



# Learning Management System Reports 2.0 Administrator User Guide

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## About this guide

The Infor Learning Management Portal is used to access the personalized learning program that your company has structured for you in Infor Learning Management. These are examples of tasks you may perform within your personalized portal:

- Register and launch e-learning courses
- Register and track instructor-led training sessions
- Complete curricula and certification programs
- Take online evaluations and surveys
- View your instructor-led training calendar, training history, and achieved certifications
- Run, print, and export reports
- View and track e-Meetings

Depending upon your company's configuration of Infor Learning Management Portal, the fields and screens that are described in this guide may differ from your portal.

The purpose of this guide is to:

- Provide clear, step-by-step instructions for LMS Reports 2.0
- Serve as a reference for troubleshooting.

## How to Use

- Start with *Introduction* for context.
- Use *Step-by-Step Instructions* for walkthroughs.
- Refer to *FAQ and Troubleshooting* for problem resolution.

## Intended audience

This guide is designed for:

**Administrators** who are responsible for

- Creating and managing reports within the LMS Reports 2.0
- Generating reports for operational, compliance, or organizational insights
- Configuring and maintaining reporting access and permissions within the LMS Reports 2.0

This guide assumes that readers have **LMS Administrator access** and are familiar with basic LMS navigation and administrative functions.

The documentation provides guidance on how administrators can **access, configure, and generate reports using LMS Reports 2.0**, including how to use **Business Views, fields, filters, and report outputs** to analyze LMS data.

## Related documents

You can find the documents in the product documentation section of the Infor Support portal, as described in "Contacting Infor".

## Contacting Infor

If you have questions about Infor products, go to the Infor Support portal.

If we update this document after the product release, we will post the new version on this website. We recommend that you check this website periodically for updated documentation.

If you have comments about Infor documentation, contact [documentation@infor.com](mailto:documentation@infor.com).

## Chapter 1 Introduction

### What is LMS Reports 2.0?

LMS Reports 2.0 is a modern tool that improves how administrators' access, analyze, and generate reports from LMS data.

LMS Reports 2.0 allow administrators to:

- Create custom reports using predefined datasets called Business Views
- Enabling structured reporting without technical knowledge of database relationships.

By organizing LMS data, LMS Reports 2.0 simplifies report building and helps administrators retrieve insights on courses, users, certifications, and learning activities.

Reports can be customized by:

- Selecting fields
- Applying filters
- Sorting results,
- And exporting outputs in formats like Excel, CSV, and PDF.

LMS Reports 2.0 is a new reporting tool within the LMS designed to evolve through phased releases that expand capabilities over time.

**Important Note:** Administrators can continue using Ad Hoc reports for scenarios unsupported in Reports 2.0

## Scope

This documentation covers these areas of LMS Reports 2.0:

- Overview of the LMS Reports 2.0
- Explanation of Business Views
- Available Business Views
  - a) UserScore
  - b) UserLevels
  - c) CourseUser
  - d) CertificateUser
  - e) EventUser
- How administrators access and navigate LMS Reports 2.0
- Basic guidance on creating reports

This guide focuses on the initial release, introducing the core reporting framework and initial Business Views for administrators.

## Limitations

- Access is restricted to LMS Administrators.
- Available Business Views are limited to datasets within the scope of initial release.
- Additional reporting features will be added in future releases.

## Chapter 2 Business Views

### What is a Business View?

A **Business View** is a predefined dataset that organizes related data fields for reporting purposes.

Business Views simplify report creation by grouping data into logical categories, allowing users to build reports without understanding the underlying database structure.

### What Business Views are available?

In the initial release of LMS Reports 2.0 the available business views are:

Business View	Description
<b>UserScore</b>	Provides information about user assessment scores and results.
<b>UserLevels</b>	Contains user hierarchy and organizational level information.
<b>CourseUser</b>	Includes course enrollment and completion information for users.
<b>CertificateUser</b>	Provides user certification records and status.
<b>EventUser</b>	Contains event participation and attendance information.

## Chapter 3 Navigating LMS Reports 2.0

### Prerequisites

Before you can access LMS Reports 2.0 ensure the following requirements are met.

Requirement	Description
Administrator Role	User must have an LMS Administrator role
LMS Reports 2.0 Permission	User must have LMS Report 2.0 permission granted

### LMS Reports 2.0 Landing Page

The landing page in LMS Reports 2.0 serves as the primary workspace where users access reporting tools, create reports, and manage reporting resources.

The page provides several options for accessing reports and creating new ones. The main sections include:

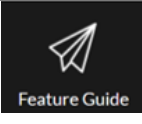
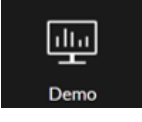
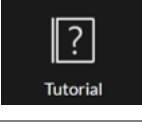
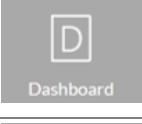
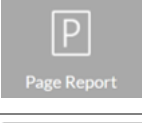
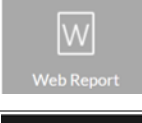
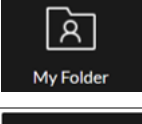
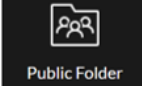
- How To
  - Feature Guide
  - Demo
  - Tutorial
- Create
  - Dashboard
  - Web Report
  - Page Report
- Open
  - My Folder
  - Public Folder
- Manage
  - My Profile
  - Schedule

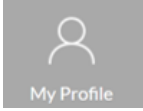
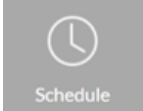
LMS Reports 2.0

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The table below provides a quick reference to each option.

Button	Name	Description
	Feature Guide	Displays a brief overview of key reporting features and capabilities.
	Demo	Allows users to explore sample reports to understand how reports are built.
	Tutorial	Provides guided instructions for new users to learn the reporting interface.
	Dashboard	Create visual dashboards combining multiple reports
	Page Report	Create a highly formatted operational report
	Web Report	Create an interactive analytical report
	My Folder	Reports created by the user
	Public Folder	Accessing shared organizational reports

Button	Name	Description
	My Profile	Managing personal account preferences
	Schedule	Reports scheduled for automatic delivery

Note: As the LMS Reports 2.0 tool evolves, expect changes to the landing page.

## Accessing LMS Reports 2.0

To access the reporting environment:

### Steps

1. Log in to the LMS
2. Confirm your account has:
  - **LMS Administrator Role**
  - **LMS Report 2.0 Administrator Permission**
3. Locate the **Reports navigation menu**.

### Expected Result

Users with the correct permissions will see the **LMS Reports 2.0 interface** available in the system navigation.

## What is Web Report Studio?

### Web Report Studio

- **Web Report Studio** is designed for **interactive and exploratory reporting**.
- Users can dynamically analyze data by adding fields, applying filters, and adjusting report layouts.

### Key Characteristics

Feature	Description
Flexible layout	Reports can be adjusted dynamically
Interactive filtering	Users can filter data during analysis
Drill-down capability	Allows deeper exploration of data
Charts and visualizations	Supports visual reporting

### Typical Use Cases

- User activity analysis
- Learning progress monitoring
- Performance tracking reports

## Creating a Report Using Web Report Studio

**Web Report Studio** allows users to create **interactive reports** that support filtering, sorting, and real-time data analysis.

### Step-by-Step Guide

#### Step 1 – Open Web Report Studio

1. Navigate to the **Landing Page**
2. Click **Create**
3. Select **Web Report**

The Web Report Studio interface will open.

#### Step 2 – Select a Business View

Choose the data source for your report.

Example Business Views:

- UserScore
- CourseUser
- CertificateUser

- EventUser
- UserLevels

Select the appropriate Business View and click **OK**.

### **Step 3 – Select Data Fields**

Drag and drop the required fields into the report layout.

Example fields:

- User Name
- Course Title
- Completion Date
- Score

### **Step 4 – Apply Filters (Optional)**

Filters allow users to narrow the data displayed.

Example filters:

- Course Title = Leadership Training
- Completion Date = Last 30 Days

### **Step 5 – Preview the Report**

Click **Run** or **Preview** to generate the report results.

### **Step 6 – Save the Report**

1. Click **Save**
2. Choose the folder location:
  - My Folder
  - Public Folder
3. Enter the report name
4. Click **Save**

# What is Page Report Studio?

## Page Report Studio

- **Page Report Studio** is designed for **structured and highly formatted reports**.
- These reports are typically used for official reporting outputs.

## Key Characteristics

Feature	Description
Fixed layout	Reports follow a structured format
Pagination	Supports multi-page reports
Headers and footers	Allows formal report formatting
Printable output	Suitable for PDF exports

## Typical Use Cases

- Compliance reports
- Certification reports
- Operational summaries

# Creating a Report Using Page Report Studio

**Page Report Studio** is used to create **highly formatted reports designed for printing or scheduled distribution**.

## Step-by-Step Guide

### Step 1 – Open Page Report Studio

1. Navigate to the **Landing Page**
2. Click **Create**
3. Select **Page Report**

### Step 2 – Choose a Data Source

Select the Business View that contains the required data.

Example:

CourseUser

Click **Next**.

### **Step 3 – Design the Report Layout**

Add report components such as:

- Tables
- Charts
- Labels
- Headers

Arrange the components within the report canvas.

### **Step 4 – Configure Report Fields**

Select the fields that should appear in the report.

Example:

- User Name
- Course Name
- Completion Status
- Completion Date

### **Step 5 – Format the Report**

Apply formatting options:

- Column headers
- Page headers
- Grouping
- Sorting

### **Step 6 – Preview the Report**

Click **Preview** to verify the report layout and data.

### **Step 7 – Save the Report**

1. Click **Save**
2. Choose the destination folder

3. Enter the report name
4. Confirm the save

## Web Report and Page Report Key Differences

1. **Web Report Studio** is best for **interactive data exploration and analysis**.
2. **Page Report Studio** suits reports requiring **structured formatting for official or printable outputs**.

Feature	Web Report	Page Report
Purpose	Designed for <b>interactive data analysis</b> , allowing users to explore, filter, and adjust report data dynamically.	Designed for <b>structured operational reports</b> requiring consistent formatting and layout for official reporting.
Layout	Uses a <b>flexible layout</b> where components like tables, charts, and fields can be added and adjusted dynamically.	Uses a <b>fixed layout</b> with elements placed to maintain a consistent report structure.
Interactivity	Supports <b>high interactivity</b> , letting users filter, sort, group, and drill down into data while viewing the report.	Offers <b>limited interactivity</b> since the structure is predefined and mainly for viewing, not exploring data.
Output	Enables <b>quick report creation</b> by selecting fields and organizing data in the browser.	Enables <b>precise report formatting</b> , including headers, footers, sections, and structured layouts.

## Chapter 4 FAQ and Troubleshooting

### Frequently Asked Questions

#### Is LMS Reports 2.0 replacing Ad Hoc Reports?

- No. **LMS Reports 2.0 is not replacing Ad Hoc reports at this time.**
- Reports 2.0 is introduced as a **new reporting tool** that will expand over time through phased releases.
- Administrators may continue using **Ad Hoc reports** for reporting scenarios not yet supported in Reports 2.0.

#### Who can access LMS Reports 2.0?

- Access is currently limited to LMS Administrators.
- Access permissions are managed through role-based configuration and user synchronization within the LMS.

#### What are Business Views?

- Business Views are predefined reporting datasets that organize LMS data into structured reporting sources.
- They simplify report creation by managing complex data relationships behind the scenes.

#### Can reports be exported?

- Yes. Reports generated in LMS Reports 2.0 can be exported in several formats, including:
  - Excel
  - CSV
  - PDF
- Exported reports can be shared with stakeholders or used for compliance and operational reporting.

# Troubleshooting

## Unable to Access LMS Reports 2.0

**Issue:**

The LMS Reports 2.0 option is not visible or accessible.

**Possible Causes**

- The user does not have **LMS Report 2.0 Administrator permissions**
- User synchronization has not completed successfully

**Resolution**

1. Confirm that the user account has **Administrator privileges**.
2. Verify that reporting access is enabled through **User Sync or role-based configuration**.

## Report Displays No Data

**Issue:**

The report runs successfully but returns **no results**.

**Possible Causes**

- Filters applied are too restrictive
- The selected **Business View** does not contain the expected dataset
- The selected **date range** excludes relevant records

**Resolution**

1. Review and remove unnecessary filters.
2. Verify that the correct **Business View** is selected.
3. Expand the **date range** or reporting criteria.
4. Confirm that the underlying data exists.

## Report Takes Too Long to Load

**Issue:**

Report generation takes longer than expected.

**Possible Causes**

- The report includes a **large dataset**

- Too many fields are selected
- Filters are not applied

**Resolution**

1. Apply **filters** to reduce the dataset.
2. Limit the number of **selected fields**.

**Missing Data Fields****Issue:**

A specific data field is not available when creating a report.

**Possible Causes**

- The field is not included in the selected **Business View**
- The dataset is not part of initial release **reporting capabilities**

**Resolution**

1. Review the **Business Views Catalog** to confirm the available datasets.
2. Select a different **Business View** if appropriate.
3. Check release updates for additional Business Views in future releases.