

HSC Learning Centre – User Guide

1 ACCESSING THE SITE

- Open a web browser, type <https://www.hsclearning.com> and press enter.
- Click the 'Login' button and enter your username and password in the appropriate boxes and click 'Log in'
- You will be taken directly to your Learning Plan page, which has three tabbed sections: 'Available courses', 'Courses in progress', and 'Completed courses'.
- If you don't have an account yet please read the section on 'Self-Registration'.



2 CREATING A NEW ACCOUNT

- Click the 'Need a new account?' button
- If your organisation is listed on the New account section, click on its name and fill out the registration fields
- Fill in each of the boxes. **Please note:** your username should be the same as your consolidated server login.
- Click the 'Create my new account' button. Your account will be created and a confirmation email will be sent to the email address you entered in the registration form.
- When you receive your confirmation email, click on the link in the email to confirm your account. You will now be logged in to the site.
- **NB:** If your organisation **is not listed**, self-registration is not allowed and you will need to contact your organisation administrator to request a new account.

3 FORGOTTEN YOUR PASSWORD?

If you cannot remember your password and you have an active work email account that is registered to the account on hsclearning.com:

- Click on the 'Forgotten Password?' link on the login page.
- Enter either your username OR email address in the boxes provided
- Click 'Search'
- If you have entered a valid username or email address an email will be sent to the address registered on that account.
- You will receive an email from noreply@hsclearning.com and once you have clicked on the link to confirm you want a new password you will receive another one with your new password

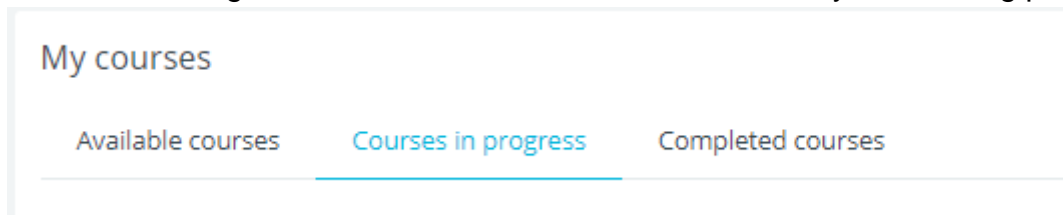
- You can change this password once you are logged in by going to view profile on the right hand side

Please Note: as the emails are automated they may arrive in your Junk Mail box.

If you don't have an active work email account please click on the link for Organisation Administrators on the site homepage to see who to contact within your organisation to have your password reset.

4 ACCESSING YOUR COURSES

When you log in to the HSC Learning Centre you will be taken straight to your Personal Learning Plan. There are three tabbed sections to your learning plan:



- Available courses – lists those courses available to you that you have not yet enrolled on
- Courses in progress – lists those courses that you are currently undertaking
- Completed courses – courses that have been completed

5 REGISTERING FOR A NEW COURSE

- From the My Courses page, click the 'Available courses' tab
- Click on the name of the course you want to register on
- On the next screen click 'Enrol me'
- You are now registered on the course. When you begin to work through the content you will, in future, see it listed in your 'Courses in progress' tab list.

6 MONITORING YOUR PROGRESS IN A COURSE

You can monitor your progress through a course using activity completion tracking or reviewing your grades.

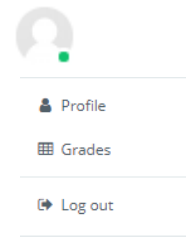
Activity completion tracking

When you have completed a section of a course you will either see a green 'tick' ✓ to the right of that activity or a green flag with a tick 🚩, indicating that it has been successfully completed. If the tick is grey ✓ the section has not been completed.

Reviewing grades



- At the top of the window is your name and an image holder
- Click on the image holder and select 'Grades'
- You will see a list of courses you are enrolled in and the grades you have achieved to date



7 UNENROLLING FROM A COURSE

If you enrol in a course and decide it is the wrong course or you are no longer required to complete it you can unenrol so that the course name no longer appears in the 'Courses in progress' tab.

To unenrol:

- Click on the course name in the 'Courses in progress' tab to open the course homepage
- Click on the cog at the right hand side of the window
- Select 'Unenrol me from XXX'

Please note: Do not unenrol from a course you have completed or it will not be reset when required

8 COMPLETING COURSES MORE THAN ONCE

You are required to complete some courses more than once. You may be asked to complete a course yearly (Fire Awareness), every two years (manual handling) or three yearly (Information Governance).

Once you have completed a course it will move to the 'Completed courses' tab. Each course will have the following details:

- Percentage complete (100% with a blue bar to indicate this)
- Date completed
- Valid until date (if the course has to be completed more than once)
- Final score (as a percentage)
- Button to download your certificate if you have not already done so

All courses, once completed, will be reset after 14 days allowing you to complete them again at any time after this.

30 days prior to the most recent valid until date for a course, an email will be sent to remind you to complete the course


9 UPDATING YOUR PROFILE (NAME/EMAIL ADDRESS ETC)

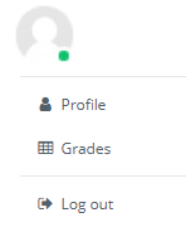


If you need to edit your personal details on the site (name, email address etc) you can do so via the 'Edit profile' section of the site.

Please note: if your account is with Northern, South Eastern, Southern, Western or Ambulance Service Trusts you will not be able to update your profile and will need to contact your administrator to make the changes.

To edit your profile:

- At the top of the window is your name and an image holder
- Click on the image holder and select 'Profile'
- On the right hand side is a cog 
- Click on the cog and select 'Edit profile' under User details
- You can now update your name, email address and Directorate/Team
- Scroll down to 'User picture' to add a picture of yourself
- Under 'Enrolment fields' you can update your staff number
- Click 'Update profile' when you are finished to save your changes



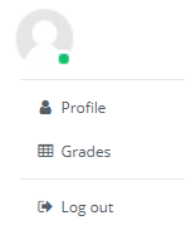
10 LOGGING OUT OF THE SITE

It is important that you log out of the Regional Learning Portal after each session. To log out:

- At the top of the window is your name and a image holder.
Click on the image holder and click 'Log out'

OR

- Scroll to the bottom of the page, where you see the text "You are logged in as XX"
- Click 'Log out'



11 MOVING ORGANISATION

If you transfer to a new organisation you should contact the HSC Leadership Centre (digitallearning@leadership.hscni.net) to request that your eLearning account be moved so that your training record is carried with you. You should not create a new account if you already have an account on the site.

