

# LMS User Guidance for Volunteers



A guide on how to use the LMS  
as a volunteer



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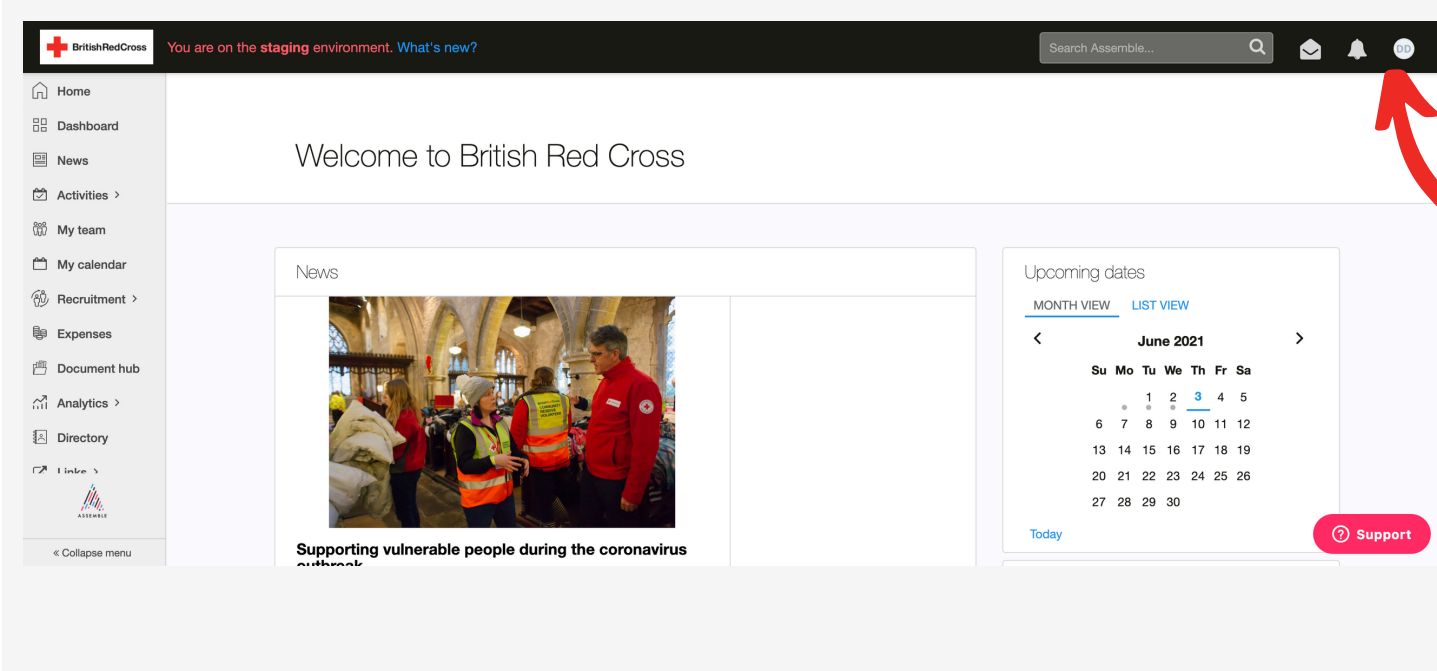


# Accessing your Learning Platform



01

## Access your training list via assemble

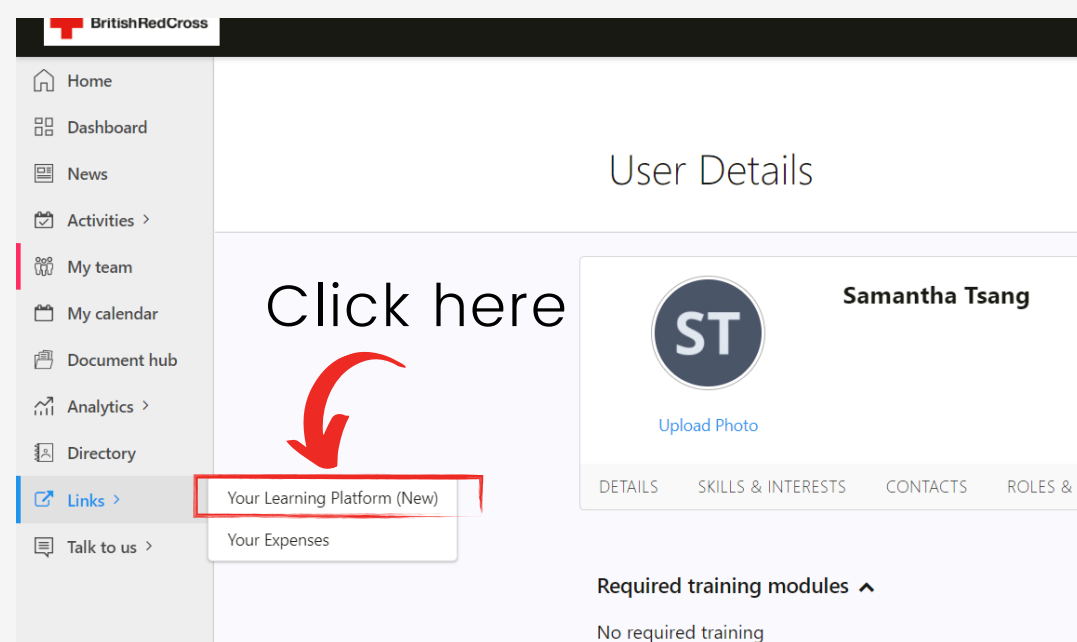


Navigate to the training tab on your profile via [Assemble](#).

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

02

## Access the learning platform



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

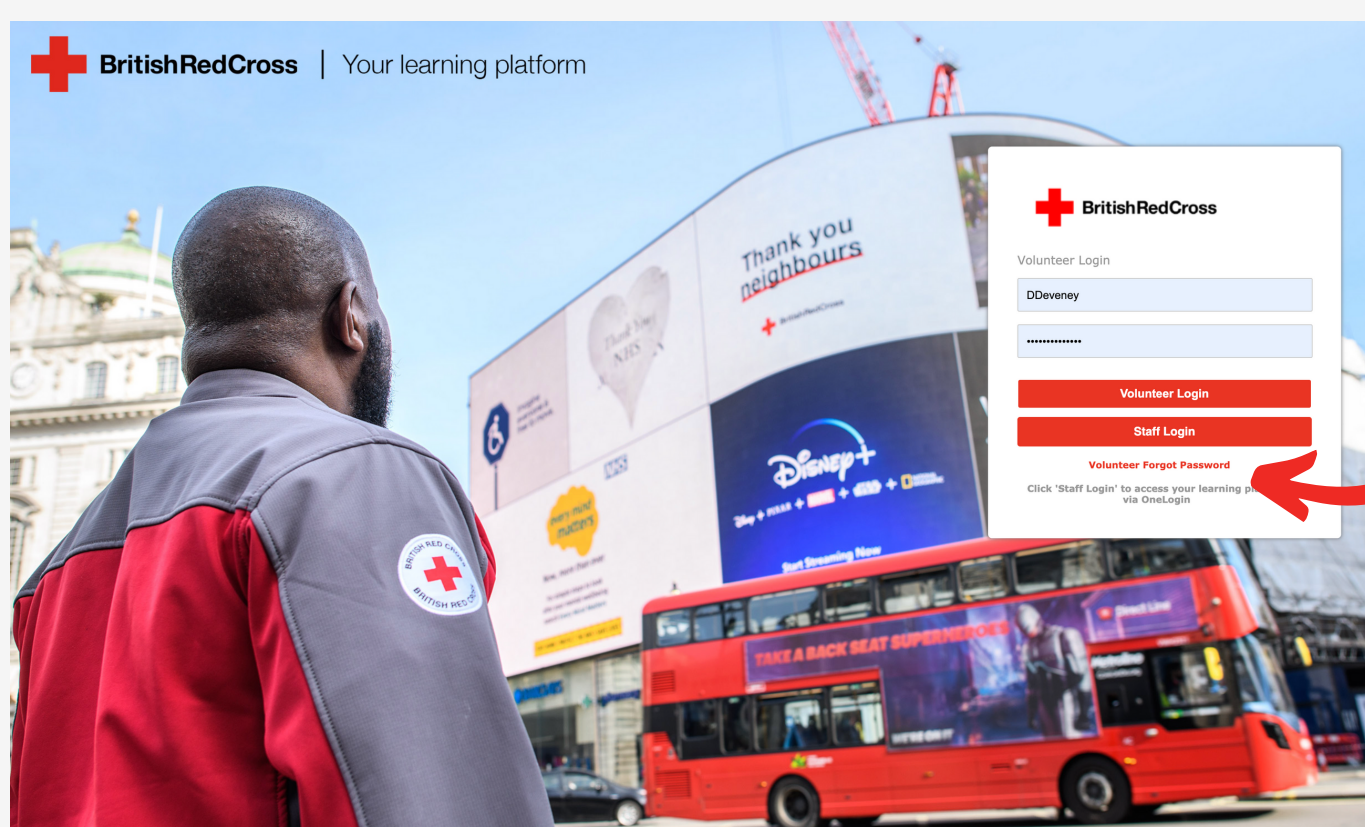
You can also use this URL:

<https://brclearning.csod.com/>

03

## Logging in for the first time

Logged in before? [Skip to step 5](#)



1. 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 and 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

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

# 05

## 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.

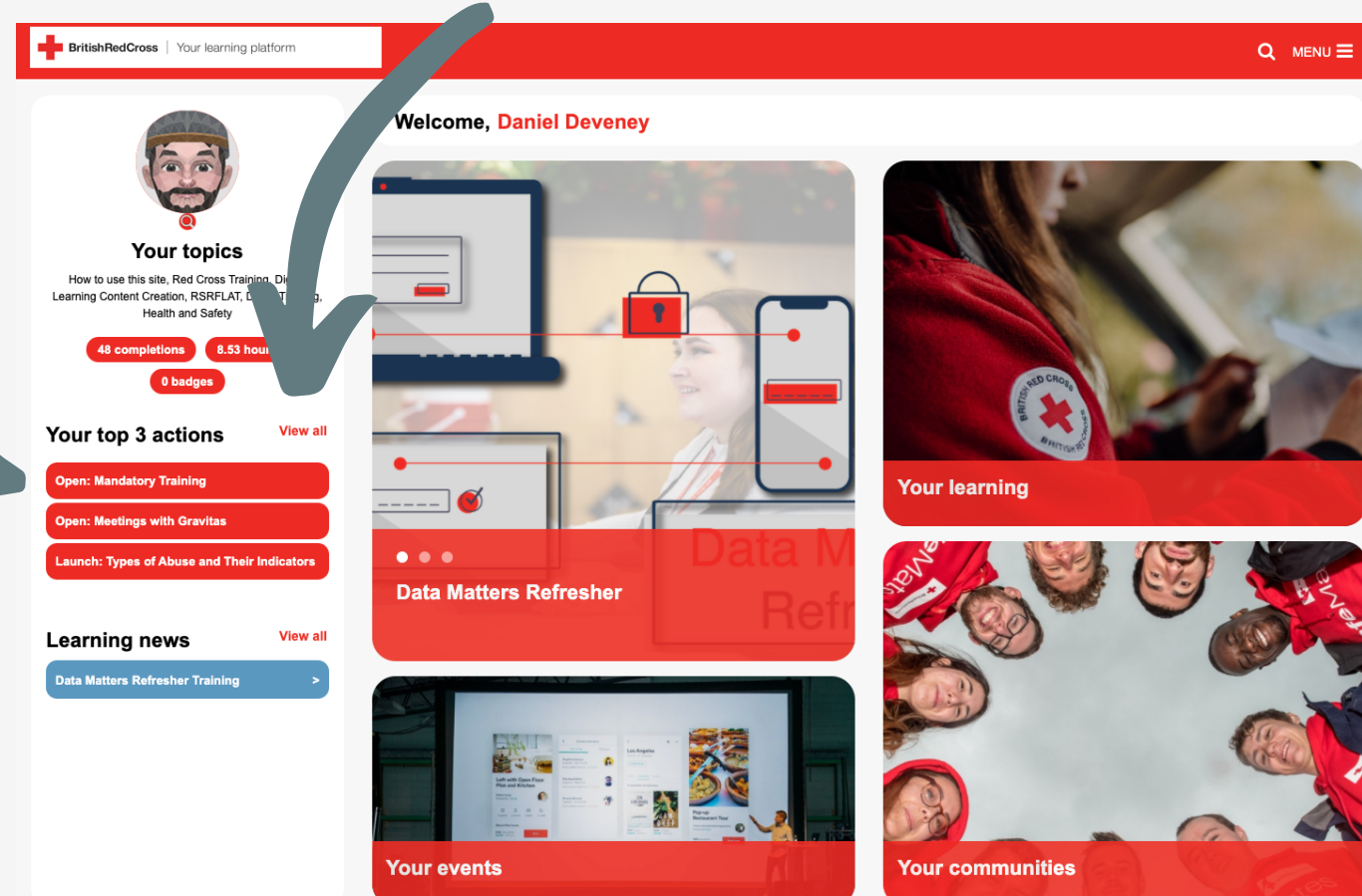
If the details are correct, you will be granted access to the platform where you can discover and take part in learning all in one place.

# 06

## Welcome Page

Click here to view all training

Top 3 Actions



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!





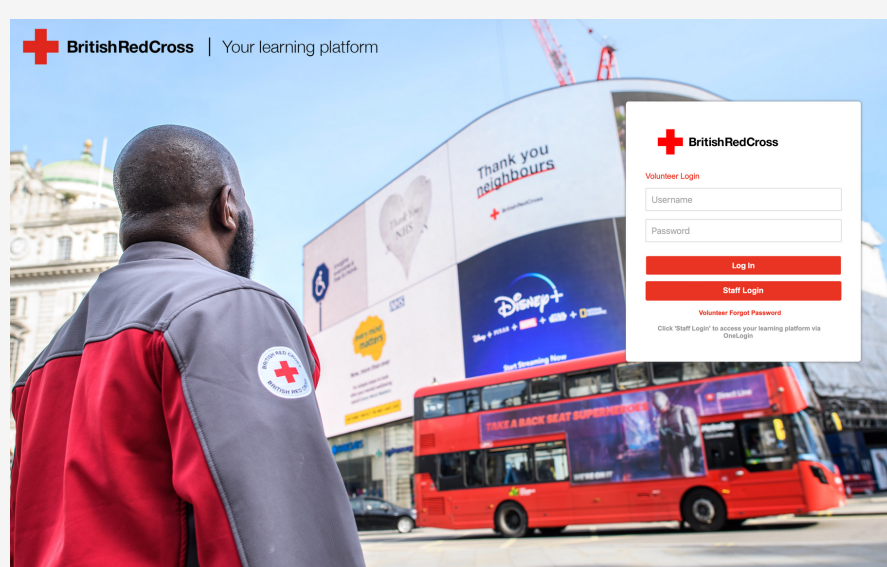
Your Learning Platform

# Reset/Forgot Password



01

## Login page



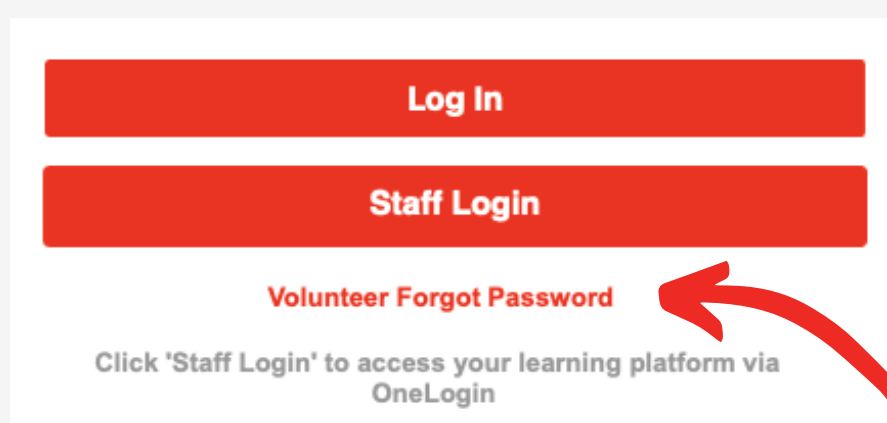
If you haven't done so already navigate to the Your Learning Platform login page.

Can't remember the URL? Click the below link or copy and paste to your internet browser search bar.

<https://brclearning.csod.com/>

02

## Volunteer forgot password

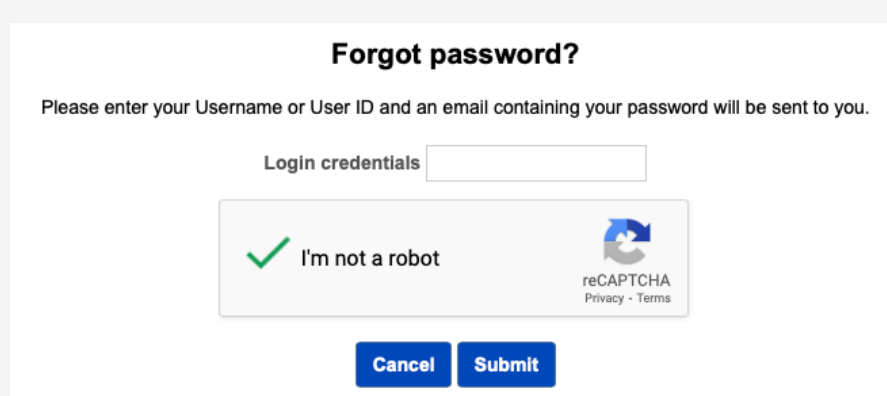


Once you're on the login page select 'Volunteer Forgot Password' and you will now be redirected to the forgot password screen.

Click here

03

## Insert login credentials

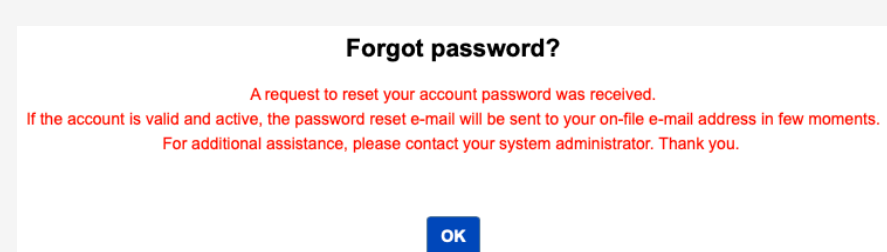


On this screen input your Username or User ID and complete the reCAPTCHA by selecting the tick box.

Once complete, click submit.

04

## Check your inbox



If successful you will receive a notification stating that a password reset email has been sent to your on-file email address. Follow the instructions within the email to reset your password.

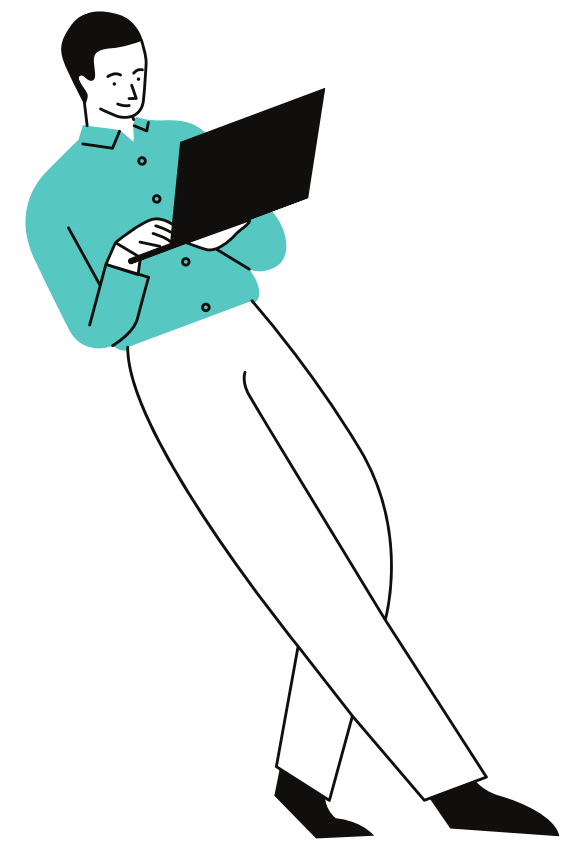
Haven't received an email? Please allow 10 minutes for the email to come through and check your junk or spam folders. You can also email the below email address and the team will be happy to help.





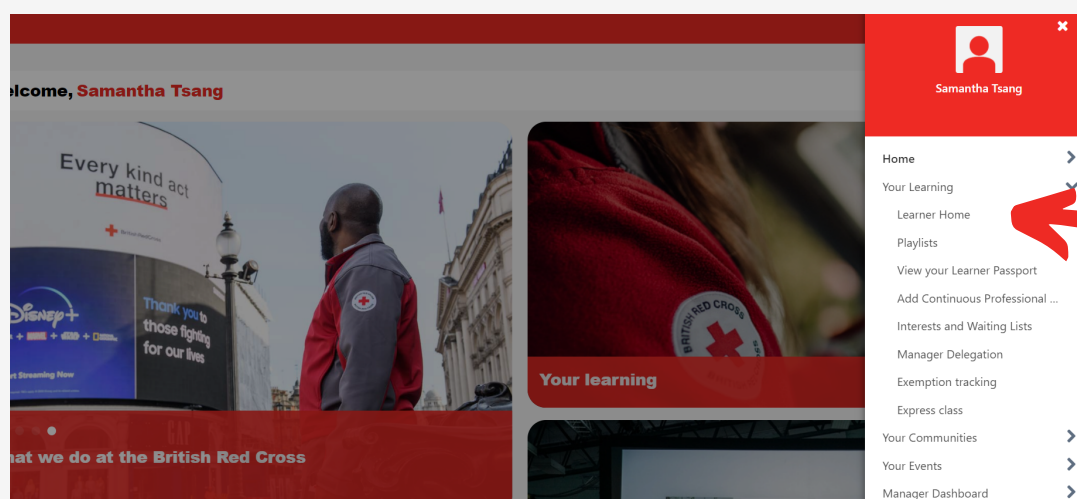
Your Learning Platform

# Searching for learning content



01

## Navigate to learner home

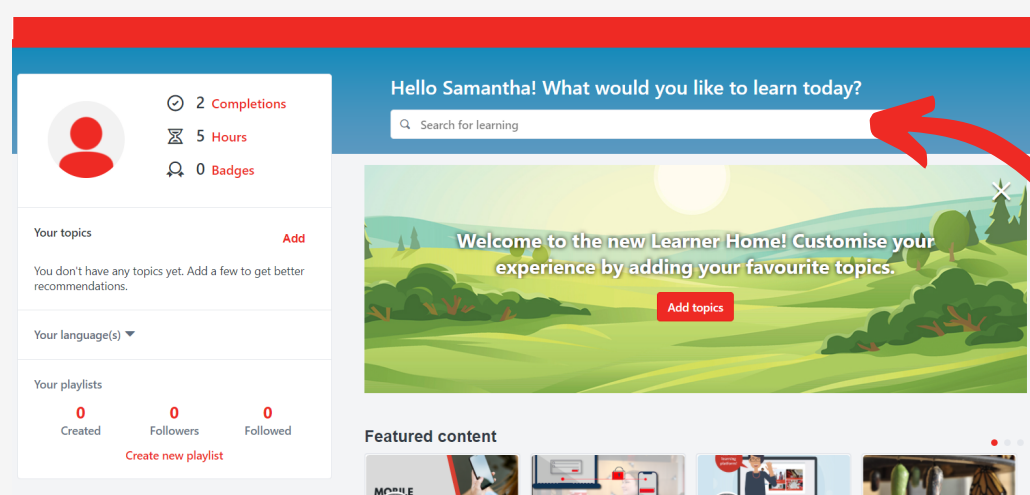


From the welcome page click on the button on the top right hand corner to show navigation menu.

Select 'Your Learning' > 'Learner Home'.

02

## Using the search bar

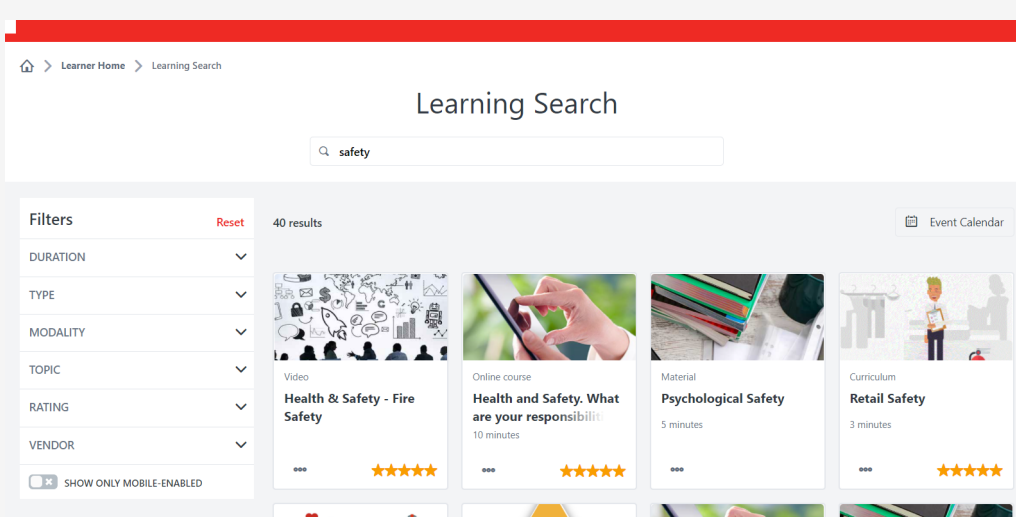


On Learner Home page, you will find the learning search bar.

Input your search terms and press enter.

03

## Filter your results

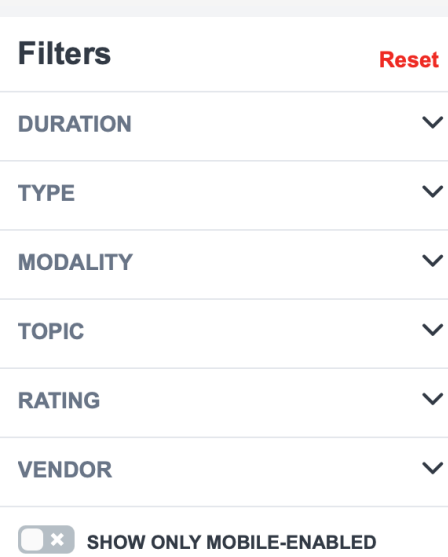


Dependent on your search terms the platform will present you with a number of options.

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



- 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.





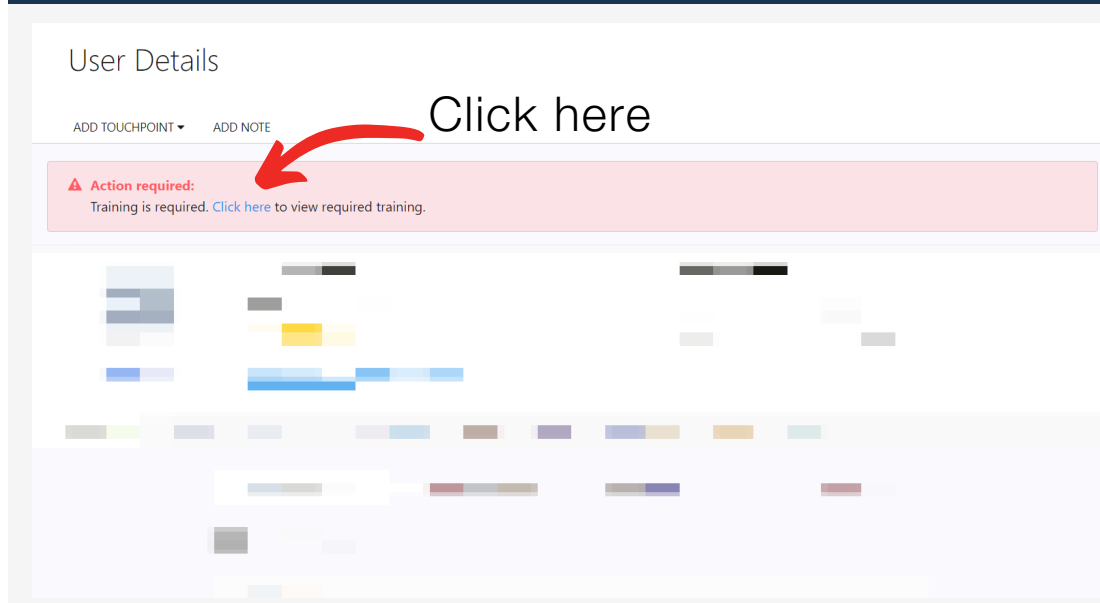
Your Learning Platform

# Mandatory Training



01

## Via Assemble

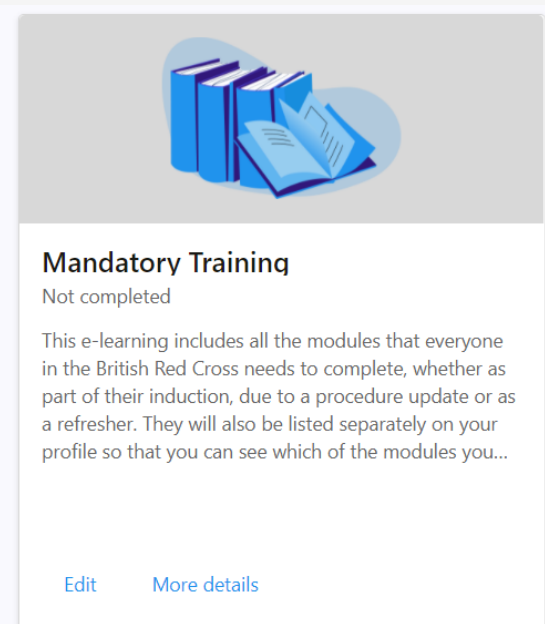


Assemble notifies you of assigned training that is uncompleted.

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

02

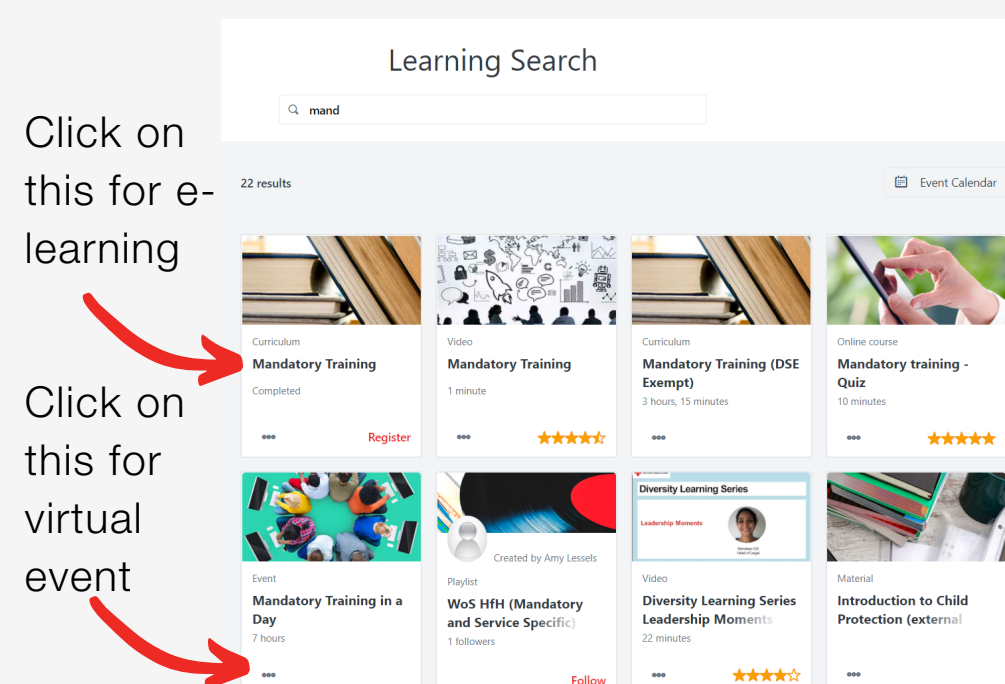
## Via Assemble continued



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

03

## 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.





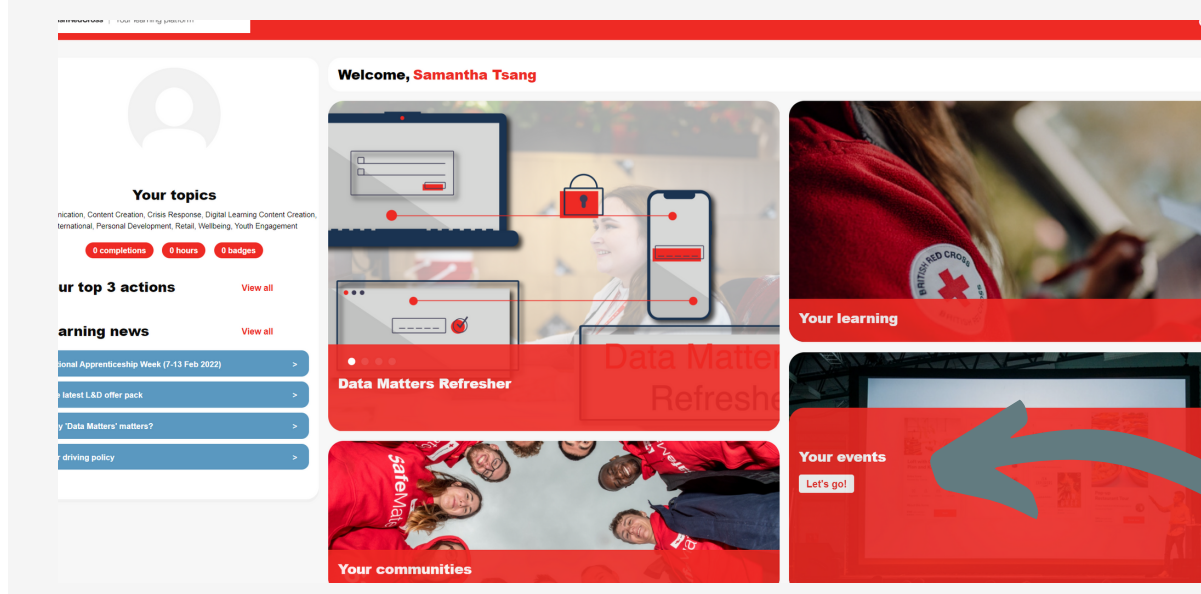
Your Learning Platform

# Registering for sessions



01

## View the events calendar

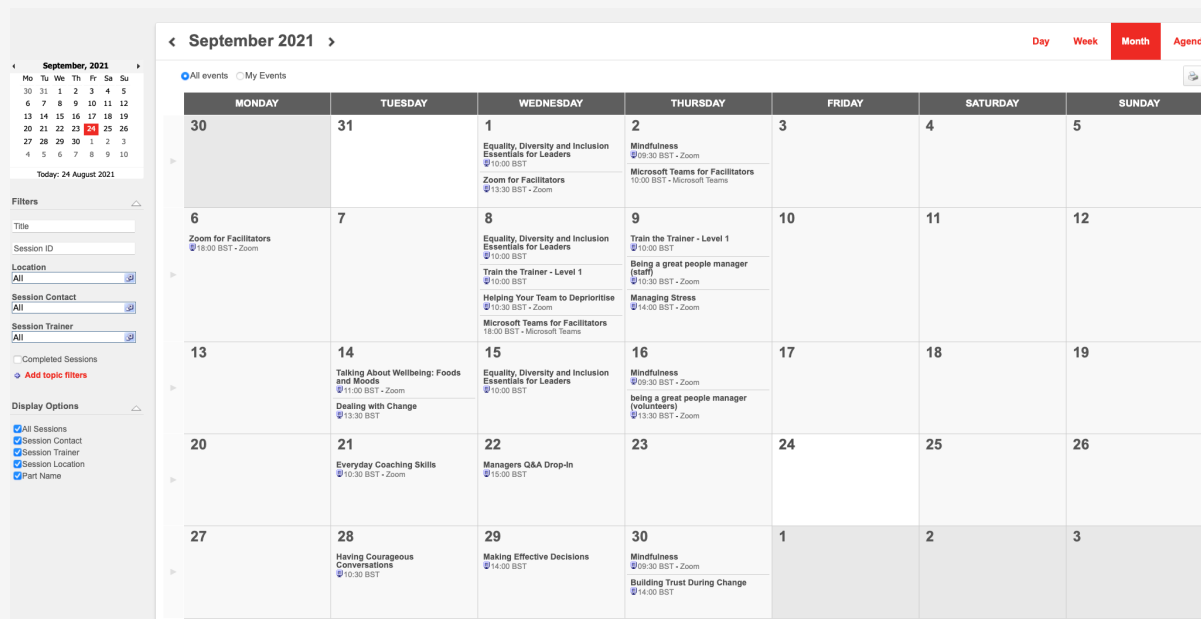


From the welcome page hover over the 'Your events' tile and click on 'Let's go!'

Click here

02

## Navigate the events calendar



From the calendar page you can view what sessions are currently running for that month.

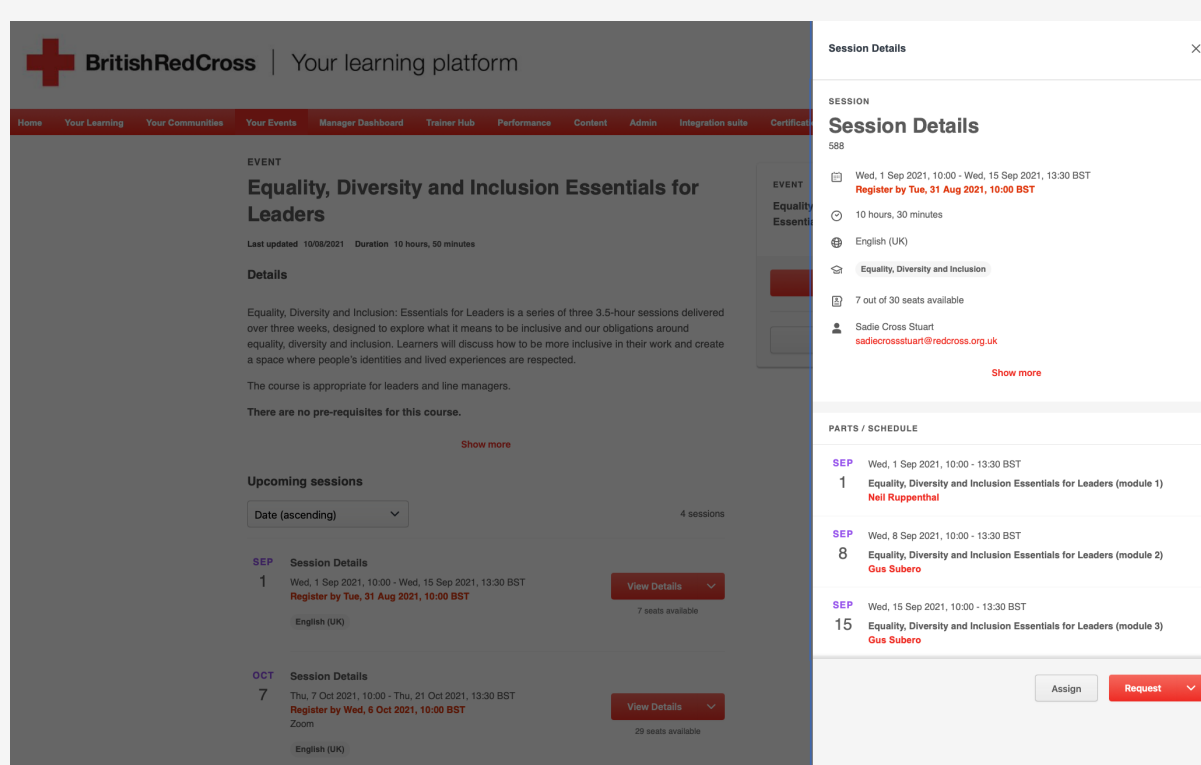
Click on an event to view more details.

### 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



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.

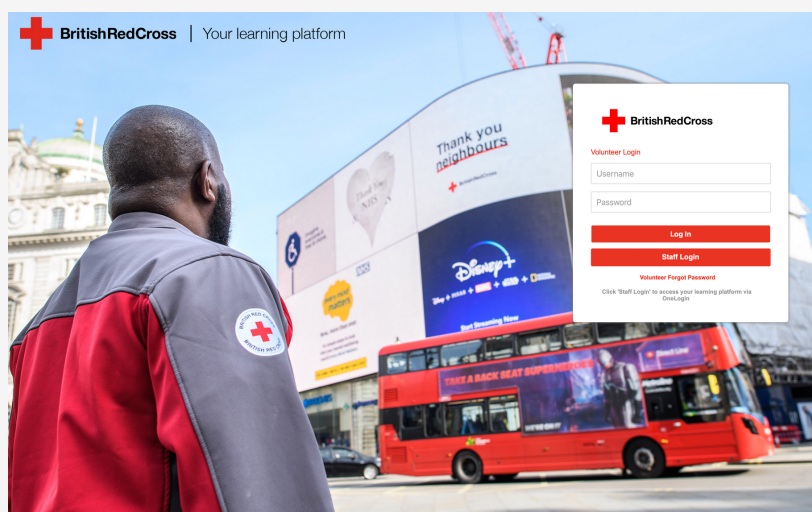




# Joining sessions

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 [link](#) 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



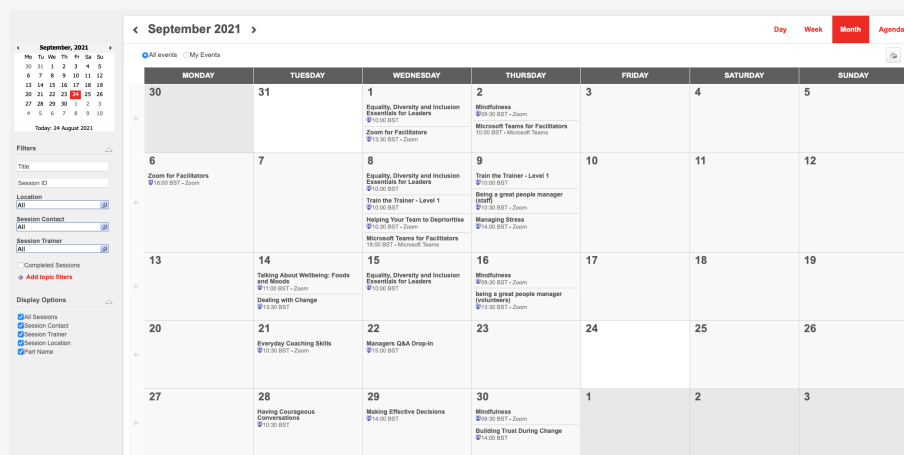
Go to your email inbox and find the email with the subject title:

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



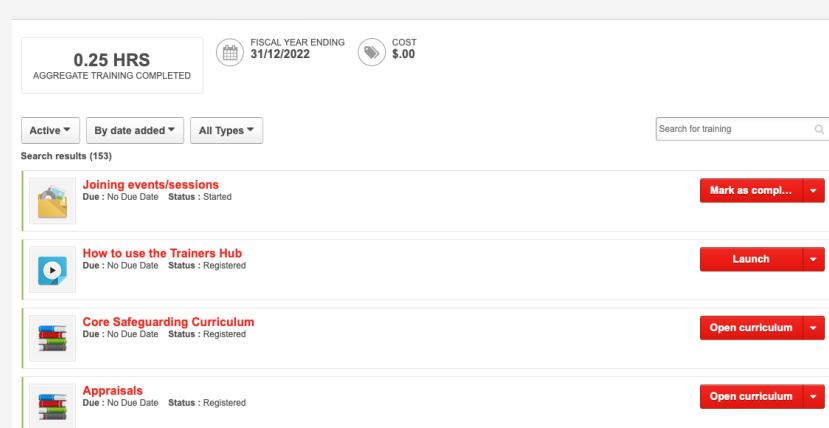
Navigate to the events calendar and select the session you are registered to attend.

Click on the 'Launch' button to open your Zoom client and join.

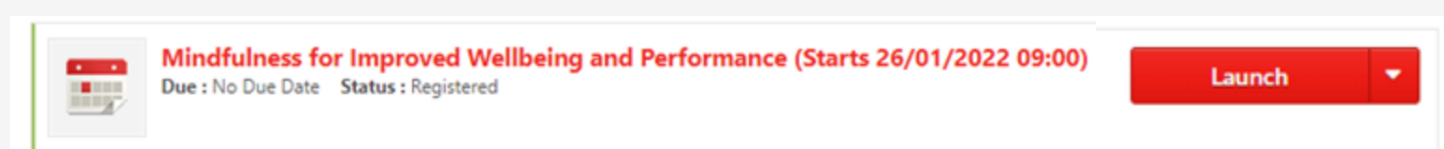


### 3. via learner home

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



Click on the 'Launch' button to open your Zoom client and join.



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



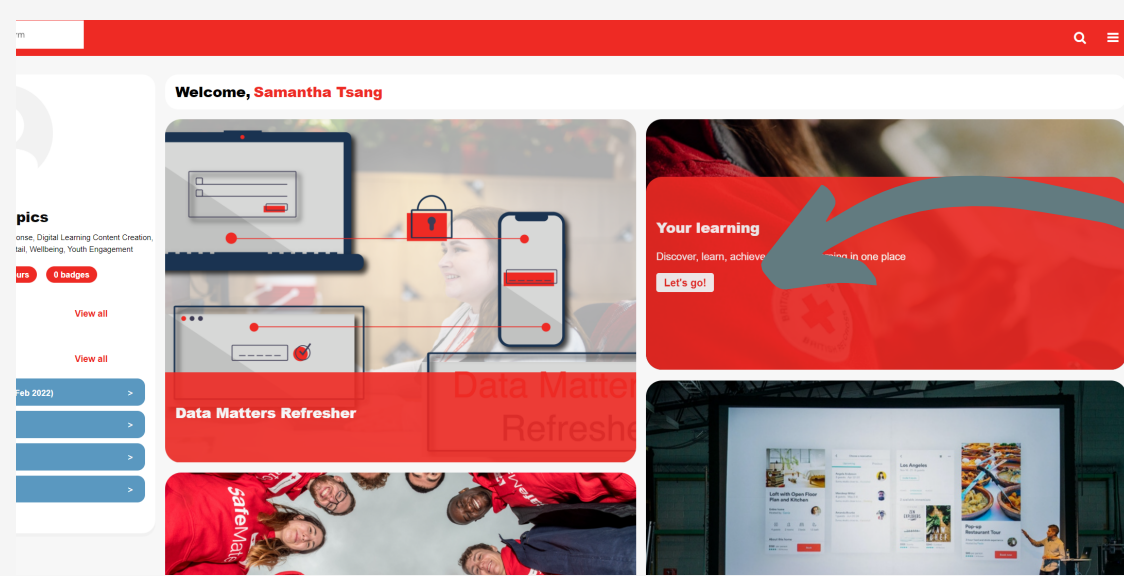


# Withdrawing from sessions



01

## Navigate to learner home

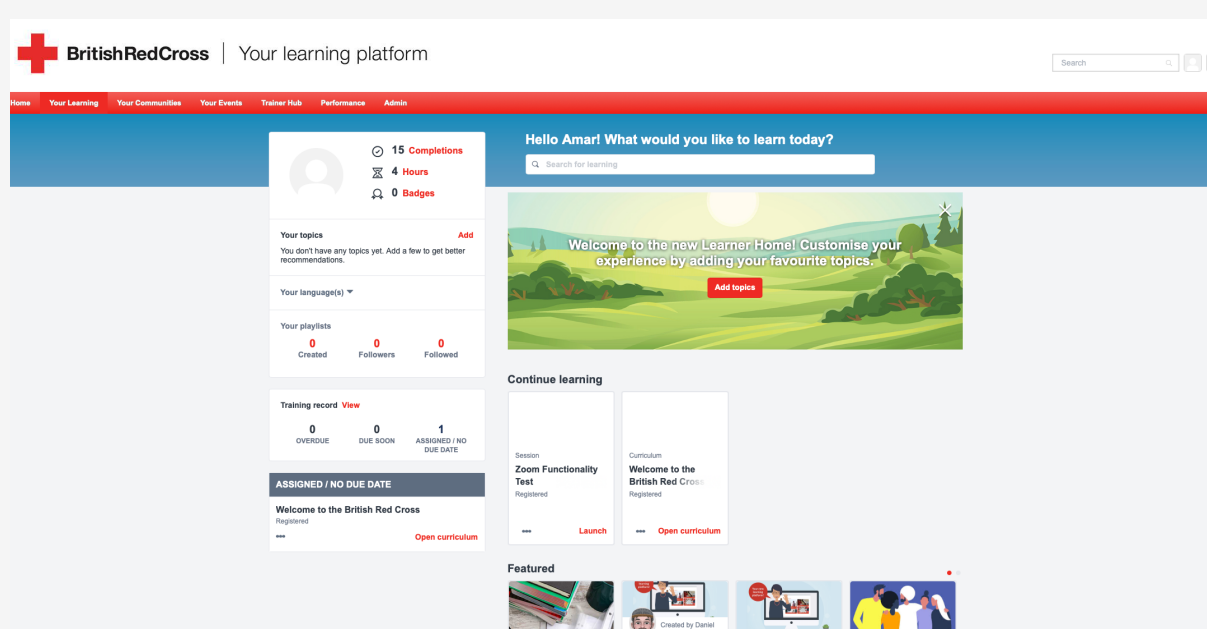


Click here

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

02

## Select the session



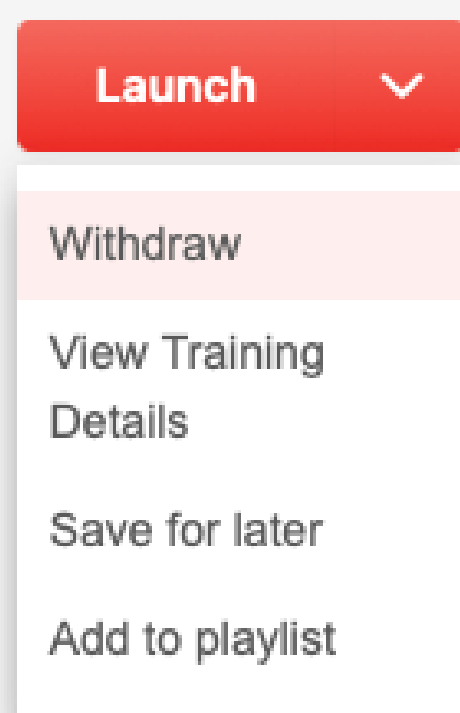
Under the continue learning carousel find the session you want to withdraw from and click on the title. This will redirect you to the session overview.

**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.

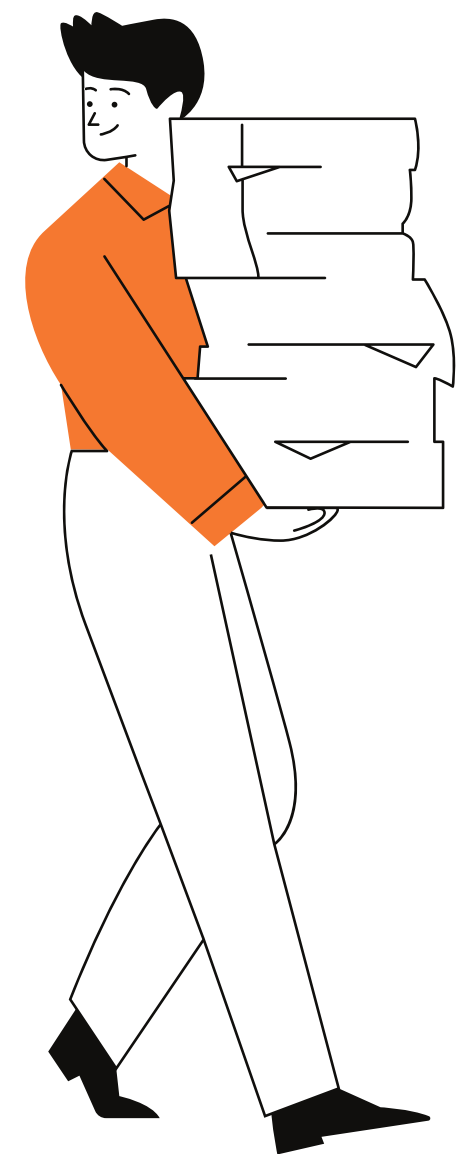
Click on 'Withdraw'.

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

This completes the withdrawal process.

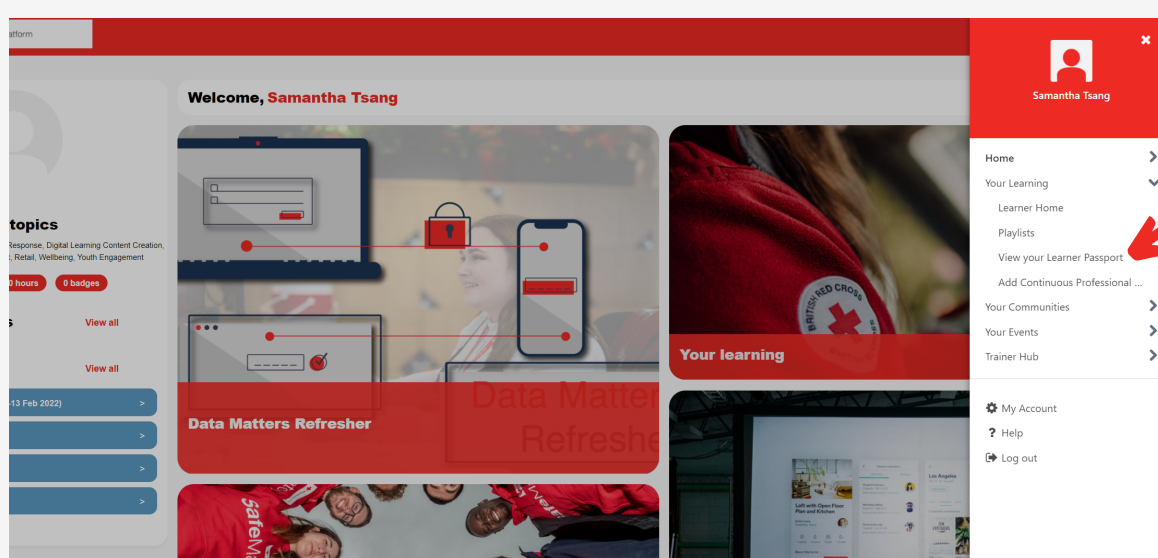


# Access Training Records



## 01

### Navigate to learner Passport

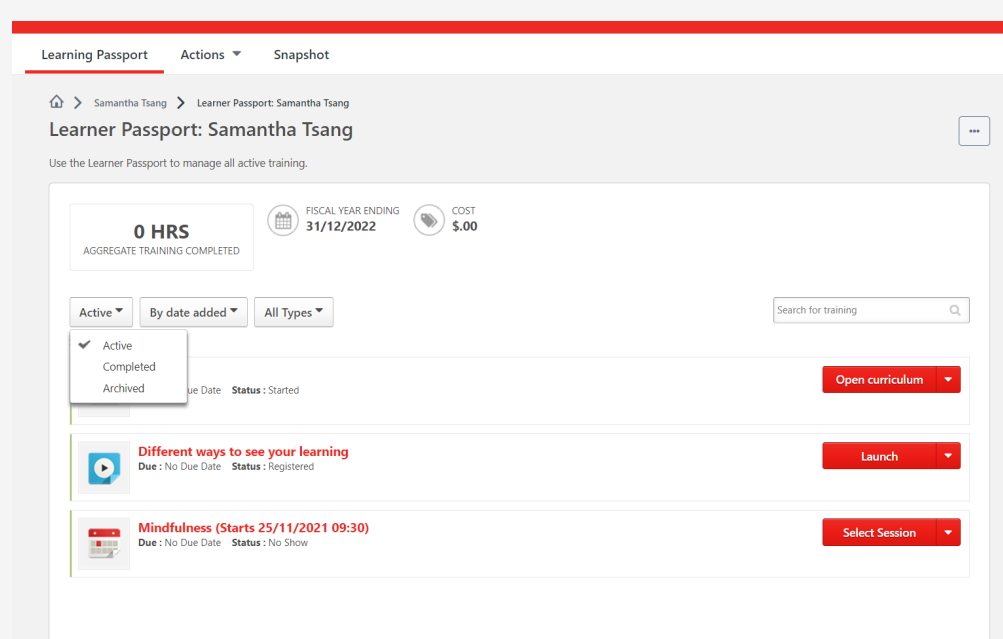


From the welcome page click on the button on the top right hand corner to show navigation menu.

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

## 02

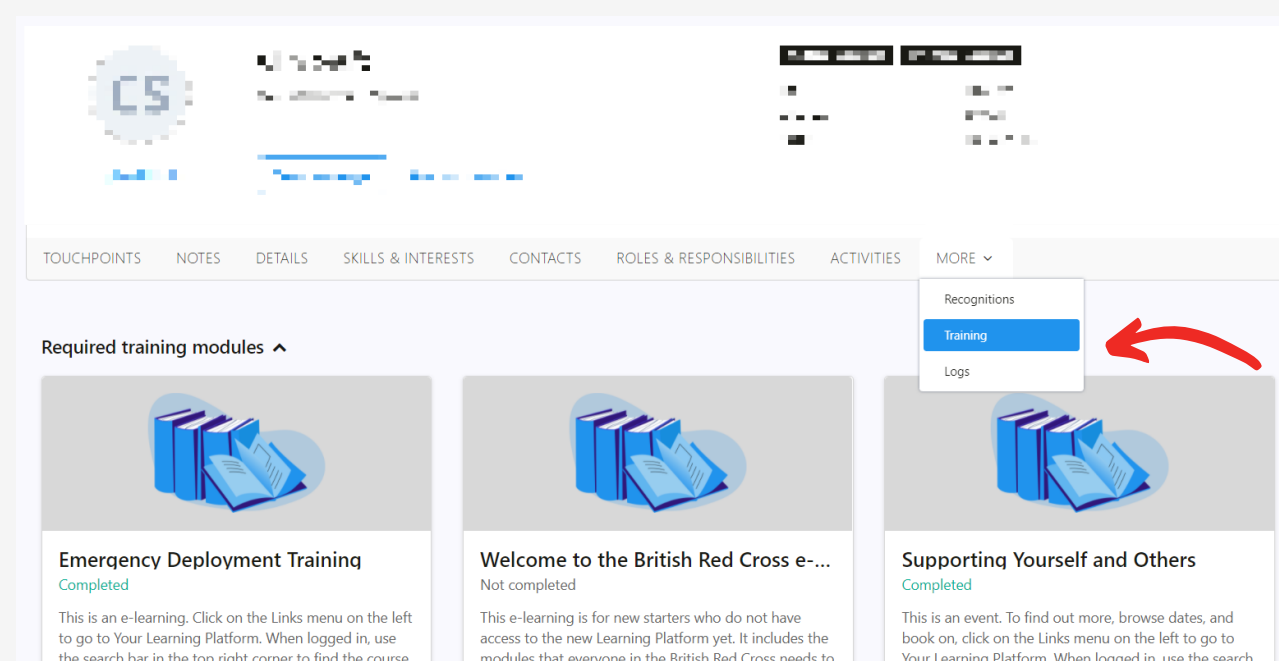
### View all training



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

## 03

### View required training Via Assemble



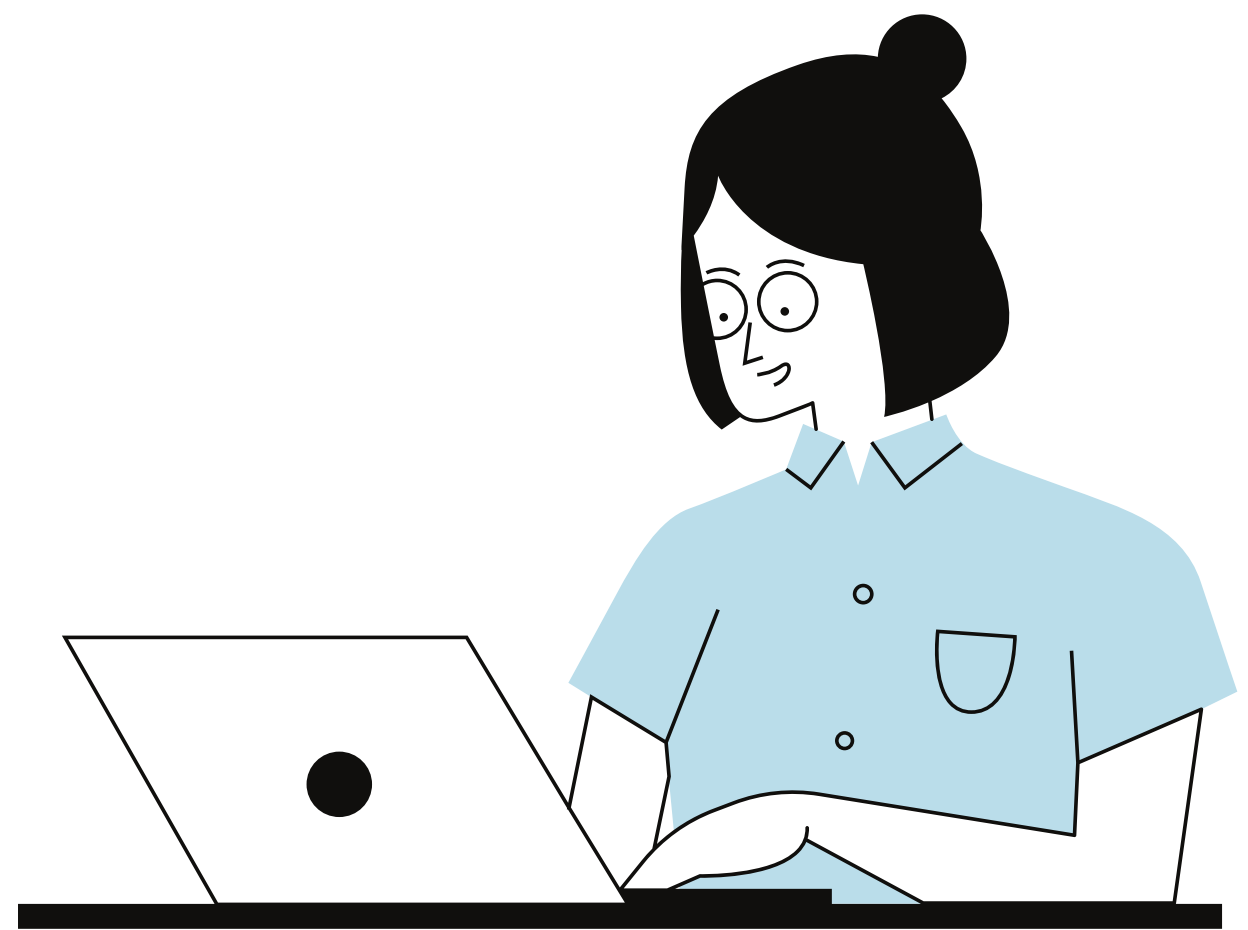
To view your required training:

1. Log onto [Assemble](#).
2. Select 'More' > 'Training'.
3. You should see all your required training under 'Required Training modules'.



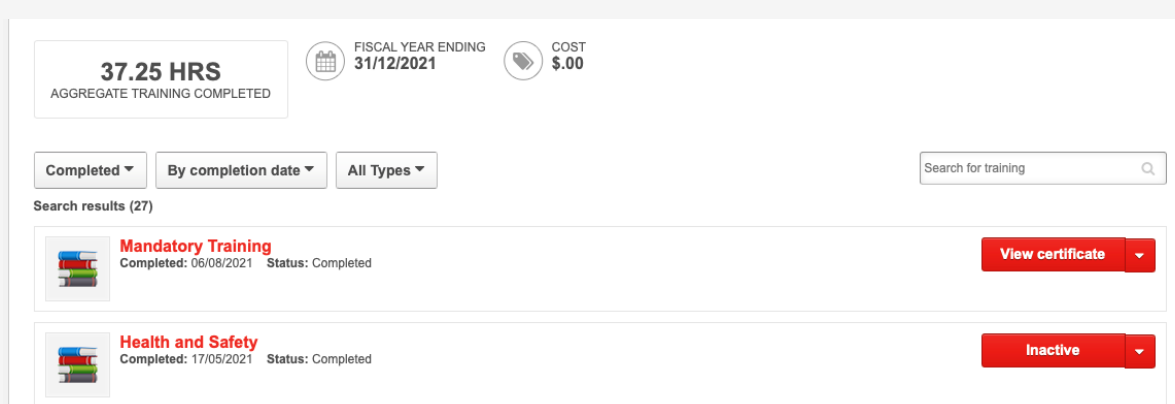


# Revisiting eLearning



## 01

### Find elearning you want to revisit

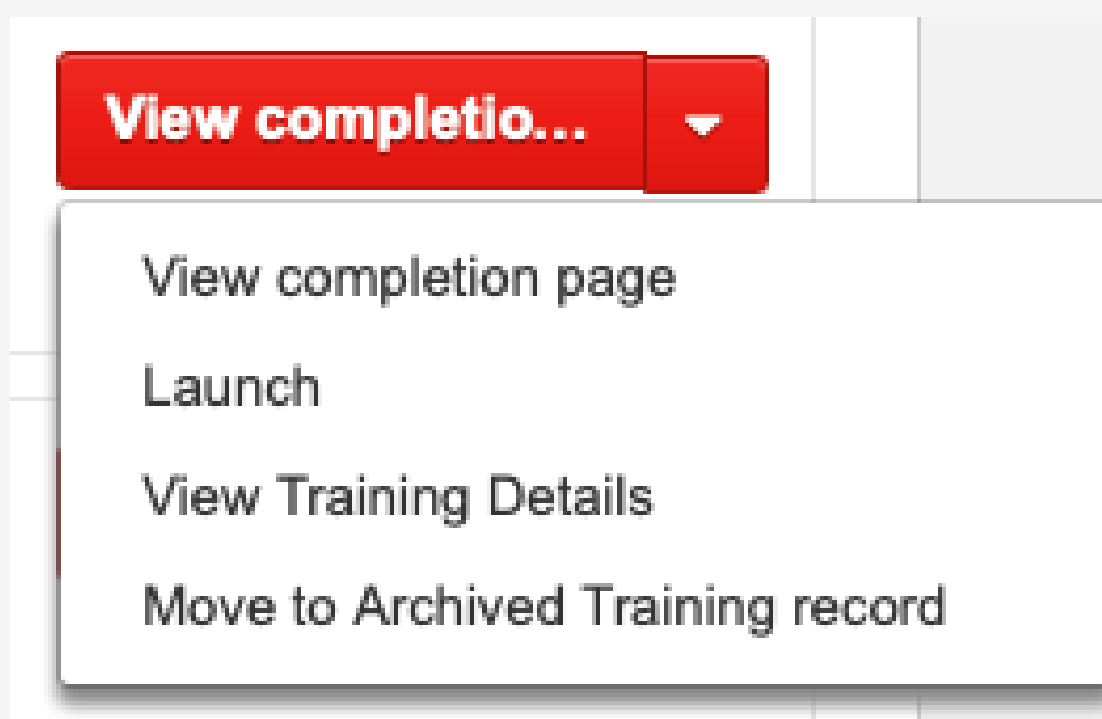


Navigate to your learner passport (see previous section) and use the filter options to view your completed courses.

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

## 02

### Revisit elearning



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

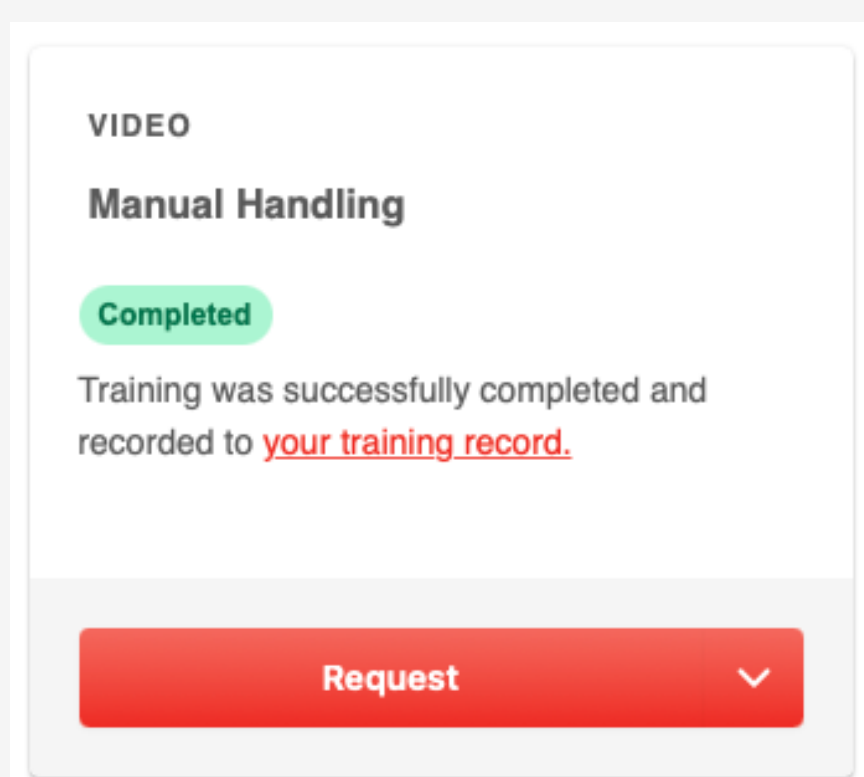
'View completion page' will allow you to review the course if you haven't done so already.

'Launch' will open the course where you last left it.

'View training details' shows you current progress and history.

## 03

### Starting a new instance of elearning

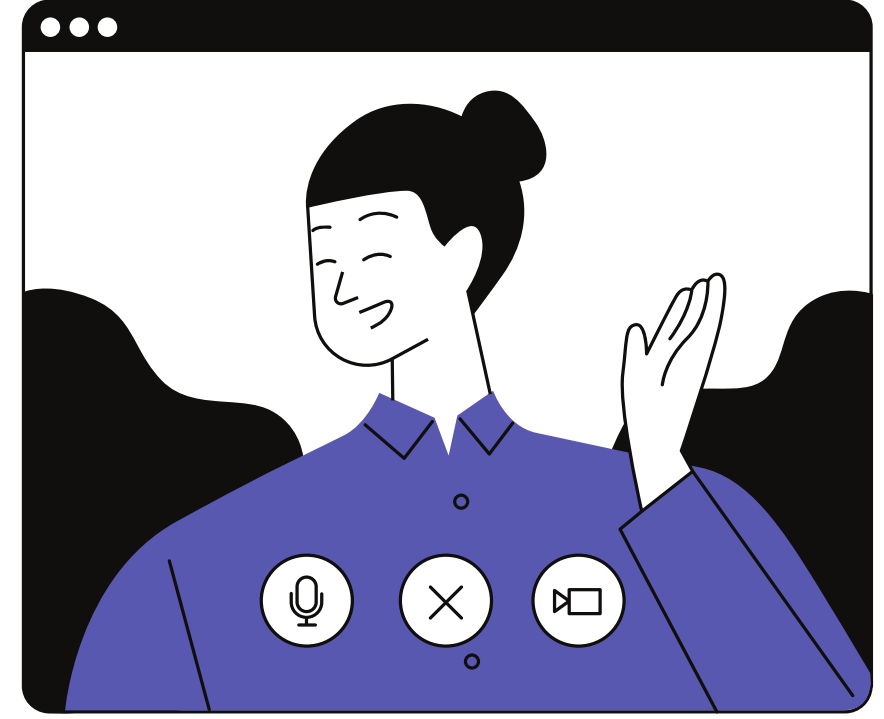


There may be times where you need to complete a new instance of eLearning and record a new completion date. A good example of this is the 'Data Matters Refresher'.

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.

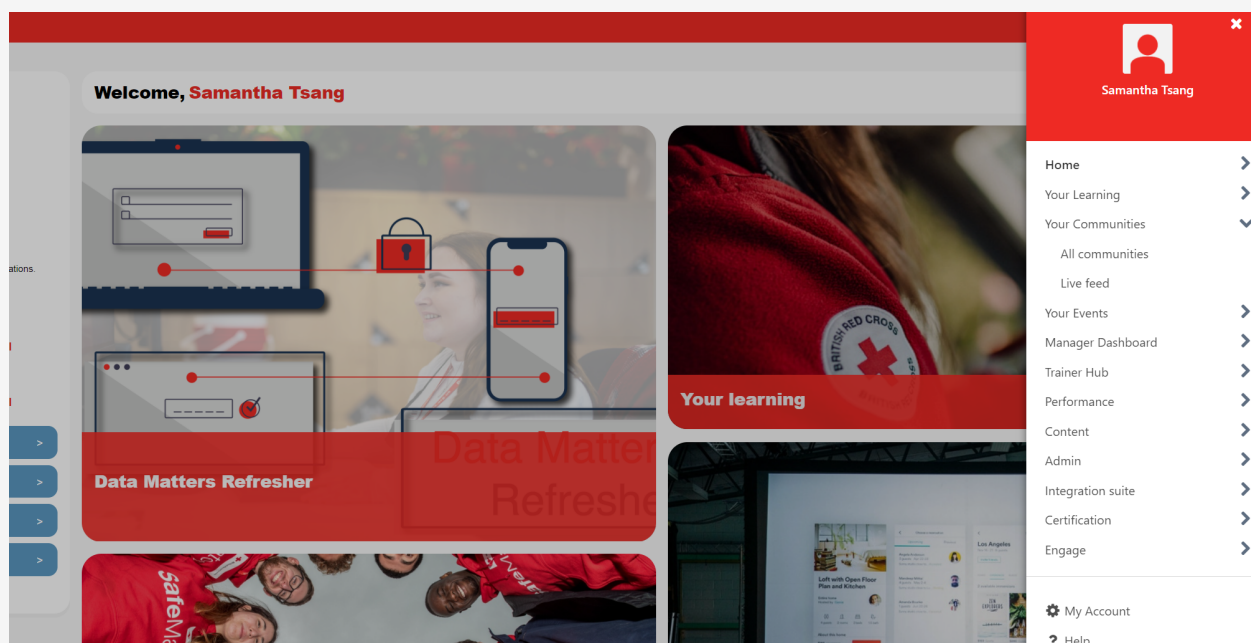


# Communities



01

## Navigate to the All Communities page

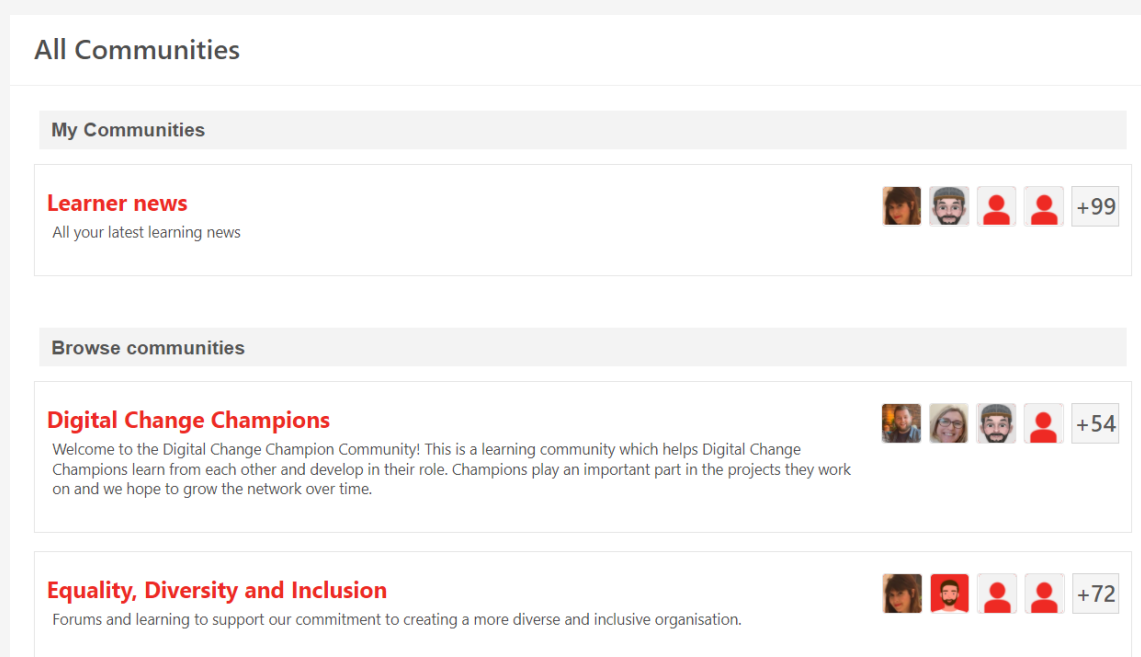


From the welcome page click on the button on the top right hand corner to show navigation menu.

Select 'Your Communities' > 'All Communities'.

02

## Find Community you want to join

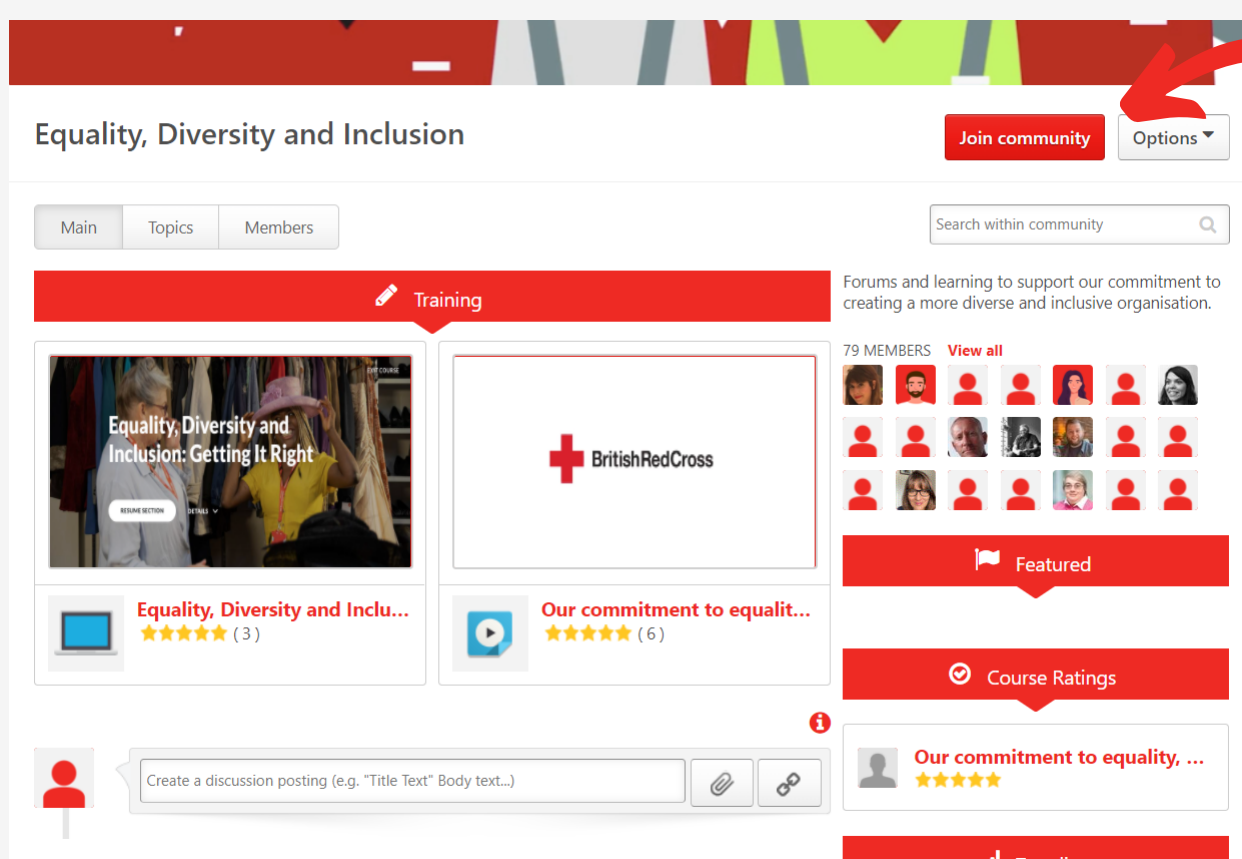


On the All Communities page, you can view your current communities and browse other communities.

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

03

## Revisit elearning



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.





Your Learning Platform

# What support is available



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



## Email

[mylearning@redcross.org.uk](mailto:mylearning@redcross.org.uk)



## Telephone

0345 054 7311  
(Select option 3 when prompted)



## Weekly drop in sessions

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 [online resource](#) 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.



[mylearning@redcross.org.uk](mailto:mylearning@redcross.org.uk)

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