

Learner Portal

The Learner Portal is the view of the system that Users – who are not designated as managers/account managers - will see when they log in.

In this area, you can:

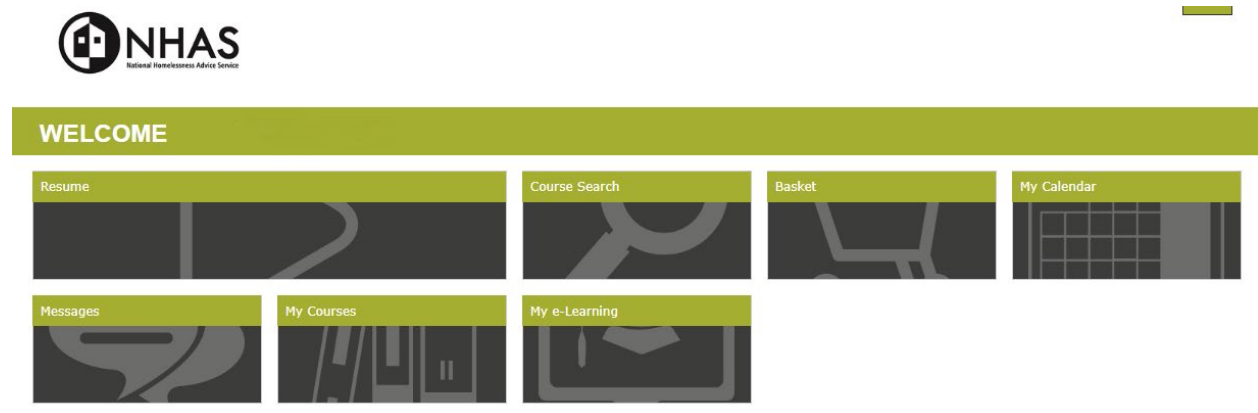
- Search for courses to book
- View courses that you are booked on to
- View previous courses booked
- Book on to Bitesize elearning
- View files relating to their courses

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- View Upcoming courses or historic courses that you have booked on to

What learners can do in the Learner Portal

There are a variety of Dashboard Tiles available for learners. The tiles are used to navigate around the Learner Portal.



Clicking on a Dashboard Tile takes the Learner to that page. You can return to the Dashboard by clicking on **the logo** in the top left, or by selecting **Homepage** from the menu options in the top right of the Learner Portal.

These main tiles used in the Learner Portal:

Dashboard Tile	Purpose
Resume	This tile is used to access the last played ELearning course
Course Search	This tile is used to search for new courses to make a booking
Basket	This tile is used to access the Shopping Basket to complete a booking
My Calendar	This tile is used to access the calendar, this is a calendar version of the My Courses tile
Messages	This tile is used to access messages/broadcasts sent to the User
My Courses	This tile displays the courses the User is booked onto
My ELearning	This tile displays the ELearning courses the User is booked onto, they can play the courses from this page
My Resources	This page allows Users to view files associated with the courses they are booked onto

How to update your personal information / profile

Learners can view and change their personal information by accessing the **My Details** option from the menu options.

The screenshot displays the NHAS (National Homelessness Advice Service) Learner Portal. At the top left is the NHAS logo. Below it is a green banner with the word 'WELCOME'. The main area contains several dashboard tiles: 'Resume', 'Course Search', 'Basket', 'Messages', 'My Courses', and 'My e-Learning'. On the right side, there is a vertical menu with various options. The 'My Details' option, which includes a person icon, is highlighted in green. Other menu items include Homepage, Course Search, My Calendar, My Messages, My Courses, My E-Learning, My Knowledge Documents, My Awards, My Resources, My Evaluations, My Broadcasts, and Preferences. At the bottom left, there is a small copyright notice: '© 2019 amcconnect. All Rights Reserved'.

Click on My Details from the Menu, and then choose Edit.

Edit user profile

Account details

Userid
[Redacted]

Name

Title
[Dropdown]

First name [Text] Middle name(s) [Text] Last name [Text]

Job details

Job title [Text]

Contact details

[Text]

Phone number [Text] Mobile number [Text] Fax number [Text]

Street [Text] Town [Text] County [Text] Postcode [Text] Country [Text]

Receive Marketing? [Dropdown: No]

We will use and protect your data in line with our [Privacy Policy](#)

How to book on to courses or Bitesize from the learner portal

Click on the Course search tile, or click on the top right menu, and select Course Search.

You can either choose to 'View All' courses to see a list of all advertised courses. Or you can add a search field. We would recommend you choose 'View All'.

Course search

Search again

Search results

Course	Type	Action
Advising on Possession Proceedings for Rented Housing	Class	▼
Homelessness Advice Next Steps	Class	▶
Housing Advice and Relationship Breakdown	Class	▶
Housing Assistance for Persons from Aboard	Class	▶
Housing Foundation	Class	▶
Introduction to the Homelessness Reduction Act	Web	▶
Introduction to the Homelessness Reduction Act	Web	▶
Mortgage arrears and possession process	Class	▶
Persons from Abroad – an introduction to benefits entitlement for EEA Nationals	Web	▶
Private Rented Sector: Assured Shorthold Tenancies	Class	▶
Social Housing Next Steps	Class	▶

To view dates for a specific course, click on the green box with the arrow, it will point downwards and reveal the dates for that session.

Search again

Search results

Course	Type	Action
Advising on Possession Proceedings for Rented Housing	Class	▼

Date	Venue	Status	Cost	Action
28/09/2018 10:00 - 16:00	Groundworks - Birmingham	Available	£0.00 (PC)	Book
06/11/2018 10:00 - 16:00	RNIB - Bristol	Available	£0.00 (PD)	Book
14/11/2018 10:00 - 16:00	Garrett Street - London	Available	£0.00 (PD)	Book
21/11/2018 10:00 - 16:00	Quakers Meeting House - Liverpool	Available	£0.00 (PD)	Book

Homelessness Advice Next Steps	Class	▶
Housing Advice and Relationship Breakdown	Class	▶
Housing Assistance for Persons from Aboard	Class	▶
Housing Foundation	Class	▶

Simply click on 'Book' to reserve your place on the scheduled course. This will add the course to your shopping basket. You will then proceed to the Check Out process

To book the a Bitesize Elearning session, you do the same as above to search – find the learning you would like to do, click on the green button, and select Book. You will have to go through the 'check out' process to access elearning. After completing check out, you will receive an email with your link to the elearning Bitesize session.

Check Out process

Shopping basket

Basket Login Delegates Payment Confirmation

Delegate

Title	Location	Date	Delegate
Private Rented Sector: Assured Shorthold Tenancies course details	Clavering House - Newcastle, Newcastle upon Tyne	28/09/2018 10:00:00	1 ▼

Delegate 1:
 Add Delegate + Add Myself +

Clear Basket ✕ Next Step ➡

Contact Us
www.nhas.org.uk/contact | www.nhas.org.uk

Click on Next Step.

Payment details (please note – our courses are free)

The next step of the process is unavoidably called Payment details. As you will know, we do not have any booking fees for our courses. All you need to do at this point is check the details, and

click the box for the terms & conditions. (Please do not tick the Private billing...' box). Then you can Complete the process.

Shopping basket | Basket | Login | Delegates | Payment | Confirmation

Payment details

Basket
Please review your basket.

Title	Location	Date
Private Rented Sector: Assured Shorthold Tenancies course details	Clavering House - Newcastle, Newcastle upon Tyne	28/09/2018 10:00:00

Message to manager
Please enter a message

Clear Basket ✕

Billing details
Please enter your billing details below.

This is a private booking billed to my personal account.

Account

I have read and accept the [terms and conditions](#)

WARNING! Do not use the Back Button or Refresh during the checkout process!

Contact Us
[www.nhas.org.uk/contact](#)

Once you have completed the booking you will get a confirmation message.

Shopping basket | Basket | Login | Delegates | Payment | Confirmation

Order Summary

Completed

Thank you for your order. For your records a confirmation email has been sent to your email address.

Reference:

Item
Private Rented Sector: Assured Shorthold Tenancies
(28/09/2018 10:00 - 16:00)
Joe Bloggs (Booked)

Contact Us
[www.nhas.org.uk/contact](#) | [www.nhas.org.uk](#)
0344 515 1935 / 2268
88 Old Street

An email will be sent to the email address provided.

View Upcoming courses or historic courses that you have booked on to:

To view courses that you have already reserved a place on, just click on My calendar tile or My Courses. You can review joining instructions and any handout information for your courses in this section.

Cancellations

To cancel a place on a course or webinar, you will need to email nhastraining@shelter.org.uk at your earliest opportunity.