

# Docebo Support

## Docebo Support:

### 1. Getting Started

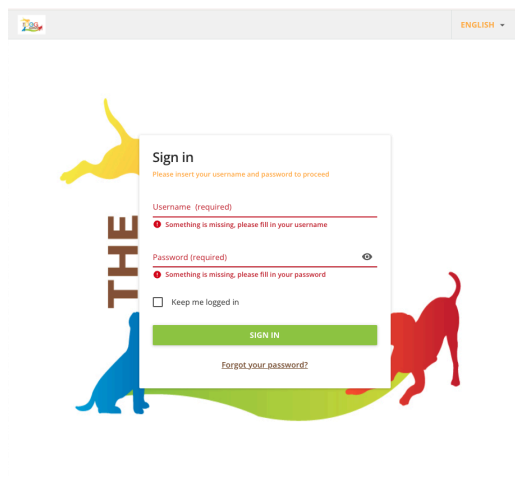
#### How to register for a Dog Gurus account

Welcome to The Dog Gurus! If you received an email notification regarding successful enrollment in a learning plan or course, you can use the login information provided in the email to access the Dog Gurus learning management systems.

Click the link provided in your email invitation. You'll be redirected to reset your password when you first login.

#### How to log into The Dog Gurus learning management system (LMS)

Visit <https://thedoggurus.docebosaas.com> to access the LMS sign in page. Insert your user name (email) and password. Select “**SIGN IN**” to log into your account.



If you have trouble accessing your account, contact your administrator.

#### What are the system requirements for the LMS (Docebo)

The Dog Gurus's LMS (Docebo) supports modern web browsers such as Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari. Ensure you have a stable internet connection and JavaScript enabled.

#### How do I navigate the platform?

After your branch and dashboard are set up, your Power User should login to their dashboard and watch the module titled 'Start Here'. This module in particular helps walk you through how to add and remove users, run user reports and everything else you need to know about navigating the platform. For additional assistance, you can schedule a walk-through with one of our consultants here -

<https://calendly.com/doggurus/business-growth-discovery-call?month=2025-03>

## 2. User Management

### User levels

There are two possible levels for a user account:

Level	User level description
Users	<p>The majority of people who access your Dog Gurus account will be <b>users</b>.</p> <p>A user is a level that has basic permissions. Users are able to attend courses and learning plans, and they can view training materials but cannot manage other users.</p>
Power Users	<p>Typically only people overseeing your organization's employee training and/or managing facility will have access as a <b>Power User</b>.</p> <p>Power users are able to add and remove users, track user progress.</p> <p>If you have confirmed you are a Power User for the account, you'll want to review the course <b>How to Use the LMS (Start Here)</b> located in the <b>Leader Channel</b>. You can also click <a href="#">this link</a> after logging in to the LMS to view.</p>

### How do I add new users?

To add a new user to the Dog Gurus,

1. Visit the **Admin Menu > Users > Manage Users**.
2. In the top right corner click the **plus icon** and select **New user**

In the slide-out panel, fill out all of the information on the first page, **User information**. We recommend filling out all of the fields, starting with the user's email and using the same initial password for all users; we recommend *1password*. Once **User information** has been completed, select **Next**.

You will be prompted to page two, **Branches**, where you can assign the user to the Branch corresponding to your business name. Once you have completed **Branches** selection, click through to review and select **Create user**.

[https://help.docebo.com/hc/article\\_attachments/8247791804690](https://help.docebo.com/hc/article_attachments/8247791804690)

### How do I add new users?


To add a new user to your account, login with your Power User login.

1. Click the **+ Add User** button (top right).

2. Fill out the required details:

- **Email** (this will autofill as the username)
  - **First Name**
  - **Last Name**
  - **Password** (we recommend using the same password for all users i.e. **1password**—users can be forced to reset it later.)
3. Click **Next**
    - **Assign Branch** by typing your branch name in the search bar and selecting the proper branch.

4. Click **Next** (nothing to do on this screen)



New user

In order to create a new user, please complete all the following steps.

✓ General information

✓ Branches

3 Additional fields

4 Team Members

Fill in the additional fields

Additional fields that are not associated with the branches to which the user has been assigned

Primary Job Training Needed

▼

Second Job Training Needed (If Applicable)

▼

Third Job Training Needed (if applicable)

▼

Fourth Job Training Needed (if applicable)

▼

Fifth Job Training Needed (If Applicable)

▼

Learning Plan (LF, GI or PN)

▼

Power User

▼

Product

▼

PREVIOUS

NEXT

CANCEL

5. Click **Next** (nothing to do on this screen)

×

New user

In order to create a new user, please complete all the following steps.

✓ General information

✓ Branches

✓ Additional fields

4 Team Members

5 Review

Please select all of the team members of the user you are creating

Manager information

Skip Field

☐

This user manages a team

PREVIOUS

CREATE USER

REVIEW

CANCEL

6. Then click **Create User** and then **Confirm**

## How do I add a Power User to my account to manage my users?

You are allowed up to 2 Power Users per branch.

If you need to make changes to your Power Users or add additional Power User(s) to your account, please contact [support@thedoggurus.com](mailto:support@thedoggurus.com).

## How do I deactivate or remove a user?

### Step 1: Log Into Docebo

1. Navigate to your Docebo instance (e.g., [thedoggurus.docebosaas.com](https://thedoggurus.docebosaas.com)).
  2. Enter your **Admin credentials** and log in.
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## Step 2: Access the User Management Area


1. Click on the **Menu Icon** (top left corner).
  2. Navigate to **Admin Menu > Users**.
  3. This will open the User Management page where all registered users are listed.
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## Step 3: Locate the User to Remove

1. Use the **search bar** at the top to find the user by name, email, or username.
  2. You can also use **filters** to refine your search (e.g., by role, branch, or status).
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## Step 4: Delete a Single User

1. Once you locate the user, click the **three-dot menu** next to their name.
2. Select **Delete User**.
3. A confirmation pop-up will appear. Click **Confirm** to permanently delete the user.

 **Warning:** Deleting a user **permanently removes** their progress, enrollments, and historical data. If you might need the user's data later, consider deactivating instead.

### 3. Reports & Analytics

#### What types of reports are available?

The Dog Gurus LMS (Docebo) offers four types of reports:

1. User activity
2. Course completion
3. Learning plan
4. Engagement metrics

Below is an overview of the report types:

Report type	Report description
User activity	Tracks individual user actions within the LMS, such as login times, course access, and time spent on different learning materials.
Course completion	Provides data on users' progress and completion status for courses, including pass/fail results and time taken to complete.
Learning plan	Monitors the progress of users enrolled in structured learning plans, showing completion rates and pending courses within a plan.
Engagement metrics	Measures learner interaction, including course participation, discussion activity and content consumption to assess overall engagement.

#### How do I generate a report?

To generate a report:

1. Click on the **Admin menu** and select **Reports** which will display links to **Quick summary reports**
2. Select the report type (e.g., user progress, course completion), apply filters, and generate the report.

Reports can typically be downloaded as either a PDF or XLSX files.

#### How can I track learner progress and engagement?

To track learner progress and engagement:

- From your Power User Menu, select **Reports**; in the **Reporting Menu** you'll see multiple options for running reports.
- To track learner progress, type in the email of the user you'd like to review under "User Personal Summary" and click "Generate"
- This will take you to the user dashboard for whom you'd like to review showing you their progress and engagement.



## New reports

Manage reports details and properties

### QUICK SUMMARY REPORTS & DASHBOARDS

### CUSTOM REPORTS BUILDER



#### User Personal Summary

View a user summary report and download it as a PDF

Type user here

GENERATE



#### Course Summary

View a course summary report and download it as a PDF

Type course here

GENERATE



#### Courses Dashboard

View Course Dashboard and download it as a PDF

VIEW



#### Branches Dashboard

View branches dashboard and download it as a PDF

VIEW



#### Privacy policy dashboard

View the Privacy Policy Dashboard and download it as a PDF

VIEW



#### Terms and conditions dashboard

View terms and conditions dashboard and download it as a PDF

VIEW

## How do I export reports?

Click "Export" in any report view to download data in CSV, Excel, or PDF format.

## 4. Troubleshooting & Technical Issues

### How do I reset my password

To reset your password:

1. Visit <https://thedoggurus.docebosaas.com>
2. Select **Forgot your password?**
3. Enter your username (email) and select **Send reset link**

You will receive an email with instructions on how to reset your password.

### Why is my video not playing?

Check browser compatibility, and verify that your internet connection is stable. If the video still isn't playing, try to clear your browser cache. If the issue persists, email [support@thedoggurus.com](mailto:support@thedoggurus.com).

### Why are users having trouble logging in?

Most users experiencing trouble logging in is due to the user status being deactivated or set to expire.

To check a user's status:

1. Visit the **Admin Menu > Users**
2. Under **Status** you will see a green check mark if the user is active ( ✓ )
3. If inactive, click the ellipses to the right of their name and select **Edit**
4. Under **User status**, you will be able to see the user's current expiration date and update as needed

If the user is still unable to login, we recommend the user [reset their password](#).

### How do I get in touch with The Dog Gurus team?

If you need additional support, we offer two options for submitting Support tickets with The Dog Gurus:

1. Submit a request at <https://thedoggurus.com/contact>
2. Email the Support team directly at [support@thedoggurus.com](mailto:support@thedoggurus.com)

### Operating hours

You can create a ticket to our Support team by submitting a request to [support@thedoggurus.com](mailto:support@thedoggurus.com)

Operating Hours	<b>Monday - Friday</b> 09:00 am EST - 05:00 pm EST
First Reply Time	Within 1 business days

# Account Support

## Account Support:

### 1. How to cancel your subscription

*We are sorry to hear you are interested in cancelling your subscription.*

*To submit a subscription cancellation request, please complete our [subscription cancellation request form](#).*

*Once we receive your request, your subscription will be cancelled within one business day, and you will receive a confirmation via email. Note, only admin users can cancel a subscription. If you are not an admin, ask your admin to assist you.*

*If you terminate a paid subscription, you may use your subscription until the end of your then-current subscription term, and your subscription will not be renewed.*

*Original:*

Yes, you have the option to downgrade to a Membership Paws plan. This will reduce your monthly payment to \$49 per month while allowing you to continue accessing the library and keeping your staff information on the LMS.

This way, when you're ready to restart staff training, your account will already be set up. You won't need to pay the setup fee again, and your staff history will remain intact.

If you'd like to downgrade to Membership Paws, let us know by emailing [support@thedoggurus.com](mailto:support@thedoggurus.com). If you prefer to cancel your subscription entirely, we can process that as well; however, please note that canceling will result in the loss of all data/history in the LMS.