

IMPORTANT – PLEASE READ CAREFULLY

Frequently Asked Questions (FAQ)

What types of accounts are there?

Individual account: is for a single user to access online courses, when you register for your account please leave the organisation name blank. When you have purchased your licenses you will be able to access your training straight away.

Organisational account: this account is managed by a main account administrator, giving access to two or more people within an organisation. Before you can access any training the administrator will have to purchase licenses, upload users and distribute licenses to users to access training.

Registration

1. Arrive at the landing page: <https://www.trainingonline.org.uk/>
2. Scroll down to see available courses or click courses button in the top right menu
3. Click on 'Login to order' on selected course, to purchase a course
4. Fill in registration form (for an individual account leave the organisation filed blank) and click create account. You will be sent an email to verify your account (this can sometimes take a few minutes to arrive).
5. When the email arrives, read email and click on the link provided.

Buying a course

1. Arrive on the login page (<https://www.trainingonline.org.uk/login/?msg=verified>), a box at the top tells you "You have successfully verified your account"
2. Enter in login details, you will then be taken to your account dashboard
3. On dashboard page click on place new order button on the right hand side
4. Arrive at new order page, press plus or minus button for courses you want to purchase or remove.
5. Scroll down to the next button at the bottom of the page and press to proceed with your order
6. At the top of the screen, click the next button to proceed with your order, if you have a coupon code enter this code in the box above the blue add discount button, click next when you are ready to make a purchase.
7. When you are sure, click finish button to complete your order.
8. You are now on the manage invoice page, on this page you will see all invoices for orders you have made. To access your course, you must pay the invoice. Under actions, if there is an invoice to be paid you will see **pay invoice**, (it will say view invoice when paid).
9. Click on **pay invoice**, the invoice will open in a separate window. In the payment information box you will see a PayPal button, click on this to make a payment and follow the instructions. (If the PayPal button is not there click on the back button to leave the page, and then click the view unpaid invoice).

Individual account - Accessing your course

1. Once you have made a payment you will be taken to the manage licenses page, to access your course return to the dashboard, click dashboard on the left hand side of the screen.
2. Click on access learning button on the right hand side of the page in the quick actions box.
3. Enter your login details, you are now on the learners homepage, click on the course card to begin your course

Organisational account - Uploading Users

1. Under the organisation tab click on manage organisation
2. Click on view all users
3. Click add user, to upload one user
4. Fill in form details and click save user
5. For two or more users click on bulk upload users, download template, fill in form as instructed, and upload
6. You have now created accounts for all the users you have upload

Organisational account - Distributing licences

1. Under billing click on view licences, you will see your course and the number of licences you have available
2. Click the distribute button, under users box highlight the users you want to distribute a licence to and click add
3. To remove any users, under the current package, highlight the users you want to remove and click remove
4. You have now distributed all licences, users can now access the course(s) you brought

Organisational account - Accessing course(s) for uploaded users

1. The users that you uploaded can access their course(s) by going to:
<https://learn.trainingonline.org.uk/local/roadmaplogin/login.php>
2. Enter in the email and password you gave them when creating their account

How long can I access a course, I have purchased?

Access to course are for a minimum of one month

Can I share the content of the courses?

NO – you are not allowed to share or distribute course content

Payment

You can pay for a course using a credit card or PayPal account only, **all purchases are final and non-refundable.**

How to access the course?

You can login to your course here: <https://learn.trainingonline.org.uk/local/roadmaplogin/login.php>

Where can I manage my account?

You can login and manage your account here: <https://www.trainingonline.org.uk/login/>

Who owns the course content?

All content has been licensed by DSC from Charity Learning Consortium (CLC): <https://charitylearning.org/>

How much does a course cost?

You can view course costs here: <https://www.trainingonline.org.uk/>

Buying more courses

1. Sign into your account at: <https://www.trainingonline.org.uk/login/>
2. On your dashboard click on place new order
3. Follow the process as before

Contact Us

Should you have any questions regarding our Services, these Terms or otherwise, please feel free to contact us via cs@dsc.org.uk or phone 0207 697 4200.