

FAQ

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Q. Where is my data stored?

A. TMS Track is a "hosted" solution that is accessed over the internet, requiring no onsite installation or support. Each organization is provided with a secure hosted database. Data is backed up to a secure storage every 30 min.

Q. How does the TMS Track system compare to Learning Management Systems?

A. This can be confusing because often the terms are used interchangeably; "Training Management Systems" focus on the student experience, accurately accounting for and tracking a student's curriculum. "Learning Management Systems" or "LMS" focus more on the management of content development, delivery of education and knowledge transfer, but may also have the ability to track student's

progress.

Q. Can TMS Track be customized to output in a style that is consistent with my current website?

A. YES. We can customize the output to meet your needs

Q. Can data from my current system be converted to TMS Track?

A. YES. We can import your data

Q. Am I able to access my database directly?

A. This is a hosted solution so the access to make modifications to the database structure is held with DJM however you can access the information stored in the database directly through your secure login.

Q. How fast can I get started?

A. Assuming no data uploads/conversion or system customizations (than branding), we can have you up and running within the next business day after we receive payment.

Q. What type of Internet connection is necessary to use TMS Track?

A. Ideal connection speed for top performance is 128k ISDN or better, but the system is still very functional at 56k.

Q. Can I add additional users at a later date?

A. Of course. New users may be added at any time.

Q. Will you sell my data if I use TMS Track?

A. No. Your data is held completely private.

Q. Will TMS Track support businesses with multiple locations?

A. Yes, as a web-based solution TMSTrack is accessible from any internet connection in the world .

Q. Do you offer training?

A. Yes, instructor-led training is available on the system either in-person or remotely using online remote services.

Q. Are students placed on a waiting list when classes are full?

A. Yes. Students are put in a queue when a class is no longer accepting registrations. When a student cancels, the class re-opens for registrations.

Q. Can TMS Track perform bulk registrations?

A. Yes. A registration wizard allows users to register multiple clients at one time.

Q. How do I know when a student has registered online?

A. As soon as a registration arrives via the Internet, the administrator receives an email alert.

Q. Can I set maximum and minimum enrollments for classes?

A. Yes. Classes have a minimum of 1 but can be set to whatever you want.

Q. Can I export data?

A. Yes. The export function allows you to export trainee/trainer/schedule and historical training information to excel or print as .pdf.

Q. Can I set multiple levels of permissions for my employees?

A. Yes. Permissions are based on roles. You can create multiple roles with a variety of permission levels. Each user is then assigned a role when their account is created.

Q. What is my minimum commitment if I decide to use TMS Track?

A. One month! You are committed to no more than the minimum users (1) and the setup fee.

Q. Is TMS Track scalable?

A. Yes. TMS Track is a web application designed specifically to accommodate concurrent users and trainees.

Q. Does customer service cost extra?

A. No. Support and is included for the term of service for every customer.

Q. Can I get custom reports?

A. Yes. The system is designed to allow you to create the report you need by exposing all of the parameters and date ranges.

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