Q. What is a team leader?
In the MSP Institute, a team leader can assign courses and learning paths to their company’s team, view course completion statuses, and create reports as needed.

Q. How do I become a team leader?
To request team leader access, submit a ticket with the Customer Care team by visiting success.solarwindsmsp.com and clicking the Need Assistance button. Only primary contacts, or those given written permission from the account’s primary contact, will be granted team leader permissions by request.

Note: Before you create a team, we recommend all employees activate their MSP Institute accounts. To do so, they should:
2. Click the MSP Institute tile.
3. After being redirected to the MSP Institute dashboard, submit a ticket to the Customer Care team with a list of all employees to include in your team.

Q. How do I add people to my team?
To add new team members, contact the Customer Care team. They will assist you with adding those users to your team in the MSP Institute.

Q. An employee has left my company—how do I remove them from our team?
Please create a ticket with the Customer Care team so their access can be disabled for the Customer Success Center and the MSP Institute.

Q. Can I directly add new users myself?
Team leaders cannot add new members directly. Individual users must use their SSO account to access the MSP Institute through the success center. Once they’ve done this, you can request to add this user to your team by contacting Customer Care.

Q. How do I assign courses to my employees or see which courses they have completed?
To assign courses or learning paths to your team:
1. Click the Teams option in the top menu.
2. Click Courses or Learning Paths.
3. Click the green Assign Courses/Learning Path button.
4. Select the courses or learning path you wish to assign.
5. Click the Assign button.

Q. How can I see what courses or learning paths an employee has completed?
There are several ways to see which courses and learning paths a user has completed. If you are interested in viewing this information for a specific individual, you can:
1. Click the People option in the top menu.
2. Click the name of the individual.
3. Click the Courses or Learning Paths option.
This displays a list of all the content your employee has been assigned and shows their completion percentages.
If you need to see completions for multiple users, it would be best to run a report. Information on running reports can be found in the team leader course available in the MSP Institute.

Q. How do I upload my own courses?
Only MSP Institute administrators working for SolarWinds MSP can upload new content.

Q. Who should I contact if I have additional questions or if I run into a technical issue?
Questions and issues can be reported to the SolarWinds MSP Customer Care team. To submit a case, visit success.solarwindsmsp.com and click the Need Assistance button. Help is available via phone, chat, and form cases 24 hours per day, Monday through Friday.