

FAQs for Online Centres Network members

These FAQs have been designed to help you to find quick solutions to questions and issues, and take steps to manage your own learners' accounts membership.

*If you don't find an answer to your question here, you can reach us at hello@goodthingsfoundation.org **OR** on 0114 349 1666 (to avoid any confusion or duplication of work with your enquiry, **please only contact us via one method of communication**). Your queries will be answered within 2 working days of receipt.*

If your query is related to Good Things Foundation grant funding, please email grants@goodthingsfoundation.org and a member of the team will be in touch.

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Further support: Links to a collection of short How To videos, to help you with a number of Learn My Way activities and processes. 6

1). How do I register someone on Learn My Way without an email address or phone number?

Answer: Click the box next to 'I don't have an email address or a phone number' and complete the learners' address details. Example of screen below.

Register for Learn My Way

Full name

eg. Bill Badger

Email address or phone number

eg. bill@example.com

I don't have an email address or a phone number

Password

Choose a password [Show password](#)

2). How do I help learners create safe and secure passwords on Learn My Way?

Answer: It's important to create strong passwords so generally speaking the longer the password the better as it will be harder to hack. Think about using a sequence of 3 random words that the learner will remember. Special characters make the password stronger.

3). How do I reset passwords on Learn My Way?

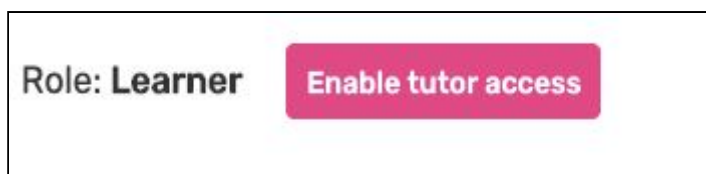
Answer: On the 'Sign in' page, click the [Forgotten your password?](#) link. This will take you onto the next screen and prompt you to add your username, email address or mobile phone number.

4). How do I register on Learn My Way with our centre code?

Answer: On the registration page you'll be prompted for the organisational reference number - this is the unique centre code for your organisation. It is a good idea to write your centre in Learner booklets and have it posted around the room to remind people to use the code. If you can't find your centre code get in touch with us.

5). How do I enable tutor access?

Answer: Login to your tutor learner management account to locate the individual. Move across the row until you see the learner role and click there. This will take you to the next screen with the learner details. Here you can 'Enable tutor access' by clicking the pink button at the top of the screen. Example of screen below.



You'll then be asked to confirm that you want to enable tutor access. Once you've done this you should go back to the learner management page and refresh your screen. You should now see 'tutor' instead of 'learner' in the role column for the person you've given tutor access to. Remember, think carefully before giving someone tutor access. An account with tutor access will have access to all of the learners registered with your centre code.

6). How can I remove tutor access?

Answer: Login to your tutor learner management account and scroll to the list of learners to locate the individual. Move across the row until you see the tutor role and click there. This will take you to the next screen with the tutor details. Here you can 'Remove tutor access' by clicking the pink button at the top of the screen. Example of screen below.

Role: Tutor

Remove tutor access

You'll then be asked to confirm that you want to remove tutor access. Once you've done this you should go back to the learner management page and refresh the screen. You should now see learner instead of tutor in the role column for the person you've given tutor access to. It's important to do this when a member of staff or a volunteer leaves your organisation, as it will stop them from being able to access and manage learner accounts.

7). Online Centres Network website - Managing Centre information:

Answer: As an individual with editing rights for your centre you can login to Online Centres Network website and navigate to Your Centres, Centre Details:

<https://www.onlinecentresnetwork.org/your-centres/centre-details>

Here you can edit your organisation details and those of your centre staff. You can add or remove staff here and approve permission requests.

8). Learn My Way Certificates - how do these work?

Answer: Certificates appear on the learners' 'My Learning' page once they have completed all the topics in a particular course. The print certificate button is at the bottom of the page.

The certificate will continue to populate as the learner completes more learning.

9). Learn My Way Certificates - how do tutors access these?

Answer: These can only be accessed through the learner's account.

10). Numeracy and Literacy assessments - what level are these?

Answer: These aren't a specific level. They can be used ONCE to assess the level that a student is working at between Pre-Entry Level (someone who is working below Entry level 1) and Above Level 2 (someone who is working above GCSE Level).

11). Numeracy and Literacy assessments - can these be done more than once?

Answer: As many times as you want - the system only records the first attempt. This is a tutor resource to help see what level the learner is at.

12). Is Learn My Way accredited?

Answer: No, Learn My Way is not accredited.

13). What level are the courses on Learn My Way?

Answer: Entry Level 3 and Level 1 - these relate to the foundation and beginner levels on the newer Essential Digital Skills Standards.

14). Can I use a single email address to access multiple learner management accounts on Learn My Way?

Answer: No, you have to have a unique email address for each centre you manage on Learn My Way.

15) How can I check that I have completed every stage of the 'join the network' form fully?

Answer: You will find complete [instructions here](#) for completing the online registration form to become a member of the network.

16) What do I do if I see a common error code (e.g. E0001- a cookies issue)?

Answer: Sometimes the website can flag E0001 as an error code, please clear your cookies before getting in touch with your Network Specialist.

17) How do I get in touch if someone has left the organisation or would like adding to their centre account?

Answer: You have your own network specialist who is your dedicated contact person on the network team. If you're not sure who this is email us at hello@goodthingsfoundation.org or call us on 0114 349 1666.

Further support:

Finally, we have a collection of [How To videos](#) on YouTube, only 1-2 minutes each in length, to help you with all of the following Learn My Way activities and processes:

- [How to start a course](#)
- [How to navigate a course](#)
- [How to print a certificate](#)
- [How to reset a password](#)
- [How to enable tutor access](#)
- [How to record learner activity](#)
- [How to manage groups](#)