



A more human resource.®



Litmos by CallidusCloud

Frequently Asked Questions



The Basics

Q. How do clients get Litmos?

- A. Litmos is available for ADP Workforce Now® clients and can be installed from the ADP Marketplace [here](#).

Q. How much does Litmos cost?

- A. Free trials and paid packages are available and all ADP Workforce Now clients can access Litmos pricing [here](#). In app purchases are made with a credit card or can be added to your monthly ADP® invoice. There is no charge to the Workforce Now admin fee.

Q. Litmos mobile-friendly?

- A. Yes. Litmos is mobile-friendly, allowing learners to learn anytime, anywhere, on any device. The system is fully supported on all mobile devices.

Q. How do I access Litmos after I "buy" the free app?

- A. After purchasing the Litmos app from ADP Marketplace it can be accessed immediately from the MyApps menu in MyWorkforceNow for easier access.

Q. How much time does it take to set up Litmos?

- A. Only a couple minutes. Once you buy the Litmos app via the ADP Marketplace and connect it to your ADP Workforce Now account, you can login, set up your profile and begin to use it immediately. Administrators are able to fully provision users from ADP as learners into Litmos and begin assigning courses right away.

Q. What types of training is Litmos used for?

- A. Litmos is used by thousands of organizations for employee, customer, channel and compliance training, as well as certifications.

Q. In what industries is Litmos used?

- A. Litmos is used by thousands of customers in virtually every industry and vertical, including Bio-Tech, Digital Marketing, Education, Energy, Engineering, Entrepreneurs, SMB's, Finance, Franchise, Healthcare, Hospitality, Legal, Manufacturing, Non-Profit, Retail, Technology, Telecommunications, Transportation and Warehousing, to name a few.

Q. Does Litmos have its own learning content available?

- A. Yes. Litmos has an extensive, pre-built library of available content for purchase. Topics include HR & Corporate Compliance, Healthcare Revenue Cycle Performance, Healthcare Total Compliance, Sales & Marketing, Microsoft Office, Talent Development & Retention, Health & Safety, Leadership & Management, Information Technology, Customer Service, High Tech, Non-Profit, Hospitality & Travel and Manufacturing. Additional courses and topics are being added daily.

Q. What does the Litmos integration with ADP do?

- A. The Litmos app allows customers to bulk provision users (learners) from ADP into Litmos. As well, the app can update key user data as demographic changes take place. Lastly, the app will update Litmos as employees are hired and terminated in ADP. The app will also allow users to Single Sign-On into Litmos.



Data Integration Specifics

The “Sync ADP Data Now” button should only be used when Litmos needs to retrieve new ADP employees and updated ADP employee information immediately. Otherwise, an employee sync will occur once-a-day automatically so that Litmos Account Owners do not have to repeatedly execute manual syncs.

Here is the complete list of the ADP information that can be updated in Litmos for each Learner during each system sync.

- **First Name**
- **Last Name**
- **Work Email** - (This becomes the Litmos “username” for all ADP employees created in Litmos)
- **Title**
- **Work Address**
- **Work City**
- **Work State**
- **Work Zip**
- **Work Country**
- **Work Phone**
- **Mobile Phone**
- **Employment Status**
- **Employment ID** - (synced to Litmos and applied as a Learner “username” if no employee work email exists)

Once an employee sync is done processing, a sync log will become available for review under the “Recent Imports” Panel within the “People” tab in Litmos. This sync log will be visible to the Litmos Account Owner who enabled the employee sync.

About Litmos

Litmos by CallidusCloud is the world's fastest growing enterprise learning company, supporting more than 4 million users in over 130 countries and 22 languages. Our mission is to help your organization improve performance and monetize training by engaging learners through advanced technology and content. Litmos is the only solution suite that unifies virtual, classroom, mobile, social, and ecommerce capabilities in a single, secure, and scalable platform that can meet any organization's training needs. With Litmos, you can engage learners anytime through native apps for Android and iOS, extend your ecosystem by using prepackaged connectors and REST APIs, and protect your data through enterprise-grade security. Litmos also provides local US support during business hours to help you be successful. Headquartered in Silicon Valley and backed by public company CallidusCloud (NASDAQ: CALD), Litmos is still run with the nimbleness of a start-up. Litmos has been one of the top learning vendors for more than nine years and has a fantastic growth trajectory. We continue to experience double-digit growth, have a customer satisfaction rate of over 95%, and received more than 20 awards in 2015. Our customers appreciate our sound financials and the peace of mind that comes with knowing we won't go out of business. Experience the Future of Learning today at www.litmos.com.

About ADP Marketplace

ADP Marketplace is an app ecosystem that helps employers discover, purchase and use awesome HR solutions from ADP and world-class partners that are:

- Easy and Secure
- Integrate seamlessly with your ADP data
- Accessible With Single Sign On

For more information visit: <https://marketplace.adp.com/> and/or [watch the Litmos video](#).