

## Release Notes

We are excited to announce several significant updates and enhancements to our LMS platform. These updates aim to provide a modernized, user-friendly experience for both learners and administrators. Below are the key features and improvements:

### User Interface Enhancements

- **Modernized Look & Feel:** A refreshed design for the company landing page and learner dashboard for a more appealing and engaging user experience.
- **Intuitive User Interface:** New interface design that simplifies navigation and improves usability.
- **Streamlined Customer Experience:** Enhancements to make interactions smoother and more efficient.

### Course Updates

- **Redeveloped Defensive Driving Course (DDC) Curriculum:** Updated course materials for our DDC Defensive Driving Course.
- **Remote Hosting Availability:** The latest DDC Defensive Driving curriculum release, the Four-Hour 11th Edition, is now available for remote hosting customers.

### Administrative Features

- **User-Friendly Backend:** An improved administrative backend for managing access code inventory, searching learner status, and running various reports.
- **Optimized Shopping Cart Experience:** Retail sites now feature a streamlined shopping cart with Stripe as the credit card processor, offering better PCI compliance and fraud protection.
- **Robust Training Documentation:** Comprehensive training materials, including video and PDF guides, available to help users and site administrators get acquainted with the new platform.
- **Compliance Management:** Enhanced features to ensure that mandatory training is completed and documented properly.

### Transition Plan

To ensure a smooth transition to our new LMS, we've implemented several measures:

- **Consistency in Customizations:** Customers with cobranded or customized sites (logos, registration fields, certificates, reporting, etc.) will retain much of the same functionality, though the look and feel may change.
- **Access Code Inventory:** Customers will not lose their current inventory of purchased access codes. Inventory at the time of transition will be populated in the new LMS.
- **Learner Progress:** In-progress learners (users) will complete their training on the current LMS while new learners will start on the new LMS, ensuring no progress is lost in the transition.
- **Data Security:** Historical, confidential customer data will be securely maintained, with an interface available for accessing data exports from the past five years.
- **Seamless Redirects:** Redirects will be put in place for cobranded sites from the current [safetyserve.com/companyname](https://safetyserve.com/companyname) to the new [training.nsc.org/companyname](https://training.nsc.org/companyname), and for retail sites from [safetyserve.com/retailcustomer](https://safetyserve.com/retailcustomer) to [drivesafe.com/retailcustomer](https://drivesafe.com/retailcustomer).
- **Ongoing Technical Support:** Excellence in customer technical support will continue to be available 7 days a week. All contact channels (phone, email and chat), are available weekdays with email and chat support available on the weekends.
  - **Call:** 833-3NSCLRN (833-367-2576)
  - **Learners:** [traininghelp@nsc.org](mailto:traininghelp@nsc.org)
  - **Site administrators:** [trainingadminhelp@nsc.org](mailto:trainingadminhelp@nsc.org)

These changes are designed to enhance your experience and provide a robust, reliable platform for all your training needs. We appreciate your continued support and look forward to your feedback.