RMA Ignite

Contents

Frequently Asked Questions

RMA Ignite Support

Question: **Where do I direct questions or issues related to RMA Ignite?**

Answer: All inquiries should be sent to the RMA Ignite Helpdesk: rmaignite@rmahq.org.

Access

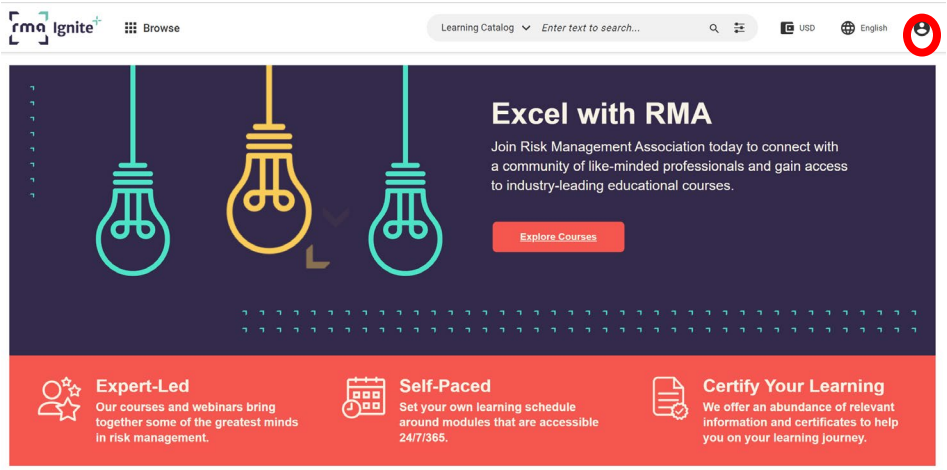
Question: **How do I access RMA Ignite?**

Answer: Go to:

- learning.rmaignite.com, or
- www.rmahq.org, then "Learning & Events," then either "Courses" or "RMA Ignite Login"

Question: **What happens the first time I try to login to RMA Ignite?**

Answer: You'll be brought to its rich, inviting, and intuitive landing page. If you have an rmahq.org account, click on the profile icon in the upper righthand corner of the page and you can login from there.



Question: **My RMAU login credentials don't work. How do I log in?**

Answer: RMA Ignite is moving to a Single Sign-On (SSO) experience that will use your rmahq.org login information to access the platform instead of your old RMAU credentials. The good news is this means just one login for accessing RMA services going forward!

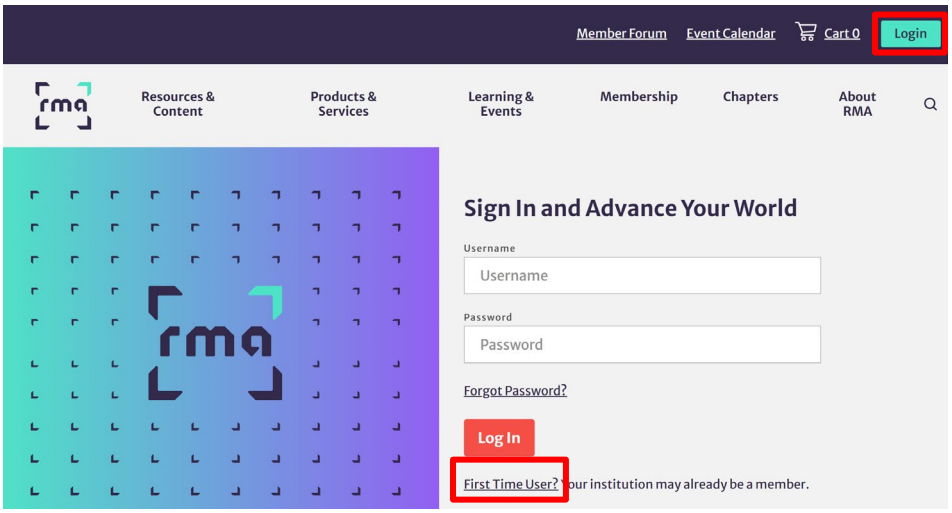
Question: **Oh no! I don't remember my username and/or password for rmahq.org. What now?!**

Answer: Usernames and passwords cannot be changed in RMA Ignite. To do so, please send an email to customers@rmahq.org and we'll get you squared away quickly!

Question: **I don't have an rmahq.org account. How do I create one?**

Answer: Two ways:

1. From the rmahq.org homepage, click on login in the upper righthand corner, then select "First Time User?" and create away! See screenshot below.



2. If you're already on the RMA Ignite site, click on the profile icon in the upper righthand corner of the page and then select "First Time User?"

PRO TIP: Make sure to create your account with your bank email address rather than a personal email address in order to take advantage of any member pricing your institution may be eligible for.

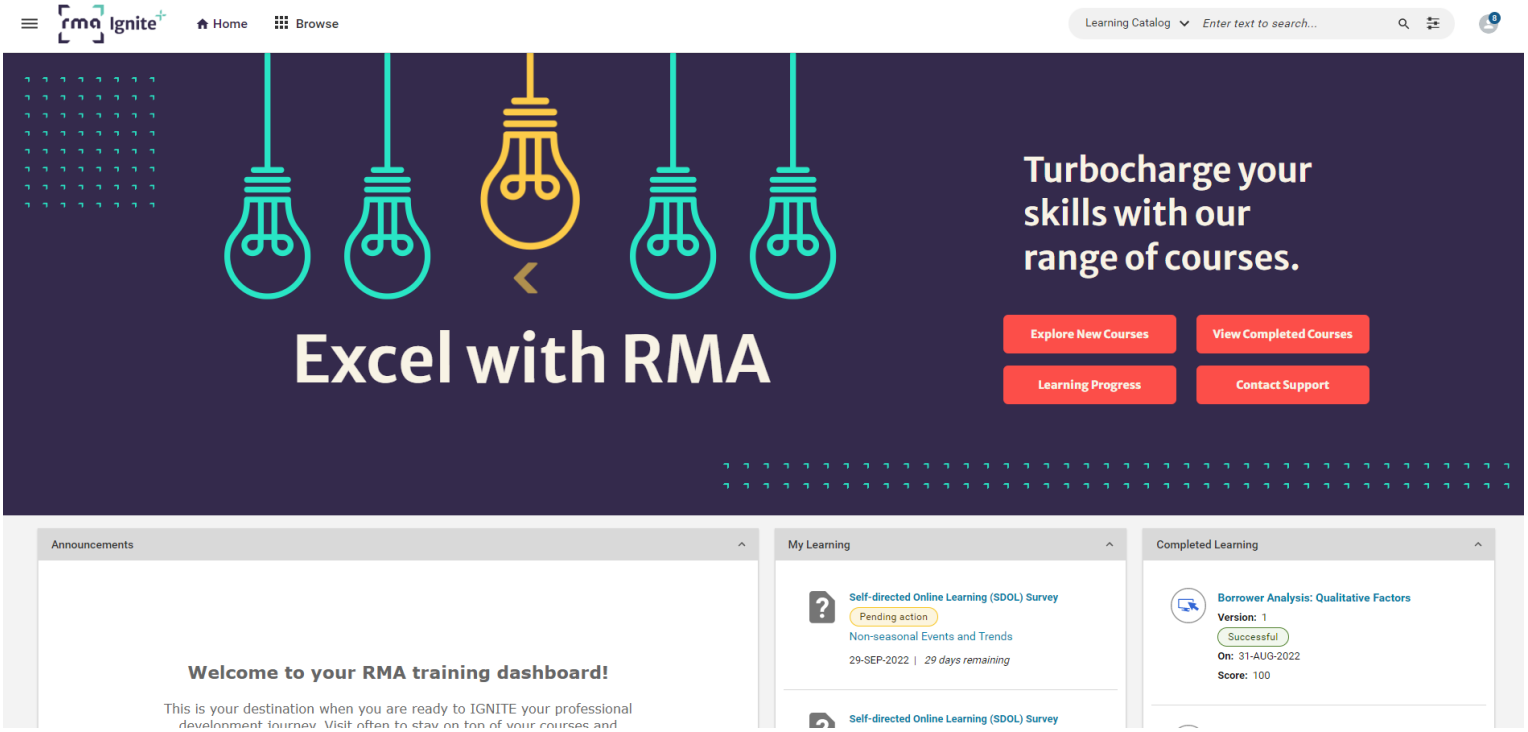
Question: **Do I have to create an rmahq.org account in order to browse RMA Ignite?**

Answer: Anyone can browse RMA Ignite course offerings without an account. However, if you decide you want to make a purchase, you'll need to create an account on rmahq.org first, after which you can navigate to RMA Ignite and complete the purchase.

Navigation

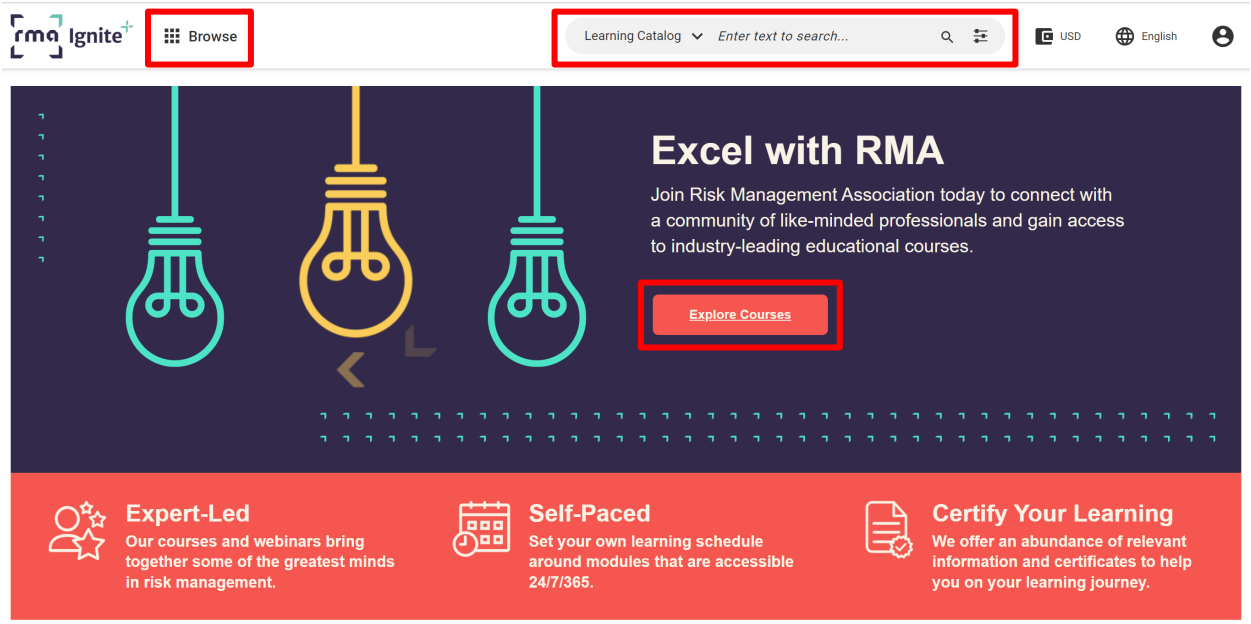
Question: **How do I access courses I am currently enrolled in?**

Answer: Once logged into RMA Ignite, you will see "My Learning" right on your homepage. You can also click Learning Progress to see your currently active course enrollments.

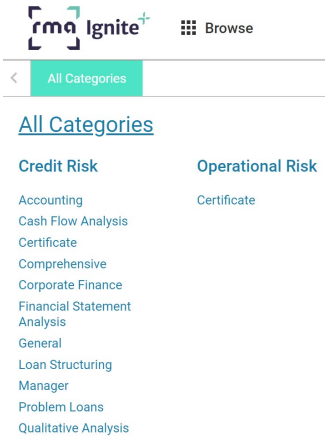


Question: **How do I find new courses to take?**

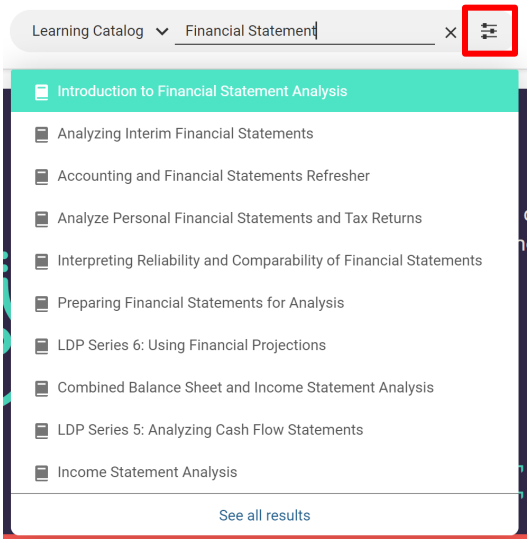
Answer: RMA Ignite is easy to navigate! You can browse, enter text, or explore to find courses that interest you.



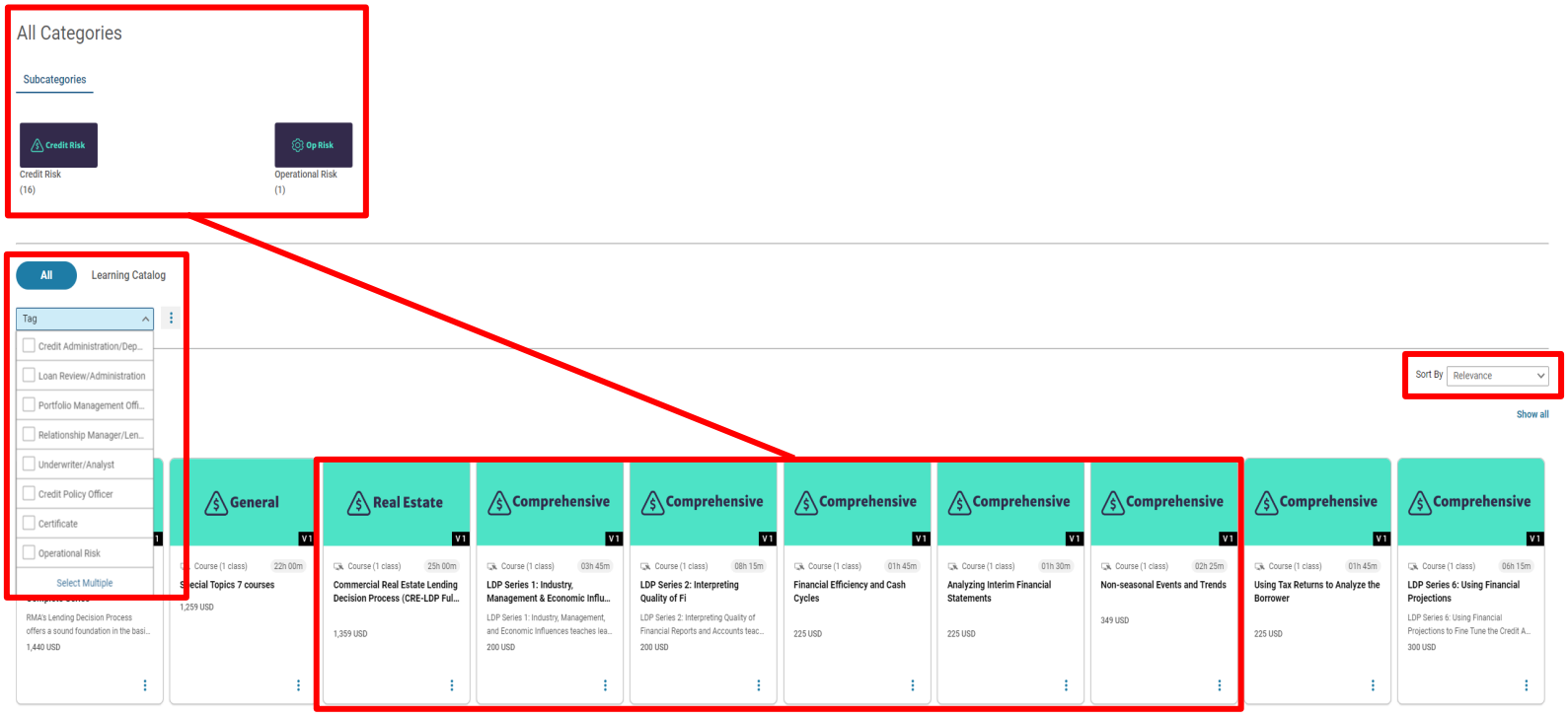
1. When you click Browse, you can search RMA offerings by risk / sub-risk categories



2. When you enter text, offerings will begin to auto-fill potential matches. You can do a more advanced search by clicking on the three parallel lines next to the "x."

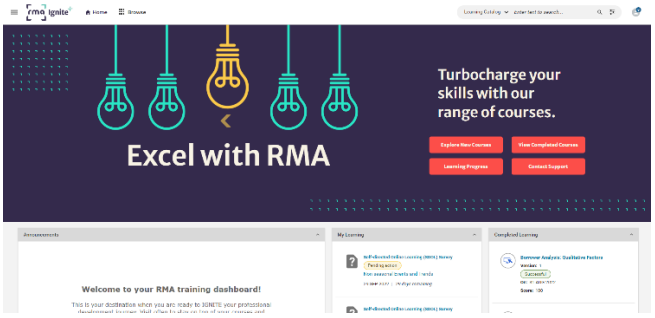


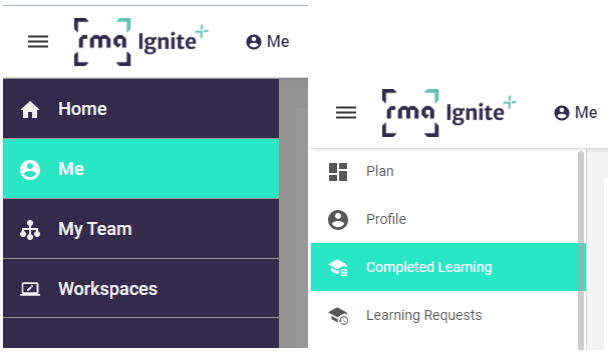
3. When you explore existing courses, you can see offerings aligned to the various categories / sub-categories. Additionally, you can filter by one or more job roles (left side drop-down) or sort by relevance, A-Z, or Z-A.



Question: **How do I access my prior learning transcripts?**

Answer: Once logged into RMA Ignite, you can either go directly to the "Completed Learning" button on the landing page (first screenshot) or click the three horizontal lines on the upper left header bar, then select "Me" then "Completed Learning" (second screenshot). Please note that prior learning transcripts are still being migrated to RMA Ignite and may not be available until later in September 2022. If you need access to your learning transcripts sooner, please contact the RMA Ignite Helpdesk at rmaignite@rmahq.org.





Bank Manager / Admin

Question: **My bank purchased course / diagnostic inventory and has some left over after transitioning to RMA Ignite. How do I redeem these?**

Answer: A code has already been generated that is specific to your bank, the product(s) purchased, and the number of seats remaining. You will be receiving an email with more information about these codes. Please reach out to rmaignite@rmahq.org or your Relationship Manager if you have not received this email.

Question: **How do I use the inventory codes once I receive them?**

Answer: We recommend that you distribute the code to the employee(s) to whom you wish to assign a seat. The employee should then self-register in the course using the code at checkout for a $0 balance. When you use up all remaining seats the code will expire.

Question: **Will there be any bank manager training to learn to use RMA Ignite?**

Answer: There is nothing scheduled at this time. When piloting RMA Ignite, we found managers were able to easily and intuitively find what they needed, thus negating a need for broader training. However, if there is sufficient demand, we will schedule a webinar for bank managers that will be recorded for future viewing. Bank managers can also access the RMA Ignite Helpdesk by emailing questions to rmaignite@rmahq.org.

Question: **Do bank managers see anything different than their direct reports when logged into RMA Ignite?**

Answer: Yes. On the left-hand side you'll see a "My Team" tab. Clicking there will reveal all your direct reports and what offerings are upcoming, overdue, or needing approval. You can further drill down to an individual and see their individual learning plan, profile, certifications, completed learning, courses & curricula in which they're enrolled, and order history. You'll also be able to "nudge" a learner to take some action, assign learning, request learning, launch an org chart, add a completed course, and assign a checklist.

Question: **I don't see my employees listed on the My Team tab.**

Answer: We may need to associate you in the platform with your bank/team. Please reach out to the RMA Ignite Helpdesk at rmaignite@rmahq.org for assistance.

Question: **Do bank managers still have a separate login for admin-type tasks?**

Answer: No! There is a single sign-on. Once you're logged into RMA Ignite as a user, the "My Team" tab will automatically enable you to execute those tasks there.

Question: **What reporting is available to me?**

Answer: Within the "My Team" tab available only to managers, you'll have an analytics tab for reporting. There are a variety of reports that look at course completions, course completions details, detailed usage by manager, and other similar reports that provide transparency into the status of learning across a team.

Question: **What if I want a report that isn't available in the analytics tab?**

Answer: RMA will monitor requests for additional reports and add new reports as needed based on demand. Please submit any requests for new reports to rmaignite@rmahq.org.

Question: **Can a manager buy training for someone else, like their direct report(s)?**

Answer: We haven't yet launched the "buy for others" feature. When we do, managers will be able to purchase for their team through RMA Ignite.