DiscoverLink Talent Mobile App

Liberates Training Content, Messages & Resources with Easy Access on Mobile Devices

Set your training programs free, with the new DiscoverLink Talent Mobile App designed for iOS and Android mobile devices! The Mobile App provides browser-free access to all your content on mobile phones and tablets, where and when it's needed. The Mobile App:

- Provides on-demand access to resources with no login required for just-in-time viewing of training content, operations manuals, recipes, how-to videos, or any content that needs to be referenced throughout the shift
- Enables messages to be sent to all users across the whole system or to specific groups of users or individuals
- Allows learners to log in to complete training assigned to them, but prevents unauthorized offsite access using geofencing security options
- Improves completion rate of online learning for locations with limited bandwidth or unreliable internet connections using Tin Can protocols
- Delivers instant feedback on deployed resources with 5-star learner ratings and usage statistics by location
- Facilitates easy onsite setup via QR code scanning with no technical assistance required

Instant Access to Resources

The Resource area is a great place to provide quick access to non-tracked content such as policies, recipes, how-to videos, menus, job aides, manuals, or links to external websites. The most recent Resources enhancements were designed with the Mobile App in mind, and include:

- Instant learner feedback with 5-star ratings and comments
- Better searchability with tags and filtering
- Easy access to all courses on campus with no assignment or login required
- Enhanced learner experience with customizable thumbnail views
- Improved audience targeting by multiple roles and/or skill positions
- Immediate deployment of updated content to mobile devices via the Mobile App
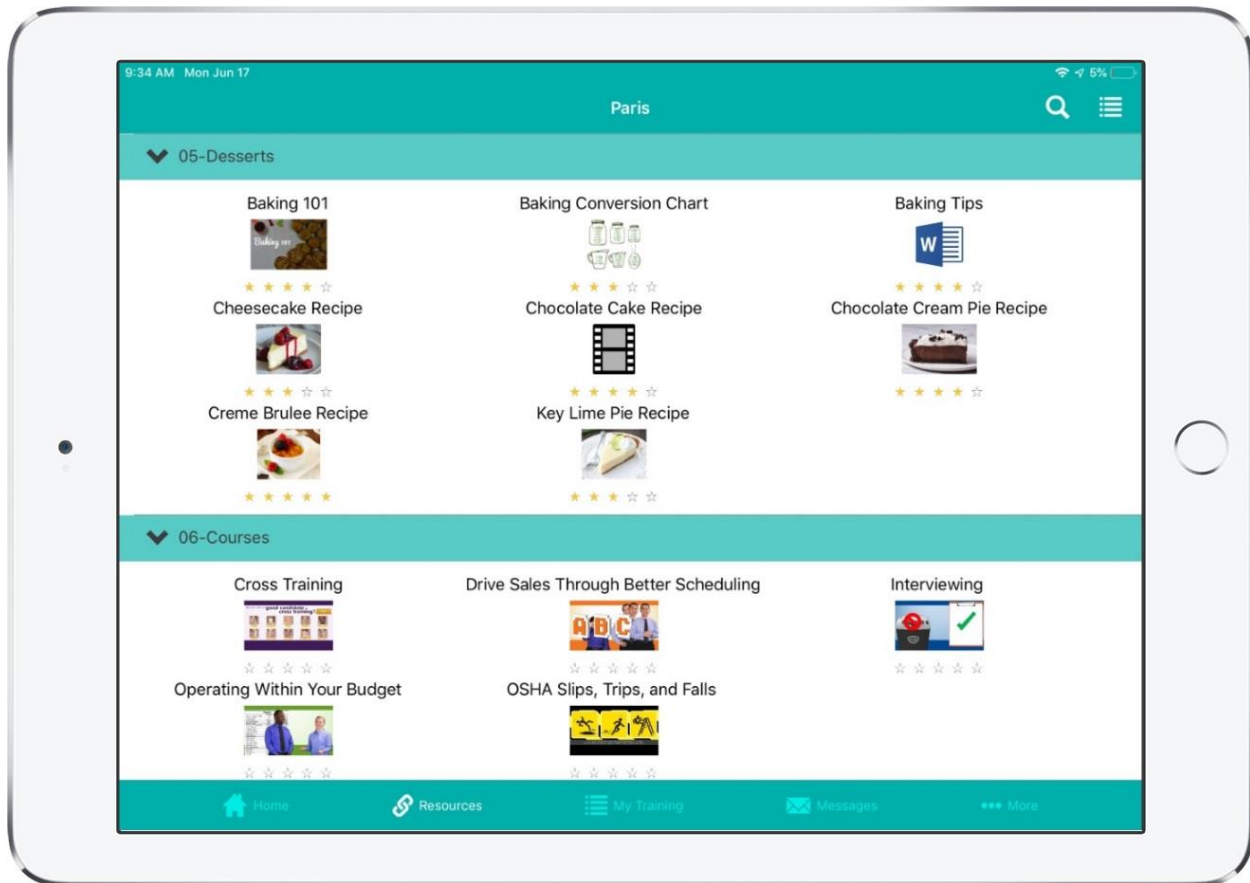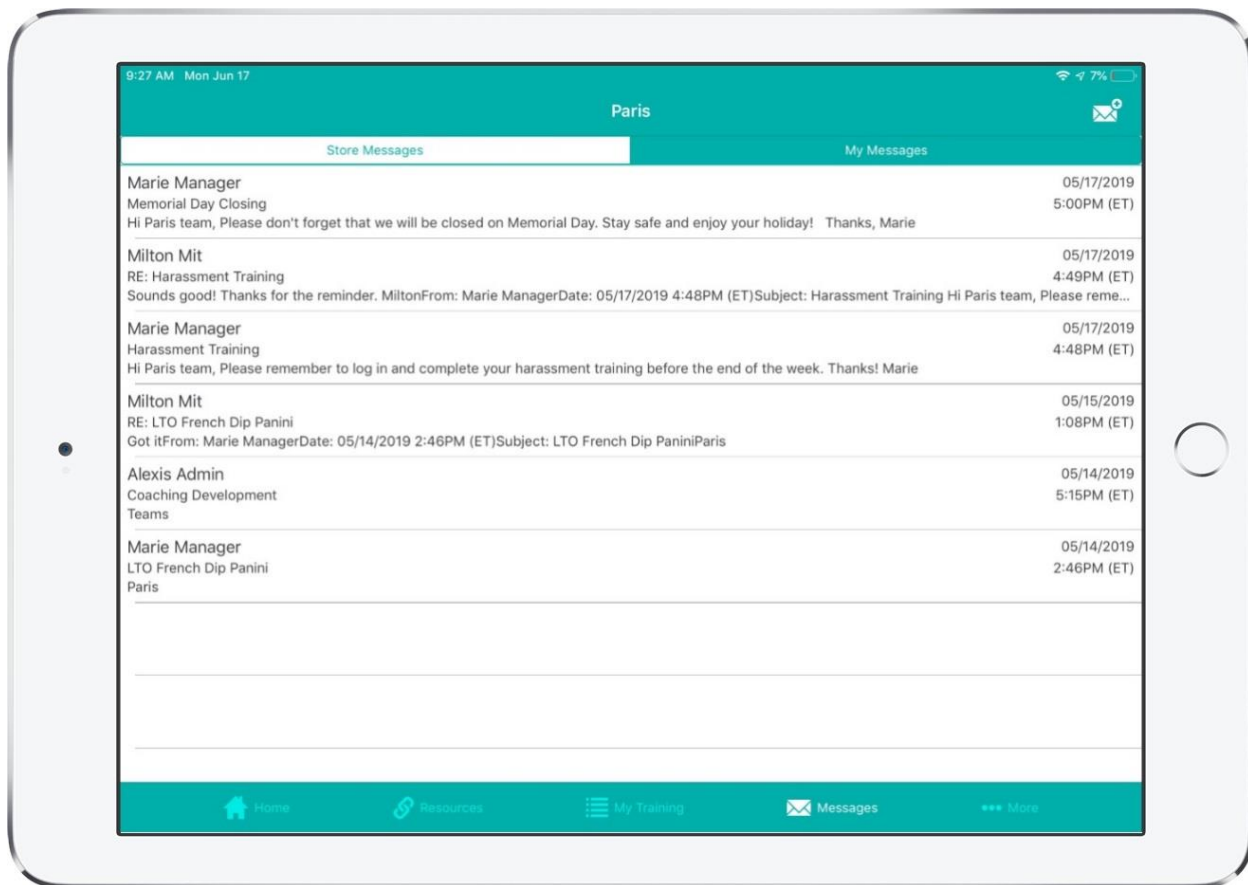
For more information about Resources enhancements, see the Enhanced Resources Release Notes.

Messaging to Improve Team Communication

The Messaging feature in the Mobile App enables better communication with team members, with the ability to:

- Determine which roles in the organization are permitted to send messages
- Facilitate two-way communication with learners able to reply to messages
- Send messages to one or multiple locations, skill positions, job roles, or individuals
- Extend message reach by choosing to send them within DiscoverLink Talent, by email, or both

For more information about Messages, see the [Messaging Enhancements Release Notes](#).

Geofencing Security

The new Mobile App includes Geofencing to prevent unauthorized access to content. This is important not only for security, but it can also be used to prevent hourly employees from completing training outside of their work hours.

Geofencing is a location-based service in which an app uses GPS to trigger a pre-programmed action when a mobile device enters or exits a virtual boundary set up around a geographical location, known as a geofence.

Geofencing uses a specific perimeter boundary (or radius) from a physical location to determine whether to permit access. The default radius is one mile, but it can be configured for each location. If the learner is within the defined geofence, they can access the app. If the learner is outside of the defined geofence, they are denied access to the app.

Physical address of location in Manage Hierarchy
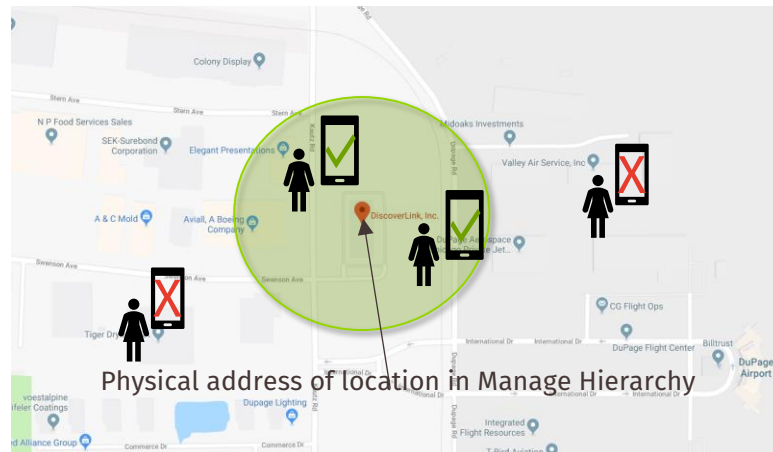
A new Permission called Mobile App Setup allows location managers to turn Geofencing off for a single session or disable it until you turn it back on in Settings. This can be useful when a manager needs to take a store-based device offsite for team meetings or a new store opening, for example.

Because Geofencing is based on the physical location of your stores, it is important to check that you have accurate address data in DiscoverLink Talent for each location if you would like to leverage Geofencing in the Mobile App.

Tin Can for Low Bandwidth Locations

The Mobile App is also Tin Can compliant, which reduces the worry of losing completion data due to connectivity issues. Tin Can is the next evolution of SCORM specification, which improves the completion rate of online learning and provides a better learner experience for restaurant locations with limited bandwidth or unreliable internet connections. It allows courses to be downloaded to iOS or Android devices and played locally, even if internet access is interrupted. When connection is restored, the completion data is sent to the LMS.

Note that existing courses on your campus that are not currently published for Tin Can, will need to be republished and overwritten on your campus in order to leverage this feature in the Mobile App.

The campus admin can decide on a course by course basis whether to permit content to be downloaded to the Mobile App. Very short micro-learning courses may not require the benefits of Tin Can, so it may be prudent to reserve available storage on the device for longer courses that are more likely to be impacted by connection issues.

Updates made to Tin Can courses on your campus are immediately available in the Mobile App. When the campus admin uploads a new version of a course, the App is notified that there is an update available that needs to be downloaded. Even if the device does not have the most current version

downloaded yet, the App recognizes that it has an older version and plays the current version from the server, provided the device is connected to the internet.

Store-based or Learner-based Access

With the Mobile App, you can set up a store-based device for anyone to reference on-demand with no login required. The home screen of the app displays admin-selected store-level resources and messages for instant access to the most important content.
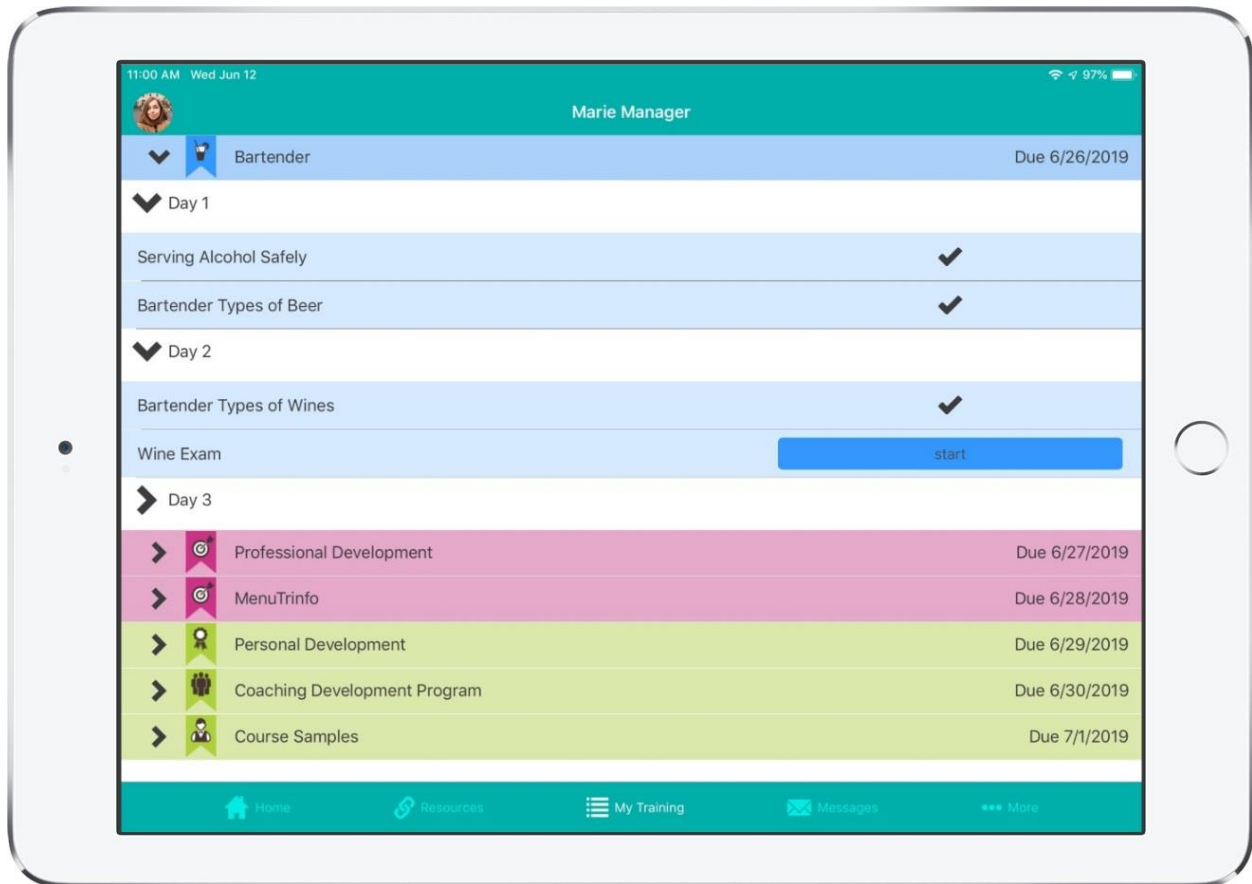
Learners can log in on the store device to access their My Training page, personal Messages, and non-public Resources.

Optionally, you can allow learners to download the Mobile App onto their own devices to enable them to train anywhere, anytime, or constrain offsite access with Geofencing. If a learner who has downloaded the app to their personal device is deactivated from DiscoverLink Talent, their access to the Mobile App is revoked and any downloaded content is removed.

Easy Setup and Deployment

When you're ready to get started with mobile device learning, we'll walk you through an easy, 4-step process to get your campus and locations set up on the Mobile App. The steps are listed below at a high level:

1. DiscoverLink enables your campus for mobile access
2. Download the Mobile App
3. Scan the QR code that will appear on location Dashboard and/or learner's My Training page
4. Set up Geofencing security

Mobile Setup

This QR code expires in 15 minutes.

1. Download the DiscoverLink Mobile App: Available on the App Store | Get it on Google play

2. Let the app install and open.

3. Scan this QR Code with the scanner provided in the DiscoverLink Mobile App. (If the QR Code expires, close this screen, refresh your DiscoverLink Talent Dashboard page, click on the QR Code icon again.)

4. Allow the app to access your location and your camera.

5. The home page of the app will display, click My Training to log in.

DiscoverLink Mobile App uses geofencing and the location is based on the address in the system. Your current location is shown as:

Address 1: 1525 KAUTZ RD STE 700
Address 2:
City: West Chicago
State: IL
Zip Code: 60185

If this address is not correct, please contact your system administrator.

Close

The Mobile App can also be deployed in organizations using Mobile Device Management (MDM). Just let us know and we'll send you the appropriate file type for your organization.

If you would like to add the Mobile App to your DiscoverLink Talent campus, please contact your Account Manager.

If you have any questions or would like to schedule one-on-one training on any of the new features, please contact your Client Services Manager at discoverlink@zohosupport.com.