

# FINANCIAL LEARNING EXPERIENCE (FLEX) ADMINISTRATOR USER GUIDE

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## Introduction

Financial Learning Experience™ (FLEX™) is a centralized continuing education (CE) platform that provides e-learning content that firms have the option to leverage for their Firm Element or other training needs.

## Financial Learning Experience (FLEX) Overview

The Financial Learning Experience Platform (FLEX) provides access to the Firm Element training that each firm can choose to assign or offer their staff.

### FLEX Access Roles

Two user roles are available for the FLEX platform.

- **CE Learning Administrators:** This role is responsible for managing learners and course assignments. This role requires special permissions. If you do not have the appropriate permissions, please reach out to [FLEX@finra.org](mailto:FLEX@finra.org). Firm CE Learning Administrators will access the FLEX platform via their Gateway login, which will provide access to preview content without charge.
- **Learners:** Access the platform via FinPro. Learners can launch assigned courses and view courses they have completed.

## Financial Learning Experience (FLEX) Platform

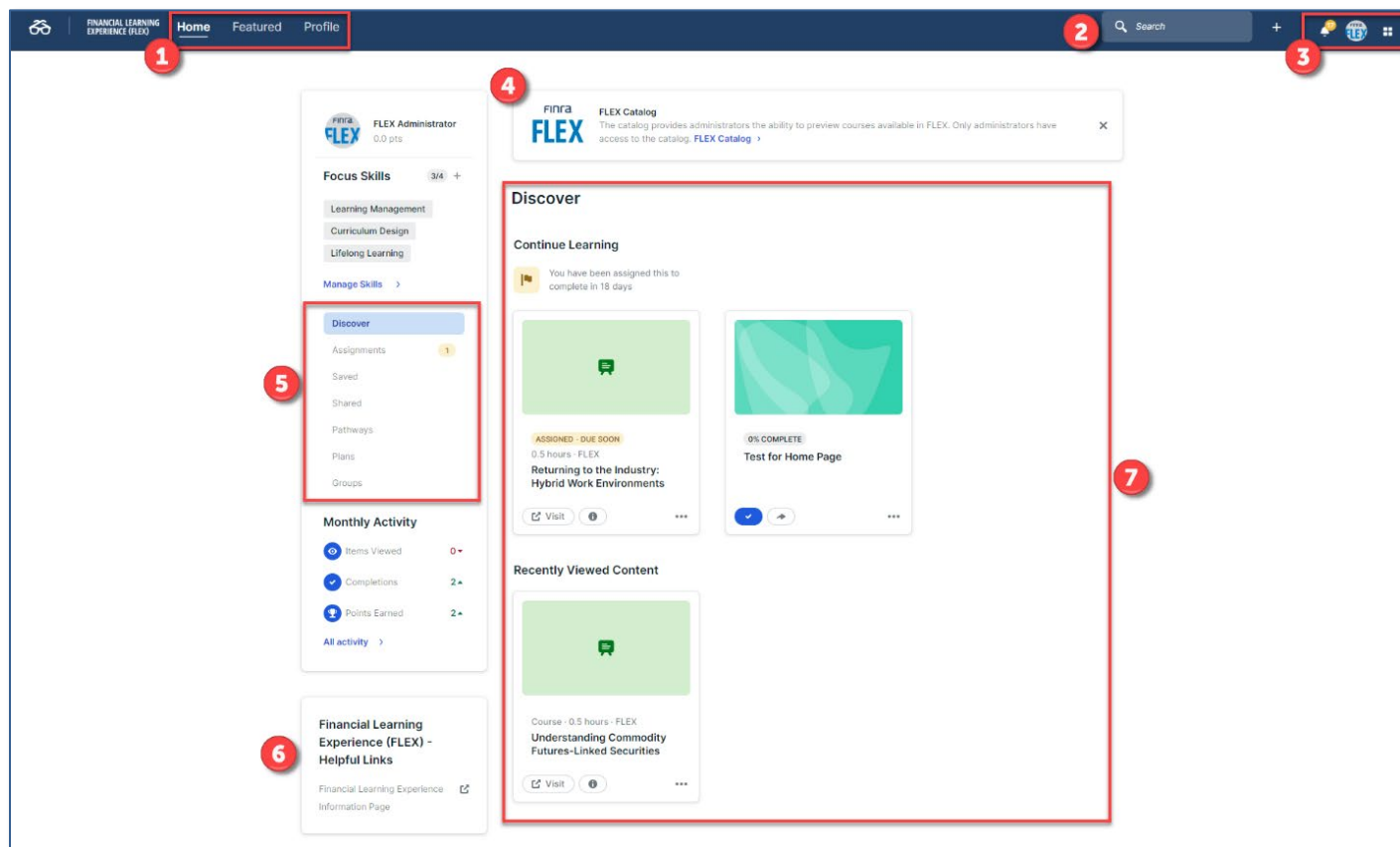
The Financial Learning Experience platform (FLEX) is a learning platform that can be used to discover learning content, build skills, and keep current with Firm Element requirements. Two important pages which should be utilized to gain the most from the platform are the Home and Featured page.

The **Home** page provides navigational actions and quick view of the courses that are assigned, saved and in progress.

The **Featured** page provides curated resources for administrators and learners.

### Home Page Overview

The FLEX home page provides a snapshot of FLEX.

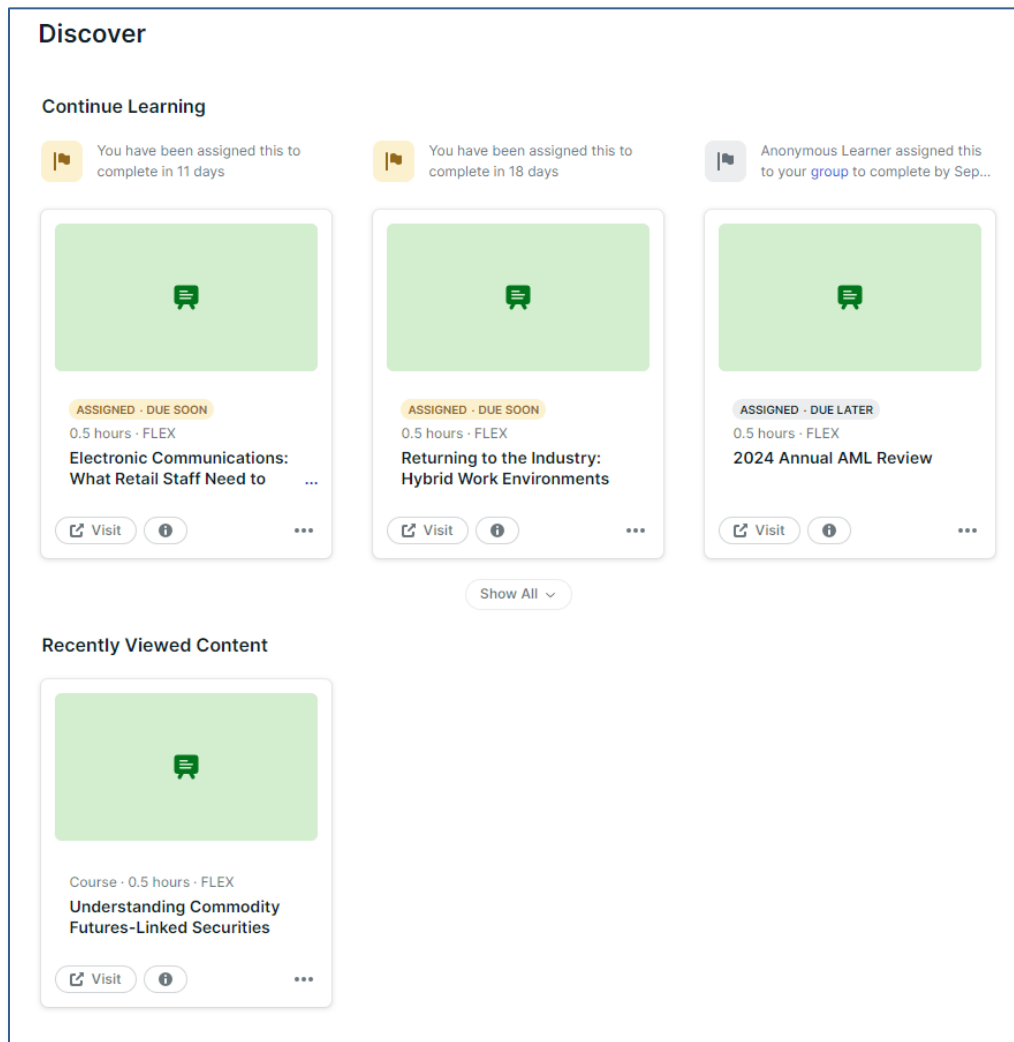


1. Header: The header displays on all pages in FLEX.
2. Search: You can search for courses to preview and assign to your learners.
3. Profile Picture: Provides menu of actions, including contact information for FLEX.
4. Organizational Announcement Banner: Provides quick access to a curated FLEX catalog.
5. Navigation Panel: Displays assignments, pathways and plans you created or follow and groups for your firm.
6. Quick Links: Provides important links regarding FLEX.
7. Discover Feed: An at-a-glance view of assignments and shared items.

## Discover Feed

The Discover Feed provides at-a-glance view of shared, in-progress or assigned content.

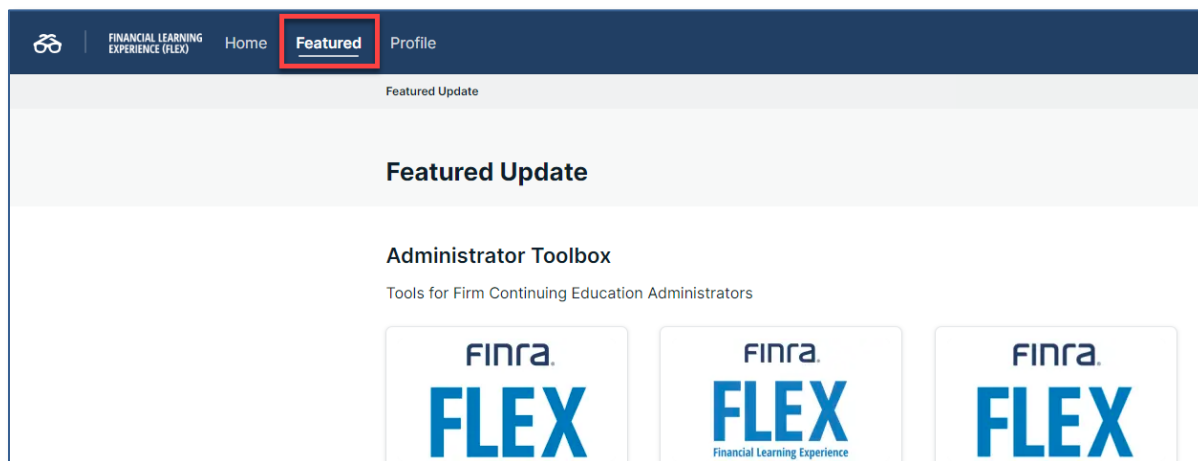
1. Continued Learning: Provides an accessible place to view assigned, in-progress and shared content items.
2. Recently Viewed Content: A collection of content items accessed in the last 90 days.



## Featured Page Overview

The Featured page contains content and resources curated by FLEX to promote or highlight Firm Element initiatives, free content and useful resources.

1. Click on the **Featured** tab on the header.
2. Sections available:
  - a. FLEX Toolbox provides access to the FLEX website, catalog access and important FLEX news.
  - b. Featured Courses highlights courses that support contemporary topics.
  - c. FLEX User Guides aid both CE Learning Administrators and Learners in using the FLEX platform.

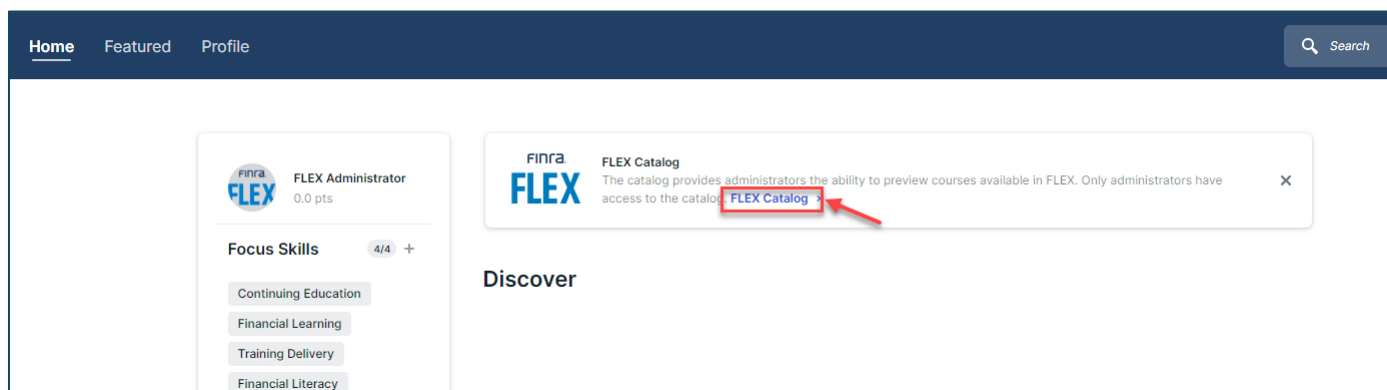


## Searching for Content

The CE Learning Administrators can search and save course content items. Courses are individual items that contain specific content that supports a focused topic.

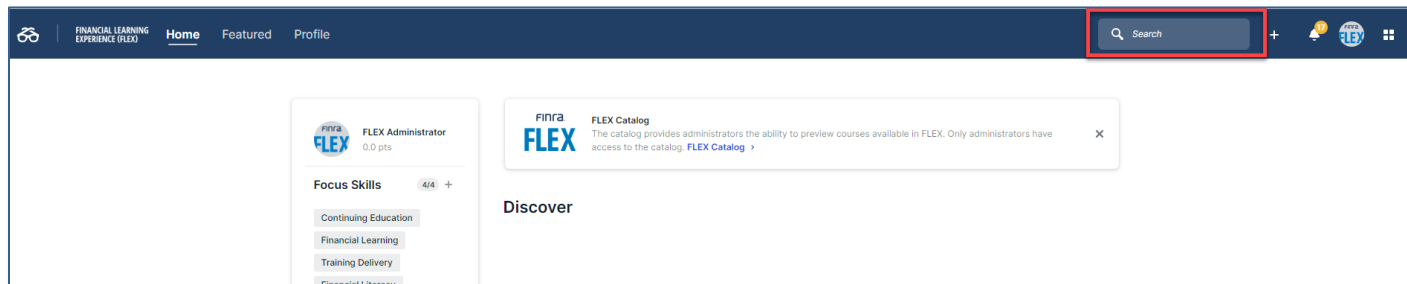
### FLEX Catalog

1. From the home page, click on the **FLEX** catalog located at the top of the FLEX homepage.
2. The link will redirect to the Catalog. In the catalog courses are searchable through multiple criteria.
  - a. Category: Courses are organized by topics associated with the courses.
  - b. CFP Continuing Education Credit Eligible: Courses which fulfill CFP continuing education criteria.
  - c. Updated or New courses: Any new and/or updated courses will be highlighted.



## FLEX Search Bar

1. The FLEX catalog provides multiple criteria for searching content. To display courses based on a specific topic or keyword, the Search Bar is the most effective option. From the home page, click on the **FLEX** catalog located at the top of the FLEX homepage.
2. Enter Keywords to display results of all courses that include information related to the keyword.
3. In the Search Result area, click on Courses to narrow down the results.



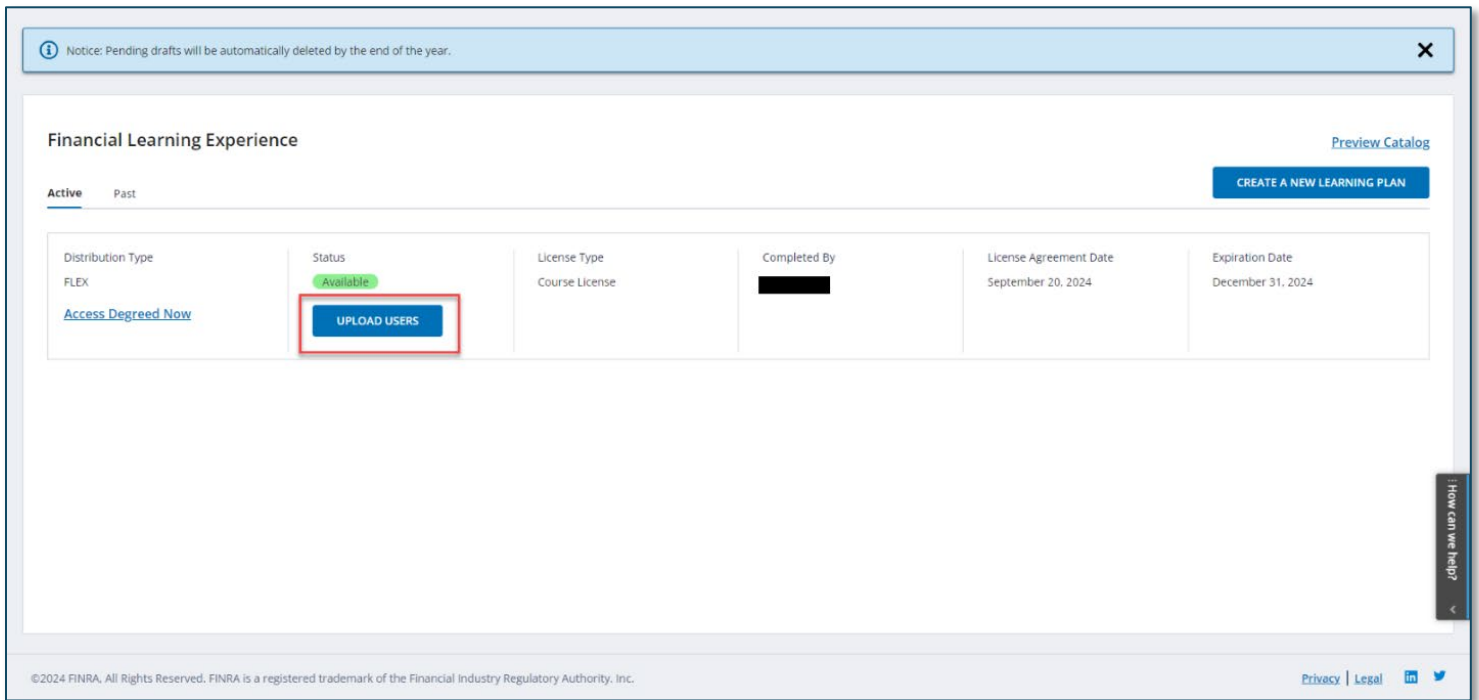
## User Management

User management allows you to identify which learners are associated with your firm and assign training to those selected learners.

### Upload Users to the FLEX Environment

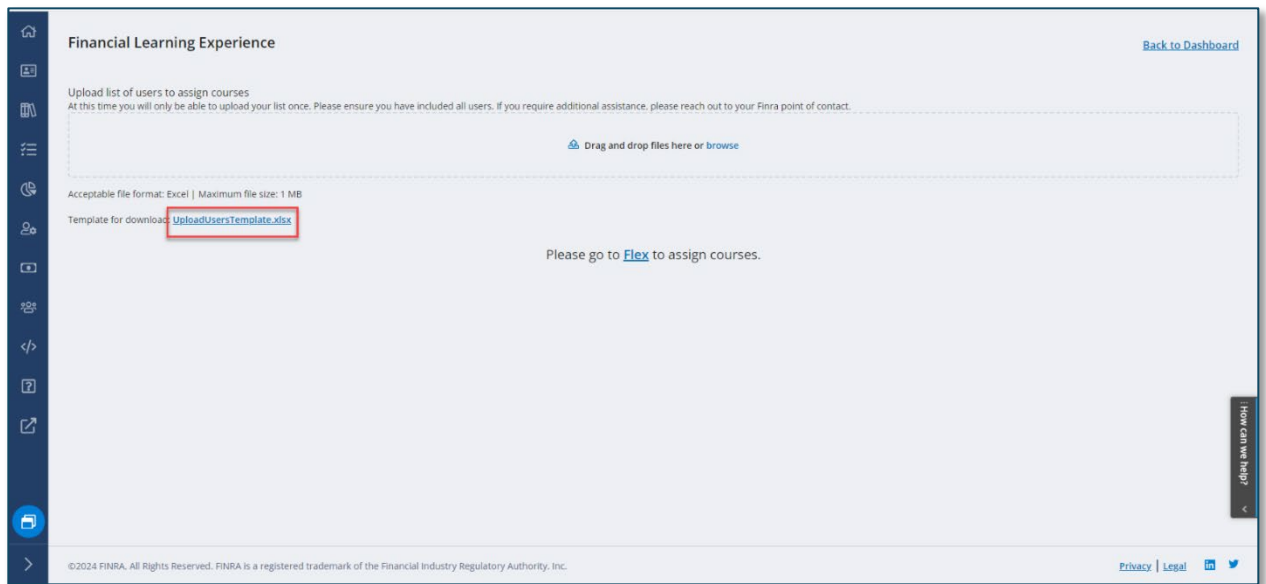
To upload the users to the FLEX environment, please refer to your Learning Plan on the FLEX Dashboard in FINRA Gateway. There is an area to upload your User spreadsheet.

1. In FINRA Gateway, navigate to your active Learning Plan.
2. Once the status is Available, a button appears under the Available status.
3. Select **User Upload** button.

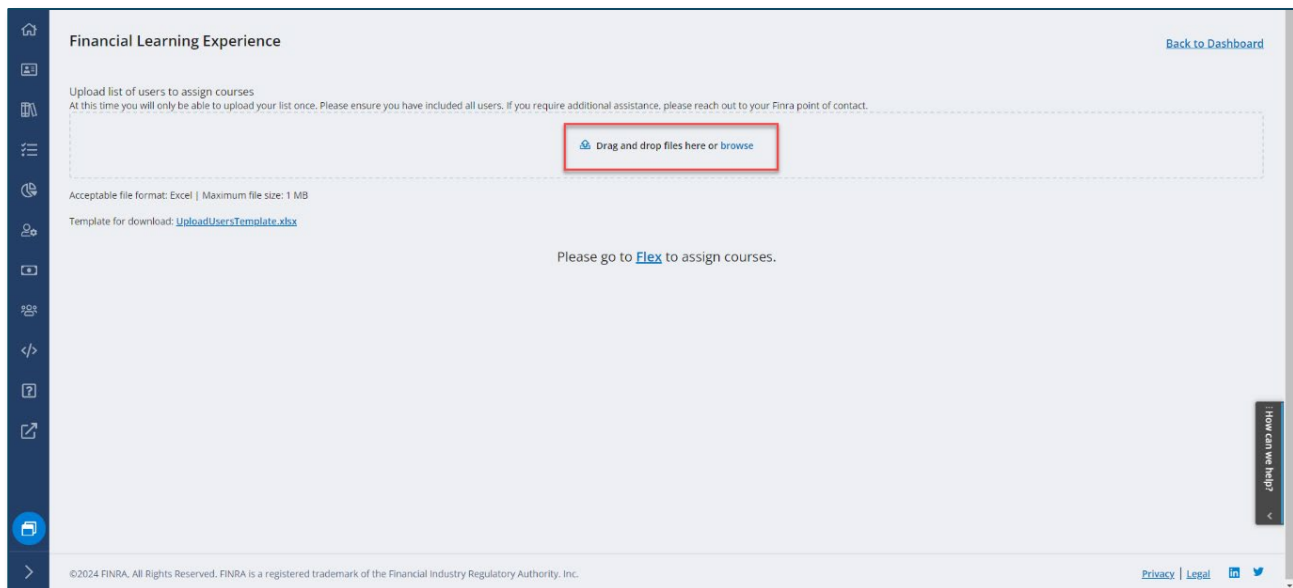


4. In the next screen, download the **UploadUsersTemplate** excel spreadsheet.
5. Fill in the following columns:
  - a. CRD Number
  - b. First Name
  - c. Last Name
  - d. Email
6. Save the file as the following format: **CompanyName\_YYYY\_MM\_DD.csv**

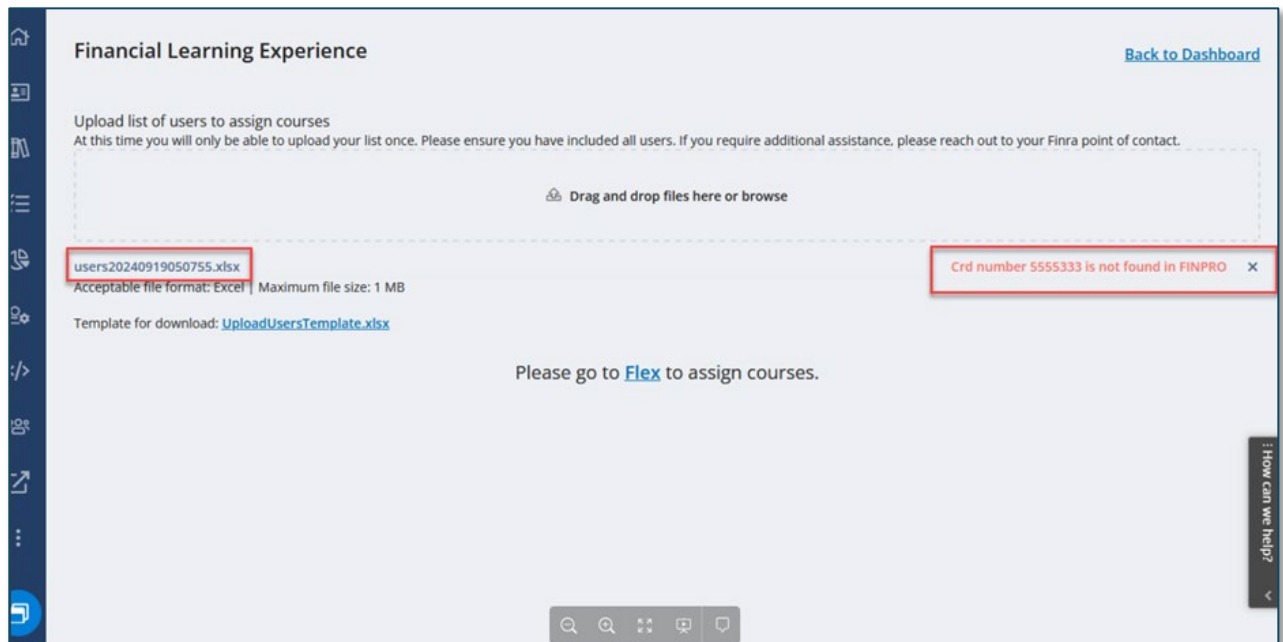




7. Upload the completed spreadsheet in the Drag and Drop Files area.



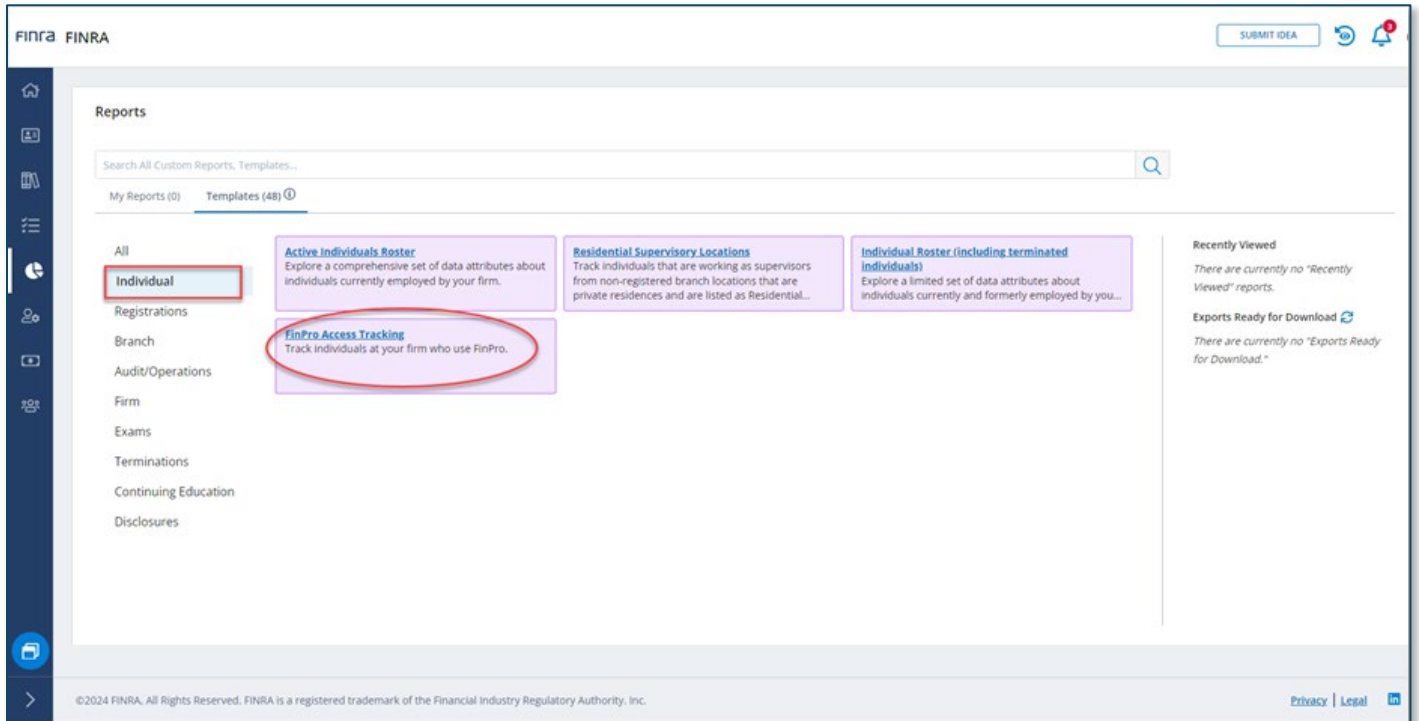
8. Upon successful upload, you will see the title of the file on the bottom left of the user upload screen. If there are errors in the file upload, you will receive an error message on the bottom right hand of the screen. The most common error message refers to one or more users that have not created FinPro accounts.



If you have users who have not yet created a FinPro account, they will be required to create the FinPro account for the file to be successfully uploaded. Once all users have created their FinPro accounts, you may upload the user template.

If you want to check if your users have created a FinPro account prior to uploading the user file, you can use the “[FinPro Access Tracking](#)” report in FINRA Gateway.

**NOTE:** Once a user template has been uploaded successfully, you will not be able to re-submit another template. If you need to add or remove users or if user information needs to be updated after the initial file has been uploaded successfully, please send an email to [flex@finra.org](mailto:flex@finra.org) with your instructions.



# Assignments

Assignments are learning items users are expected to complete by a specific due date.

## Assign Content With a Due Date

1. Complete the [Course Assignment Template](#), which was sent via the Welcome email or on [www.finra.org/flex](http://www.finra.org/flex), click on the hyperlink to download the template.
2. Fill in the following columns:
  1. Column A - First Name: First name listed in the learner’s FinPro account.
  2. Column B - Last Name: Last name listed in the learner’s FinPro account.
  3. Column C - CRD Number: CRD number of learner. Exact match to the learner’s CRD Number is required.
  4. Column D – Assigned Course #1: List the course name or id of the course to be assigned to learners.
  5. Column E – Due Date for Course #1: List the date that the course is due for the learner.
  6. Add additional courses by repeating Column D and Column E information.

7. Column F and Column G for Course #2.
  8. Column H and Column I for Course #3.
  9. Repeat for as many courses as required for each user.
3. Submit the template in an email to the [FLEX@finra.org](mailto:FLEX@finra.org) inbox. The assignment is uploaded into the system within three business days.

## Monitoring Assignments and Completions

Weekly reports are sent via email to the CE admin. If additional reports are required, please reach out to [FLEX@finra.org](mailto:FLEX@finra.org). Reports can be scheduled multiple times a week. Ad hoc reports are also available by reaching out to the FLEX inbox.

The report will include the following:

- Fill in the following columns:
  - Column A - First Name: First name listed in the learner's FinPro account. Profile data will be pulled from learner's CRD Number.
  - Column B - Last Name: Last name listed in the learner's FinPro account.
  - Column C - Person Username: The learner's username to login into FinPro.
  - Column D - Email: Email listed in the learner's FinPro account.
  - Column E - CRD Number: CRD number of learner.
  - Column F - Course Title -Title of a course assigned to user. Each row is dedicated to one course. A learner may have multiple rows depending on the assignments.
  - Column G -Course ID: Unique course identification.
  - Column H – Course Activity Status: Status of the assignment.
    - Pending Registration: Learner is assigned but has not launched the course. Learners with courses at this status have **not** been charged by FINRA.
    - Not Attempted: Learner has launched the course but has not completed the course. This status prompts a charge by FINRA. Charges for a course is only incurred once and no additional charges are incurred with subsequential launches of the same course.
    - Successful: Learner has completed the course. The completion of the course does **not** incur a charge.
    - Note: Any question on billing and charges, please reach out to [flex@finra.org](mailto:flex@finra.org).
  - Column I – Assigned On: Date the assignment was added to the learner's profile.
  - Column J – Registration Date: Date the learner first launched the course.

- Column K – Course Target Date: Date that the course is due for the learner.
- Column J – Completed On Date: Date that the learner has successfully completed the course.
- Course Activity Status — Reviews the status of learners per course.
- Course Completed On Date: Date that the course was marked complete in the system.
- Course Target Date: Due Date for the assigned course.
- Course Assigned On: Date that the system assigned the course.