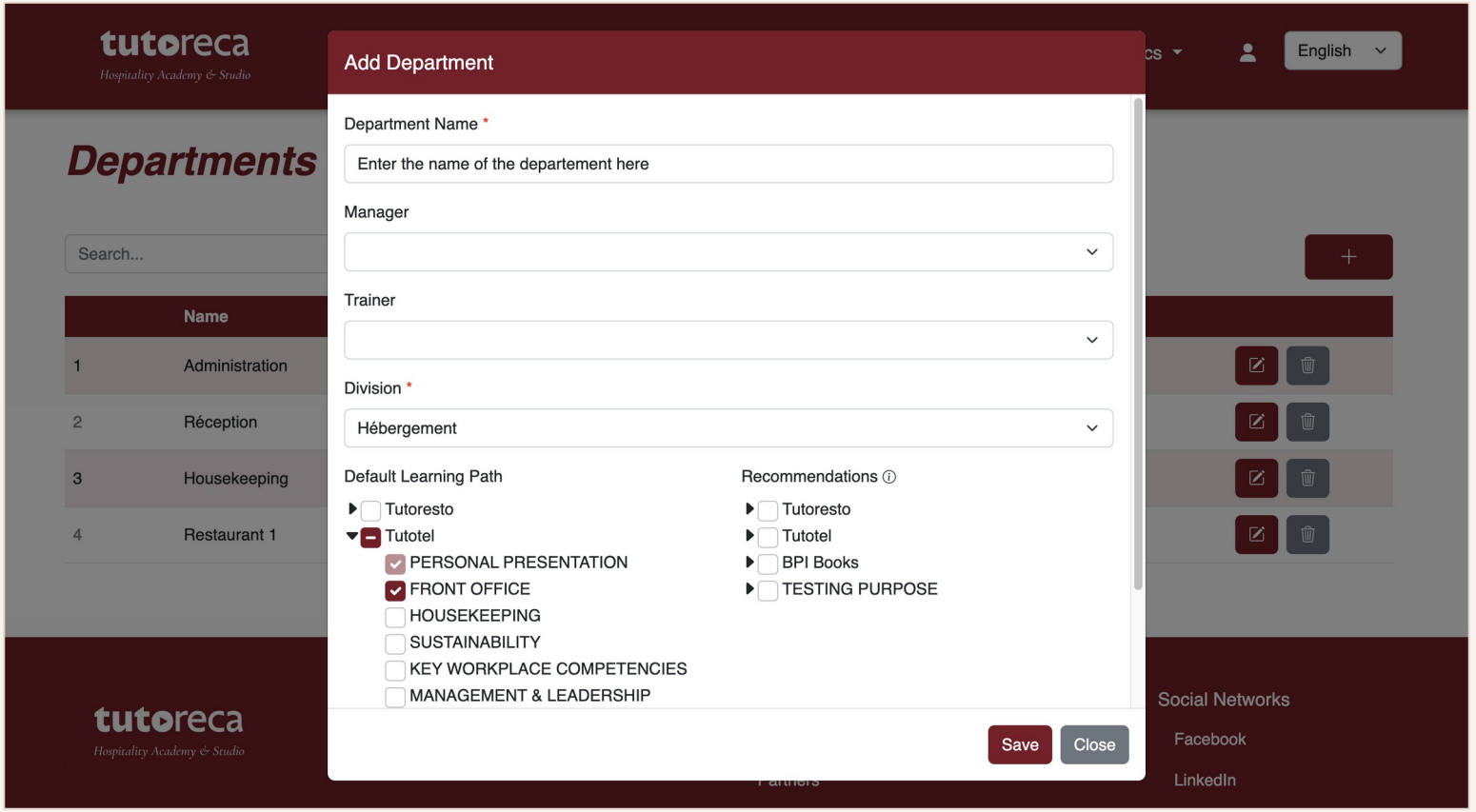
4 **Enter the division name, then choose its manager and trainer.**

If your users have not been created yet, you can fill in these fields later.

5 **Tick the collections all division members must follow, then click "Save".**

Default learning path: collections assigned from registration. Recommendations: assigned only once all collections in the default path are completed.

Create a department

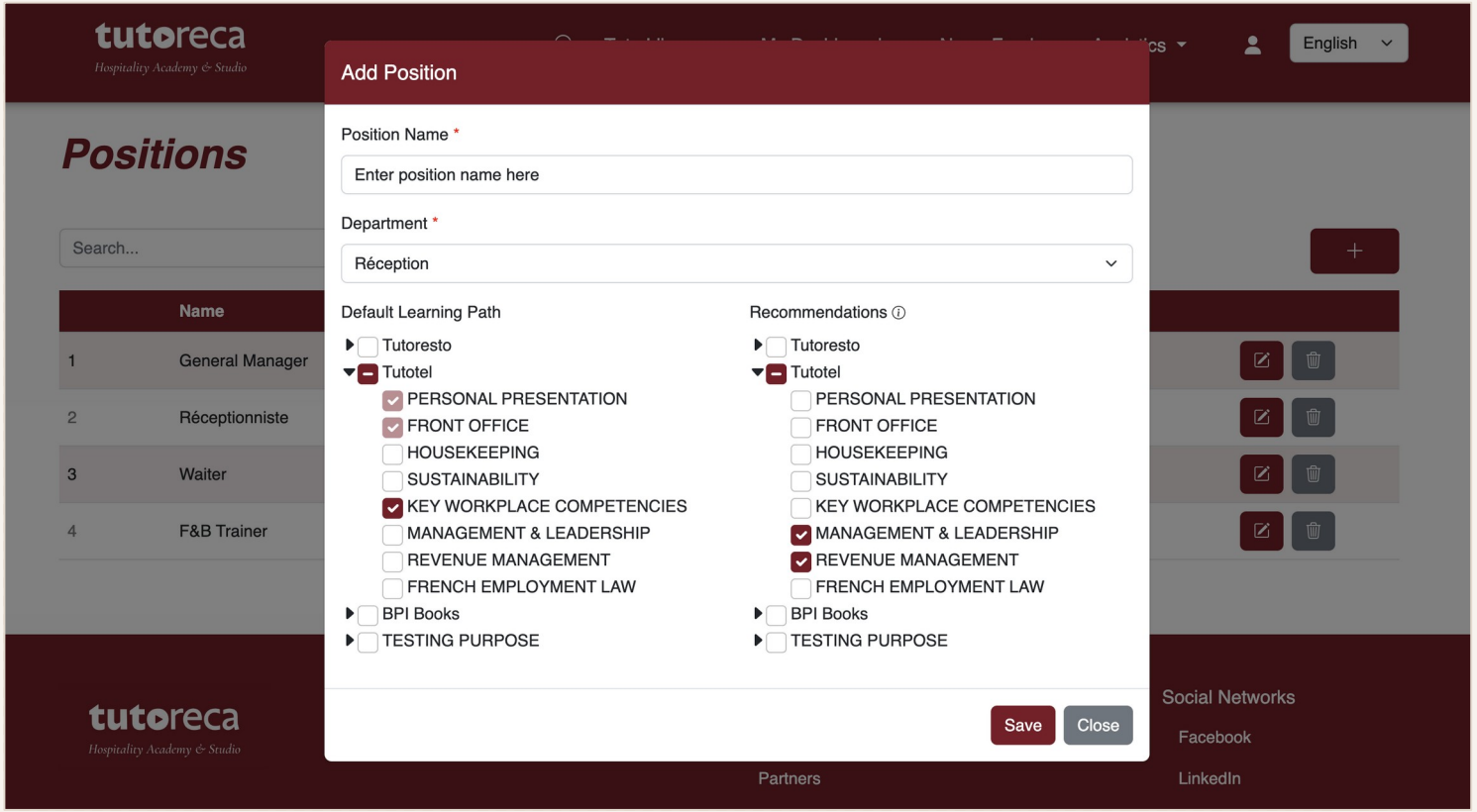


6 Select "Departments" in the menu, then click "+".

7 Enter the department name, choose its manager and/or trainer, then attach it to its division.

8 Select the collections in the department's learning path, then click "Save".

Create a position

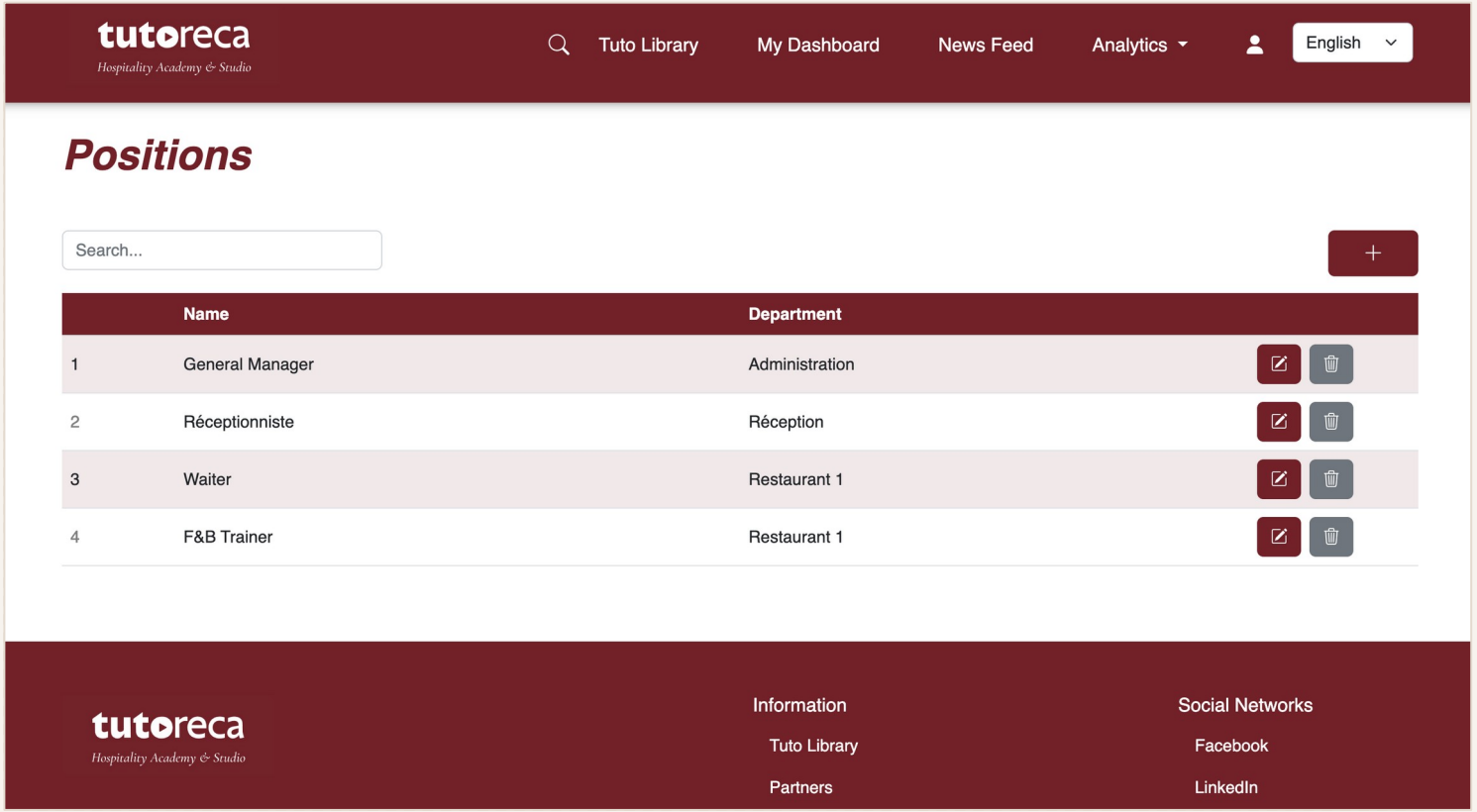


9 **Select "Positions" in the menu, then click "+".**

10 **Enter the position name and attach it to its department.**

11 **Select the collections in the position's learning path, then click "Save".**
You can also choose recommended collections: they are assigned once the learner has completed the initial path.

Edit or delete



12 To edit a division, department or position, click the pencil icon. To delete it, click the bin icon.

GUIDE

03 Bulk import your structure

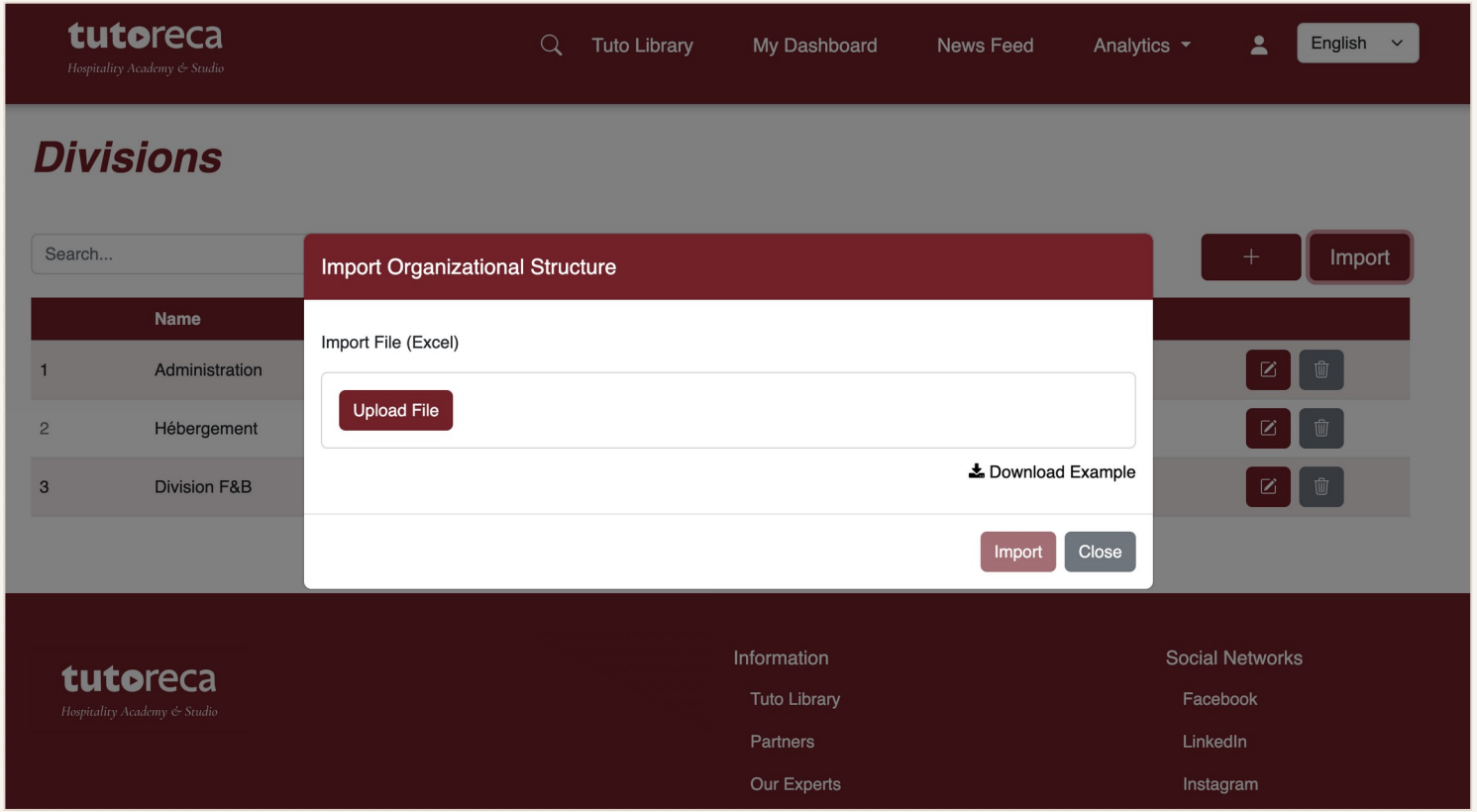
Create all your divisions, departments and positions in one go, from an Excel file. Reserved for full access.

GOOD TO KNOW Take particular care with position names: you will reuse them exactly in the "Position Name" column of the user import (guide 05).

GOOD TO KNOW Division and department names must be written the same way on every line of the file.



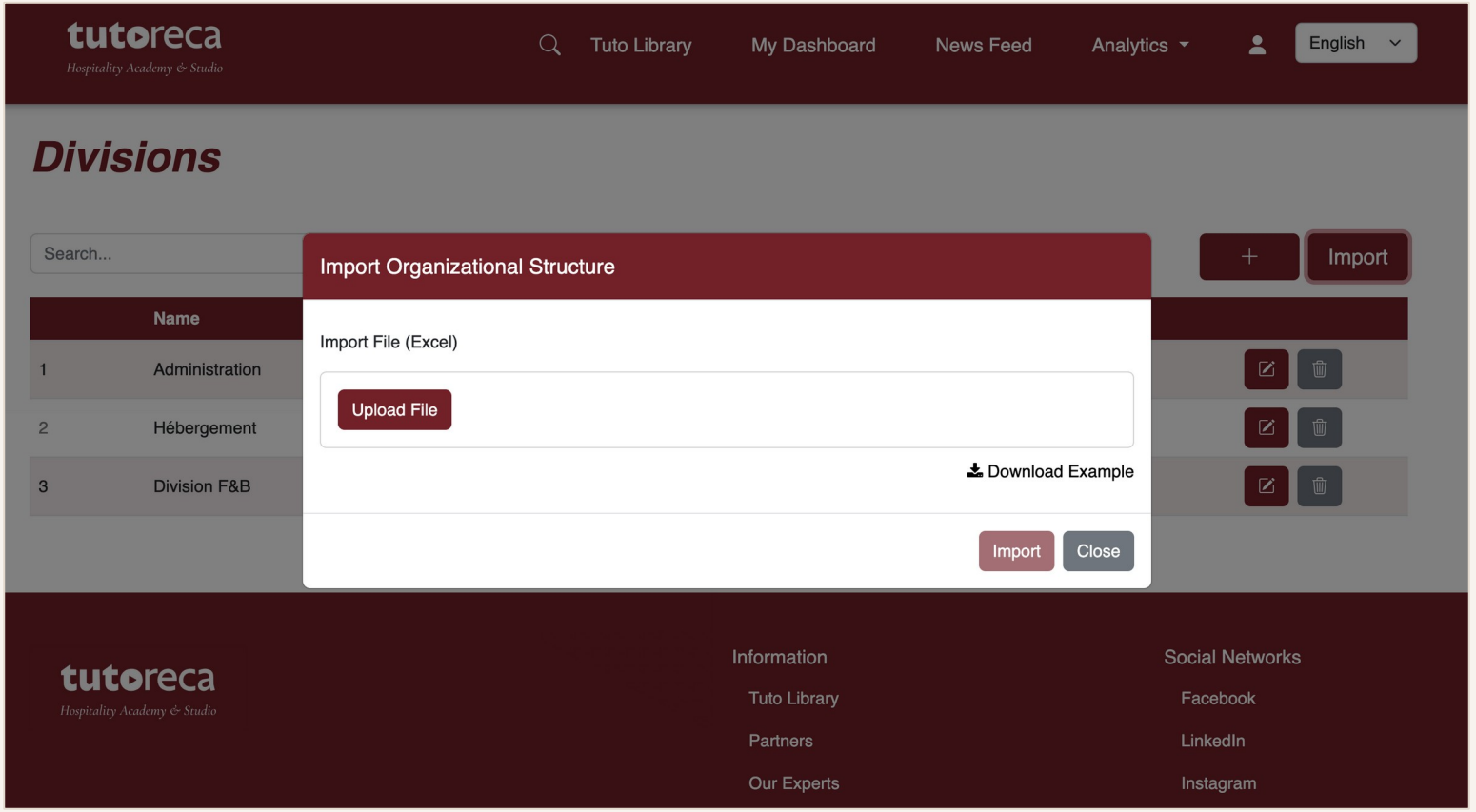
Bulk import your structure



1. To create all your divisions, departments and positions at once, open the menu, select "Divisions", then click "Import".

2. Click "Download Example" to get the Excel template.

Bulk import your structure



3

Fill in the template without changing it: one line per position.

On each line, enter the division, then the department, then the position. Repeat the division and department on every line, written exactly the same way, with no extra spaces: this is how the platform builds your structure.

4

Click "Upload File", select your file, then click "Import".

Your divisions, departments and positions are created automatically. All that is left is to assign them a manager, a trainer and a learning path.

GUIDE

04
Create and edit a user

You can add your users one by one, as explained here, or all at once with an Excel import (see the next guide). Creating and deleting is reserved for full access.



GOOD TO KNOW Before creating a user, check that their division, department and position exist.

Reminder: which role to choose?

Learner

Trains on the platform: follows the collections assigned to them, takes the quizzes and earns their e-certificates.

Follows tutorials in order: each video unlocks once the previous one is finished.

Trainer

Supports a team's training.

Assign them to a division or department: they then access that team's reports.

If editing is enabled for your property, they also manage learning paths.

Watches tutorials freely, in any order.

Manager

Tracks their team's progress: division director, head of department, team leader.

Assign them to their division or department, otherwise they have no access to reports.

Depending on your property's setting, they view or edit their team's existing items.

Watches tutorials freely, in any order.

Full access

Not a role, but an option to tick for a manager or trainer.

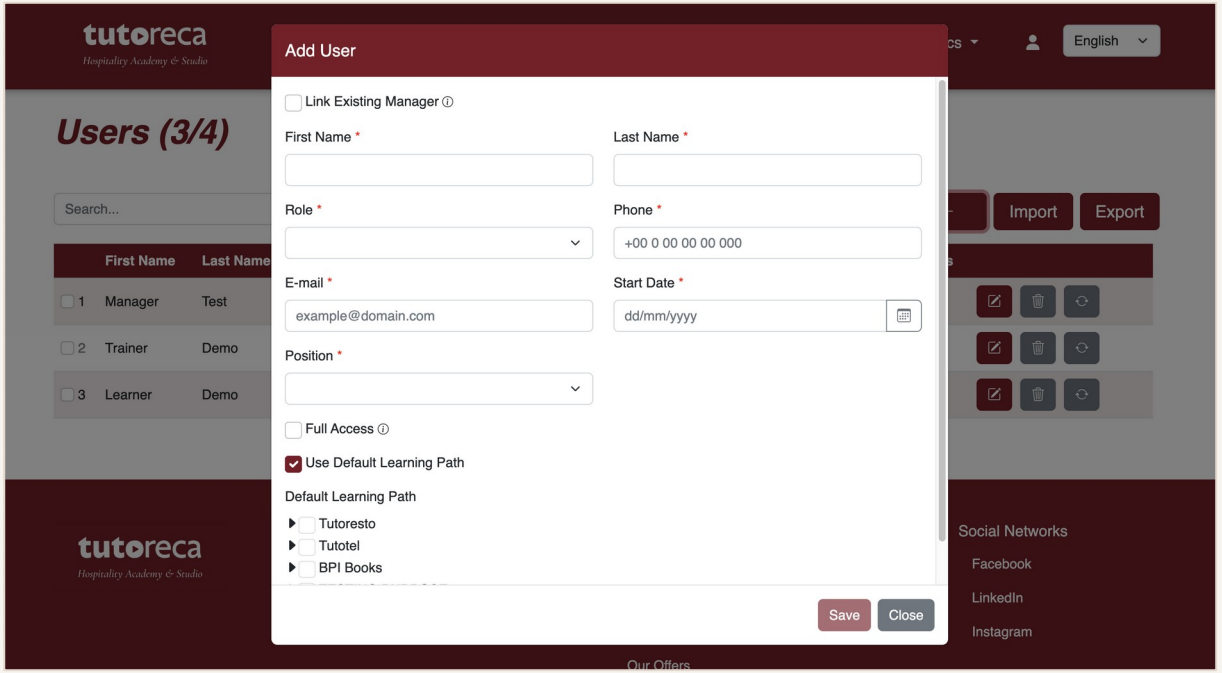
It gives administrator rights over the whole property: keep it for a few people, such as management or human resources.

Only someone with full access can grant it.

Never for a learner.

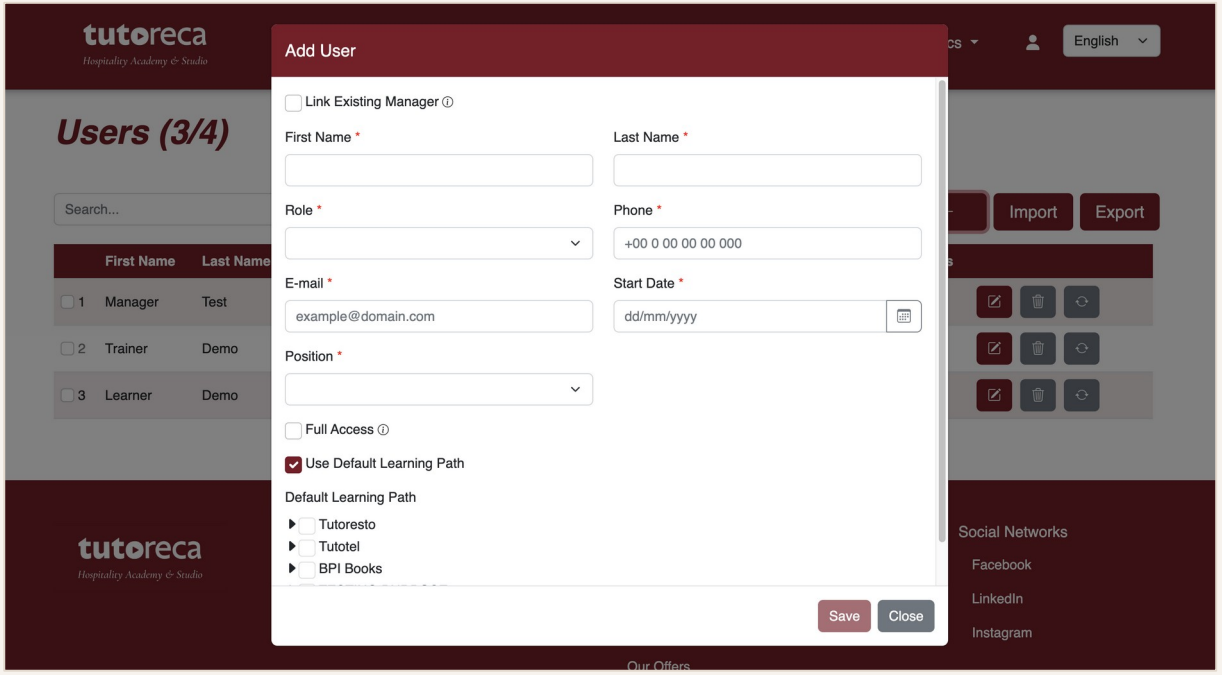
The details of each role's rights are in guide 01, page 7.

Create a user



1. **Open the menu and select "Users".**
2. **Click "+" at the top right of the table.**
3. **Enter the user's first name and last name.**
4. **Choose their role.**
   Learner, trainer or manager: see the role reminder at the start of this guide.
5. **Add their phone number and e-mail address.**
   If you do not have the number, enter "+00 0 00 00 00 00".

Create a user



6 **Enter their start date.**
The starting point for their deadlines. For a new starter, their first working day at the property; for an existing employee, today's date.

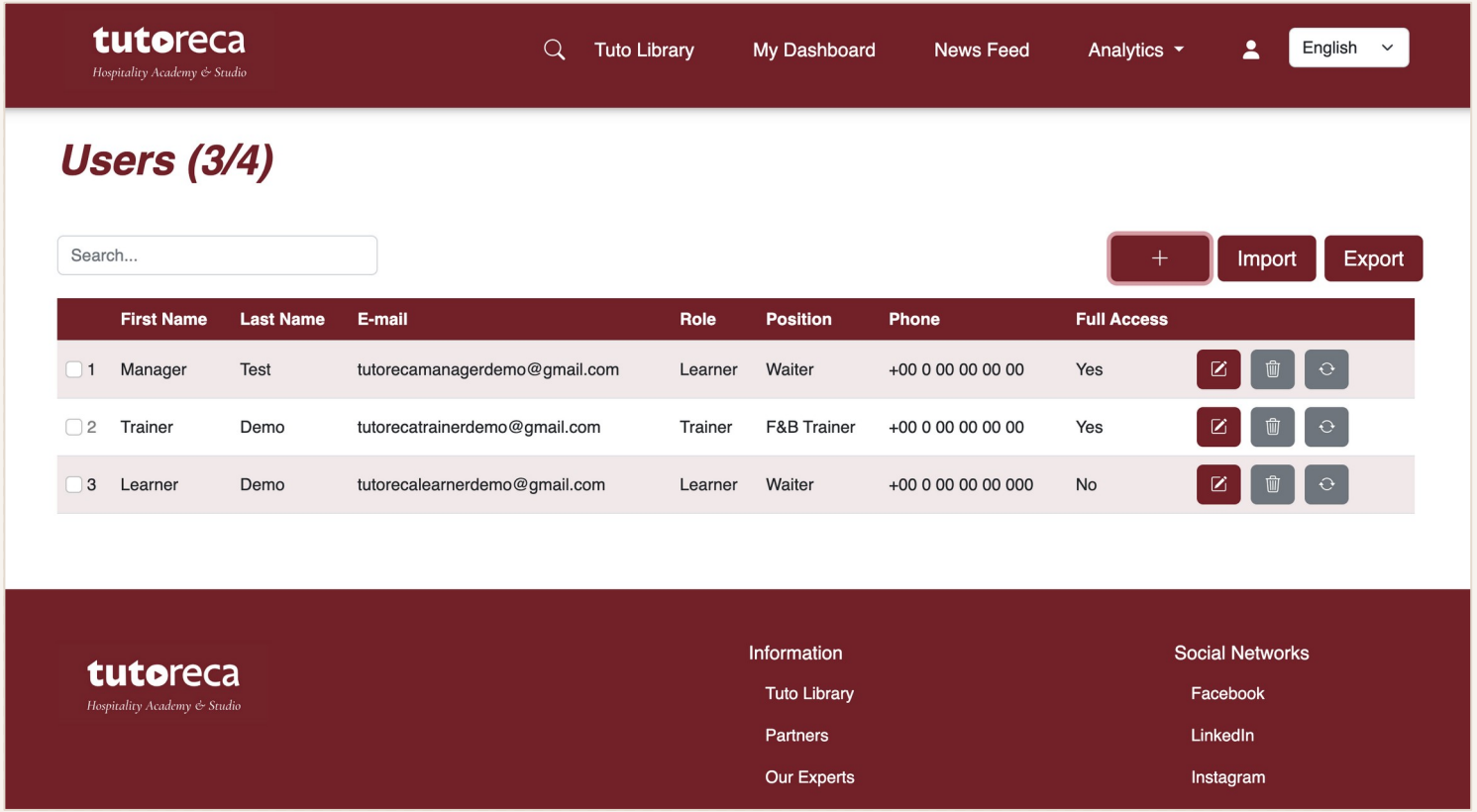
7 **Select their position.**

8 **For a manager or trainer, tick "Full Access" if needed.**
Administrator rights over the whole property, for a few people only (management, HR). Only someone with full access can tick it. Without it, assign the person to their division or department.

9 **Tick "Use Default Learning Path" to automatically assign the learning path of their position.**

10 **Click "Save".**
The user immediately receives the welcome e-mail to log in to the platform, even if their start date is later.

Edit, delete or export



11 **To edit a user, click the pencil icon next to their name. To delete them, click the bin icon and confirm.**

12 **Click "Export" to download the list of your current users in Excel format.**
Not to be confused with "Download Example", which gives the blank template for bulk import (guide 05).

GUIDE

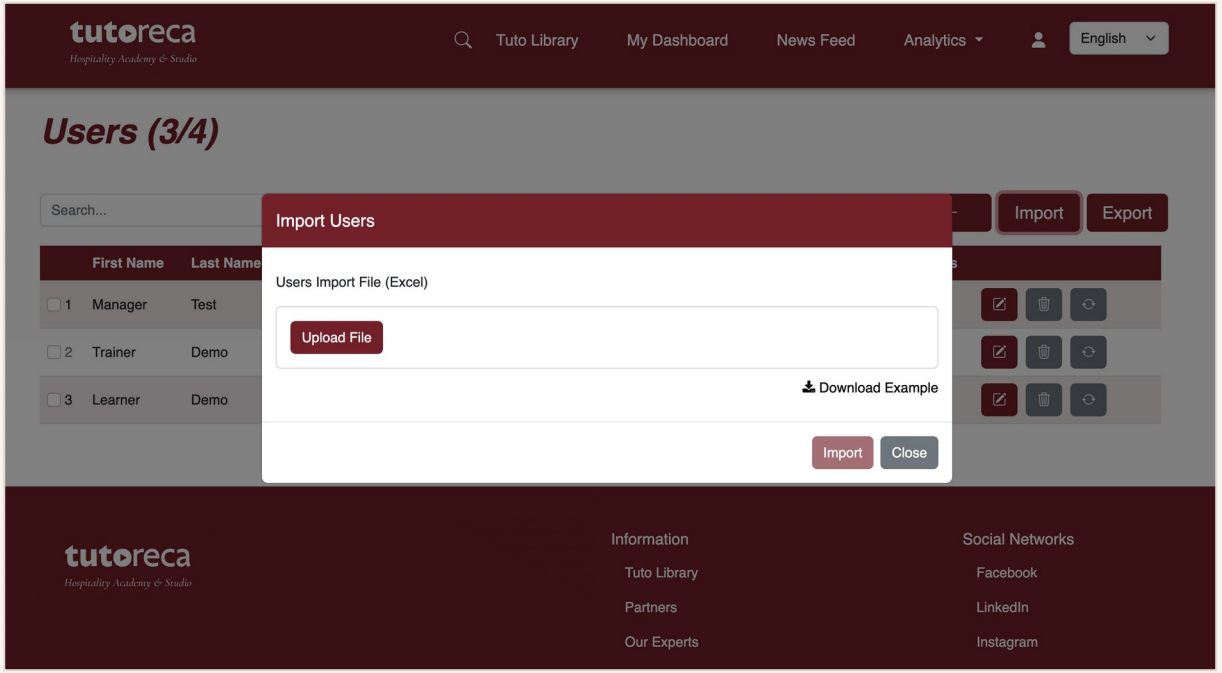
05 Bulk import users

To add a whole team in one go, import an Excel file. Reserved for full access.

GOOD TO KNOW If an account cannot be created, a notification tells you. Correct the file, then import it again.



Bulk import users



1. **Open the menu and select "Users".**

2. **Click "Import".**

3. **Click "Download Example" to get the Excel template.**

4. **Fill in the template without changing it.**
   Keep the exact format, without adding, deleting or renaming any column. Leave no extra spaces. Each column is detailed on the next page.

5. **Click "Upload File", select your file, then click "Import".**
   Accounts are created automatically and a confirmation appears. If a line causes a problem, the platform shows the accounts concerned: correct them in the file, then import it again.

The Excel template, column by column

	A	B	C	D	E	F	G	H
1	**Role Name**	**Position Name**	**First Name**	**Last Name**	**Phone Number**	**Email Address**	**Full Reporting Access**	**Start Date**
2	Learner	Receptionist	Marie	Dupont	33 1 23 45 67 89	marie.dupont@hotel.com	FALSE	01/10/2026

Example of a completed line: one line per user, starting from line 2.

Column	What to enter
Role Name	The role: Learner, Trainer or Manager.
Position Name	The position, written exactly as on the platform. It must already exist.
First Name / Last Name	The first name, then the last name.
Phone Number	The phone number, in the same format as the template example (11 1 11 11 11 11).
Email Address	The e-mail address where the user will receive their welcome e-mail.
Full Reporting Access	TRUE to grant full access, FALSE otherwise. Keep it for a few people, never a learner.
Start Date	The start date, in dd/mm/yyyy format. It is the starting point for calculating deadlines.

GUIDE

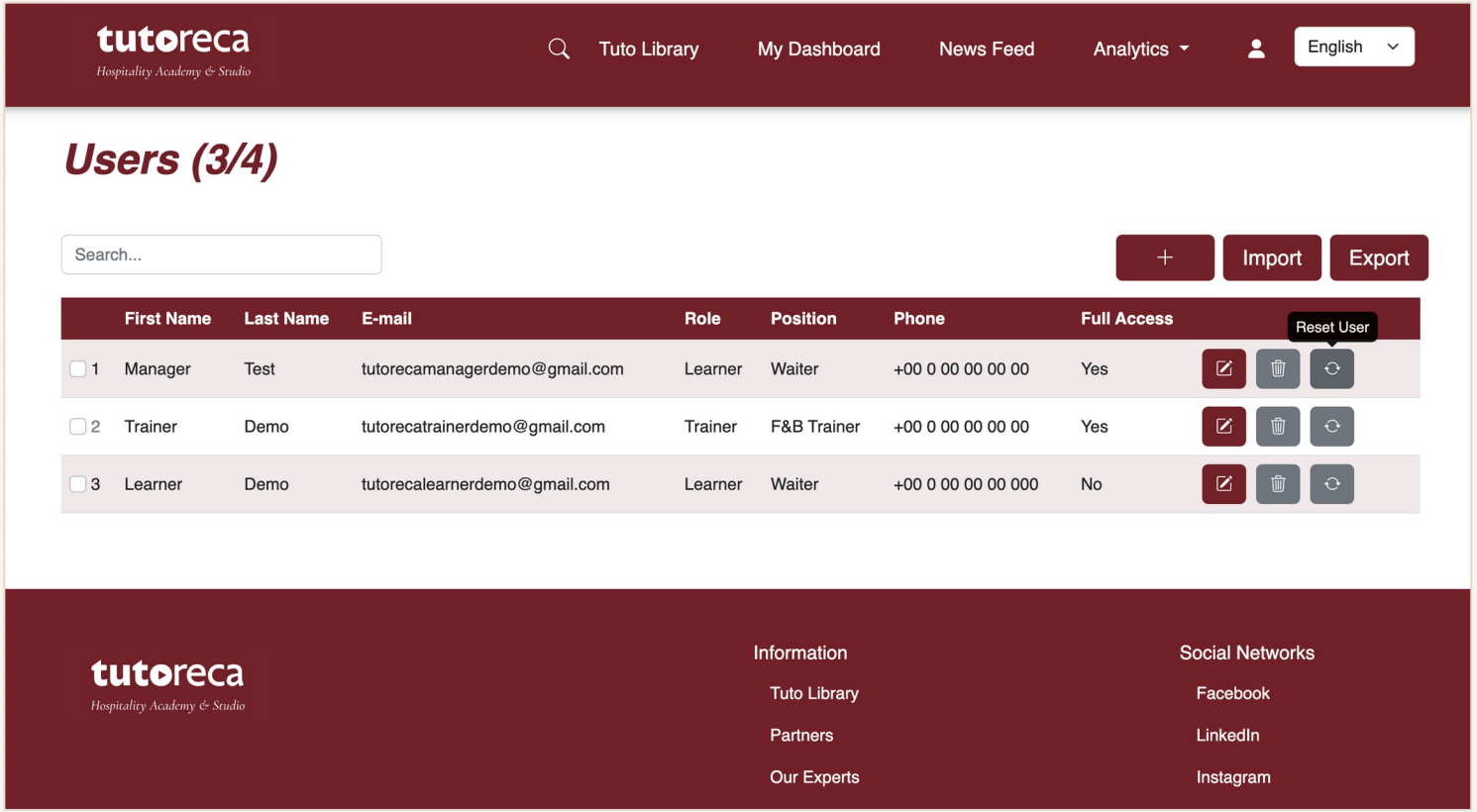
06

Send a password reset link

Has a team member forgotten their password or lost their activation e-mail? Send them a new link in a few clicks.



Send a password reset link



1. **Open the menu and select "Users".**

2. **Click the arrows icon ("Reset user") next to the user's name.**
   They immediately receive an e-mail to choose a new password.

GUIDE

07 Set training deadlines

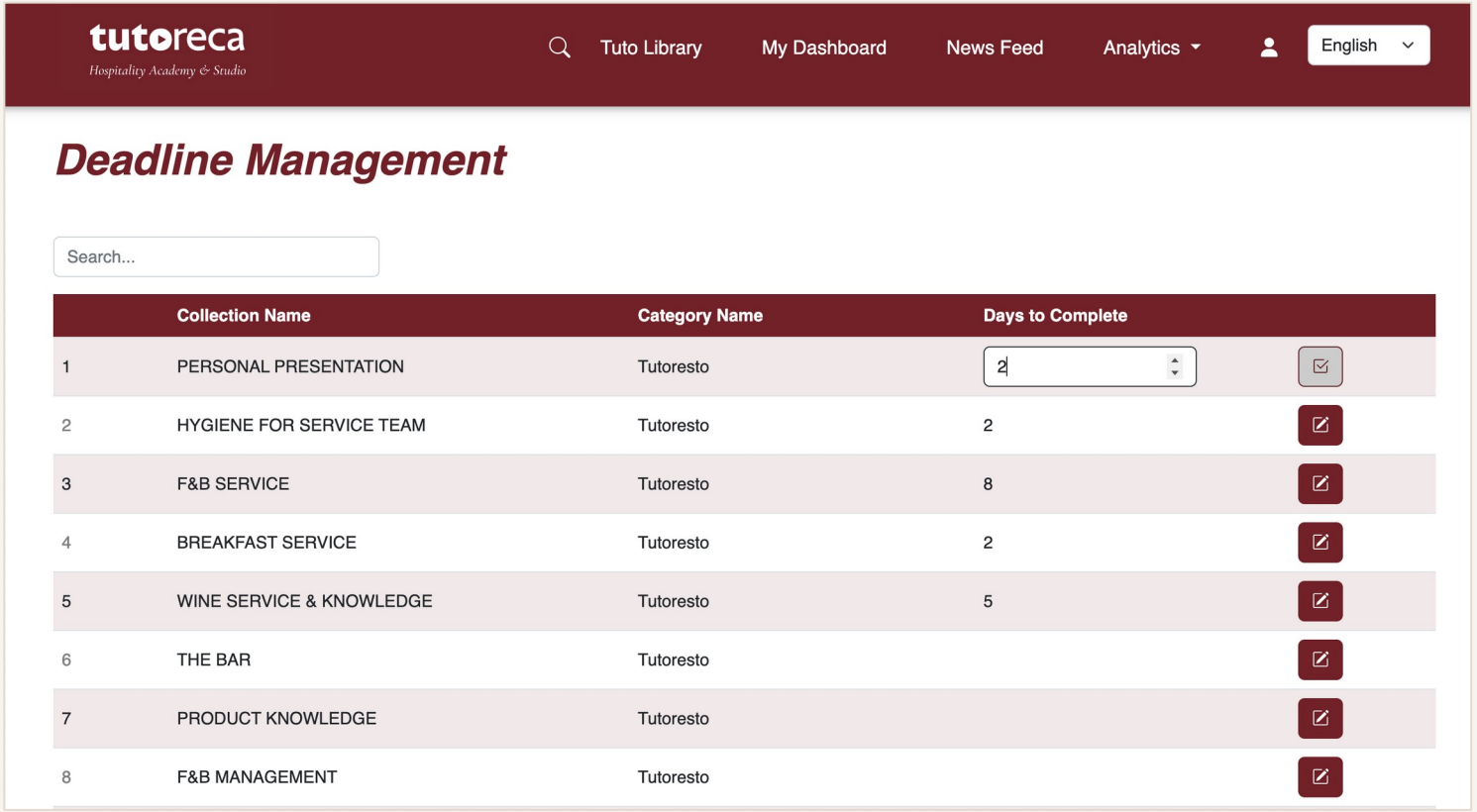
Set the number of days allowed to complete each collection. This gives your teams a clear learning pace. Reserved for full access.

GOOD TO KNOW A collection has the same duration for all learners.

GOOD TO KNOW Collections are assigned in the order of this list.



Set training deadlines

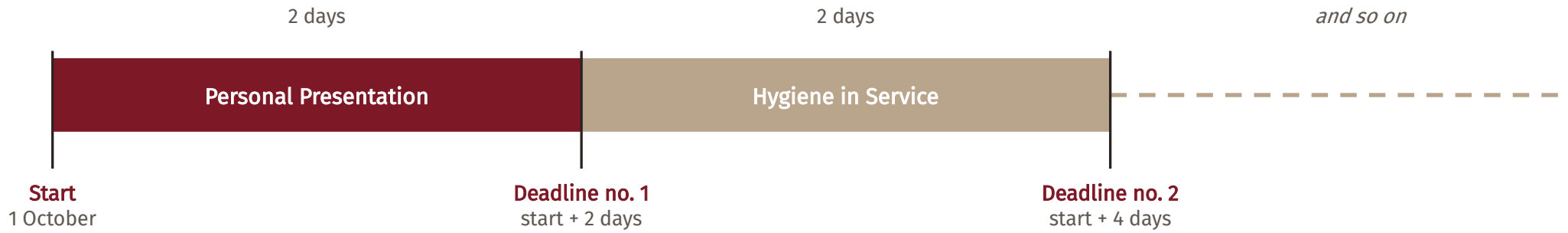


1. **Open the menu and select "Deadline Management".**
2. **Click the pencil icon next to the collection.**
3. **Enter the number of days allowed to complete the collection.**
4. **Click the pencil icon again to save.**
   A message confirms it has been saved. Repeat for each collection. You can change a deadline at any time.

How deadlines are calculated

1. Each collection has a number of days to be completed, set in "Deadline Management".
2. The first collection assigned to the learner, in the order of this list, is calculated from their start date.
3. Each following collection's deadline adds to the previous one: 2 days, then 2 + 2 = 4 days, and so on.

EXAMPLE A learner starts on 1 October. Their first two collections: "Personal Presentation" (2 days), then "Hygiene in Service" (2 days).



Only collections assigned to the learner count, in the order of the list. For a new starter, enter their first day at the property. For an existing employee, today's date: their deadlines are spread out the same way (guide 04).

GUIDE

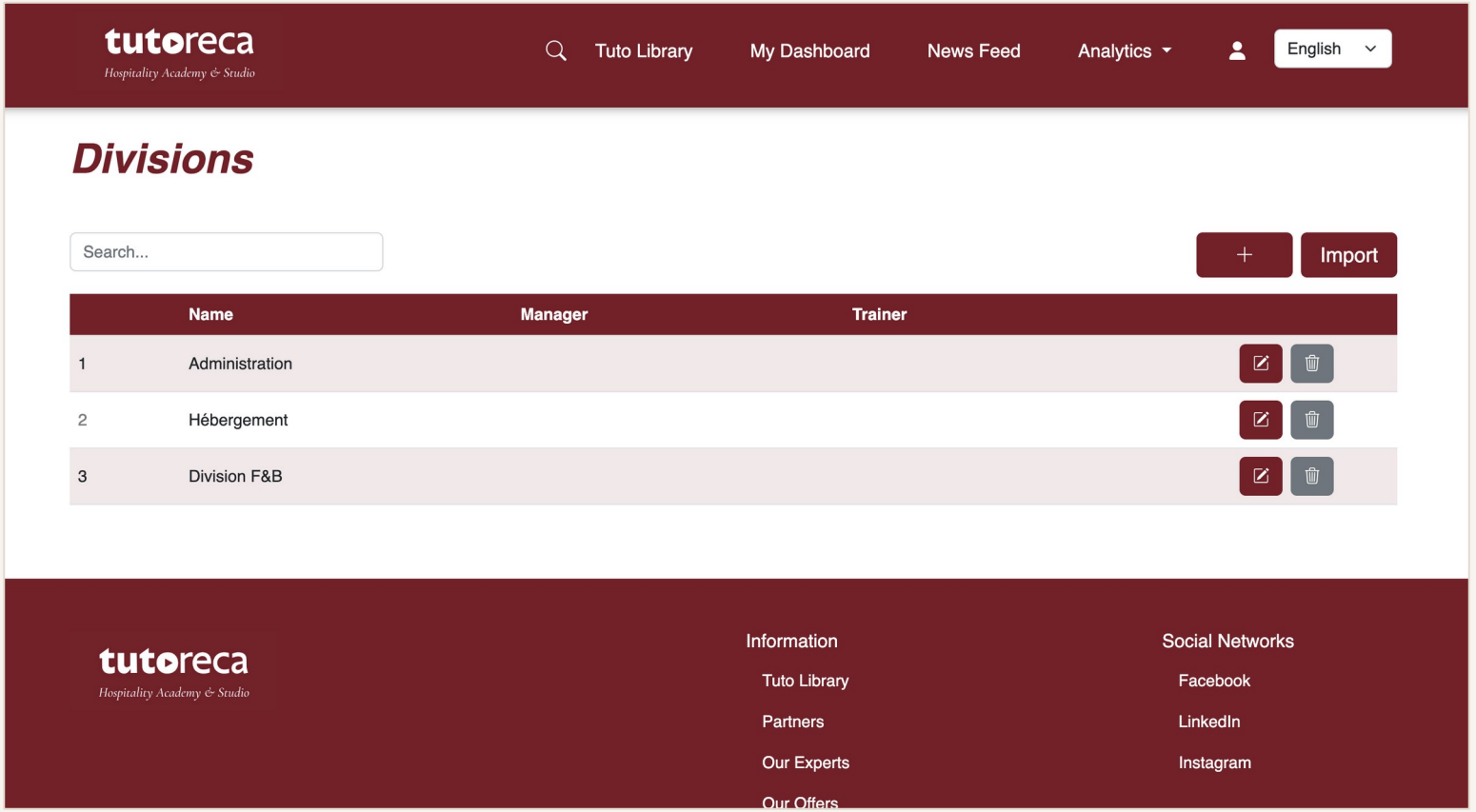
08

Create learning paths

Assign a default path to each division, department or position. Every new starter then follows the training suited to their role from day one.



For a division

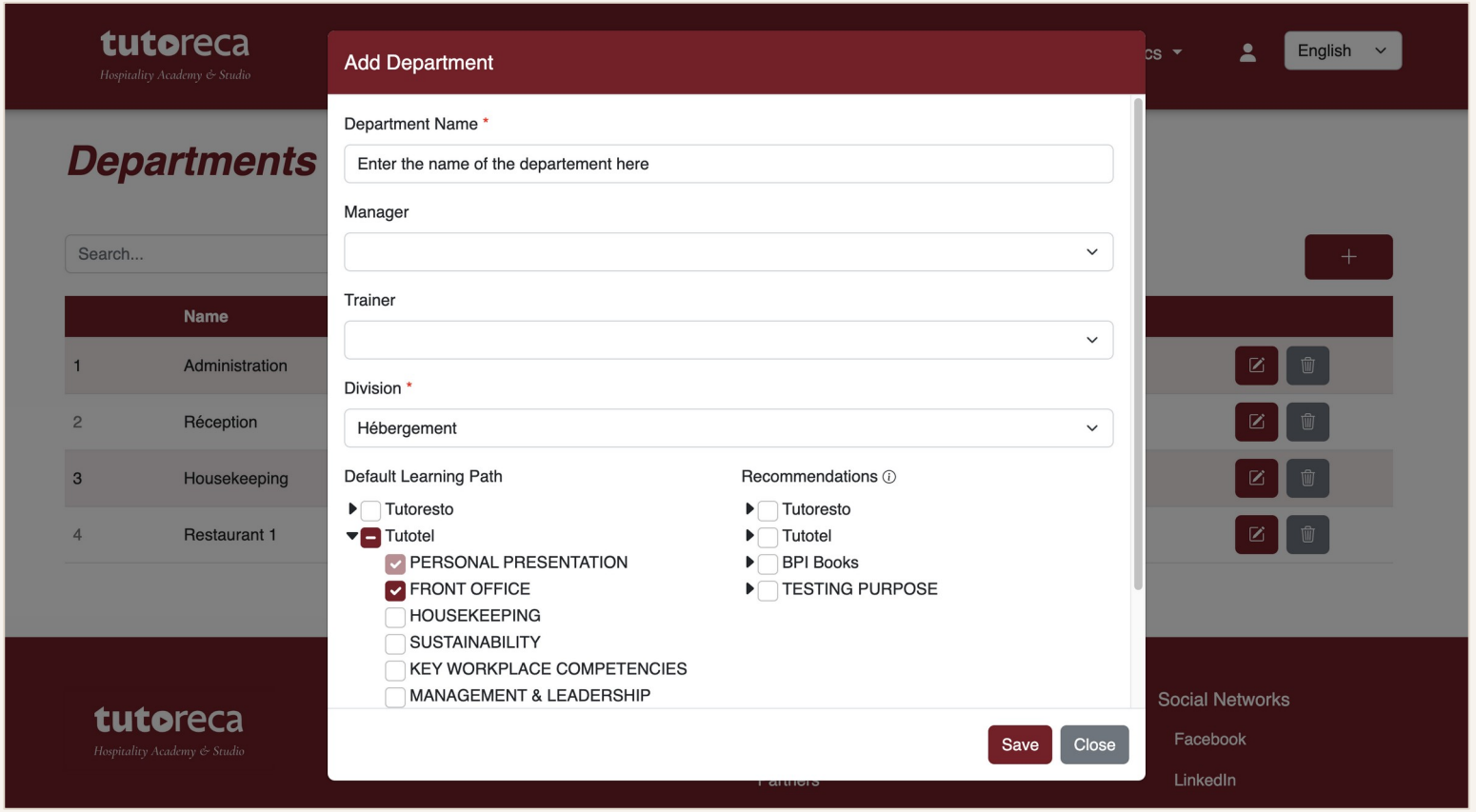


1 **Open the menu, select "Divisions", then click the division's pencil icon.**

2 **In "Default Learning Path", tick the collections all division members must complete.**
They are assigned as soon as the learner registers.

3 **In "Recommendations", tick the collections to assign once the default path is completed, then click "Save".**
They are assigned automatically to the learner as soon as they have completed all the collections in their default learning path.

For a department

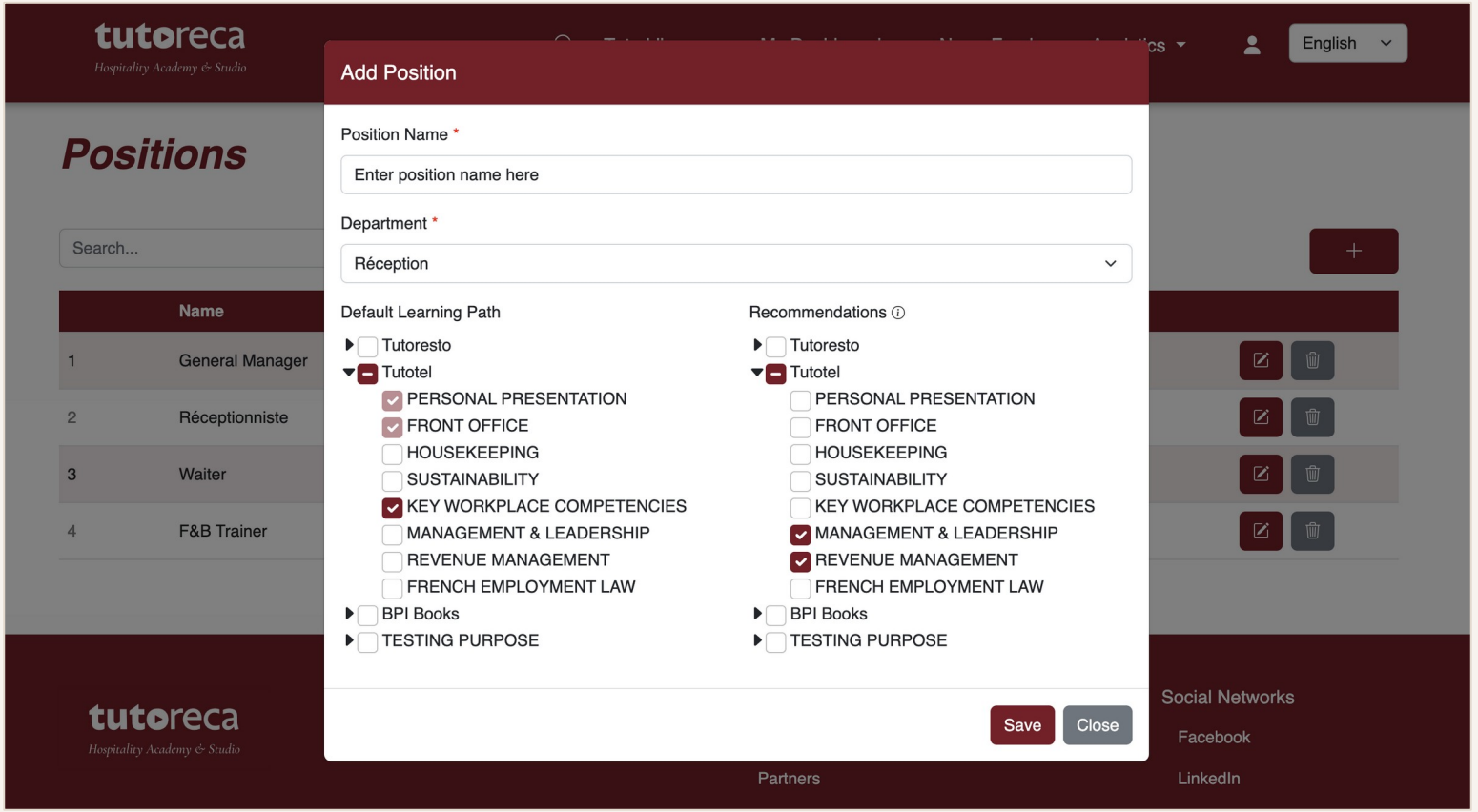


4 **Select "Departments", then click the department's pencil icon.**

5 **In "Default Learning Path", tick the collections all department members must complete.**
Collections already assigned to the division appear ticked and greyed out: no need to tick them again.

6 **In "Recommendations", tick the collections to assign once the default path is completed, then click "Save".**

For a position

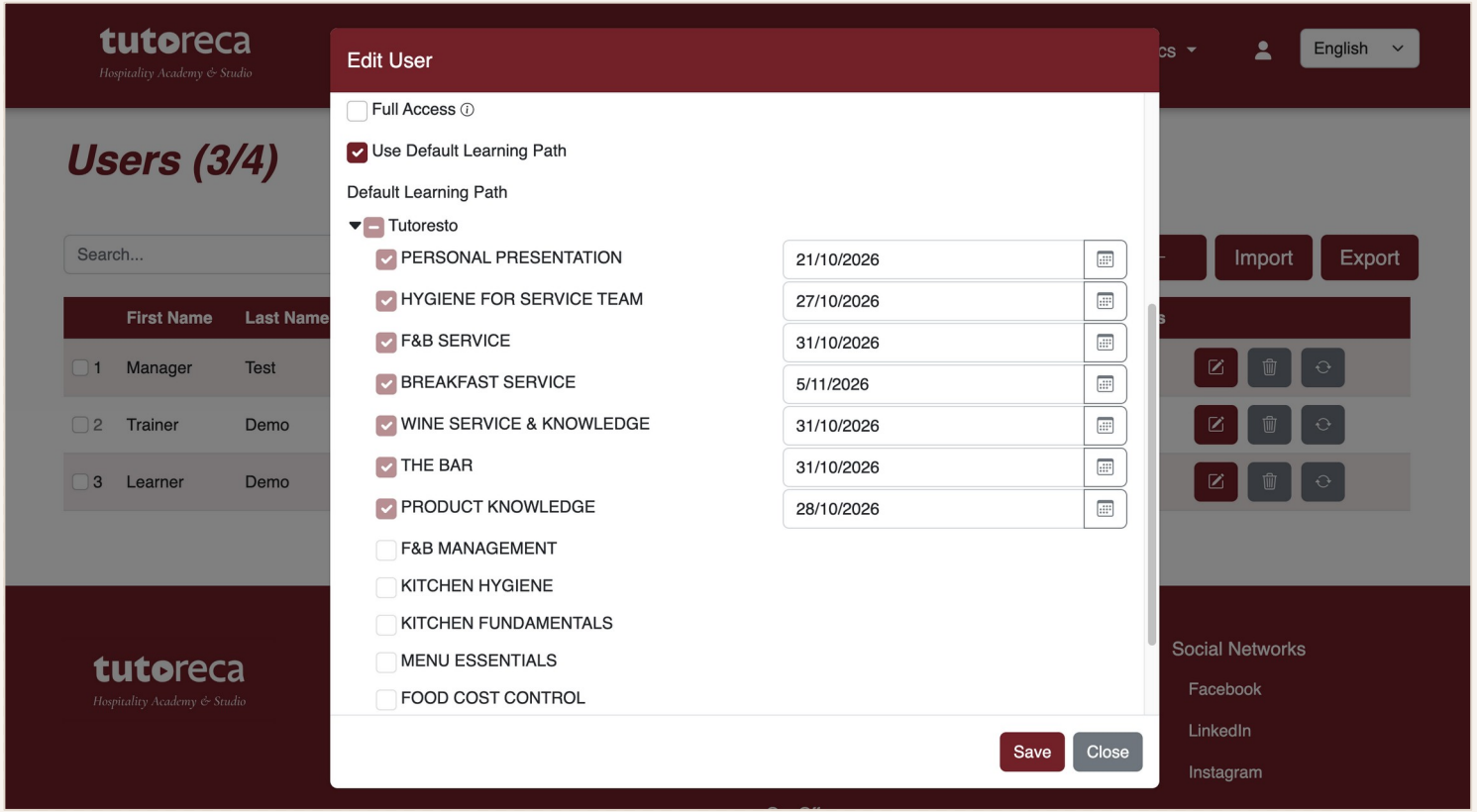


7 Select "Positions", then click the position's pencil icon.

8 In "Default Learning Path", tick the collections everyone in this position must complete.
Collections already assigned to the division and department appear ticked and greyed out.

9 In "Recommendations", tick the collections to assign once the default path is completed, then click "Save".

For a user



10 **Open the menu, select "Users", then click the pencil icon next to their name.**
Their profile shows their assigned collections, each with its deadline.

11 **To change a deadline, click the calendar next to the collection and choose a new date.**

12 **To assign them a new collection, tick it, then click "Save".**
Its deadline is calculated automatically from the duration set in "Deadline Management". You can reopen the profile at any time to change it.

GUIDE

09

Set up a manager's access

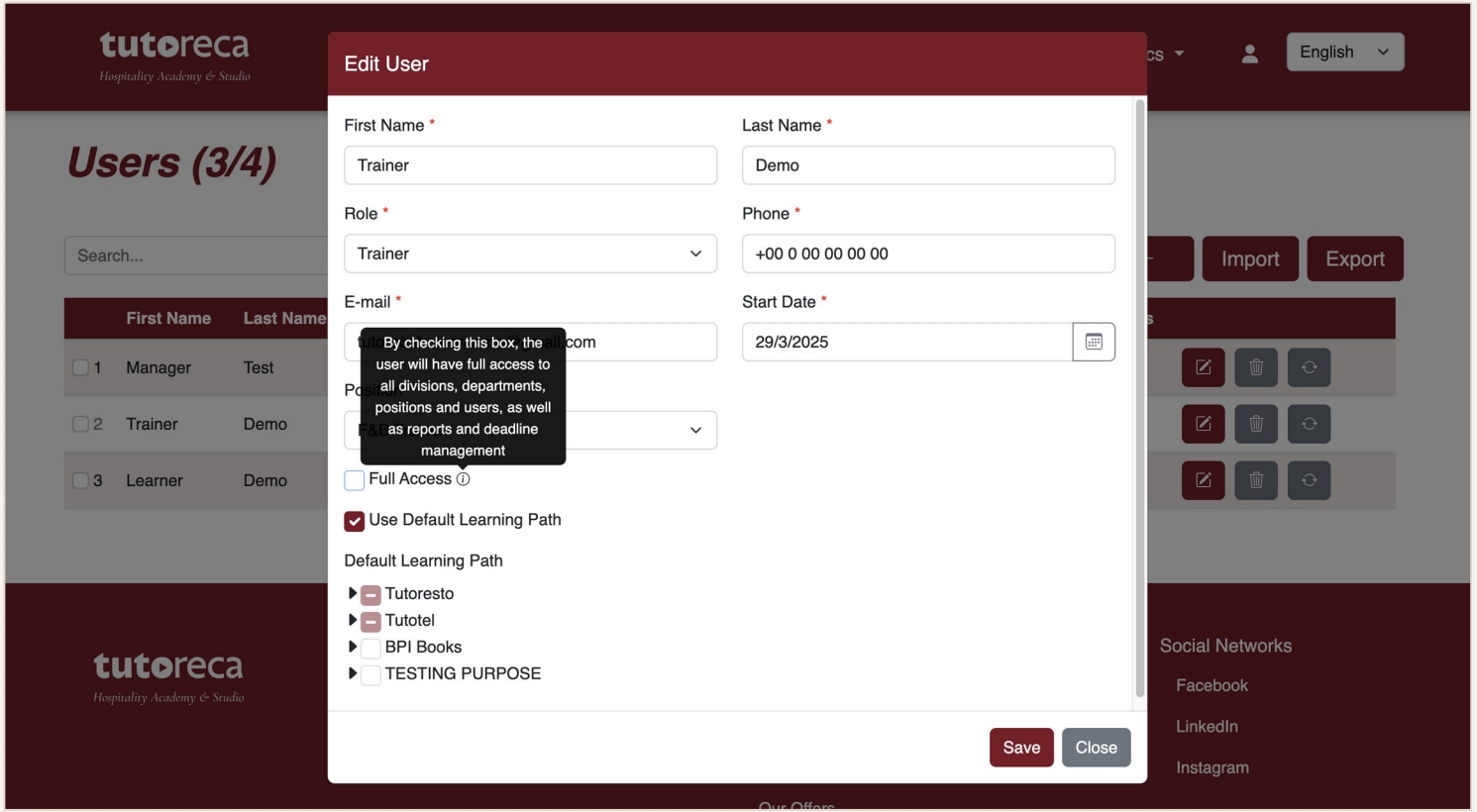
You choose each manager's level of access: the whole property, or only their division and department.

GOOD TO KNOW The "Manager can edit" setting applies to the whole property. When enabled, managers edit the existing divisions, departments, positions and users of their team, as well as their learning paths. When disabled, they can view them only.

GOOD TO KNOW Creating or deleting divisions, departments, positions and users is reserved for full access.



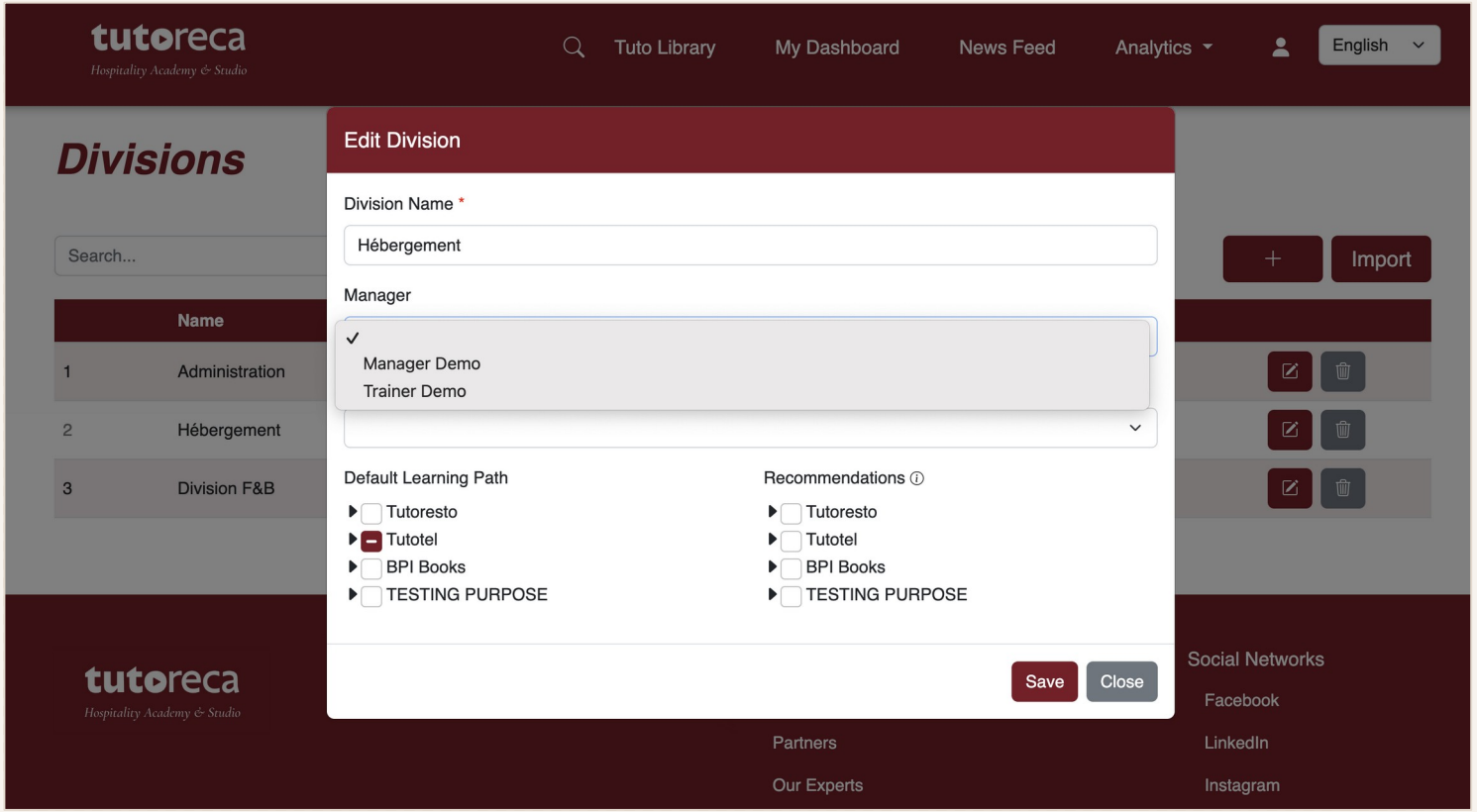
Access to the whole property



1 **Open the menu, select "Users", then click the pencil icon next to the manager's name.**

2 **Tick "Full Access", then click "Save".**
The manager then sees reports for the whole property and has administrator rights: creation, deadlines, news posts. This is the right setting for general management or human resources, to be kept for a few people. Only someone who has full access themselves can tick this option.

Access limited to their team



3 **In the manager's profile, leave "Full Access" unticked.**

4 **Open the menu, select "Divisions" or "Departments", then click their team's pencil icon.**

5 **In the "Manager" field, select their name, then click "Save".**

They then see only the members of this team and their reports, and receive the follow-up e-mails. Without this assignment, they have no access to reports. For example, the F&B director is the manager of the F&B division.

10

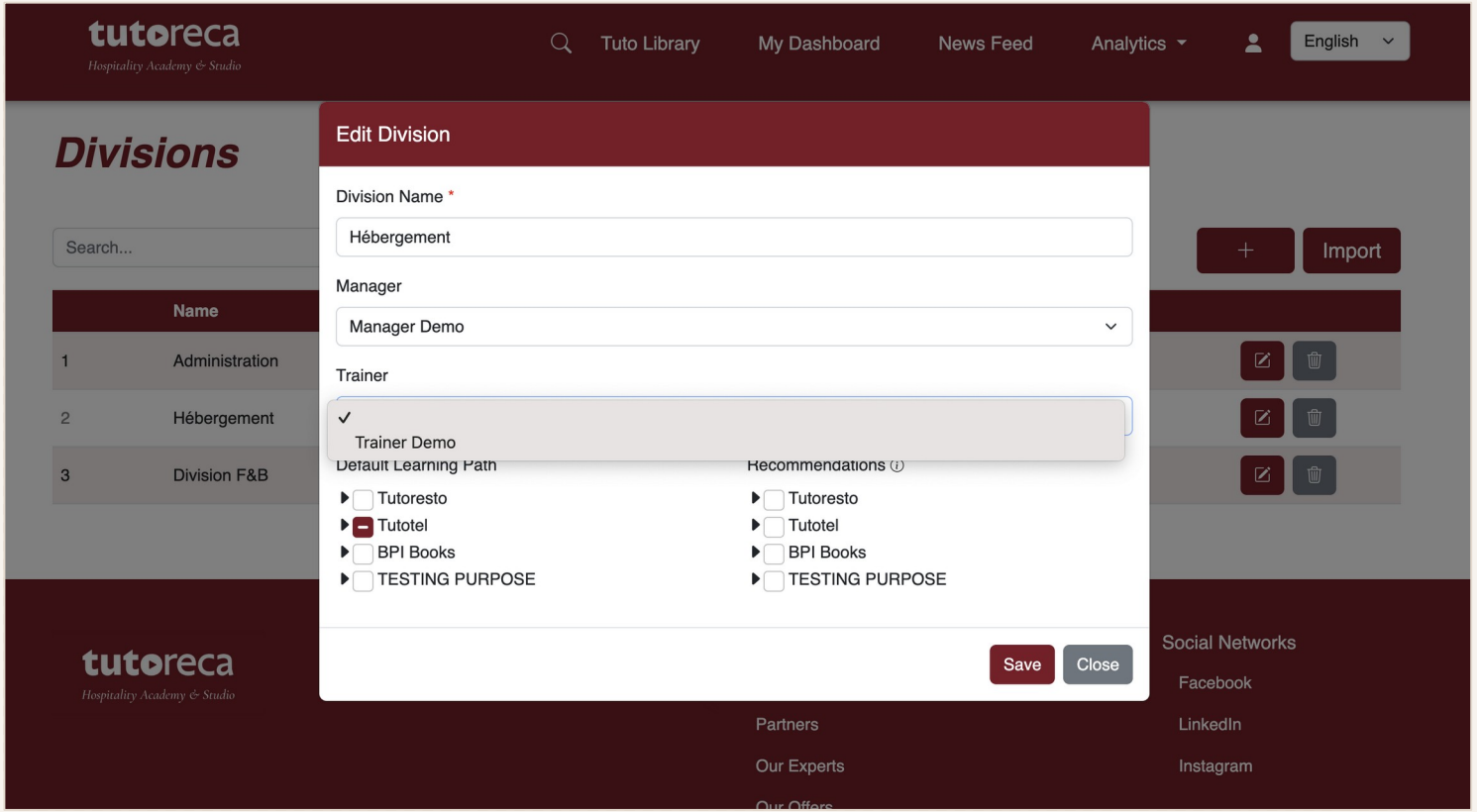
Set up a trainer's access

The trainer supports teams in their learning, without administrator rights. Once assigned to a division and/or department, they can:

- view their team's reports;
- view divisions, departments, positions and users;
- if editing is enabled for your property, edit learning paths and, in a user's profile, assign a collection or change a deadline;
- watch tutorials freely, in any order;
- receive notification e-mails about their team.



Set up a trainer's access



1. **In the user's profile, choose the "Trainer" role, then click "Save".**

2. **Open the menu, select "Divisions" or "Departments", then click the pencil icon of the team they support.**

3. **In the "Trainer" field, select their name, then click "Save".**
   They follow only this division or department, and have no access to reports without this assignment. If a trainer becomes a manager, assign them again as manager.

GUIDE

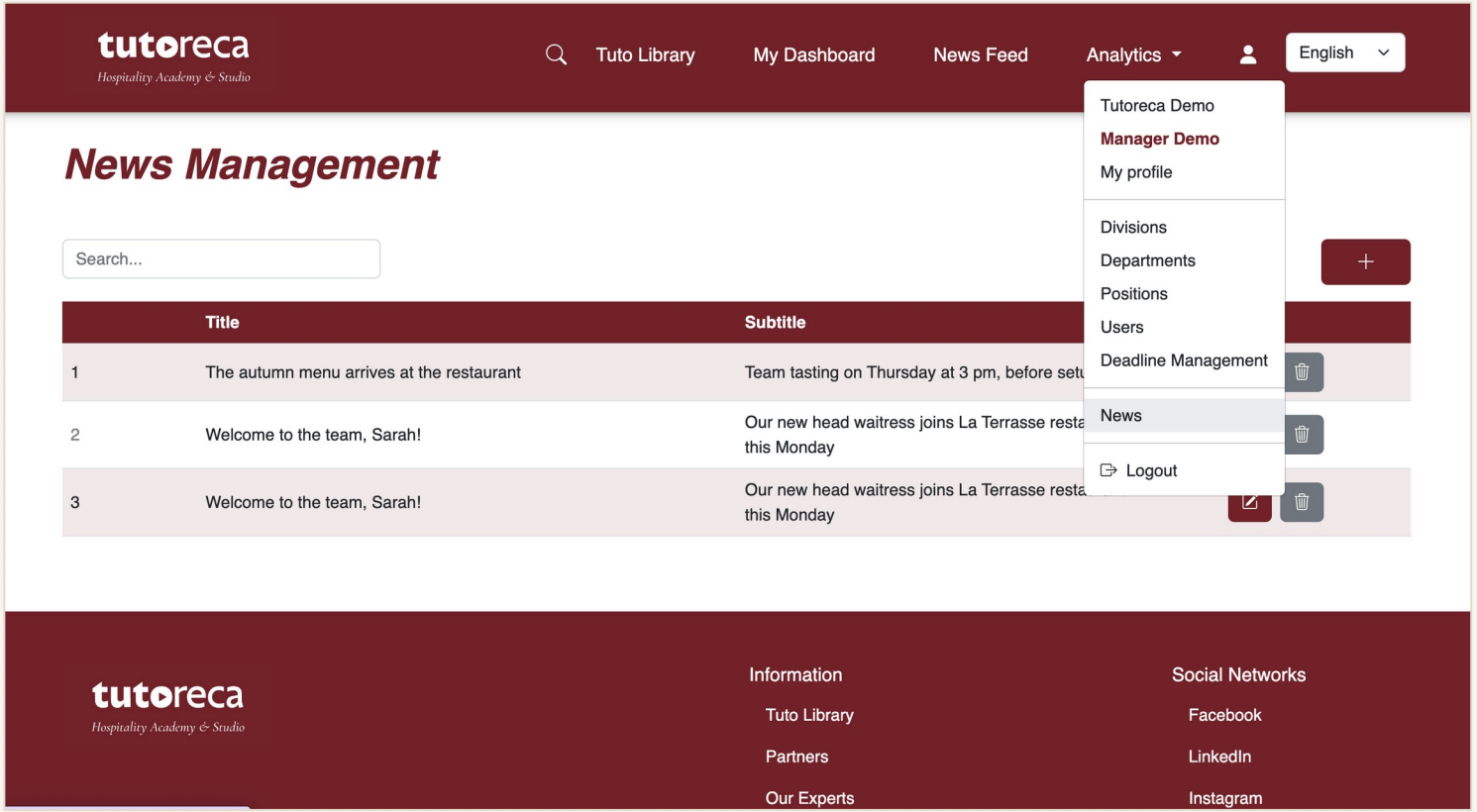
11

Publish a news post

Share life at your property with your teams: internal announcements, events, new training. Your news posts appear in the "News Feed" menu, which can be renamed after your internal newsletter. Reserved for full access.

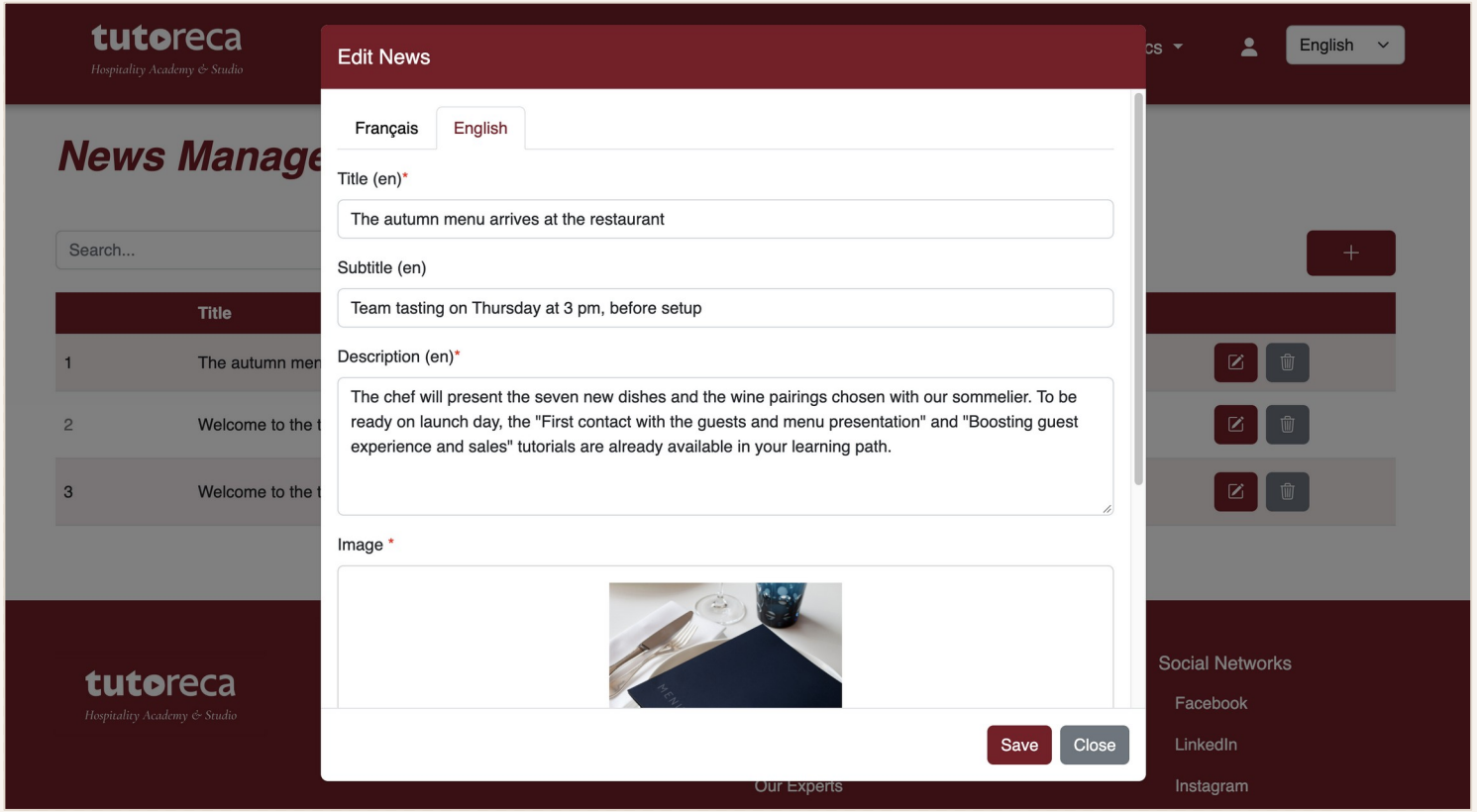


Publish a news post



1. Open the menu and select "News".
2. Click "+" at the top right of the table.

Publish a news post

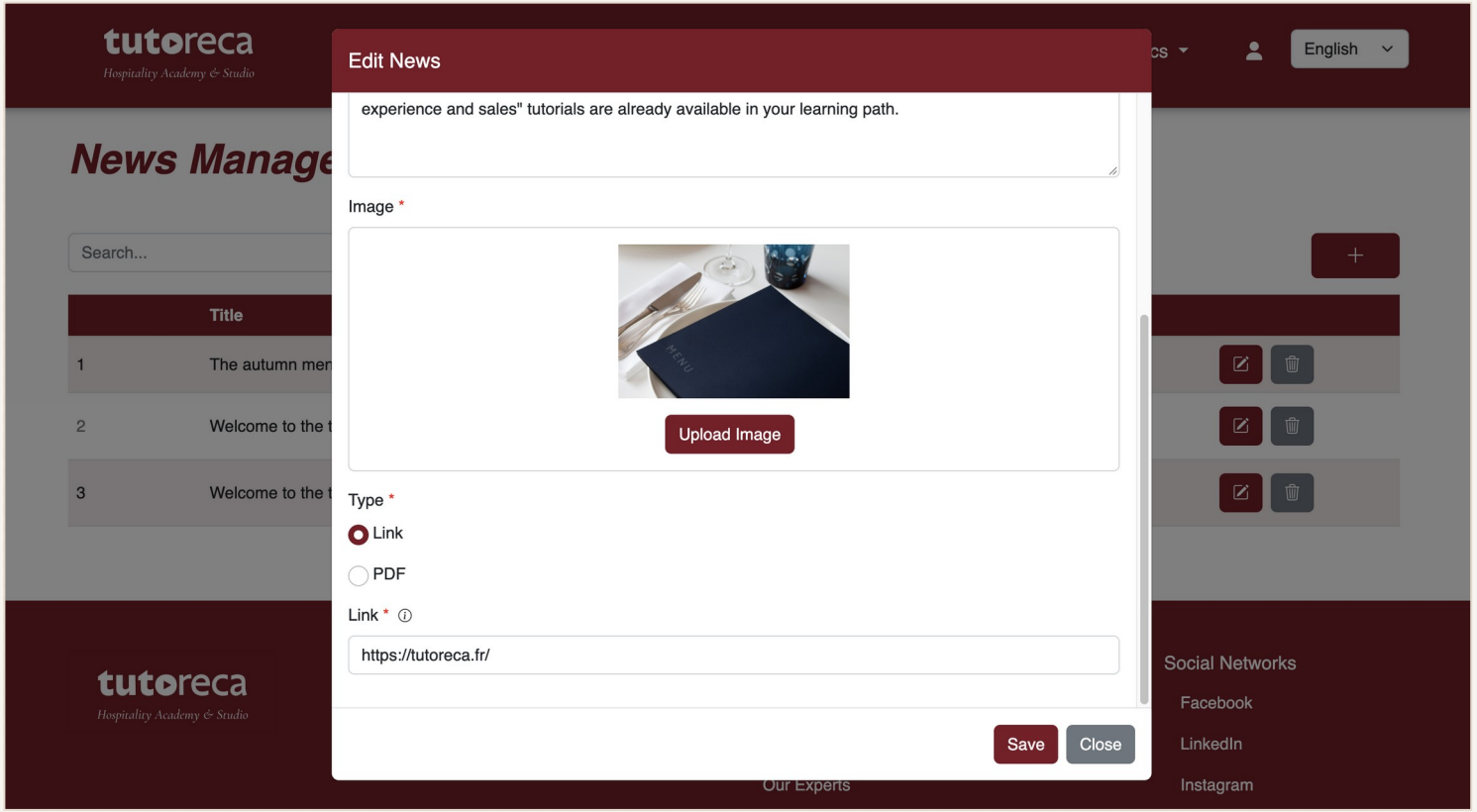


3 **In the "Français" tab, enter the title, a subtitle if needed, and the description.**

4 **Open the "English" tab and fill in the same fields.**

A news post can only be saved if both languages are filled in. You can write the same text, in English or French, in both tabs.

Publish a news post



5 **Click "Upload image" to add an image (PNG under 2 MB).**

6 **Choose the "Link" or "PDF" type, add the link or document, then click "Save".**
The news post appears straight away in your teams' "News Feed" menu, with a "Read More" button.

GOOD TO KNOW

When a collection grows

Progress

Tutorials are sometimes added to a collection, for example when custom content is updated.

The progress bar is recalculated: a learner who had completed the collection at 100% sees their percentage drop.

What's new

In the collection, new tutorials show the play icon, not the tick of tutorials already watched.

The learner spots them at a glance.

The e-mail

An e-mail tells the learners concerned about the addition and where to find the new tutorials.

They simply log back in to the platform to watch them.

Quizzes

Quizzes already passed remain valid.

The learner only watches the new tutorials to complete their collection again.

GOOD TO KNOW

Accepted formats and sizes

1,000 words

Module description

Maximum length of the description.

2 MB

Photos

Maximum size per image.

15 MB

Toolbox

Maximum size per document.

15 MB

News post document

Maximum size of the PDF attached to a news post.

tutoreca

Any questions?

Our team is here to help at every step of using your platform.

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