# Administrate

# FAQ for vILT Rapid Implementation

# FAQ for vILT Rapid Implementation

Through the virtual instructor-led training (vILT) Rapid Implementation of the Administrate platform, you can be up and running in as little as five business days. You're likely to have questions about what that entails, so we've put together an FAQ to help you answer them.

**1. Does this offering help me import existing contact & account (company) data into Administrate?**
Our vILT Rapid Implementation supports the import of currently active contacts and accounts into our CRM. Data imports for historical time periods could be done as a follow-up project, just talk with your account manager.

**2. What virtual call/meeting provider works with vILT Rapid Implementation?**
This offering from Administrate comes equipped with our native Zoom integration. If you need to use a different conferencing provider, you would speak with your Account Manager to see if it is possible as a follow-up project. You can set up [Zoom account here](Zoom account here).

**3. What payment provider (if selling courses) works with vILT Rapid Implementation?**
This offering from Administrate comes equipped with our native Stripe integration. If you need to use a different payment provider, you would speak with your Account Manager to see if it is possible. You can set up a [Stripe account here](Stripe account here).

**4. Can vILT Rapid Implementation work with my existing LMS?**
You can use Administrate alongside your LMS to offer a vILT solution to your students. If you'd like to either migrate from your existing LMS to Administrate entirely or integrate with your LMS, speak with your account manager.

**5. Q. How quickly can vILT Rapid Implementation get us up and running? We need to make sure that we change the way we run training, fast.**
With vILT Rapid Implementation, you can take all of your instructor-led training and transform it into virtual instructor-led training in as little as five business days.

**6. Q. What about certificates for my learners?**
vILT Rapid Implementation comes with a certificate that you can brand and automatically send to learners when they complete a course.

**7. I'm already using the Administrate platform. How do I implement vILT?**
Your Account Manager can help you implement this immediately.

**8. Do you have a privacy/security policy my IT team can review?**
We are ISO 27001 Certified and all our security and data processing information can be found on our website: www.getadministrate.com/trust.

**9. Can I expand my use of Administrate later?**
Once you're in the Administrate platform you can scale your use to any, or all, of the training management capabilities available. Your Account Manager will be able to help you identify your opportunities and plan your next steps.

**10. What about integrations with other systems that are vital to my business?**
The vILT Rapid Implementation is designed to get your classroom-led training online first. After initial implementation, our Professional Services can help you explore additional integrations with other core systems that are key to your EdTech stack.

**11. What kind of time & resources do you need from my team if we sign on?**
Daily calls will be essential, and we'll dedicate a point of contact for you to speak with throughout the implementation.

**12. Do you provide training on how to use the system?**
We have a team dedicated to supporting you throughout the process of getting your instance live, and an online knowledgebase with robust documentation. We will also provide you with a guide specifically tailored to help you understand vILT Rapid Implementation.

**13. What does support look like after implementation?**
Administrate Standard support, including access to our ticketing desk through the Administrate platform with 24hr human response SLA, is included with vILT Rapid Implementation. There are options to upgrade to our 4hr and 2hr response tiers also.

**14. Does vILT Rapid Implementation include online course registration?**
Yes. Administrate will set up an online catalog for your learners which can be either within Administrate's LMS or on a stand-alone website used for selling courses.

**15. Can Administrate integrate with HRiS systems?**
HRiS integration is not available with vILT Rapid Implementation. We can support you with integrating your HRiS system in the future.

## 16. Why Zoom?

For one, vILT Rapid Implementation is designed to work with Zoom. Other than that, it really comes down to three things:

**1) Quality -** Zoom is scalable and reliable even in times of high demand. It's built on a strong technical foundation, which creates the reliability businesses need. Administrate uses Zoom internally, and with global offices and telecommuters on the team, Zoom is a part of nearly all of our communications.

**2) Ease of Use -** Zoom works across all platforms and doesn't require users to download and install the software to participate in a meeting, they can do that directly from a web browser. The controls are simple to use and make the virtual experience accessible to those who aren't highly technical.

**3) Features -** Zoom comes with more features than you could use, including a feature that allows you to replace your background like a green screen! For training some of those features really stand out. Zoom meetings are built for interaction. It will screenshare, supports text chat, the screen can be used as a whiteboard, and you can even create breakout rooms from a single meeting to allow learners to collaborate. These tools offer a truly interactive experience.

You can find more information on Zoom, and its features [here](#).

# We're a Partner,
# Not Just a Vendor

Unlike other training software providers, we're not going to leave you to figure it out after you sign on.

Our expert teams dedicated to implementation, development, and professional services have substantial background in the training industry. They are standing by to help your organization achieve meaningful alignment and achieve real business results. That's part of the Administrate experience.

We've already helped hundreds of organizations serving millions of learners. We're ready to help you.

**Schedule a consult with an Administrate expert today.**

**Call**   1 (800) 265-7163
**Email**  info@getadministrate.com
**Visit**   getadministrate.com