



Frequently Asked Questions

Overview

Q: What is changing with Dell Learning?

A: As part of Dell's overall modernization initiative, Dell Learning is transforming into an enhanced learner experience.

Q: What benefits will the new experience provide to customers?

A: Enhanced features & scalability reduced operational risks & simple, efficient learner experience.

Q: When will the update take place?

A: The LMS update is expected to go live on June 30, 2026.

Q: Will there be any downtime during the update?

A: Yes, training related features will be unavailable from 8pm EST June 25th to 8pm EST June 29.

Access and Login

Q: Will my login and access change due to this update?

A: No, your login and access will not change.

Q: What should I do if I am unable to login?

A: [Contact](#) Dell Learning Support

Q: Are there new browsers or system requirements because of this update?

A: No

Q: Will the user interface be different?

A: There will be no change to the portal interfaces through which you currently access training. You may see some differences when you launch the course. Expect previews of any changes to your learning experience in the coming days. Check into the FAQ frequently to make sure you don't miss any of these updates.

Courses & Progress

Q: What should I do if I'm currently taking a course?

A: The in-progress status will be lost during the update, and you will need to restart the course after June 30, 2026.

Q: What happens if I don't complete my in-progress courses before migration?

A: The in-progress status will be lost during the update, and you will need to restart the course after June 30, 2026.

Q: What happens to my courses that are in progress?

A: If you have a course in progress, please complete it before June 25, 2026, to avoid losing your progress, or you will need to restart the course after June 30, 2026.

Q: Do I lose my training credits if I don't take action?

A: No. Your training credits are not lost. However, the in-progress status will be lost during the update, and you will need to restart the course after June 30, 2026.

Q: Will I need to retake completed courses?

A: The status of your completed courses will not be impacted by this update.

Q: Will all courses still be available after the update?

A: Yes. You will continue to have access to all training available to you based on your profile.

Q: What happens to existing scheduled training during the downtime?

A: The scheduled training will not be impacted by this update; however, the instructor should send you the access link prior to the start date.

Support

Q: Who can I contact if I need support?

A: Drop an email to: [Dell Learning Support](#)