Section One – Getting started

Question	Answer
How do I get to the site to register and once I am registered?	On the intranet page you will see either green lightbulb or on the easylearning logo on the intranet homepage or this link
Register with easylearning	**You will need the following:** surname, trust email and employee number (8 digit number without a '-2' at the end if you have a second assignment, which can be found on your payslip) to log into the system. You will need to choose a password which must be at least eight characters long. easylearning will send you a verification email. In the email follow the link, select your line manager and answer three role specific questions. If you have more than one job please answer for the role that requires the most job relevant training.
What's my password?	Your password will be at least 8 digits. If you need to reset it please click on the following link. Please note that if you cannot access this link it may mean you need to update your web browser. In order to do this you will need contact ICT services. https://www.enterprisestudy.com/Forgotten.aspx?p=105009&r=%2fHome.aspx%3fp%3d105009%26zz%3d26650832&zz=98408364

Section Two - Viewing my record

How do I view my training record?	From the homepage (once they've logged in) click on 'My Training Record' on the left hand side. The start date is the date of the training and date booked is when it was recorded.
Under "my certificates" there are skills that I do not think I require. What do I do?	Please ask your manager to email QEH Trainingadministration@uhb.nhs.uk and at Solihull, Good Hope and Heartlands EasyLearning@uhb.nhs.uk to confirm this and we will pass this on to the relevant lead for approval of the exemption.
What happens to my mandatory training record if I go out of the office for a period for example maternity, external secondment career break or paternity leave?	Your training record will drop into the "non mandatory" section until you return to work. There may be a short delay while your ESR record is updated with your absence.

Section Three – Booking Training

I have received a reminder email. How do I book my training?	Please click on the link in the email reminder and log into easylearning. 1. Once you have selected your course click the book button 2. Select if for you or someone else (managers can book their team on). Click continue 3. Check it is the right course and select a date 4. Click continue if correct or discard if incorrect 5. Check your Line Manager is correct – you can change this now if incorrect as your manager will need to authorise your training 6. Tick the box for the terms and conditions and click continue.

	7. This has now been sent to your line manager to approve
I have booked but I haven't received a confirmation email	When you book a course an email is sent to your manager to approve it. Once your manager has approved your training request you will receive a confirmation email. If you haven't please check with your manager that it is approved.
There were no dates available do I go on the waiting list for a course?	If you log onto easy learning and choose the course that you want to book for you can only view the first eight dates. To see more dates click on the "show all events" which is located just above the list of course dates. By clicking on that link you will be able to see more than the 8 showing dates.
My line manager was not there in the system	Please email QEH Trainingadministration@uhb.nhs.uk and at Solihull, Good Hope and Heartlands EasyLearning@uhb.nhs.uk

Section Four – Changing a booking

I can't attend this session can I rebook/cancel?	Step one - cancel the booked session first Step two - book yourself on the next session through easylearning. In order to cancel a training session that you are already booked for, you will need to log onto easy learning system and under "my training" you will see the date you are currently booked for. Click on the date and on the following screen you will see the option to cancel your booking. If you are unable to cancel your training session it means that your request has not yet been approved by your line manager. In this case you will need to contact your manager to cancel it.

Section Five – After the course

I have received a feedback form online and I completed on face-to-face, do I need to do both?	You don't have to complete two feedback forms. As the easy learning system is still fairly new we ask participants to complete one of the two feedback forms (online or face-to-face). If you would like to fill in both forms there is no problem with that. The future plan is that all learners will complete feedback forms online onto the easy learning system.
How can I download my certificates?	In order to download your certificates: log into easy learning and go to "My Training record "on the left hand side under Reports. You will be able to see your certificates by clicking on the red rosette next to your confirmed attendance. Unfortunately, you will not be able to see any other certificates from previous courses because the system displays only the certificates completed since the beginning of the easy learning system.

Section Six – Managers

How do I view my team?

My Team

Your team member's information is in section "My Team" on the right of the screen.

This has three sections

Edit, Certificates and **Training records**

To edit your team

Click on Edit

You will then have the option to click on **ADD** or **REMOVE** team members at the bottom of the screen.

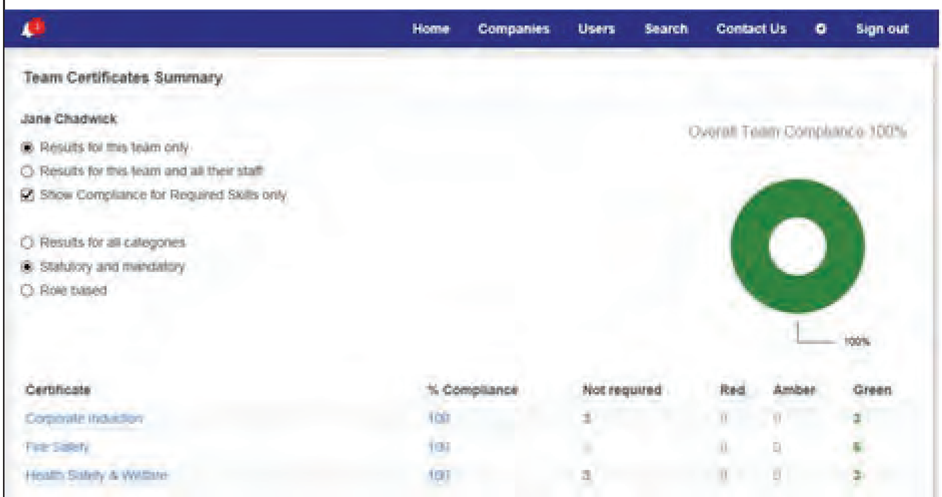
Search by using the first three letters of their first name and the first three letters of their Surname.

Remember to **SAVE** or your changes will not be made.

If some of your team are missing, this could mean the team member hasn't signed in yet

Certificates

As well as viewing your own certificates, Line Managers can see certificates for individual members of their team and a summary for the whole team.



Users who have been assigned the Shared Responsibility of Compliance Dashboard by a Line Manager will also be able to see the Team Certificates Summary page.

If you click on the Blue link for each of the Training subjects you can see who has completed and who is outstanding.

Training Records

This gives you an overview of each team member and their booking history.

Why am I receiving reminder emails for my staff who are already booked on

Please note that the emails that you receive are automatic from the easylearning system and will continue until they complete the training as they may cancel the course or not.

training?	
My team member's details (ie name change) have changed how do I update easylearning?	The records on easylearning are driven by ESR in order for the records on the LMS (easy learning system) to be updated, the payroll team needs to update the ESR system and this will update the LMS. If you want to update the records of a member of your team please complete the relevant change form for payroll.
Line manager: how can I book my staff on training?	You can book your staff on training for skills that they require to update by logging on easy learning and on the top of the screen there is a link called "course search". After searching for the course that you want them to be booked for, you click on "I want to make this purchase for someone else" and then you follow the process to book them on training.
I am getting reminders for my team as well. Is this correct?	These reminder emails are sent for all skills for all staff. The purpose of the reminders if to give your team and you the time to arrange their training so that they remain in date.
How does Line Manager authorisation work?	The system sends you an email to ask you to authorise training requests from your team members. If a member of your team asks you to authorise training and you have not received any emails about it, please log on easylearning. On the right side of the homepage of your easylearning account there is a section called "My Task List". If you have any training requests from your team they will be located in that section.
Why do I need to authorise training?	To ensure full use of our training sessions all training courses must be authorised by the line manager via easylearning. If the request has been on the system for more than 14 days without being authorised then the place will be cancelled to enable others to book on. Please note that if you don't have access to a computer/on leave to accept or decline training requests for your team members, the system allows you to give proxy authorisation to another member of your team (e.g. personal assistant) who will be able to accept or decline these requests on your behalf.
How to Share Responsibilities	'My Shared responsibilities' allows you to give another user the ability to do things on your behalf, this is useful if you have someone either organises training for your team or will be covering in your absence. In the 'My Shared Responsibilities' section click on the add button. Search for the user with whom you wish to share responsibilities and click on their name, from the list pick which functions you would like them to have access to and press share.
How to cancel a member of my team's booking?	1. From the easylearning home page scroll to the bottom of the page and on the right column you will see your team members, click on the blue head and shoulders next to the corresponding name. 2. This will take you to a summary of their skills, click on Training Record. 3. Click on the blue number under the bookings heading that relates to the event you would like to cancel. 4. Click Cancel booking 5. Type the reason for the cancellation and your contact number 6. Click Cancel Booking 7. Wait for the page to load and you will then see a 'Booking cancelled' confirmation in green, then press 'Done'.