

Frequently Asked Questions when using iLearn+

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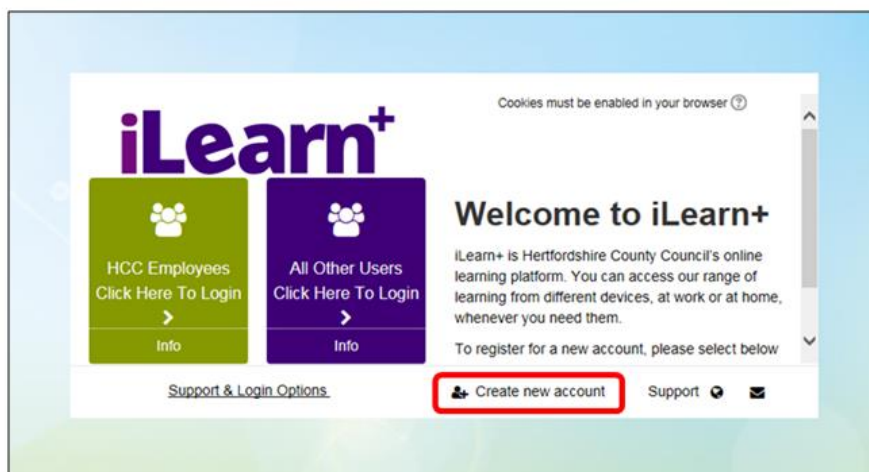
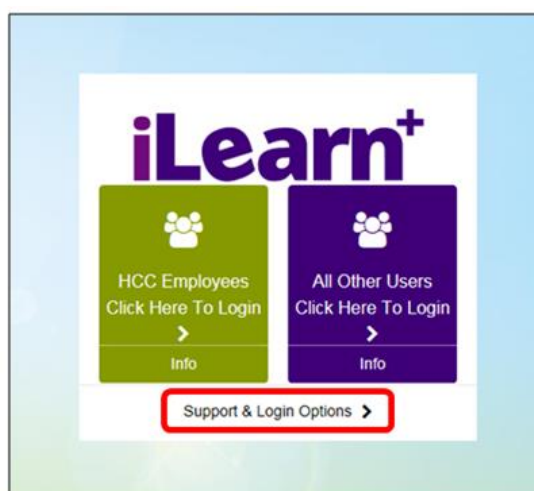
Further Assistance

Logging into iLearn+

How do I set up a new account?

If you are an HCC employee (non-schools) you should have an iLearn+ account created for you when you first start at HCC linked to your personnel number. You or your line manager should receive an email containing your login details.

If you do not already have an iLearn+ account and wish to set one up, you will need to fill in the form found on the iLearn+ login screen. Temporary members of staff or those working in HCC on behalf of another company can still access iLearn+ and will need to fill in the same form. Select “Support & Login Options” from the iLearn+ homepage, followed by “Create new account”.



This will open an online form for you to fill in. Please ensure that you enter all details and when you are done select “Create my new account” at the bottom of the screen. Once submitted, the team will process your request and you will receive an automated email containing your login details once your account has been created.

Please note that if you already have an iLearn+ account and you request a new one, your account request will be rejected.

I can't seem to log into my iLearn+ account. What should I do?

There are two boxes on the iLearn+ login page, as the following image show.



Please use the following table to make sure that you are trying to log into iLearn+ the right way.

Hertfordshire County Council Employees box	All Other Users box
<p>HCC employees (non-schools) who have all of the following:</p> <ul style="list-style-type: none"> • HCC email address • Only one HCC personnel/payroll number • HCC network account • Is on Windows 7 	<p>HCC employees with any of the following:</p> <ul style="list-style-type: none"> • Dual roles/ more than one personnel/payroll number • HCC employees without an HCC email address • HCC employees in Fire and Rescue who are not on the HCC network • HCC employees who are using Windows XP
	HCC Employees who are New Starters
	HCC Employees in Schools
	Non-HCC temporary staff or consultants
	External Social Care Users
	<p>HCC Partner Organisations, including:</p> <ul style="list-style-type: none"> • Serco • Youth Connexions • HCL • HPFT/ NHS • District and Borough Councils
Please use the Hertfordshire County Council Employees box .	Please use the All Other Users box and enter your iLearn+ username and password.

Please note that when you first join the organisation you will need to log in with your username and password via the All Other Users option on the login screen. If you meet the criteria to use the Hertfordshire County Council Employees box, then you will be contacted when you can start using this method.

If you need to use the “All Other Users” box and you do not remember your iLearn+ username and password please see the advice below regarding forgotten usernames and passwords.

If you have tried the method specified for you in the table above and you are still having issues, please email ilearn@hertfordshire.gov.uk.

I have forgotten my username. What should I do?

(This only applies if you use the All Other Users box on the login screen. If you are unsure, please see the table above.)

For all Hertfordshire County Council employees (non-schools) who have a personnel number, your username will be your personnel number.

For those without an HCC personnel number (and schools users), your username should be in the format “first name.surname” (all lower case). For example, john.smith

If you still cannot log in, please email ilearn@hertfordshire.gov.uk and we can check your username for you.

I have forgotten my password. How can I get it reset?

(This only applies if you use the All Other Users box on the login screen. If you are unsure, please see the table above.)

Please use the forgotten password link. You will need to select the All Other Users box on the iLearn+ login screen and select the “[Forgotten your Username or Password?](#)” link, as shown on the following page.

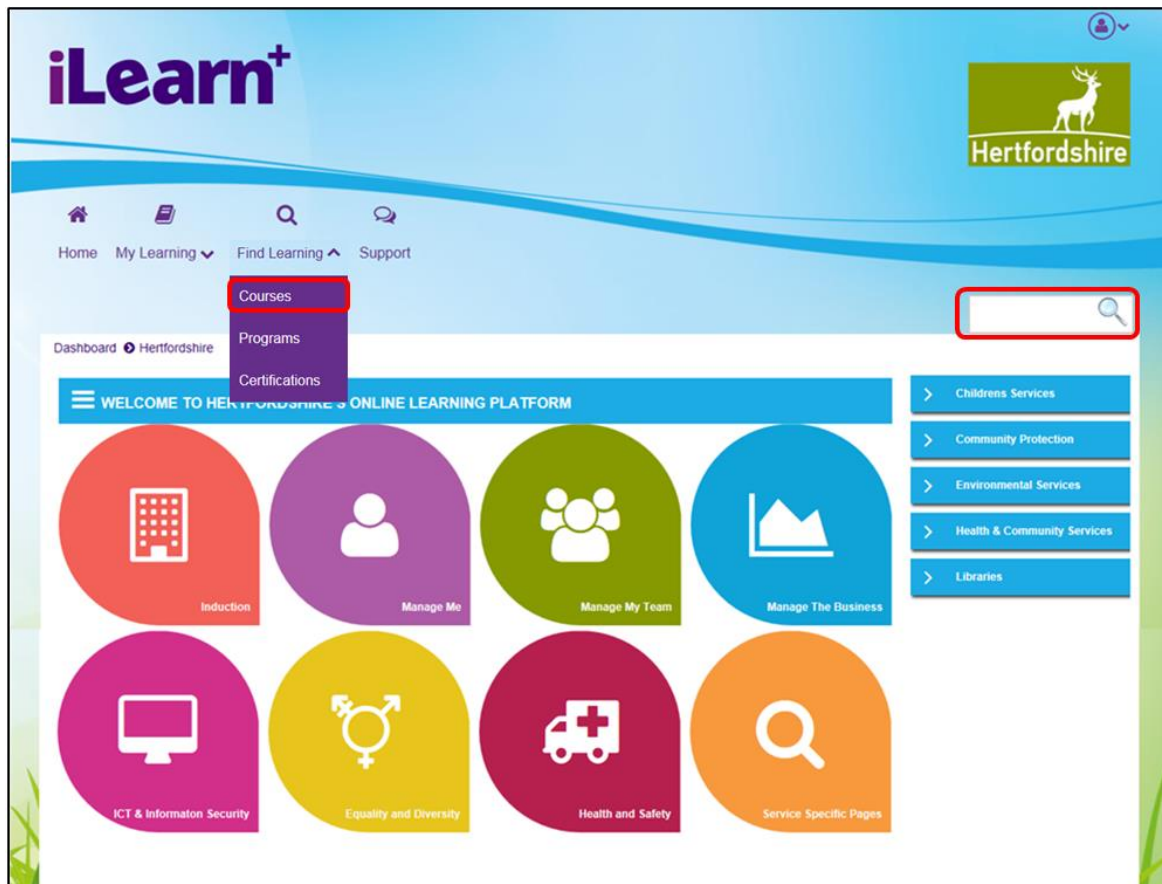


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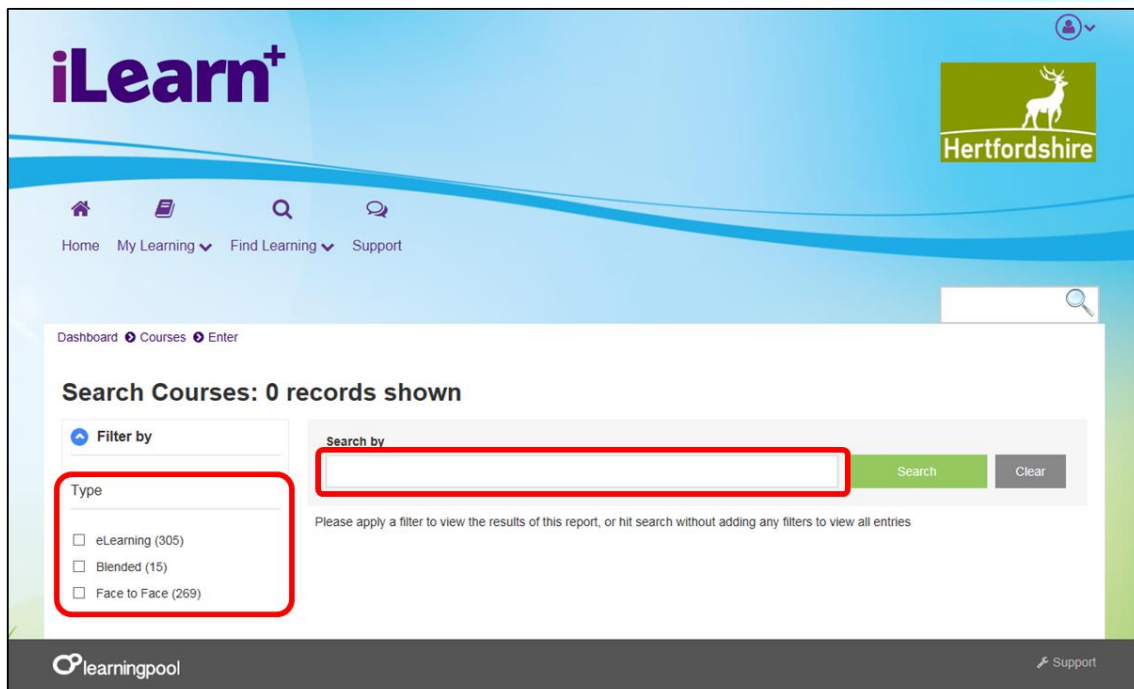
Completing or accessing eLearning modules

How can I find a course on iLearn+?

If you are looking for a course on iLearn+, please use the course category buttons or the search box. This can be either the course's full name or keywords. See the search box highlighted in red below to the right of the screen.



You can conduct a more detailed search from a list of course categories by selecting "Find Learning" and choosing "Courses" from the home page. See the drop down menu highlighted above. If searching like this you can filter search for a particular course and filter by type, as highlighted on the following page.



Use the following key to identify the type of course from the search results:



eLearning



Face to Face



Information or Resources

What should I do if I click or tap on a course page and it asks for an enrolment key or password to access it?

If iLearn+ asks you to provide a password or an enrolment key to access a course, then this course is not available because it is out of date or has not been released yet. Please use the search box function to find any alternative courses or more up to date versions on iLearn+.

Personal Interview Training has an enrolment key. If you have booked on via SAP then you should receive an email containing the key to the page. If you are external, please use the contact details provided in the page summary to obtain the key.

When I click or tap on the module, it comes up with a blank page asking me to return to the course page. How can I get the module to load?

In order to access the eLearning modules on iLearn+, you need to make sure that the option to have pop up blockers in your internet browser settings is disabled.

If you are on the HCC network they should already be enabled, so please call Ask Us on 25000 for them to fix this for you.

I have just completed an eLearning module but it is not showing as completed. What should I do?

When you have successfully completed the module, a tick should appear in the tick box next to the eLearning module. Please be patient, the system can take up to 30 minutes to update.

Complete:



Incomplete:



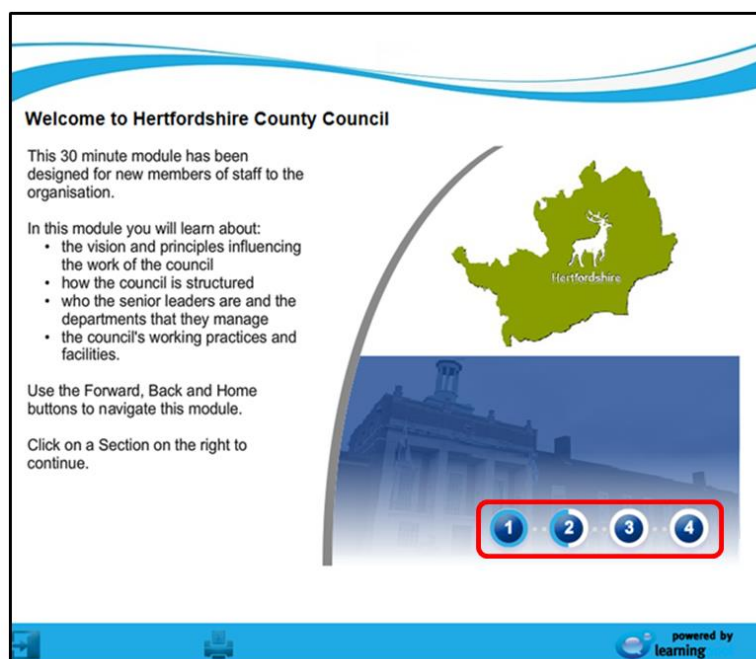
Not yet started:



If after 30 minutes, it is still not appearing please check all of the sections of the eLearning are showing as completed, including any assessments.

Once you have opened the eLearning package to check if all the sections of the module are complete, you will see your progress on the module menu.

Most modules on iLearn+ are laid out as follows on the next page:

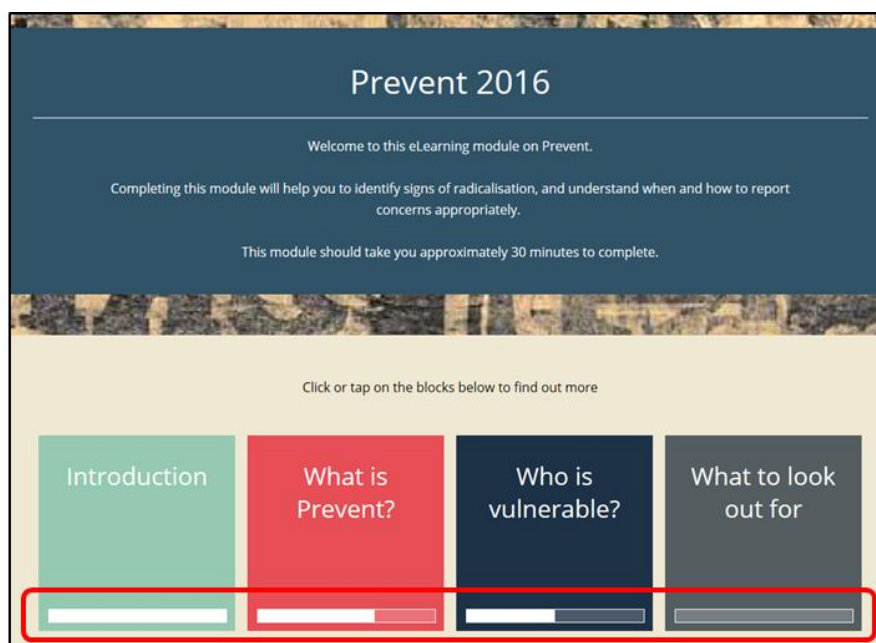


The plain or filled in bands around the section numbers represent how complete that section is. In this example:

- 1 – Complete
- 2 – Started/ Partially Complete
- 3 & 4 – Not Started/ Incomplete

If any of the sections are not complete. Please have another look at these sections again. If the module does not look exactly like this but has either filled in circles or semicircles to show completion, then the same applies.

This is a new style of module which you will gradually see more of on iLearn+:



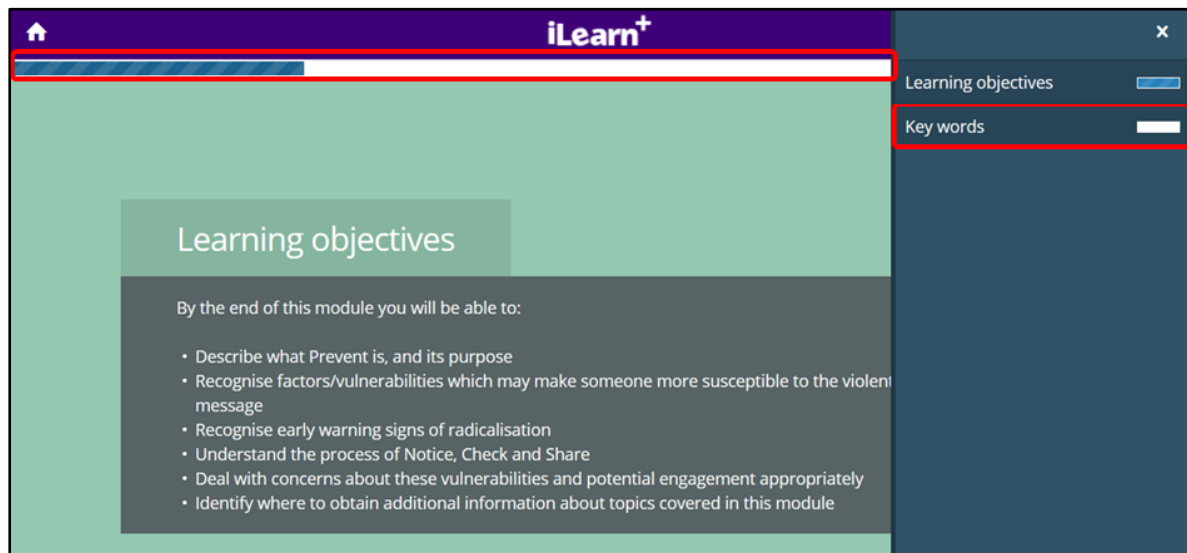
The plain or filled in progress bars on each section button represent how complete that section is. In this example:

Introduction – Complete

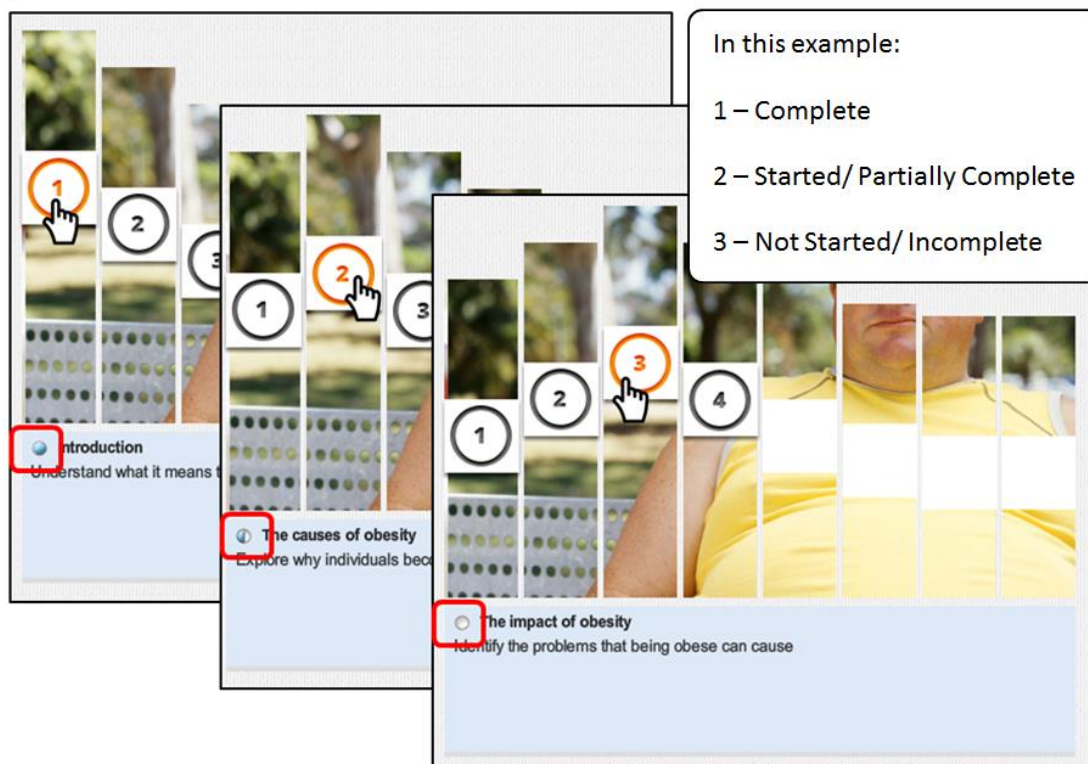
What is Prevent? & Who is vulnerable? – Started/ Partially Complete

What to look out for – Not Started/ Incomplete

If you can see you may have missed something in one of the sections, open the section and you'll see the progress bar is not complete. If you click or tap on the progress bar a side bar with a breakdown of activities in the section will appear, showing you what you have missed. Click or tap on the section with the incomplete bar and it will take you to that activity.



This is an older style of module on the site. Section completion can be seen if the cursor is hovering over the section number on the image. It marks completion using filled in circles or semicircles.



If you have checked the course page, the module menu and redone any sections but it is still not showing as complete, then please take a screenshot of the final page of the module or the results page, if there is an assessment within the module showing your grade. A screenshot should have the time in the bottom right hand corner of the computer screen and must come from your work email address, your manager's work email address or your training co-ordinator's email address (for those who are part of in-house services).

Please email ilearn@hertfordshire.gov.uk the screenshot and we will investigate the matter for you.

If you are unsure how to take a screenshot from an HCC laptop or computer, please open the windows menu in the bottom left hand corner of the screen and type "snipping tool" into the search box. You should see the following icon:



Open the programme and click and drag the cursor over the area you wish to save (remembering to include the date in the corner). Save this to your personal area and include as an attachment or copy into an email.

How can I access my certificate when I have completed my eLearning course?

Once you have ensured that there is a tick in the tick box to signify that you have successfully completed the eLearning module, you will be able to access a certificate to show your completion (more details in the answer to the previous FAQ).

Select on the certificate icon in the "Certificate" section, underneath the "eLearning" section. This should take you to a new page, where you can select to "get your certificate". Select on the button and the certificate should open in a new window as a PDF file in Adobe.



You can always access your certificate by finding the course again on iLearn+ (more details in the answer to the next FAQ).

If you would like a copy of the certificate for your personal records, we recommend that you save an electronic copy in your personal area. If you feel that you need a printed copy as well then once you have opened the certificate you can then right click and select the print option. This should take you to your usual printing options.

Please consider saving your certificate over printing it where possible, to save paper.

How can I view my completed learning on iLearn+?

You can view your completed learning and your progress on all the courses you have started in your Record of Learning. You can access your Record of Learning by hovering over the “My Learning” tab and selecting “Record of Learning”.



You will see a record laid out as below:

	Computing: An Introduction	<div></div>
	Introduction to Protective Behaviours	
	Hertfordshire Induction	<div></div>
	Highways WCS	
	Introduction to Enablement 2015	<div></div>

Key to understanding your Record of Learning:

- Green bars indicate completed eLearning
- Orange bars indicate partially completed eLearning
- Blank bars indicate that you have opened a course and enrolled on it but not started the eLearning

Face to face courses and Resources pages do not have progress bars as they do not record completion on iLearn+. If you need to check your completion of face to face courses, you should be able to check ESS if you have it.

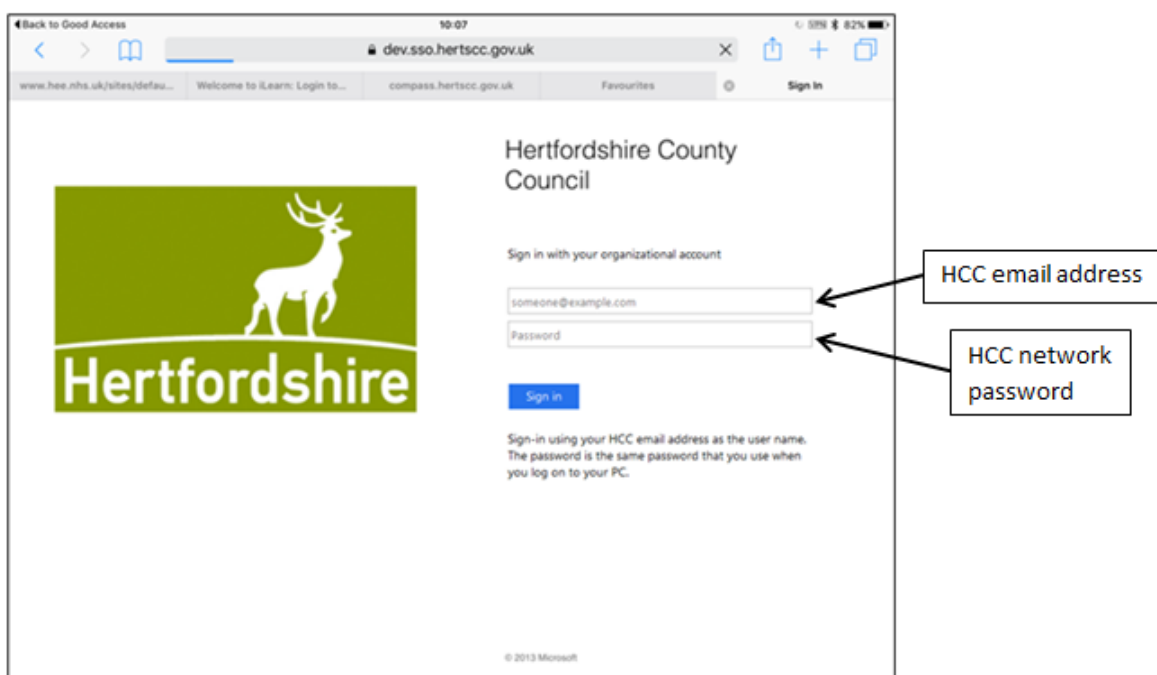
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General Questions

Can I access iLearn+ at home as well?

iLearn+ is a website so is available from any computer, laptop or mobile tablet device. The web address is <http://hertfordshire.learningpool.com>.

If you usually use the Hertfordshire County Council Employees box then you will still need to select this box but you will then be asked to enter your HCC email address and your HCC network account password.



If you usually use the All Other Users box, then you just need your username and password to be able to log in as normal.

If you have any further issues, please email ilearn@hertfordshire.gov.uk.

I have completed my LCS/IES/ACSIS training on iLearn+. What do I need to do now?

If you need to use LCS/IES/ACSIS as part of your job role and you have now completed the relevant iLearn+ courses, to gain access to any of these systems, please email ICT User Support on ict.usersupport@hertfordshire.gov.uk.

I am a manager, how can I see who has completed eLearning in my team?

You can use the SAP portal to see an overview of the training completed by your team. It can be found in MSS. Select “Team”, select “Employee Information” and select “Training Overview”. Then highlight the employee and select “View Learning and Development Record”.

Who can I contact to commission a new eLearning course for my service?

Please contact HR Learning and Development via the HR service desk by emailing ilearn@hertfordshire.gov.uk or by calling 01992 555000 (Comnet: 25000) and choosing Option 2 (HR), Option 3 (L&D) and Option 2 (iLearn+ support).

How will members of staff who do not have email addresses, receive their log in details?

Managers will receive an email from the iLearn+ Mailbox with the login details of any members of staff who do not have email addresses.

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Further Assistance

If you still can't see what you are looking for, here are some useful contacts and the different support each can offer.

iLearn+ Mail

For support with any of the following:

- Creating an account
- Resetting passwords for those who do not have an HCC email
- Course completion issues and certificate issues

You can contact iLearn+ Mail by emailing ilearn@hertfordshire.gov.uk or by calling 01992 555000 (Comnet: 25000) and choosing Option 2 (HR), Option 3 (L&D) and Option 2 (iLearn+ support).

Ask Us 25000 (Option 1: ICT) in SERCO

- Computer issues (such as, module fails to open)

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