

01 / EXAMPLE WORKFLOW

The Simple LMS Onboarding Workflow

A practical template for guiding learners from LMS enrolment to confident completion.

Start when a learner is added to the LMS and assigned an onboarding path. Confirm who owns setup, learner support and follow-up. Adapt this example to your platform.

01 Add learner and assign learning

LMS admin sets up; onboarding owner confirms.

Create the account, check the email address and assign the correct onboarding path for the learner's role.

Ready to move on: Account is active; the correct learning and due dates are assigned.

02 Welcome and first login

Learner signs in; LMS admin supports access.

Send login instructions, explain what to complete and by when, and provide one clear support contact.

Ready to move on: Learner signs in successfully and can open the assigned learning.

03 Start the onboarding path

Learner completes activities; L&D; supports content.

Show the learning order, expected time and completion requirements. Link useful guides for later reference.

Ready to move on: First activity is started; the learner knows the next required step.

04 Monitor progress and follow up

Onboarding owner monitors; manager supports.

Check non-login and incomplete learning separately. Send relevant reminders and escalate persistent delays.

Ready to move on: Progress is recorded; blockers have an owner and a follow-up date.

05 Confirm completion and next steps

LMS admin checks records; manager checks practice.

Verify required learning is complete. Explain ongoing access and any next learning, review or role practice.

Ready to move on: LMS completion is recorded; the next action and owner are clear.

02 / FILLABLE WORKSHEET

Map your LMS onboarding

Type into the fields or print this page. Start with one step that regularly causes delays.

Learner group / role

01 Trigger

What starts this step? Example: learner added and onboarding path assigned.

02 Task

What needs to happen? Make the action specific.

03 Owner

Who is accountable? Name one owner and any supporting people.

04 System / location

Which LMS report, notification or learning path supports this step?

05 Completion evidence

How will you know it happened? Example: first login recorded or required learning completed.

06 Next step / handoff

What happens next, and who receives the handoff?

If the step is missed

Define the condition (no login or incomplete learning), timing, recipient and escalation owner.

03 / QUICK DIAGNOSTIC

Where does your workflow break?

Tick Yes, No or Unsure. Each No or Unsure highlights a connection to clarify.

CHECK	Yes	No	Unsure
01 Is adding the learner a clear onboarding trigger?	☐	☐	☐
02 Is the correct learning path assigned for their role?	☐	☐	☐
03 Does the welcome explain how to log in and get help?	☐	☐	☐
04 Are due dates and completion requirements clear?	☐	☐	☐
05 Can the learner see what to complete first and next?	☐	☐	☐
06 Can you see who has not logged in?	☐	☐	☐
07 Can you see who has started but not completed?	☐	☐	☐
08 Are reminders matched to the learner's progress?	☐	☐	☐
09 Is persistent non-completion escalated to an owner?	☐	☐	☐
10 Are completion and next steps clearly confirmed?	☐	☐	☐

Choose one improvement to make first

Prioritise a gap that blocks readiness, has no owner or repeatedly causes delays.

Make your LMS onboarding easier to follow.

AccelerateLMS helps connect learner setup, learning paths, reminders and reporting. Review → Recommend → Implement.