



# Social Care TV User Guide

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Welcome to Social Care TV. These instructions will walk you step-by-step through setting up and managing your account.

If you require any further assistance, please call us on 01953 853070 or email [info@social-care.tv](mailto:info@social-care.tv).

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# Getting started

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First, let us define a few terms.

## User account

Every person who accesses the Social Care TV website will require a user account. Every user account will have their own username and password. It is not possible to share usernames and passwords or to have a generic username and password for everyone in the organisation.

Each user account will be one of four types: Manager, Administrator, Trainee or Director.

## Manager

When you sign up for your organisation's first account, this account will be a Manager Account. A manager can purchase credits, assign courses and add administrators and trainees to their account.

A manager can also take courses themselves. If you are an individual using the site you will need a Manager Account to be able to manage your own training.

## Administrator

If your organisation requires more than one person to purchase credits, assign courses and add trainees, the manager can create additional Administrator Accounts. An administrator has the same admin privileges as the manager, except for managing other administrators.

An administrator can also take courses themselves.

## Trainee

A trainee is a user that has been created by their manager in order to be able to take training courses. A manager may create as many Trainee Accounts as they require and each trainee may be assigned multiple courses.

## Director

A Director Account will be provided to larger clients who have multiple managers within their organisation. Directors may purchase credits and transfer credits between Managers' Accounts, but cannot manage trainees themselves.

You cannot sign up for a Director Account online; these will be provided on request to eligible users who have multiple Managers' Accounts and require the ability to transfer credits between them.

## Credits

In order to enrol trainees on courses you must first purchase credits. One credit allows one trainee to take one course once. You may purchase any number of credits at once, but the more you buy in one transaction the cheaper each credit becomes. Any unused credits will remain on your account for you to use in the future.

## Courses

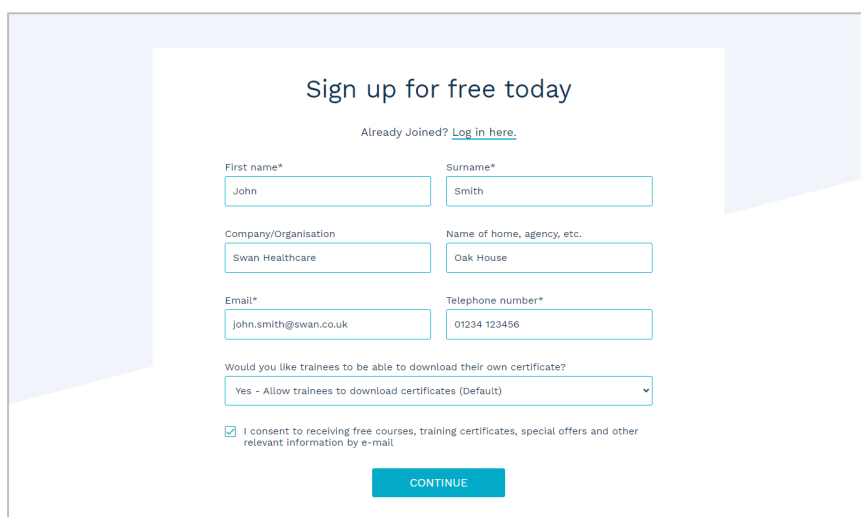
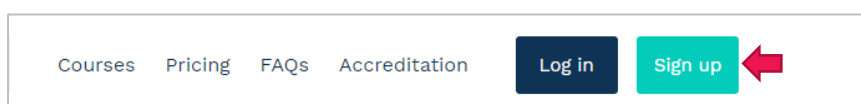
There are a wide range of courses available for you to take online. Each course is made up of a number of modules, consisting of a video clip or PDF download, followed by a multiple-choice question assessing your knowledge. On completion of the course you will receive a certificate showing your score.

# Creating your first Manager Account

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Creating a new account is easy, simply click the “Sign up” button at the top of our website, and complete the details requested.

Your email address does not have to be unique, so if you need more than one Manager Account you can use the same email address for both. Please input a valid email address as this is where receipts and certificates will be sent.



**Sign up for free today**  
Already Joined? [Log in here.](#)

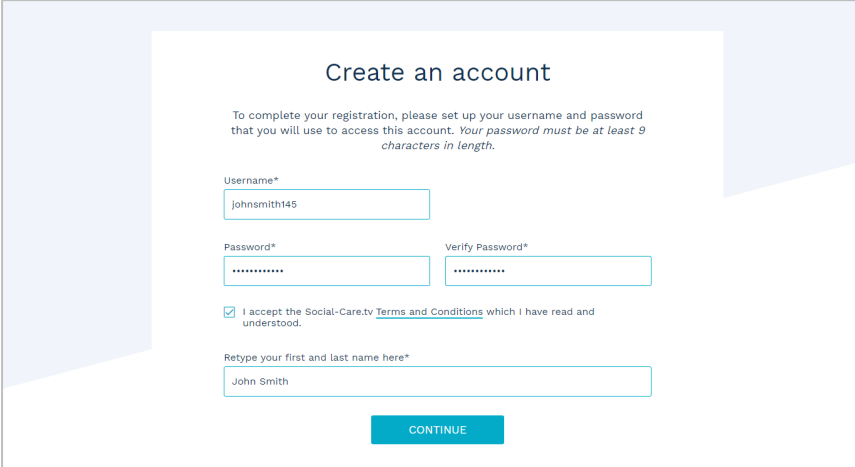
First name*	Surname*
<input type="text" value="John"/>	<input type="text" value="Smith"/>
Company/Organisation	Name of home, agency, etc.
<input type="text" value="Swan Healthcare"/>	<input type="text" value="Oak House"/>
Email*	Telephone number*
<input type="text" value="john.smith@swan.co.uk"/>	<input type="text" value="01234 123456"/>

Would you like trainees to be able to download their own certificate?

I consent to receiving free courses, training certificates, special offers and other relevant information by e-mail

After you have input these details you will be asked to create a user account to access the website. A user account is made up of a username (which must be unique) and a password.

Your username can be anything you want, but it can only contain letters and numbers. Your password must be a minimum of 9 characters long for security.



The screenshot shows a registration form titled "Create an account". Below the title, there is a note: "To complete your registration, please set up your username and password that you will use to access this account. Your password must be at least 9 characters in length." The form includes the following fields and elements:

- Username\***: A text input field containing "johnsmith45".
- Password\***: A text input field with masked characters (dots).
- Verify Password\***: A text input field with masked characters (dots).
- Terms and Conditions**: A checked checkbox followed by the text "I accept the Social-Care.tv Terms and Conditions which I have read and understood." The words "Terms and Conditions" are underlined and likely link to a separate page.
- Retype your first and last name here\***: A text input field containing "John Smith".
- CONTINUE**: A blue button located at the bottom center of the form.

A confirmation email will be sent to your email address. If you don't receive this email please check your spam folder. It may also be useful to add accounts@social-care.tv to your safe senders list.

# Purchasing credits

Before you can take any courses, you will need to purchase one or more credits. Remember, the more credits you buy the cheaper they become.

For the Care Certificate Induction, which is a collection of 20 different modules, you will need to purchase Care Certificate Induction credits. For any other course you will need to purchase individual course credits.

To purchase credits, click on the “Buy credits” button in the secondary navigation bar and then click the “Buy more” button for the type of credits you wish to purchase.

SOCIAL CARE TV  
ONLINE TRAINING

Find a course

Courses Pricing FAQs Accreditation Account settings

Trainee management Credits and billing Reports BUY CREDITS

### Credits and billing

Credit type	Current balance	Price per credit	
Individual course credits	0	£1.49 - £9.49	Buy more
Care Certificate Induction credits	0	£23.80 - £69.80	Buy more

Type the number of credits that you wish to purchase into the box. You'll be shown the price per credit and the total price (for full pricing details, see the Pricing page at the top of the site, or the Care Certificate Induction page for Care Certificate Induction credits).

### Buy credits

#### Individual course credits

Top up your account

**The more credits you buy, the bigger the discount!**

How many credits would you like to buy?

10 credits @ £8.49 each (Total: £84.90)

Purchase 10 credits

Back to Account

In order to process your transaction, we need you to accept the terms and conditions, and retype your name to confirm this. To make your payment, please enter your billing details and click “Continue”.

I accept the Social-Care.tv [Terms and Conditions](#) which I have read and understood.

**Retype your first and last name here**

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**Billing information**

Email address

Phone number

Billing address

Town/City

Postcode

Country

The next screen will show a summary of your billing details and the amount due. Click “Confirm and pay” and then enter your card details in the “Payment Details” section.

*Note: The payment fields may take a little time to load, but it is important at this stage that you do not press the back or refresh buttons.*

**Individual Course Credits**

Amount due: **£101.88**

**Billing details**

Oak House  
London  
S12 3AB  
United Kingdom

**Email address:** john.smith@swan.co.uk

**Phone number:** 01234 123456

ⓘ Please do not press the back or refresh buttons

**Individual Course Credits**

Amount due: **£101.88**

**Billing details**

Oak House  
London  
S12 3AB  
United Kingdom

**Email address:** john.smith@swan.co.uk

**Phone number:** 01234 123456

ⓘ Please do not press the back or refresh buttons

**Payment Details**

Card Number   
Card Number

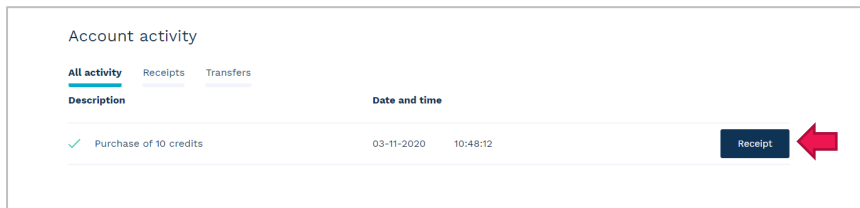
Expiry

Security Code   
Security Code ⓘ

Cardholder Name   
Cardholder Name



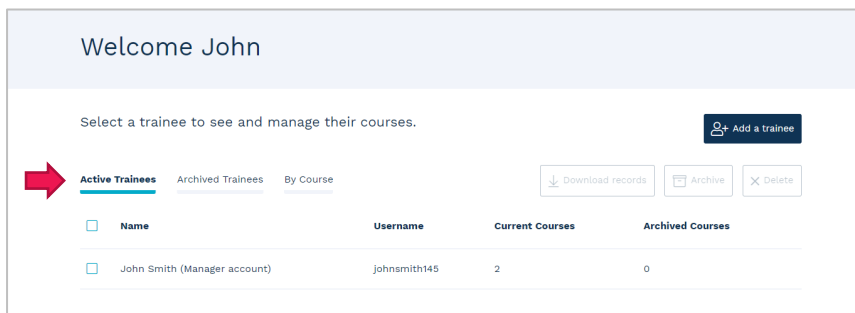
As soon as your payment has completed, your credits will automatically be added to your account, and a receipt will be emailed to you. You can also get a copy of your receipt by visiting the Credits and billing page.



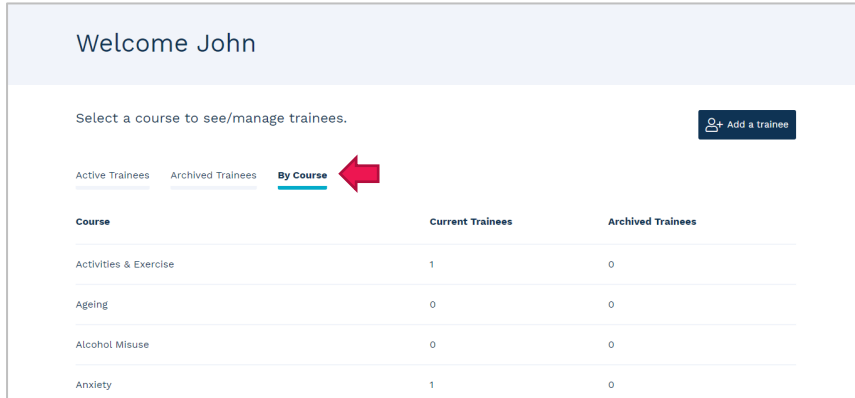
# Trainee management screen

When you log into your Manager Account you will be presented with the Trainee management screen. On this screen there are three tabs allowing you to see a summary of your trainees' activity, grouped by "Active Trainees", "Archived Trainees" or "By Course".

From the "Active Trainees" and "Archived Trainees" tabs you can select a trainee and see all the courses that trainee is enrolled on.



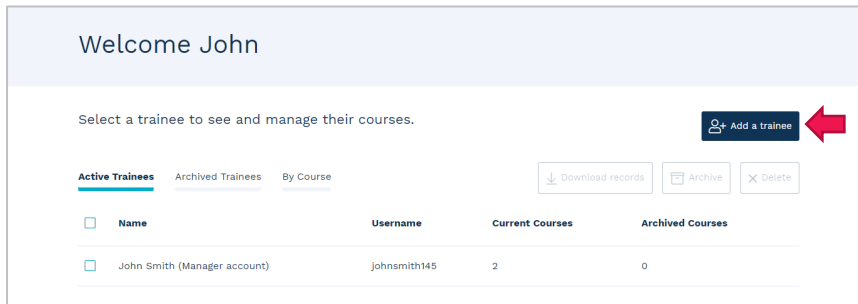
From the "By Course" tab you can see a list of all courses. Clicking a course allows you to see all the trainees enrolled on that course.



# Adding a trainee

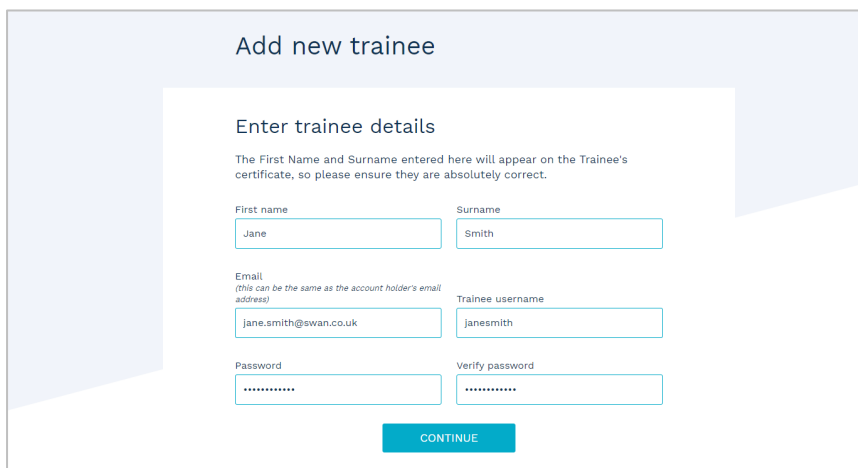
If you have signed up to Social Care TV to take courses yourself you can skip this step, however if you are managing the training of other people you will need to create a Trainee Account for each of them.

From the Trainee management screen, click the “Add a trainee” button.



Enter the requested details to create a Trainee Account. The username must be unique, and the password must be at least 9 characters long.

If the trainee has their own email address, enter this here, however if they don't have their own email address you can leave this as the manager's email address.



The screenshot shows a form titled "Add new trainee" with a sub-heading "Enter trainee details". Below the sub-heading is a note: "The First Name and Surname entered here will appear on the Trainee's certificate, so please ensure they are absolutely correct." The form has several input fields: "First name" (Jane), "Surname" (Smith), "Email" (jane.smith@swan.co.uk), "Trainee username" (janesmith), "Password" (masked with dots), and "Verify password" (masked with dots). A "CONTINUE" button is at the bottom.

Repeat this process for any additional trainees you wish to add to your account. You can add as many trainees as you require, and more can be added at any time.

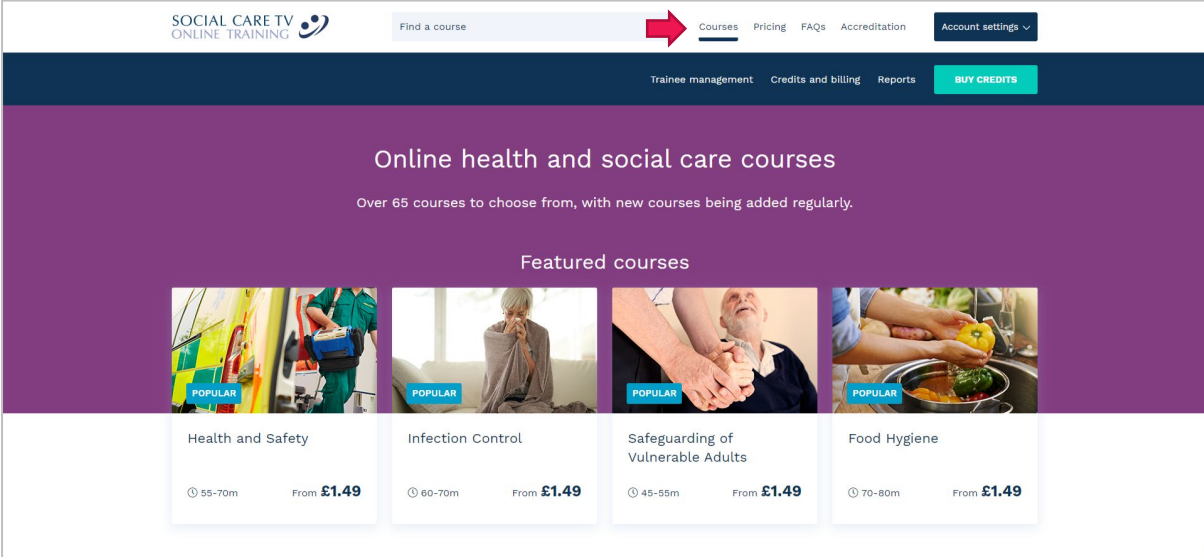
# Enrolling a trainee on a course

There are two routes you can use to enrol a trainee on a course – either by selecting the course first or by selecting the trainee first.

## Selecting a course first

By selecting a course first you can enrol multiple trainees in one go, which is helpful if you have a number of trainees to enrol on the same course.

Select the Courses page, and you will see a list of all the courses that are available.



The screenshot shows the 'SOCIAL CARE TV ONLINE TRAINING' website. The navigation bar includes 'Courses', 'Pricing', 'FAQs', 'Accreditation', and 'Account settings'. Below the navigation bar, there are links for 'Trainee management', 'Credits and billing', 'Reports', and a 'BUY CREDITS' button. The main content area is titled 'Online health and social care courses' and features a section for 'Featured courses'. Four courses are displayed:

Course Title	Duration	Price
Health and Safety	55-70m	From £1.49
Infection Control	60-70m	From £1.49
Safeguarding of Vulnerable Adults	45-55m	From £1.49
Food Hygiene	70-80m	From £1.49

Select the course that you want to enrol your trainees on to. You can see some details of the course here including syllabus information and a video preview.

To continue click the “Enrol trainees” button.

**Dementia Care**

Whether you are a newcomer to providing dementia care or have considerable experience, this course will cover all you need to know.

Course Description Syllabus Care Certificate Related courses

From only **£1.49\***

**ENROL TRAINEES**

\*Excludes VAT. Based on bulk credit pricing

Duration: 50-65m Modules: 20

- ✓ BAC accredited and CPD certified provider
- ✓ Free certification
- ✓ Standards compliant
- ✓ Access course on desktop and mobile, from work or home
- ✓ No time limits, work at your own pace
- ✓ Monitor and track staff progress

**About the course**

With Social Care TV online dementia care training, you don't need to buy two or three dementia courses or products to get the whole picture. This dementia care training course covers all you need to know in an interesting and informative way, just what you're looking for.

This course is also available as part of our **Care**

You will be shown a list of your trainees, simply tick the box next to each trainee you wish to enrol and then click “Enrol trainees”. Each trainee will cost one credit, so you will need to have enough credits remaining on your account for the number of trainees you enrol.

**Enrol Trainee**

Course: **Dementia Care** Cost: **1 individual course credit per trainee**

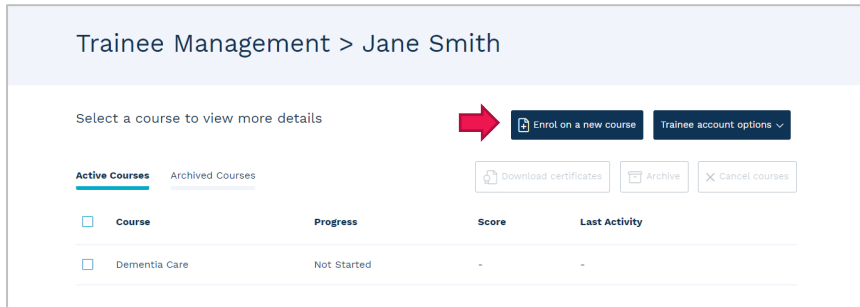
Enrol trainees

Select all  Jane Smith  John Smith (Main Account)

Once you have enrolled a trainee on a course, it will be shown under their record on the “Active Trainees” tab. You can access this by clicking on their name. Alternatively, if you have selected the “By Course” view, you are able to view any trainees assigned to a course by selecting the course title.

## Selecting a trainee first

To enrol a specific trainee on one or more courses, simply click their name on the “Trainee management” screen and then the “Enrol on a new course” button on the next page.



Trainee Management > Jane Smith

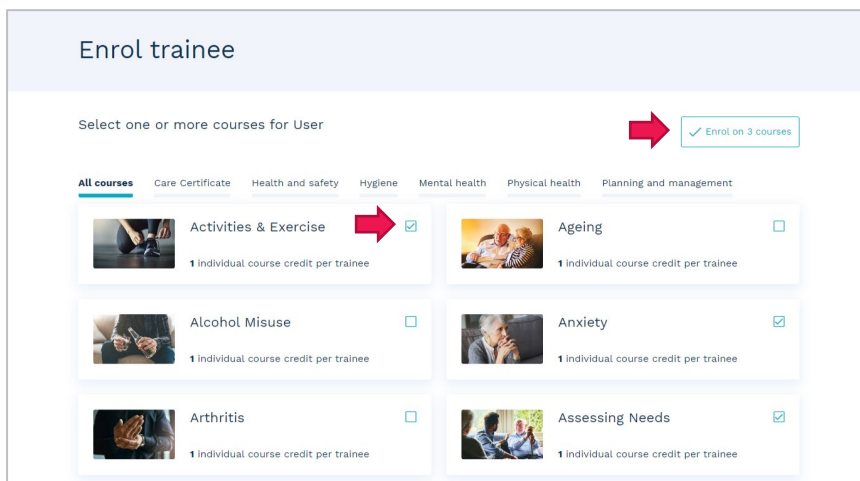
Select a course to view more details

**Enrol on a new course** Trainee account options ▾

Download certificates Archive Cancel courses

<input type="checkbox"/> Course	Progress	Score	Last Activity
<input type="checkbox"/> Dementia Care	Not Started	-	-

If you want to enrol them onto multiple courses, you can do so by ticking the checkbox on each of the courses required, then clicking the large “Enrol on [X] courses” button in the top right. This will cost one credit per course.









Enrol trainee

Select one or more courses for User

Enrol on 3 courses

All courses Care Certificate Health and safety Hygiene Mental health Physical health Planning and management

 <b>Activities &amp; Exercise</b> <input checked="" type="checkbox"/> 1 individual course credit per trainee	 <b>Ageing</b> <input type="checkbox"/> 1 individual course credit per trainee
 <b>Alcohol Misuse</b> <input type="checkbox"/> 1 individual course credit per trainee	 <b>Anxiety</b> <input checked="" type="checkbox"/> 1 individual course credit per trainee
 <b>Arthritis</b> <input type="checkbox"/> 1 individual course credit per trainee	 <b>Assessing Needs</b> <input checked="" type="checkbox"/> 1 individual course credit per trainee

# Care Certificate Induction

The Care Certificate Induction is a collection of 20 separate courses, designed to meet the requirements of the Care Certificate framework. When a trainee is enrolled on this, they will be granted access to each of the 20 courses.

As with individual courses, you can enrol a user on the Care Certificate Induction by finding the details under the “Courses” tab and clicking on the “Enrol Trainees” button.

Care Certificate Induction

This 20 course pack features the training required for social care workers to obtain the Care Certificate.

Course Description Syllabus Care Certificate Pricing options

From only **£23.80\***

**ENROL TRAINEES**

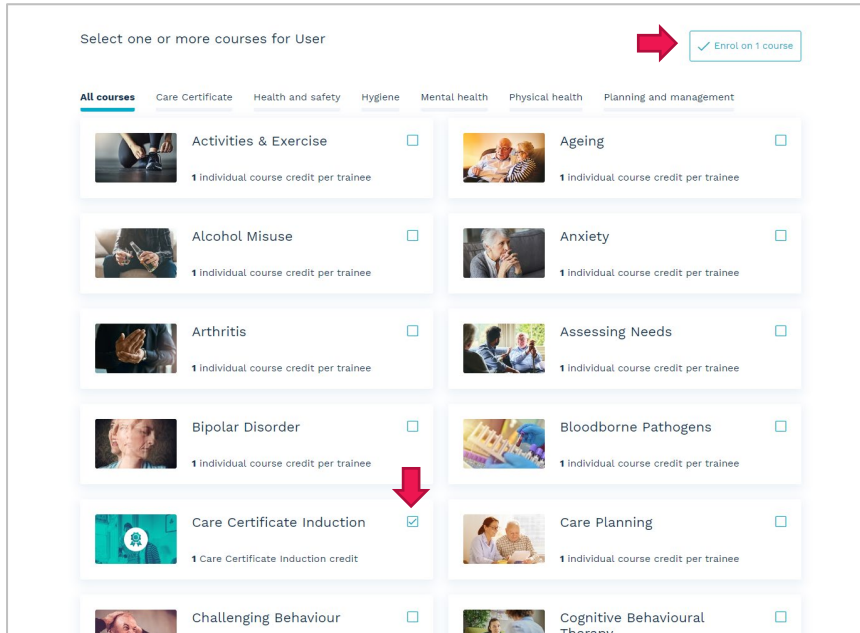
\*Excludes VAT. Based on bulk credit pricing

Duration: 15-18hrs Courses: 20

- ✓ Satisfies the care certificate
- ✓ BAC accredited and CPD certified provider
- ✓ Free certification
- ✓ Standards compliant
- ✓ Access course on desktop and mobile, from work or home
- ✓ No time limits, work at your own pace
- ✓ Monitor and track staff progress

You will then see a list of trainees to choose from. Each enrolment costs one Care Certificate Induction credit, so you will need to have enough of these remaining on your account for the number of trainees you wish to enrol.

Alternatively, you can enrol a specific trainee on the Care Certificate Induction via the “Enrol on a New Course” button on their “Trainee Management” screen, and then selecting “Care Certificate Induction” from the course list and clicking the “Enrol on [X] courses” button.



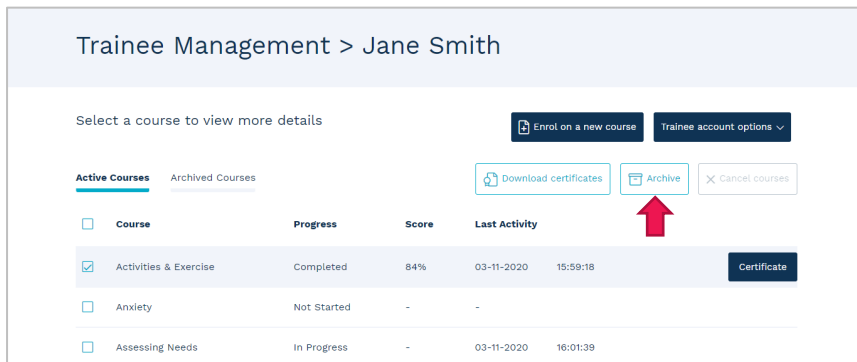


# The Trainee screen

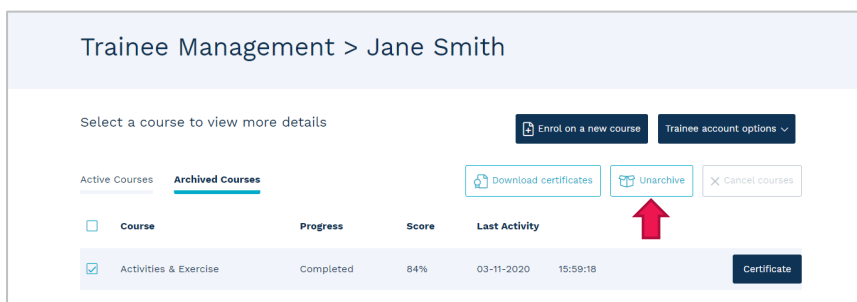
The Trainee screen is accessed by clicking on a trainee’s name in the “Active Trainees” or “Archived Trainees” list. On this screen you can see an overview of the training courses that a trainee is enrolled on.

## Archiving/unarchiving courses

In order to help you keep the screen tidy, old courses may be archived, which puts them on a separate tab. To do this, simply tick the box next to the course title and click the “Archive” button. You can tick as many courses as you like to archive more than one at the same time.

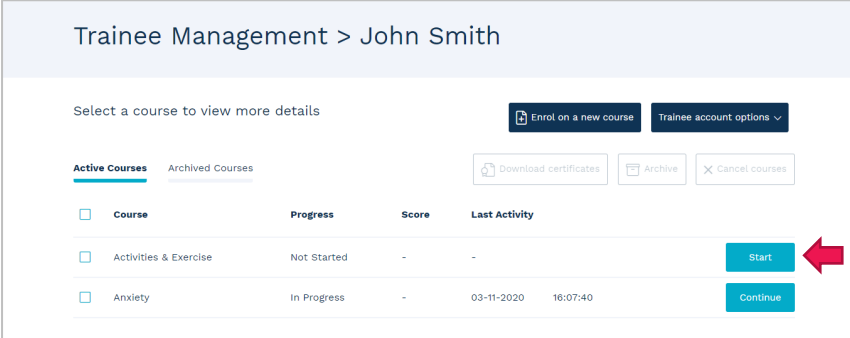


Courses can also be unarchived, which will move them back to the “Active Courses” tab. From the “Archived Courses” tab, tick the box next to the course title and click the “Unarchive” button. As with archiving courses, you can unarchive multiple courses at the same time.



## Starting/continuing a course

If you have selected your own name from the Trainee management screen, you can start or continue the course by clicking the “Start” or “Continue” button on the right-hand side of the course listing. Further information on taking courses can be found in the *Taking a course* section of this user guide.



Trainee Management > John Smith

Select a course to view more details

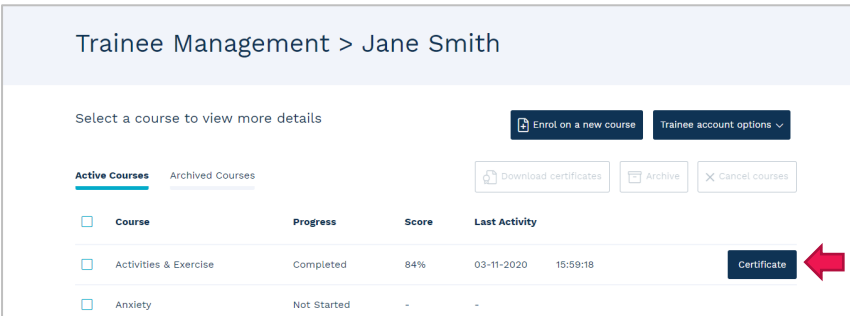
Enrol on a new course Trainee account options

Download certificates Archive Cancel courses

<input type="checkbox"/>	Course	Progress	Score	Last Activity	
<input type="checkbox"/>	Activities & Exercise	Not Started	-	-	Start
<input type="checkbox"/>	Anxiety	In Progress	-	03-11-2020 16:07:40	Continue

## Downloading certificates

When a course has been completed, you can download a copy of the certificate by clicking on the “Certificate” button on the right-hand side of the course listing.



Trainee Management > Jane Smith

Select a course to view more details

Enrol on a new course Trainee account options

Download certificates Archive Cancel courses

<input type="checkbox"/>	Course	Progress	Score	Last Activity	
<input type="checkbox"/>	Activities & Exercise	Completed	84%	03-11-2020 15:59:18	Certificate
<input type="checkbox"/>	Anxiety	Not Started	-	-	

For the Care Certificate Induction, you will first need to click the “View” button on the Trainee screen, and then the “Download certificate” button at the top of the screen (or “Download progress report” if some, but not all, of the courses have been completed).

Trainee Management > Jane Smith

Select a course to view more details

Enrol on a new course Trainee account options

Active Courses Archived Courses

Download certificates Archive Cancel courses

<input type="checkbox"/>	Course	Progress	Score	Last Activity		
<input type="checkbox"/>	Care Certificate Induction	Not Started	-	-		View
<input type="checkbox"/>	Activities & Exercise	Completed	84%	03-11-2020	15:59:18	Certificate

Jane Smith > Care Certificate Induction

Select a course to view more details

Download progress report Archive

Course	Progress	Score	Last Activity
Anxiety	In Progress	-	02-11-2020 14:08:31
Assessing Needs	Not Started	-	-

You can also download certificates in bulk by ticking the boxes for multiple courses and then clicking the “Download certificates” button at the top. The certificates will be downloaded as separate PDFs in a single ZIP file. This option will only be available if all of the selected courses have been completed.

Trainee Management > Jane Smith

Select a course to view more details

Enrol on a new course Trainee account options

Active Courses Archived Courses

Download certificates Archive Cancel courses

<input type="checkbox"/>	Course	Progress	Score	Last Activity		
<input type="checkbox"/>	Care Certificate Induction	Not Started	-	-		View
<input checked="" type="checkbox"/>	Activities & Exercise	Completed	84%	03-11-2020	15:59:18	Certificate
<input type="checkbox"/>	Anxiety	Not Started	-	-		
<input checked="" type="checkbox"/>	Assessing Needs	Completed	13%	03-11-2020	16:42:23	Certificate

## Cancelling courses

If a trainee has not yet started a course, you may cancel a course enrolment and have the credit returned to your Social Care TV account. To do this, simply tick the box next to the course title and then click the “Cancel courses” button at the top. You may cancel multiple courses at the same time by ticking more than one course. This option will only be available if all of the selected courses have not been started.

Trainee Management > Jane Smith

Select a course to view more details

Enrol on a new course Trainee account options

Download certificates Archive Cancel courses

<input type="checkbox"/>	Course	Progress	Score	Last Activity	
<input checked="" type="checkbox"/>	Care Certificate Induction	Not Started	-	-	<a href="#">View</a>
<input type="checkbox"/>	Activities & Exercise	Completed	84%	03-11-2020 15:58:18	<a href="#">Certificate</a>
<input checked="" type="checkbox"/>	Anxiety	Not Started	-	-	
<input type="checkbox"/>	Assessing Needs	In Progress	-	03-11-2020 16:01:39	

Once cancelled, the credit(s) will be added back to your account and may be used to enrol any trainee on another course at a later date.

The Care Certificate Induction may only be cancelled and the credit returned to your account if none of the 20 courses have been started.

## Course progress

To see details of the trainee’s progress on any course, simply click on the course title. This will show you an overview of their progress, including their correct/incorrect answers. For any incorrect answers, you can see which answer the trainee chose by clicking on the Review button. The trainee will also be able to access this screen from their own account, where they can re-watch the video, but they will not be able to change their answer.

Course status: **Completed (84%)**

Results Summary Course Handouts

Download certificate Archive course

Question	Answer	Date & Time
1. Obesity, poor circulation and diabetes are all examples of...	✓	03-11-2020 15:51
2. Signs that someone may be unfit could include...	✓	03-11-2020 15:51
3. Planning, organising and scheduling group or individual activities should be the responsibility of...	✓	03-11-2020 15:52
4. The purpose of an activity assessment is to...	✗	03-11-2020 15:52
5. If a client takes up exercise and has a medical condition limiting their ability to exercise...	✓	03-11-2020 15:53

Course handouts are available for some courses on the “Course Handouts” tab.

Depending on the course status and progress, from this screen you can also use the relevant buttons at the top to start/continue a course (if it is a course that you are enrolled on), download a certificate (if the course has been completed), cancel the course (if it has not been started) or archive/unarchive the course.

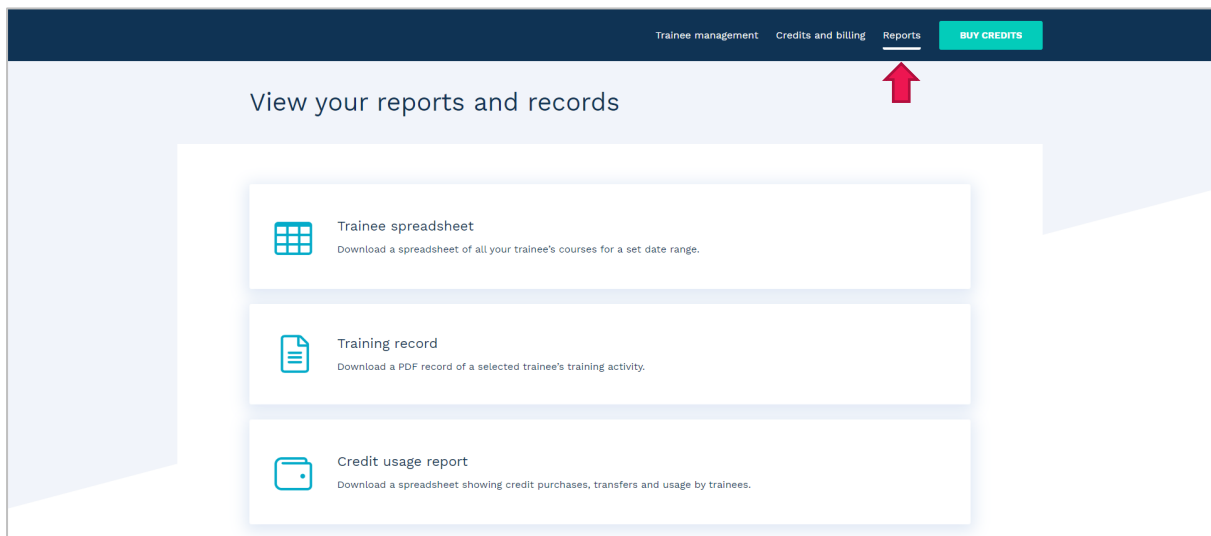
If a trainee is enrolled on the Care Certificate Induction, you will need to click the “View” button on the Trainee screen to list the courses within the bundle and see the trainee’s progress on each of those.

The screenshot shows the 'Trainee Management > Jane Smith' interface. At the top, there are buttons for 'Enrol on a new course' and 'Trainee account options'. Below these are buttons for 'Download certificates', 'Archive', and 'Cancel courses'. A table lists courses with columns for 'Course', 'Progress', 'Score', and 'Last Activity'. The 'Care Certificate Induction' course is marked as 'Not Started' and has a 'View' button highlighted with a red arrow. The 'Activities & Exercise' course is marked as 'Completed' with a score of 84% and has a 'Certificate' button.

<input type="checkbox"/>	Course	Progress	Score	Last Activity	
<input type="checkbox"/>	Care Certificate Induction	Not Started	-	-	<a href="#">View</a>
<input type="checkbox"/>	Activities & Exercise	Completed	84%	03-11-2020 15:59:18	<a href="#">Certificate</a>

# Reports

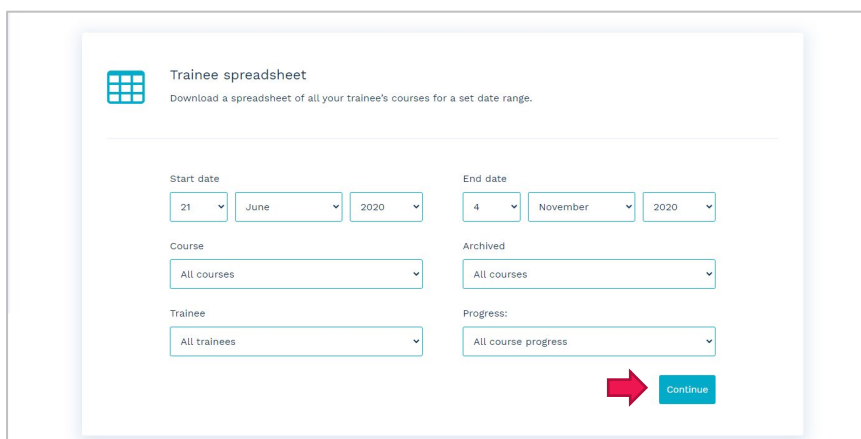
Social Care TV generates various reports to provide you with summaries of training activity and credit usage. You can access these reports by clicking on “Reports” in the secondary navigation bar.



## Trainee spreadsheet

The Trainee spreadsheet is a CSV file showing details of course enrolments for a selected trainee or trainees, including the course name, enrolment and last activity dates, course status (completed/not completed), and score.

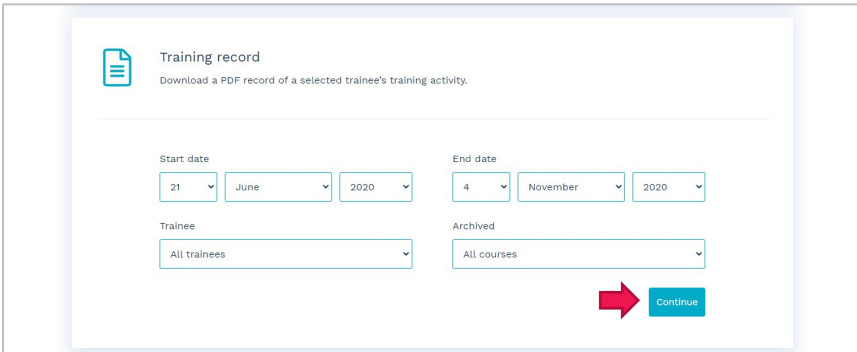
To download the CSV, select “Trainee spreadsheet” on the Reports page and use the filters to specify the range of data to be included. You can filter by date, course, archived/unarchived courses, trainee and course progress. Click “Continue” to download and save the file to your computer.



## Training record

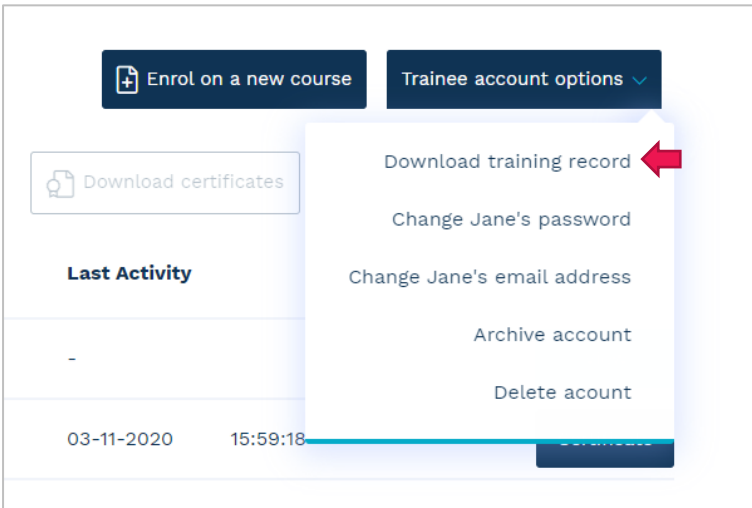
The Training record is a PDF document that you can print which includes the details of all the courses on a Trainee Account. This document shows the date each course was completed, and the score the trainee received.

On the Reports screen, select “Training record” and then use the filters to specify the range of data you wish to be included in the report. You can filter by date, trainee and archived/unarchived courses. Click “Continue” to download and save the file to your computer.



The screenshot shows a form titled "Training record" with the subtitle "Download a PDF record of a selected trainee's training activity." The form contains several filter fields: "Start date" with dropdowns for "21", "June", and "2020"; "End date" with dropdowns for "4", "November", and "2020"; "Trainee" with a dropdown for "All trainees"; and "Archived" with a dropdown for "All courses". A red arrow points to a blue "Continue" button at the bottom right of the form.

You can download the Training record via the Trainee management screen. A single trainee’s record can be downloaded by selecting their name on the “Active Trainees” or “Archived Trainees” tab and then selecting “Download training record” from the “Trainee account options” dropdown at the top of the screen.



The screenshot shows the "Trainee account options" dropdown menu open. The options listed are: "Download training record" (highlighted with a red arrow), "Change Jane's password", "Change Jane's email address", "Archive account", and "Delete account". The background shows a "Last Activity" table with a row containing the date "03-11-2020" and the time "15:59:18".

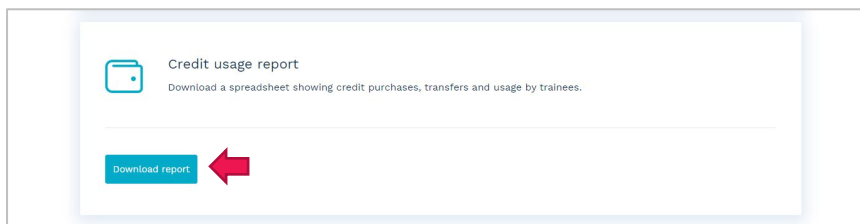
Alternatively, you can download multiple trainee records at once as a multi-page PDF document, by ticking the box next to their name on the “Active Trainees” or “Archived Trainees” tab of the Trainee management screen, and clicking the “Download records” button.



## Credit usage report

The Credit usage report shows details of all credit purchases, credit transfers and course enrolments on your account. The data is provided in CSV format and includes the date, transaction type, a short description, the number of credits and the manager or administrator who made the transaction.

On the Reports screen, select “Credit usage report” and then click “Download report”.





# Archiving trainees' accounts

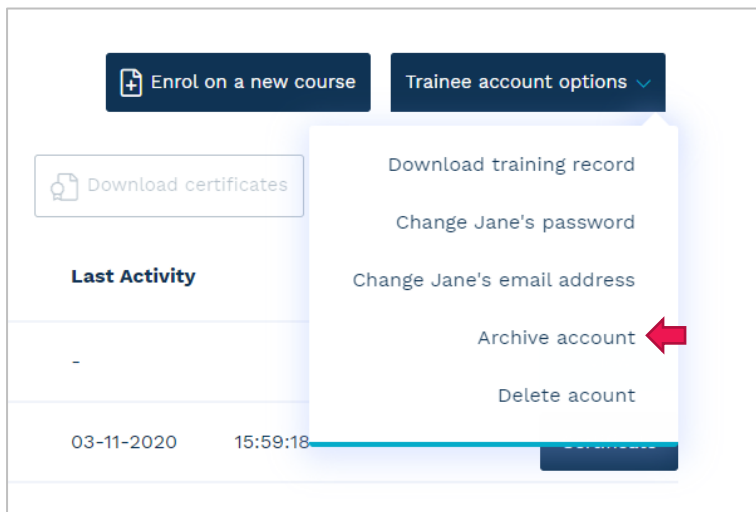
If you no longer require a trainee to appear on your “Active Trainees” tab because, for example, they are not currently undertaking courses, you can archive their account.

The trainee will no longer be able to log in to their account, but you will still be able to access all of their existing records within your Manager Account. You can unarchive them at any time, after which they would be able to log in again and access their previous records and start or continue any courses on which they have previously been enrolled.

You can archive one or more accounts by ticking the box next to the trainee’s name on the “Active Trainees” tab, and clicking the “Archive” button at the top.



Alternatively, you can archive any Trainee or Administrator Account by going into the account and selecting “Archive account” from the “Trainee account options” dropdown.

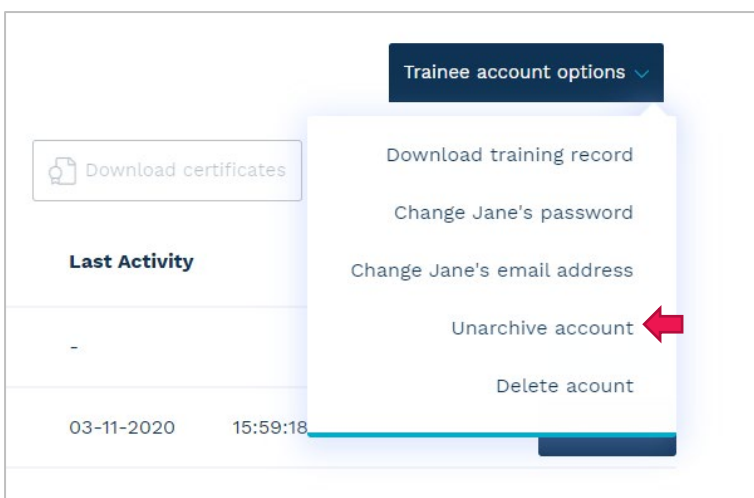


**Note:** It is not possible to archive a Manager Account, only Trainee or Administrator Accounts.

You can unarchive one or more accounts by ticking the box next to the trainee's name on the "Archived Trainees" tab, and clicking the "Unarchive" button at the top.



Alternatively, you can unarchive any Trainee Account by going into the account and clicking the "Unarchive Account" from the "Trainee account options" dropdown.



# Deleting trainees' accounts

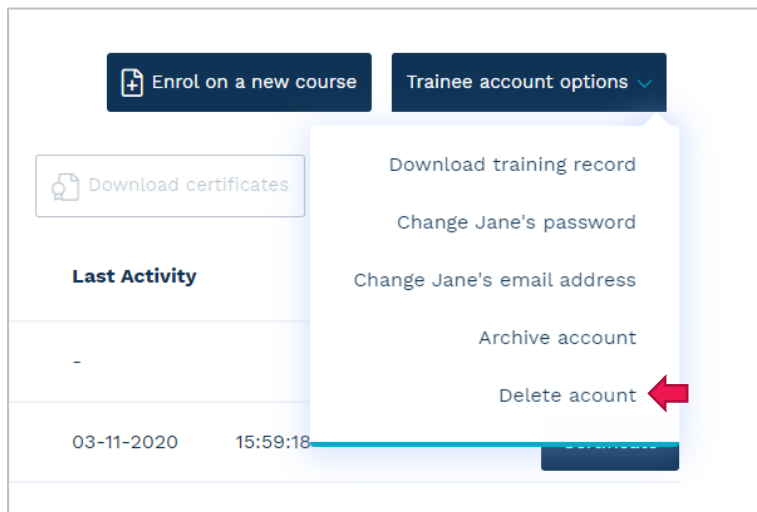
If you no longer require a Trainee Account, you can permanently delete it.

Once a Trainee Account is deleted, the trainee will not be able to log in or access any of their previous records. If the trainee has any courses which they have not started, the credits for these will be returned to your Social Care TV account. Any courses that have been started or completed will be permanently deleted, and the data related to these enrolments in the Credit usage report will be anonymised.

You can delete one or more accounts by ticking the box next to the trainee's name on the "Active Trainees" or "Archived Trainees" tab, and clicking the "Delete" button at the top.



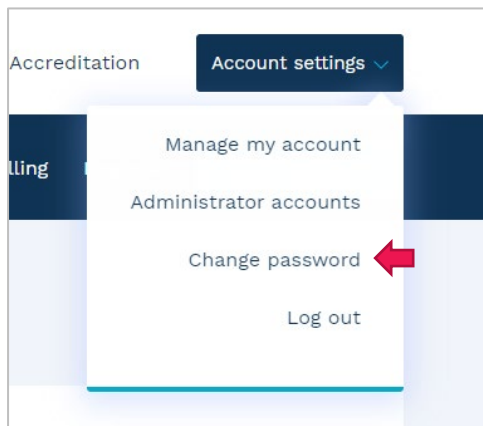
Alternatively, you can delete a single Trainee Account by going into the account and selecting "Delete Account" from the "Trainee account options" dropdown.



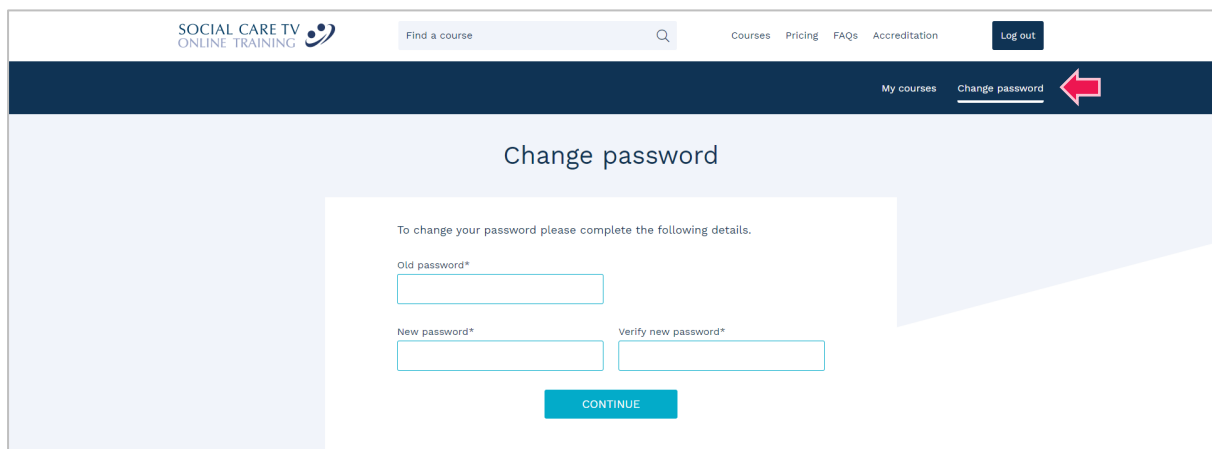
**Note:** It is not possible to delete a Manager Account, only Trainee or Administrator Accounts.

# Changing passwords

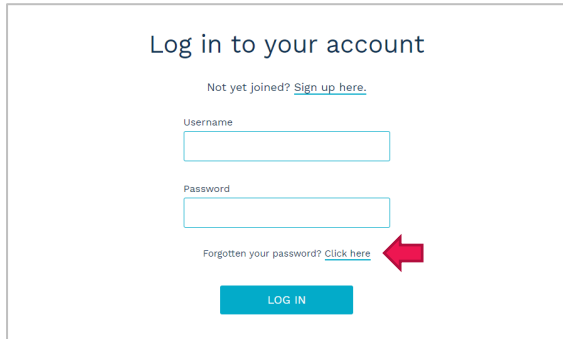
You can change your own password by clicking the “Account settings” dropdown and selecting “Change password”. You will need to enter your old password for security and then choose a new one. Passwords must be at least 9 characters long.



Trainees can change their passwords by clicking on “Change password” in the secondary navigation bar.



If a trainee has forgotten their password, they can reset the password by clicking the “Forgotten your password” link on the login screen, and following the on-screen instructions. The trainee will need to know their username, and have access to the registered email address in order to receive a verification email.



Log in to your account

Not yet joined? [Sign up here.](#)

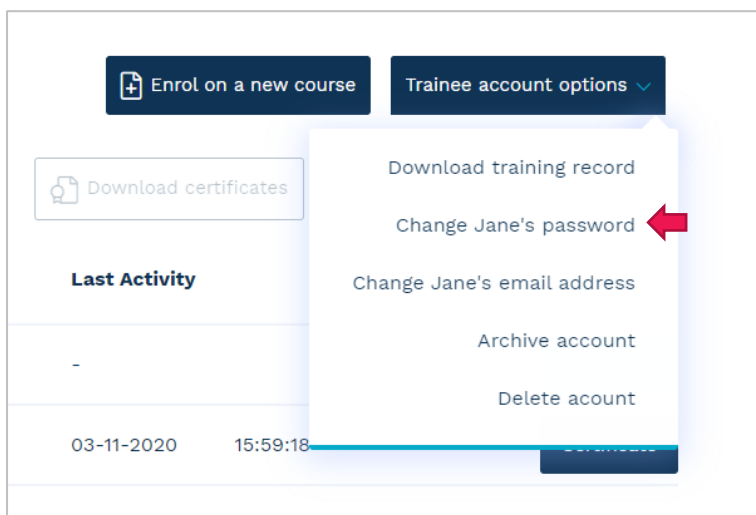
Username

Password

Forgotten your password? [Click here](#)

**LOG IN**

Alternatively, as the manager, you can reset a trainee’s password through your account. Simply select their name from the “Active Trainees” or “Archived Trainees” tab and then select “Change [name’s] password” from the “Trainee account options” dropdown. You won’t need to know their old password in order to do this.



**Enrol on a new course** **Trainee account options** ▾

Download certificates

**Last Activity**

-

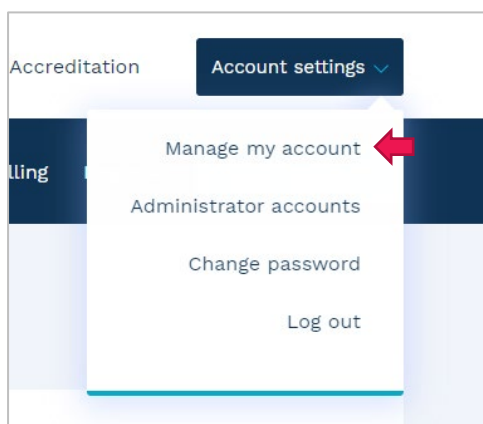
03-11-2020 15:59:18

- Download training record
- Change Jane's password**
- Change Jane's email address
- Archive account
- Delete account

# Changing account settings

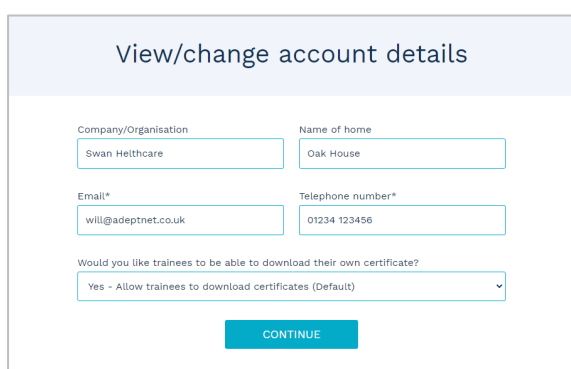
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If you are a manager you can update a number of settings on your account. This is done by selecting “Manage my account” from the “Account settings” dropdown.

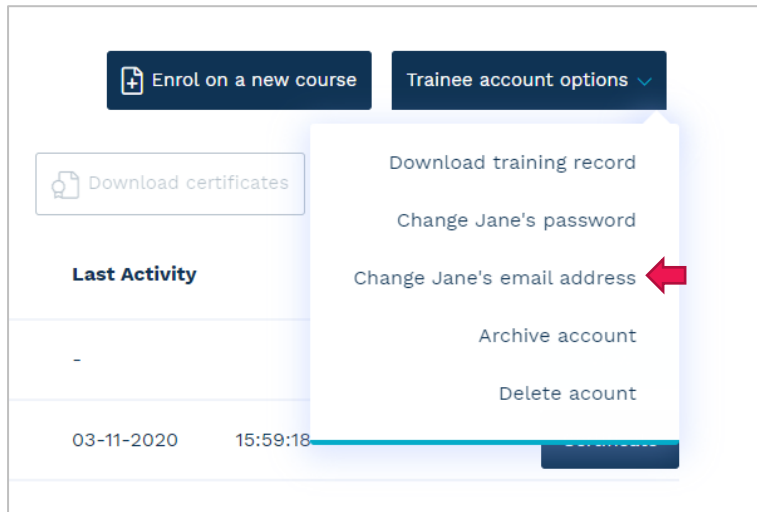


Here you can change your company name, home name, the email address registered on your Manager Account and telephone number.

There is also a setting for whether trainees can download their own training certificates. If this is set to Yes, they will be able to download certificates at the end of the course and from their Trainee Account. If this is set to No, only the manager will be able to access training certificates.

A screenshot of a web form titled 'View/change account details'. The form has a light blue header. Below the header, there are four input fields: 'Company/Organisation' with the value 'Swan Healthcare', 'Name of home' with the value 'Oak House', 'Email\*' with the value 'will@adeptnet.co.uk', and 'Telephone number\*' with the value '01234 123456'. Below these fields is a dropdown menu with the question 'Would you like trainees to be able to download their own certificate?' and the selected option 'Yes - Allow trainees to download certificates (Default)'. At the bottom of the form is a blue button labeled 'CONTINUE'.

As the manager, you can change the email address registered on a trainee’s account. Simply select their name from the “Active Trainees” or “Archived Trainees” tab, then select “Change [name’s] email address” from the “Trainee account options” dropdown and enter their new email address.



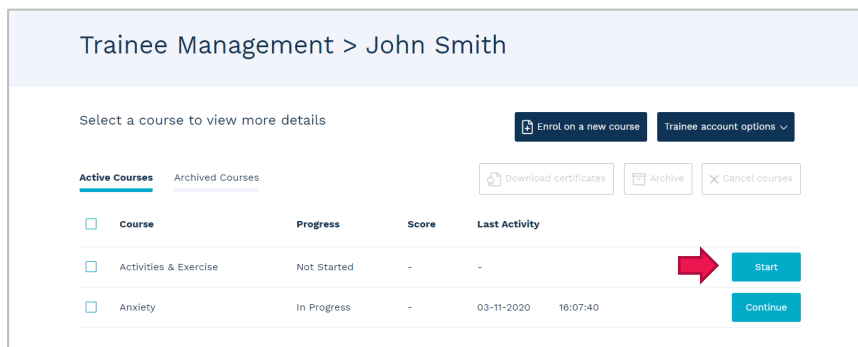
# Taking a course

Log into the correct Trainee Account in order to take a training course.

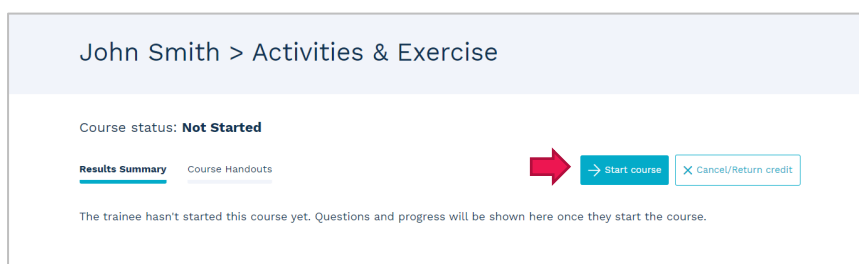
Training courses can be taken 24/7, 365 days a year from any internet connected computer. You will need a modern web browser on your computer to get the best results (Edge, Internet Explorer 9+, Chrome, Firefox or Safari).

You can also take courses on tablet devices, such as an iPad, and on many modern mobile phones, although you will need to be on WiFi or have a very good 3G/4G mobile signal to access the video content.

When you have logged into your account, you can click the Start/Continue button next to the course you want to take from the front screen.



Alternatively click on the course title, then click the “Start course” button at the top of the screen (if you have already started the course this button will say “Continue course”).




If you are enrolled on the Care Certificate Induction, you will need to click on the “View” button first to list the courses within the bundle, and then the “Start/Continue” button next to the course you want to take.

Each course is made up of a number of video clips or a PDF download, followed by a multiple-choice question. On some devices the video will play automatically. If it doesn't, you can start it by clicking the play button that appears over the video.



You can pause the video by clicking on it. Hovering your mouse over the video will let you access the trackbar which allows you to skip backwards in the video, adjust the volume, make the video full screen (on most devices) and, on certain courses, toggle subtitles on or off.

Activities & Exercise Module 1 of 25




**Please watch the whole video.**

Questions will appear here after the video has finished.

When the video finishes, a question will be shown on the right-hand side of the screen. You must answer this question in order to continue. If you need to watch the video again, you can replay it by clicking on the replay button over the video.

Activities & Exercise Module 1 of 25



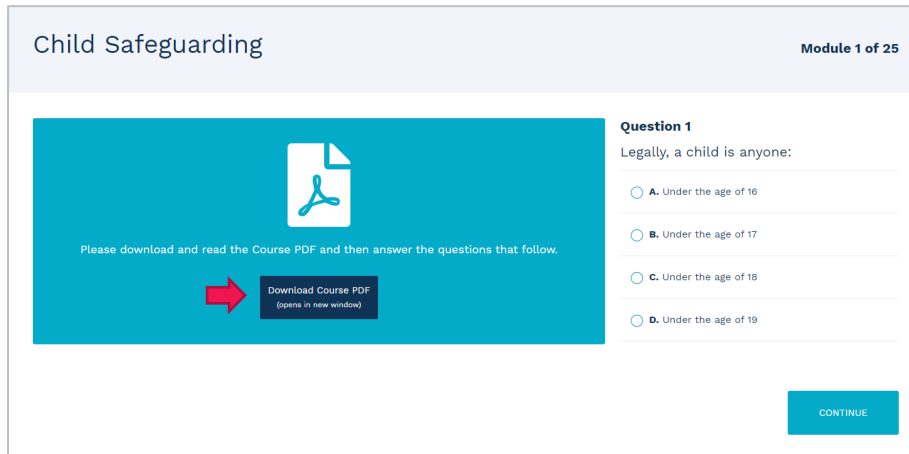
**Question 1**

Obesity, poor circulation and diabetes are all examples of:

- A. Health conditions which are worsened by not exercising
- B. Health conditions which are improved by not exercising
- C. Health conditions which are not affected by exercise
- D. Health conditions which are unlikely to be affected by exercise

[CONTINUE](#)

Some courses are delivered via a PDF format instead of video. For these courses, you must download, read and complete the worksheets in the course PDF before answering any of the questions on screen. The course PDF can be downloaded using the “Download Course PDF” button on the course screen.



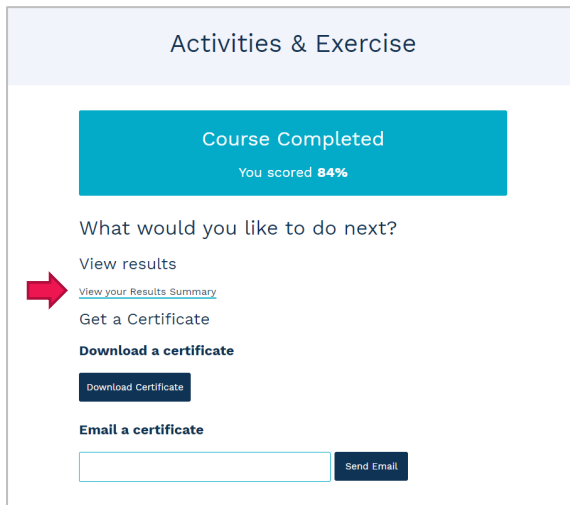
Answer the question by selecting the button next to the correct answer, and clicking the “Continue” button. You will then be taken to the next video or question.

You can stop the course at any time by closing your browser window. To restart the course, simply come back to the website and log in with your account and you’ll be able to continue where you left off.

Once you reach the end of the course, you will be shown your score and a copy of your certificate will be sent to your manager. If users have been given access to download certificates, they will get the option to download a certificate here, as well as send themselves a copy of the certificate by email.

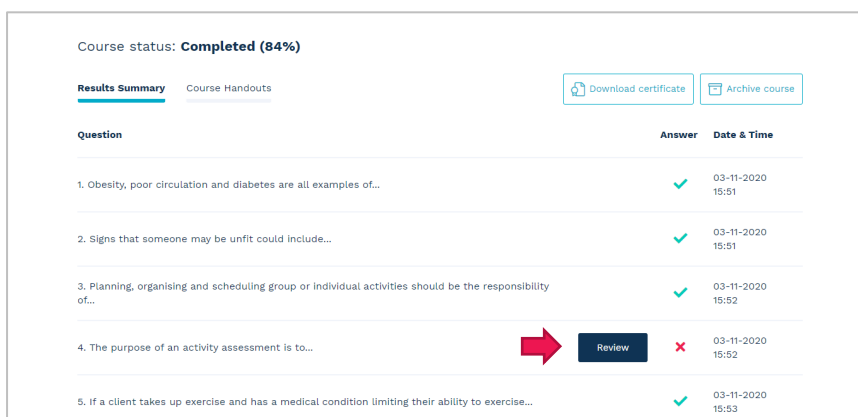
If the course you have completed is part of the Care Certificate Induction, a progress report will be sent instead of a certificate, showing the scores of all the courses in the bundle that you have completed so far. Once you have completed all 20 courses a full certificate will be sent.

You can access a list of which questions were answered correctly or incorrectly by clicking the “View your Results Summary” button.



The manager can see this again at any time under the “Active Trainees” or “Archived Trainees” view if they select the trainee’s name and then the title of the course. Alternatively, if using the “By Course” view, the course title can be selected and then the name of the trainee. The trainee can also access the Results Summary through their Trainee Account by clicking the name of the course.

Both managers and trainees can review questions that they answered incorrectly by clicking the “Review” button on the Results Summary. They will be able to re-watch the video and see which answer was chosen, but the answer cannot be changed.



You can also access trainees' certificates and archive their courses by selecting the trainee's name when viewing your account by "Active Trainees" or "Archived Trainees", or by selecting a course title when viewing your account "By Course".

Course status: **Completed (84%)**

**Results Summary** Course Handouts

**Download certificate** **Archive course**

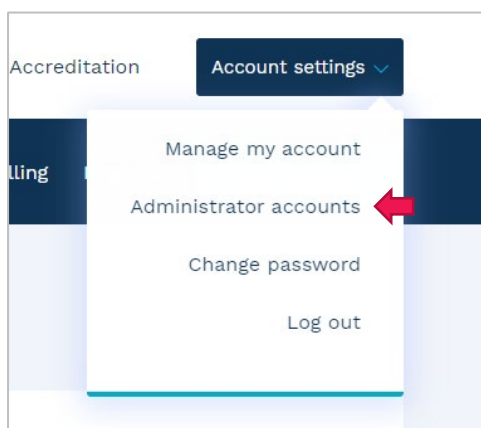
Question	Answer	Date & Time
1. Obesity, poor circulation and diabetes are all examples of...	✓	03-11-2020 15:51
2. Signs that someone may be unfit could include...	✓	03-11-2020 15:51

# Administrator Accounts

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If your organisation requires more than one person to manage trainees, purchase credits and access reports, you can create additional Administrator Accounts, so that login details do not need to be shared between different people. Administrators have access to all the same features as the Manager, except for creating and managing other Administrator Accounts. They can also enrol or be enrolled on courses.

Administrator Accounts can be managed by selecting “Administrator accounts” from the “Account settings” dropdown.

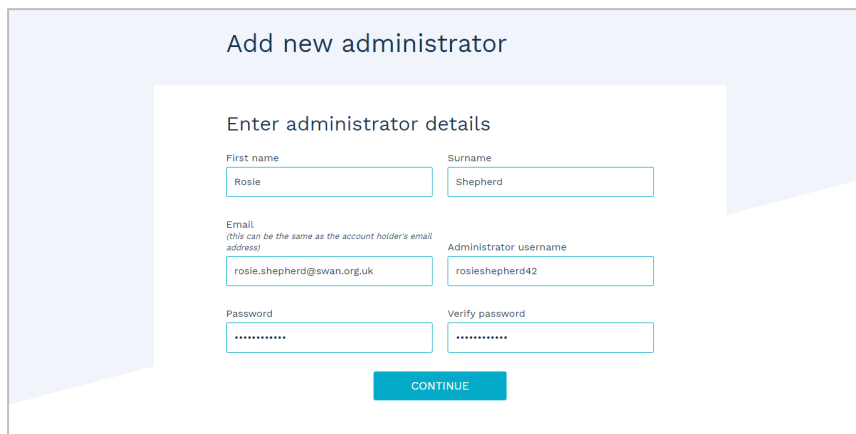


## Adding an Administrator Account

To add a new Administrator Account, simply click the “Add an administrator” button at the top of the screen.

Enter the requested details to create an Administrator Account. The username must be unique, and the password must be at least 9 characters long.

If the administrator has their own email address, enter this here, however if they don't have their own email address you can leave this as the manager's email address.

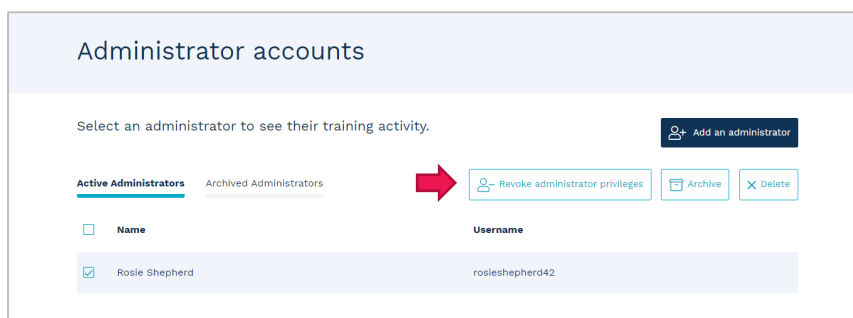


The screenshot shows a form titled "Add new administrator" with a sub-heading "Enter administrator details". The form contains several input fields: "First name" (Rosie), "Surname" (Shepherd), "Email" (rosie.shepherd@swan.org.uk), "Administrator username" (rosieshepherd42), "Password", and "Verify password". A teal "CONTINUE" button is located at the bottom center of the form.

## Revoking administrator privileges

If you no longer require an administrator to manage trainees, purchase credits and access reports, you can revoke their administrator privileges. This will convert their account to just a normal Trainee Account.

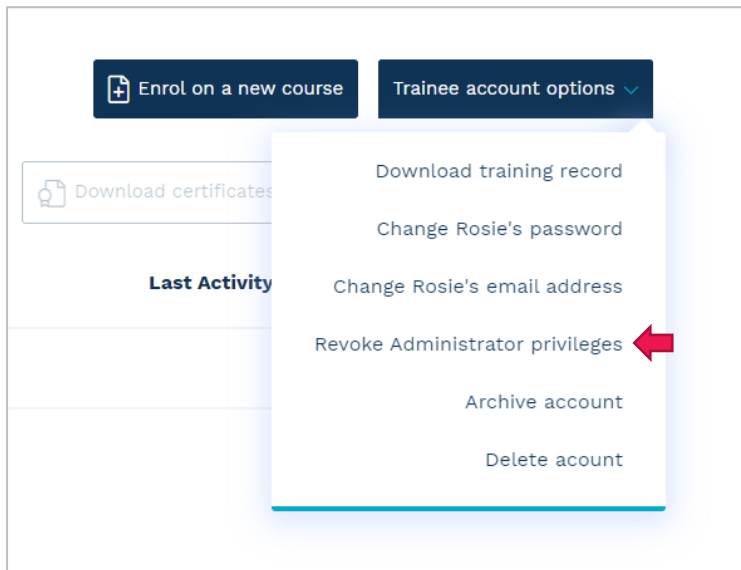
This can be done by ticking the box next to their name on the Administrator accounts screen and then clicking the "Revoke Administrator privileges" button.



The screenshot shows the "Administrator accounts" screen. At the top, it says "Select an administrator to see their training activity." and has an "Add an administrator" button. Below this, there are two tabs: "Active Administrators" (selected) and "Archived Administrators". A red arrow points from the "Active Administrators" tab to the "Revoke administrator privileges" button. Below the tabs is a table with columns for "Name" and "Username". The table has one row with a checked checkbox, "Rosie Shepherd" in the Name column, and "rosieshepherd42" in the Username column. To the right of the table are three buttons: "Revoke administrator privileges", "Archive", and "Delete".

<input type="checkbox"/>	Name	Username
<input checked="" type="checkbox"/>	Rosie Shepherd	rosieshepherd42

Alternatively, this can be done from the “Trainee account options” dropdown if viewing the administrator’s details via the Trainee management screen.



## Archiving and deleting Administrator Accounts

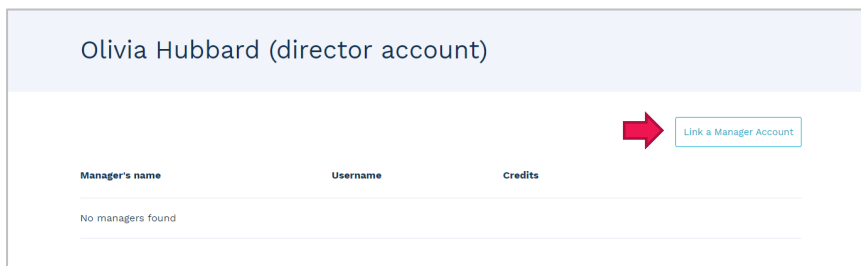
Existing Administrator Accounts can be archived/unarchived and deleted in the same way as Trainee Accounts, either from the Administrator accounts screen or from the Trainee management screen (see more detail in the *Archiving Trainees' Accounts* and *Deleting Trainees' Accounts* sections of this user guide).

# Director Account

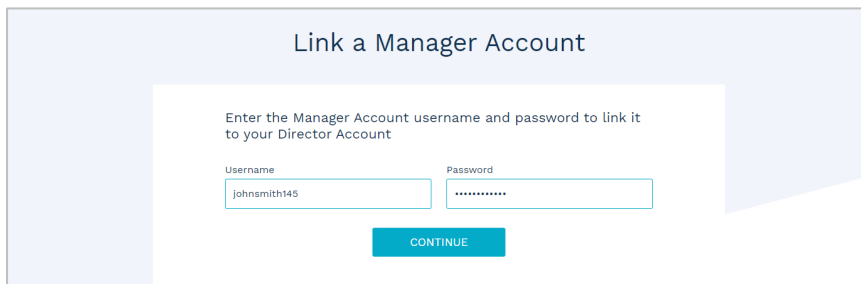
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If you have been given a Director Account, you can log in by clicking on the “Log in” button at the top of the website and entering the username and password you’ve been given.

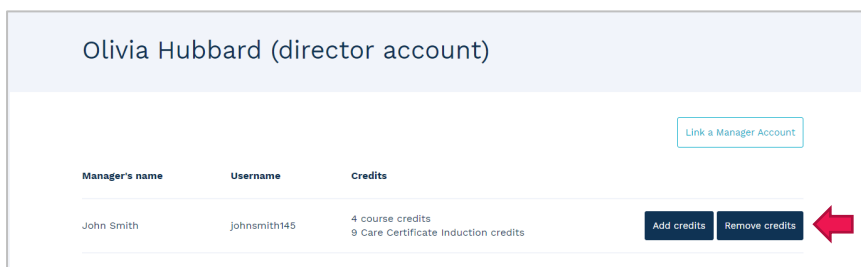
When you first log in you will see that there are no managers linked to your account. You will need to link one or more Managers’ Accounts to your Director Account to manage them. Click the “Link a Manager Account” button to start this process.



You will need to enter the correct Manager Account username and password to link their account to your Director Account.



Once the account has been added, you will see it listed. Credits can be added and removed from the account by clicking the relevant buttons. When credits are removed, they are transferred to the Director Account. When credits are added, they are taken from the Director Account.



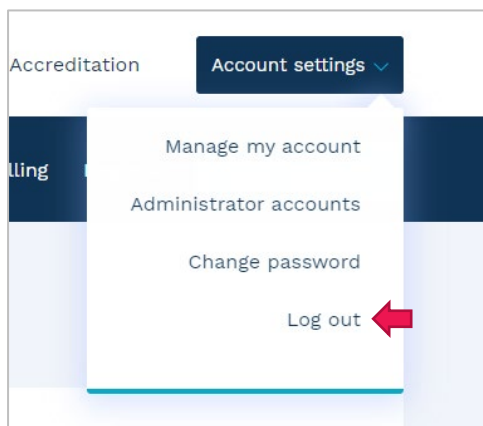
A Director can purchase more credits in the normal way through the Credits and billing page. This will also show a log of any credit transfers that have been completed on the account.



# Logging out

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When you have finished using the website, please remember to log out in order to keep your account secure. You can do this by selecting “Log out” from the “Account settings” dropdown.



If you close your browser window you will have to log back in, but you won't be completely logged out unless you actually click the button.

You will also be logged out automatically after approximately 20 minutes of inactivity.