

# LMS User Guidance for Volunteers



# A guide on how to use the LMS as a volunteer





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## Accessing your Learning Platform



# 01

#### Access your training list via assemble

Image: Confige service

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Navigate to the training tab on your profile via <u>Assemble</u>.

- 1. Click on your initials in top right.
- 2. Select 'View profile details'.
- 3. Click on the training tab.







Click on the links tab and select 'Your learning platform (New)'.

You can also use this URL:

https://brclearning.csod.com/

## **D3** Logging in for the first time



#### Logged in before? Skip to step 5

 Once you have landed on the login page select 'Volunteer Forgot Password'.

 2. Enter your login credentials, this is the email address you used on your application.

3. Follow the instructions and click submit.



## 04

#### Check your emails

#### **Reset Password**

\* Passwords must contain both uppercase and lowercase letters.
\* Passwords must contain both alphabetic <u>and</u> numeric characters.
\* Passwords cannot have three or more consecutive identical characters.
\* Passwords cannot be the same as any of the previous 24 passwords.
\* Passwords must be 8 - 20 characters.
\* Passwords cannot have leading or trailing spaces.
\* Passwords cannot be the same as the Username, User ID or e-mail address.
\* Passwords must contain at least one special character.

* New password	
* Confirm password	]
Cancel Submit	

1. You should receive an email from mylearning@redcross.org.uk within 2 hours.

2. Click on the link in the email.

3. Create and submit your password.

\*Didn't receive an email? Check your junk or spam folder



#### Logging in to your Learning platform



Once you have your password, enter your email address and password into the login screen and select volunteer login.

If the details are correct, you will be granted access to the platform where you can discover and take part in learning all in one place.



On your Welcome page you'll find any outstanding training you have to complete in your Top Three Actions on the left hand side. Click 'View All' to see all the training.

You can use the search bar to discover more learning.

Take your time to familiarise yourself with the platform and start learning today!





## **Reset/Forgot** Password



#### Login page



If you haven't done so already navigate to the Your Learning Platform login page.

Can't remember the URL? Click the below link or copy and paste to your internet browser search bar. https://brclearning.csod.com/

#### Volunteer forgot password



Once you're on the login page select 'Volunteer Forgot Password' and you will now be redirected to the forgot





#### **Insert login credentials**

#### Forgot password?

lease enter your Username or User ID and an email containing your password will be sent to you

reCAPT Privacy -	n not a robot
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On this screen input your Username or User ID and complete the reCAPTCHA by selecting the tick box.

Once complete, click submit.

<b>0</b>	Check your inbox	
<b>U4</b>	<b>Forgot password?</b> A request to reset your account password was received. If the account is valid and active, the password reset e-mail will be sent to your on-file e-mail address in few moments. For additional assistance, please contact your system administrator. Thank you.	If successful you will receive a notification stating that a password reset email has been sent to your on-file email
	ок	address. Follow the instructions within the email to reset
		vour password

Haven't received an email? Please allow 10 minutes for the email to come through and check your junk or spam folders. You can also email the below email address and the team will be happy to help.





## Searching for learning content



#### Navigate to learner home



From the welcome page click on the button on the top right hand corner to show navigation menu.

Select 'Your Learning' > 'Learner Home'.

#### Using the search bar



On Learner Home page, you will find the learning search bar.



Input your search terms and press enter.



#### Filter your results



Dependent on your search terms the platform will present you with a number of options.

Using the filters on the left of the screen, you can now fine tune your search and look for content suited to your needs.

## 04

#### Filter your results continued

Filters	Reset
DURATION	~
ТҮРЕ	~
MODALITY	~
ТОРІС	~
RATING	~
VENDOR	~
SHOW ONLY MOBILE-ENABLED	

Duration - use this option to define the recommended length of course. Type - pick from a variety of mediums, including videos, and materials. Modality - this filter allows you to select your preferred learning style. Topic - here you will find service specific options.

Rating - use the 5 star system and find courses based on review score. Vendor -this is where you will find the supplier of courses.





## Mandatory Training



#### Via Assemble

User Details
ADD TOUCHPOINT - ADD NOTE Click here
A Action required: Training is required. Click here to view required training.

Assemble notifies you of assigned training that is uncompleted.

Follow the instructions to view your required training. This would include Mandatory Training, which is compulsory for all staff and volunteers.

#### Via Assemble continued



This e-learning includes all the modules that everyone in the British Red Cross needs to complete, whether as part of their induction, due to a procedure update or as a refresher. They will also be listed separately on your profile so that you can see which of the modules you..

Edit More details

Find Mandatory Training under 'Required Training Modules' and follow the instructions to complete the training.



#### Via the Learning Platform



Alternatively, you can find the Mandatory Training via the Learning Platform (see previous section).

You can complete your Mandatory Training either as a e-learning curriculum or virtual event.

For e-learning: Select Curriculum - Mandatory Training. For virtual event: Select Event - Mandatory Training.





# Registering for sessions





#### Navigate the events calendar

From the calendar page you can view what

	<	September 2021	>				Day	Week	Month	Agenda
Mo Tu We Th Fr Sa Su		All events OMy Events								3
6 7 8 9 10 11 12		MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY		SUNDAY	
13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 1 2 3 4 5 6 7 8 9 10 Today: 24 August 2021	A	30	31	1 Equality, Diversity and Inclusion Essentials for Leaders UP1000 BST Zoom for Facilitators UP13:30 BST - Zoom	2 Mindfulness © 99:30 BST - Zoom Microsoft Teams for Facilitators 10:00 BST - Microsoft Teams	3	4	5		
Tile lession ID socation JI (J) ession Cratect JI (J) ession Trainer	A	6 Zoom for Facilitators 9 <sup>1</sup> 16:00 BST - Zoom	7	8 Equality, Diversity and inclusion Escentials for Leaders U1000 BST Train the Trainer - Level 1 U1030 BST-Wood Star Helping Your Team to Deprioritise U1030 BST-Wood Teams for Facilitators 1800 BST-Wood Teams	9 Train the Trainer - Level 1 21:000 BST Being a great people manager 21:0:00 BST - Zoom Managing Stress 21:4:00 BST - Zoom	10	11	12		
Completed Sessions Add topic filters splay Options	A	13	14 Talking About Wellbeing: Foods and Moods 11:00 BST - Zoom Dealing with Change @13:30 BST	15 Equality, Diversity and Inclusion Essentials for Leaders ♥10:00 BST	16 Mindfulness ♥09:30 BST - Zoom being a great people manager (volunteer) ♥13:30 BST - Zoom	17	18	19		
Session Contact Session Trainer Session Location Part Name	4	20	21 Everyday Coaching Skills U10:30 BST - Zoom	22 Managers Q&A Drop-In 15:00 BST	23	24	25	26		
	4	27	28 Having Courageous conversations ©10:30 BST	29 Making Effective Decisions ೮14:00 BST	30 Mindfulness Ø/0::30 BST - Zcom Building Trust During Change Ø/14:00 BST	1	2	3		

sessions are currently running for that month.

Click on an event to view more details.

#### Top tips

- Use the filters on the left to find specific courses
- Change the view by selecting the tabs on the right
- Hover over a course to view more info

## 03

#### View session details

BritishRedCros	s Vour learning platform	Session Details
Your Learning Your Communities	Your Events Manager Dashboard Trainer Hub Performance Content Admin Integration suite Cer	SESSION Session Details
	EVENT Equality, Diversity and Inclusion Essentials for Leaders Last updated 100/2021 Duration 10 hours, 50 minutes Details Equality, Diversity and Inclusion: Essentials for Leaders is a series of three 3.5-hour sessions delivered over three weeks, designed to explore what it means to be inclusive and our obligations around equality, diversity and inclusion: Learners will discuss how to be more inclusive in their work and create	NYT       Image: Sep 2021, 10:00 - Wed, 15 Sep 2021, 13:30 BST         Nality       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST         Image: Sep 2021, 10:00 BST       Image: Sep 2021, 10:00 BST
	a space where people's loonules and lived experiences are respected.	Show more
	There are no pre-requisites for this course. Show more Upcoming sessions	PARTS / SCHEDULE SEP Wed, 1 Sep 2021, 10:00 - 13:30 BST 1 Equality, Diversity and Inclusion Essentials for Leaders (module 1) Nell Ruppenthal
	Date (ascending)     4 sessions       SEP     Session Details       1     Wed, 1 Sep 2021, 10:00 · Wed, 15 Sep 2021, 13:30 BST       Register by Tue, 31 Aug 2021, 10:00 BST     7 seats available       English (UK)     7 seats available	SEP         Wed, 8 Sep 2021, 10:00 - 13:30 BST           8         Equality, Diversity and Inclusion Essentials for Leaders (module 2) Gus Subero           SEP         Wed, 15 Sep 2021, 10:00 - 13:30 BST           SE         Wed, 15 Sep 2021, 10:00 - 13:30 BST           15         Equality, Diversity and Inclusion Essentials for Leaders (module 3)
	OCT         Session Details           7         Thu, 7 Oct 2021, 10:00 - Thu, 21 Oct 2021, 13:30 BST           Register by Wed, 6 Oct 2021, 10:00 BST         View Details           Zoom         29 seats available           Englise (UK)         29 seats available	Gus Subero Assign Request

Close this overlay to view other upcoming sessions for this event

You should now see the details for the session. If this is a session that you would like to attend, click on the 'Request' button.

You will receive an email confirming your registration and details on how to join the session.





# Joining sessions



Please ensure you have your learning platform username and password ready

#### Joining sessions



To join a session you will be required to login to the learning platform. You can do this via this <u>link</u> where you will be redirected to the login page.

Once you are logged into the platform, there are a number of ways you can join a session. Select from the following options:

#### 1. via email



Go to your email inbox and find the email with the subject title:

BRC - Course Booking Confirmation ILT Joining Instructions Please read carefully and follow the instructions detailed within. When you are ready to join, click on the link contained within the email.

How to join a Zoom session Click Here to join the session...

#### 2. Navigate to your events



Navigate to the events calendar and select the session you are registered to attend. Click on the 'Launch' button to open your Zoom client and join.

Launch

#### 3. via learner home

Navigate to your
learner passport
and find the
session using the
'Active' filter.



Once your Zoom client is open follow the onscreen instructions to join the session.





# Withdrawing from sessions





#### Click here

From the welcome page hover over the Your learning tile and click on the 'Let's go!' button.

## **Select the session**



Under the continue learning carousel find the session you want to withdraw from and click on the title. This will redirect you to the session overview.

#### Top tip:

Click on the ellipsis (3 dots) to access shortcut options.

## 03

#### Withdraw from session

From the session overview screen, click on the downward chevron to access additional options.

Click on 'Withdraw'.

On the next screen, please select a reason and add in an optional comment. This completes the withdrawal process.





## Access Training Records



# Image: Constraint of the constraint o

#### **Navigate to learner Passport**



From the welcome page click on the button on the top right hand corner to show navigation menu.

Select 'Your Learning' > 'View Your Learner Passport'.

#### View all training

Learner Passport: Samantha Tsang Use the Learner Passport to manage all active training.	
O HRS AGGREGATE TRAINING COMPLETED	
Active By date added All Types Active Completed Archived up Date Status : Started	Search for training Open curriculum
Different ways to see your learning Due : No Due Date Status : Registered	Launch
Mindfulness (Starts 25/11/2021 09:30) Due: No Due Date: Status: No Show	Select Session

Your training is sorted by three categories -'Active', 'Completed' and 'Archived'.

#### View required training Via Assemble



To view your required training:

- 1. Log onto <u>Assemble</u>.
- 2. Select 'More' > 'Training'.
- 3. You should see all your required training under 'Required Training modules'.





## Revisiting eLearning



01

#### Find elearning you want to revisit

37.25 HRS AGGREGATE TRAINING COMPLETED	
Completed  By completion date  All Types  All Types	Search for training Q
Mandatory Training Completed: 06/08/2021 Status: Completed	View certificate 👻
Health and Safety Completed: 17/05/2021 Status: Completed	Inactive -

Navigate to your learner passport (see previous section) and use the filter options to view your completed courses.

You can also view all of your active and archived courses.

## 02 Revisit elearning

#### View completio...

View completion page

Launch

View Training Details

Move to Archived Training record

Clicking on the highlighted downward arrow will present you with a series of options.

'View completion page' will allow you to review the course if you haven't done so already.

'Launch' will open the course where you last left it. 'View training details' shows you current progress and history.



#### Starting a new instance of elearning

 $\sim$ 

VIDEO

Manual Handling

#### Completed

Training was successfully completed and recorded to your training record.

Request

There may be times where you need to complete a new instance of eLearning and record a new completion date. A good example of this is the 'Data Matters Refresher'.

To do this, simply find the course, click on the title and then select 'Request'. This will open a new instance of the course. The latest completion date will be updated once the course is completed.





## Communities



#### Navigate to the All Communities page



From the welcome page click on the button on the top right hand corner to show navigation menu.

Select 'Your Communities' > 'All Communities'.



#### Find Community you want to join

All Communities

On the All Communities page, you can view your current communities and browse other communities.



Click onto the community you would like to join to enter their page.

## **O 3** Revisit elearning

Equality, Diversity and Inclusion		Join community Options •
Main Topics Members		Search within community Q
Training		Forums and learning to support our commitment to creating a more diverse and inclusive organisation.
Equality; Diversity and Inclusion: Getting It Right	BritishRedCross	79 MEMBERS View all
Equality, Diversity and Inclu	Our commitment to equalit	
Create a discussion posting (e.g. "Title Text" Bod	y text)	Our commitment to equality,

Click on Join community to join.

The Main page recommends courses relevant to the community.

Topics leads to discussions posted by members.

Members shows you current members.





# What support is available



The LMS team has various ways to support you. Our opening hours are Monday-Friday 08:00-18:00.

Email	Telephone
mylearning@redcross.org.uk	0345 054 7311 (Select option 3 when prompted)





### Tuesdays 17:00 - 17:30

Zoom link:

https://britishredcross.zoom.us/j/91827595195? pwd=UTITN0RKb1NGZk11RGxIUVRTeHdUUT09

## Meeting ID: 918 2759 5195 Passcode: Learning20

## **Online guidance**

We are now in the middle of refreshing our user guidance and designing additional ones which will be launched throughout Quarter 1.

In the meantime, please see this <u>online resource</u> which provides you with key information on first time access and general FAQs.



## And finally...

Spotted something that's missing? Let the mylearning team know and we'll add it in.

