

We Are Moving to a New Learning Management System (LMS)! FAQs

1. Why is the Alzheimer's Association changing LMS platforms?

We're moving to a new learning management system (LMS) that will power the **Alzheimer's Association Education and Training Center** to create a more streamlined experience for both individual learners and organizations. The new LMS will make it easier for learners to navigate courses and stay engaged, and will include enhanced tools to help organizations track learner progress, ensure completion and verify compliance.

2. What is the launch date of the new LMS?

The launch date of the new LMS is **Monday, May 4, 2026**. This is when all transactions, including access to courses, reports, certifications, transcripts and new enrollments, will begin on the new platform.

3. When will access to the current LMS end?

Access to the current LMS will end on **Monday, April 27, 2026**. This is when all transactions, including access to courses, reports, certifications, transcripts and new enrollments, will cease in the old platform.

4. When will LMS users receive instructions for logging in, accessing admin dashboards, and sharing enrollment links with their organization's learners?

All instructions for logging into the new LMS, including how to access admin dashboards and the links to share with learners, will be emailed to both organizations and learners on **Monday, May 4, 2026**, when the new platform launches.

5. Will any data be migrated from the current LMS to the new LMS?

Yes, learner and organization data from the past seven years will be migrated to the new LMS.

6. How have users of the current LMS been notified of this change?

In March 2026, we began implementing a comprehensive communication plan to ensure all current LMS users, including individuals, organizations and grants, were informed about the transition and timeline.

Outreach has included:

- **Email communications** outlining transition details, required actions and next steps
- **Announcements posted in the current LMS** to alert users who log in of the upcoming transition
- **Optional informational calls** for organizations or accounts seeking additional details

This approach ensures all learners and organizations receive timely and clear information about the upcoming transition.

7. What should learners do before they no longer have access to the current LMS?

Before Monday, April 27, 2026, learners should:

- Complete any in-progress courses in the current [LMS](#)
- Download or save any certificates or transcripts
- Watch for a future email with next steps and log in instructions

8. What happens if a learner starts a course but does not complete it before the current LMS is no longer available?

Because the migration of learner enrollments and history to the new LMS does *not* support transferring courses that are still in progress, any learner who has not fully completed an in-progress course, including all required activities, before Monday, April 27, 2026 will lose their progress. They will need to restart and complete the course from the beginning in the new LMS.

To avoid losing progress, learners are strongly encouraged to finish any active coursework before Monday, April 27, 2026.

9. What actions should organizations that purchased training for their learners take before the current LMS is no longer available?

Before Monday, April 27, 2026, organizations should:

- Ensure their learners complete any in-progress courses
- Encourage learners to download or save certificates and transcripts
- Download any necessary reports from their Education Center Administration Portal
- Watch for a future email with next steps including log in, learner and admin instructions

10. What happens to an organization's unused enrollments?

Any unused enrollments will be carried over to the new LMS as long as the course access expiration date has not passed. Organizations will receive a new enrollment link for their unused enrollments which they can share with learners who have not yet enrolled in the course. If the course access expiration date has passed, those unused enrollments will not transfer and will no longer be available in either the current or new LMS.

11. What changes can learners expect on the new LMS?

In the new LMS, learners will be able to:

- Access all available courses through a streamlined interface
- Use new log in instructions (to be provided at launch)
- Complete assigned or elective courses with improved navigation and usability
- View learning history
- Print certificates and access completion records more easily

12. What changes can organizations expect on the new LMS?

Organizations will experience several enhancements that make learner management easier and more efficient:

- **Improved dashboard:** A cleaner, more user-friendly interface to manage learners and monitor progress
- **Organization course catalog:** Shows only the courses purchased by an organization, helping learners easily find required or relevant courses while reducing confusion and unnecessary browsing
- **No more enrollment codes:** Enrollment codes will no longer be required in the new LMS. Organizations will instead provide their learners with a direct link to register and enroll in their assigned courses. This streamlines onboarding and eliminates the extra steps involved with code distribution.

13. Who should be contacted with questions about the LMS transition?

Questions can be directed to education@alz.org.