BigPanda University & Community Migration

What's happening?

On 27th May 2025, BigPanda University and BigPanda Community will move to a new Learning Management System ("LMS") with one single log in. The new platform will power your learning experiences at BigPanda with updated courses, new courses & certifications, and a seamless learning experience.

FAQs+

University

Why is BigPanda University moving?

BigPanda University has grown exponentially over the past two to three years, as have the courses we offer. The new platform will better serve our needs as we continue to grow your learning options.

Will my progress from the old LMS be transferred to the new one?
Absolutely. Before you log in, we will migrate all previous course history to the new platform.

How will I access BigPanda University? Will my login credentials change?
You will need new credentials for the new platform. However, you can now use that one login for both the University and the Community. Our long-term goal is for you to be able to log into the platform using SSO, just like the core BigPanda product. At first, you may need a username and password for BigPanda University. We will communicate these details with you thoroughly before launch day!

Can I still get reports for my team?
Absolutely. The new platform will automatically set up automated reports if you receive them.

What courses will be available?
All learning content will still be available on the new platform, but you'll notice some course structure and names differences.

Will the new LMS look different from the old one?

It will. The new UI is much more intuitive and easier to navigate than our current University. You'll also have immediate access to Tech Docs and the Community.

Will I lose access to the courses I was enrolled in on the old LMS?
We are working closely with our vendor to ensure that the migration is as seamless as possible. However, partially completed courses may need to be restarted.

Are there any new features or improvements in the new LMS?
You'll have a full, comprehensive search of course content and the community, making finding the content you want much easier. The tool's improved SCORM engine will allow you to launch courses more quickly.

Will new courses be added, or will the catalog change?
Our current course content remains the same, but with new names and a new structure. Larger courses will be broken down into smaller, more targeted courses, meaning you can access the learning topics you want faster.

Will my earned certificates and badges transfer over to the new LMS?
Yes!

Where can I go for help if I have issues with the new LMS?
As always, contact university@bigpanda.io to file a ticket with questions or concerns or contact your BigPanda representative.

How long will both LMS platforms be available during the transition?
The new platform will use the same web address (university.bigpanda.io); the switch will happen on May 27th. There won't be any cross-over access between the platforms—we will communicate this again via email and in-platform notification nearer the time.

Community

How can I find my previous posts on the new Community platform?
You can use the search feature or browse the updated categories to locate previous discussions, course content, events, and other resources. Posts from users on the previous platform will be listed as Historic Posts.

Will my notifications and subscriptions be affected?
Yes. Subscriptions to threads and notifications will be reset, so we recommend checking your settings after migration.

What should I do if I have trouble accessing my account after migration?

As always, the Community team can be contacted at community@bigpanda.io, or a ticket can be opened through Zendesk.

Will I lose access to the courses I was enrolled in on the old LMS?
We are working closely with our vendor to ensure that the migration is as seamless as possible. However, partially completed courses may need to be restarted.

Will my earned certificates and badges transfer over to the new LMS?
Yes!

Where can I or my customers go for help if there are issues with the new platform?
As always, the education team can be contacted at university@bigpanda.io, or a ticket can be opened through Zendesk.