

Pooling Academy Platform Transition

Frequently Asked Questions

For Current Learners and Pool Administrators

Pooling Academy is moving to a new platform this fall. This document answers common questions about the transition. If you don't find what you're looking for here, [contact us](#) — we're happy to help.

The Basics

What is changing?

Pooling Academy is moving to a new learning management platform (LMS). The content you know and trust — Pooling Basics, Finance, Member Services, Governance and more — is not changing. What's changing is simply the system that delivers it.

The new platform is faster, easier to navigate, and allows Pooling Academy to create more courses more frequently.

When is this happening?

Here's the timeline:

- **Now through July 31** — The current platform remains fully available. New enrollments will continue.
- **Aug. 1–Sept. 1** — Access to Pooling Academy will be paused during this transition. New enrollments will not be available during this time.
- **Fall 2026** — Full launch for all learners, with promotion at Staff Institute 2026, Oct. 4–6.

Why is this change happening?

The new platform gives Pooling Academy more flexibility to deliver new courses, provide more timely content, and create a better experience for learners and administrators.

Your Data and Progress

Will my completed courses and history transfer to the new platform?

Yes. All completed course records will be transferred to the new platform. Any course you've completed on the current platform will appear in your learning history when you log in.

What about courses I've purchased but haven't started yet?

Those will transfer, too. Any purchased course you have not yet started will be available when the new platform launches.

What if I'm in the middle of a course right now?

Courses that are still in progress on July 31 will not transfer in their partially completed state. This means:

- If you complete the course before Aug. 1, your completion record will transfer to the new platform.
- If the course is still in progress on Aug. 1, you will need to restart it when the new platform launches.

We encourage learners to complete any in-progress courses before Aug. 1.

If you're not sure which courses are in progress, log in to the current platform to review your dashboard or [contact us](#) for a course completion report.

What if my subscription expires during August or September while the platform is paused?

A small number of subscriptions expire during the August transition period. Pooling Academy will ensure you maintain access to content you've already purchased. If your subscription expires during this period, we'll contact you directly to discuss next steps.

What if my subscription expires in October or November, shortly after the new platform launches?

Learners with subscriptions expiring shortly after launch will receive access to the new platform as soon as it goes live. You will receive login instructions before your subscription ends.

If you need additional time to complete courses because of the transition, we will work with you to provide an extension.

Logging In and Getting Started

How will I log in to the new platform?

You will use your AGRiP username and password to access the new Pooling Academy. We'll send detailed login instructions by email before the new platform launches.

No action is required at this time.

Will the web address (URL) change?

You will receive the updated link as part of your launch communications. The current platform web address will redirect users once the transition is complete.

I've heard the new Pooling Academy looks different. What should I expect?

The new platform features a more intuitive interface. You'll still have a dashboard showing completed courses, courses in progress and available learning opportunities.

We'll provide resources to help you get oriented quickly after launch.

For Pool Administrators

Will our pool's group account and all learner records transfer?

Yes. Your pool's group account, all associated learner records and current enrollment data will transfer to the new platform. You will not need to re-enroll your team.

What do I need to do before Aug. 1?

The most important step is encouraging your team to complete any in-progress courses before Aug. 1.

Please share this FAQ with your team and remind learners to finish courses before the transition period begins.

No other action is required at this time.

What will change about how I manage my pool's account?

The new platform's administrative tools includes enhanced reporting and improved learner management tools.

You'll receive administrator-specific communications in August, including guidance on navigating the platform and details about administrator permissions and responsibilities.

Will I need to help my team log in to the new platform?

Each learner will receive individual login instructions before the launch. As a group administrator, you will also receive information to support your staff's onboarding.

Getting Help

Who do I contact if I have a question not covered here?

Reach out to [Claire Torza](#). If you have a question about your individual account, your pool's group subscription or the transition or anything else, we're here to help.

What if something looks wrong after the transition?

If you notice missing courses, incomplete learning history or access issues after logging in, please contact [Claire Torza](#) right away.

We're carefully migrating learner records and purchase history and will work quickly to resolve any issues.