AYSO

LEARNER USER GUIDE

Contents Page

Introduction

Welcome to the etrainu e-Learning Learning Management System (LMS)! Your etrainu account will be your personal training record management system and hold everything you need. This includes your training courses, training records, certificates and more. All courses that you complete using your etrainu account will safely remain accessible 24/7.

Here at etrainu, we offer a range of both accredited and non-accredited training across a vast number of industry sectors. These include hospitality and tourism, disability services, mining and construction, sporting, health and wellbeing, and business with more being added daily! To view the full range of courses available, visit www.etrainu.com.

You may have also received access to the etrainu LMS through a specific Organization. This means you will have the ability to access very specific training and development courses made available by AYSO. You will also receive full access to the training they have provided, as well as the option to store additional qualifications and certificates within the platform in your very own Skills Passport.

This User Guide is designed to help you navigate through the LMS and complete your training as seamlessly as possible.
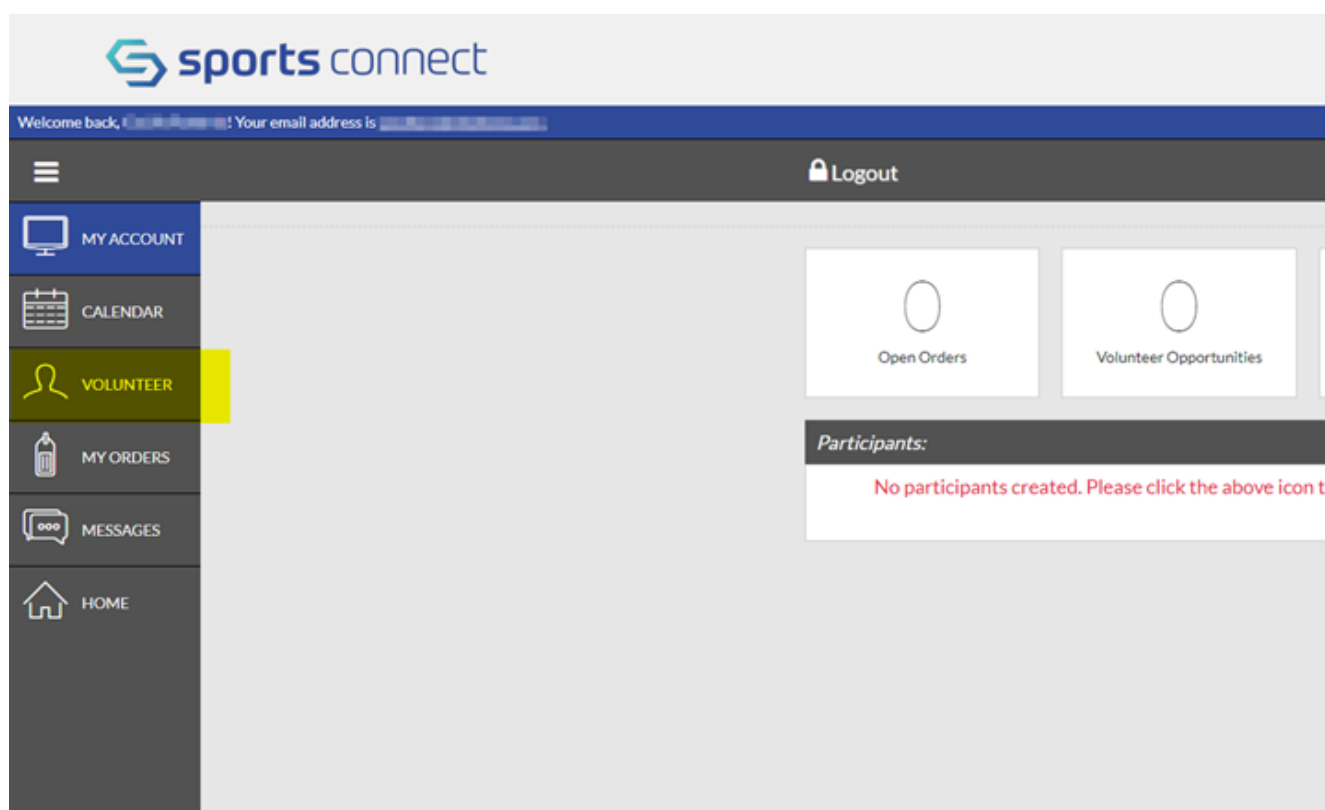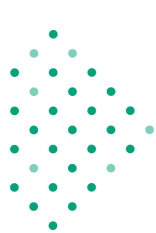
Happy learning!
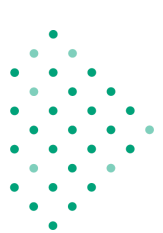
Logging into your Account

To access your training,You will need to use Single-Sign-On to access all the training.
Please follow the instructions below depending on what system your Region uses for Registration.

Instructions on how to access AYSOU through a Sports Connect Mobile-First Region Portal:

1. Go to the Region Mobile-First portal where you registered as a volunteer.

2. Login to your account.

3. Once logged in, click on the volunteer tab on the left-hand side of the screen

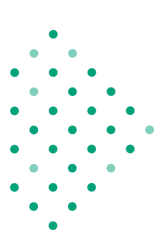4. Click on the AYSOU button to access all the training.

InLeague Regions will continue to access AYSOU from their home page (after logging in), using the training icon.
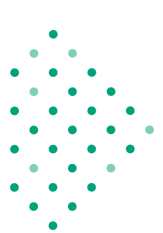
Overview of the LMS

When you log into the LMS for the first time, you will notice there is so much to choose from! Below is a short overview of the different functions you may have access to.
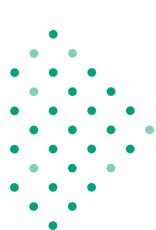

1. **Your Personal Details:** This shows you information, such as your name and username.

2. **Switch:** This allows you to switch into other accounts if you have been given access. This will not be visible to anyone who does not have Administrator or Instructor accounts. This will direct you back to the home page to be able to switch between your accounts.

3. **Logout:** This will log you out of the platform.

4. **Home:** This will redirect you to the home page of the platform.

5. **Skills Passport:** This holds your certificates of completion for any course completions within the etrainu LMS, and also gives you the ability to upload additional qualifications and print this report to PDF.

6. **Document Library:** This is used as a library resource for storing documents across the Organization. This may be turned on if your Organization has additional resources you can download as part of your LMS access.

7. **Training Library:** This is the library of training available to you within the LMS platform. You can click this to enroll in your courses at any time.

8. **Training Event:** This is where you book into an In-Person course/event on the calendar if your Organization requires face-to-face training.

9. **My Training:** This is where you can access the training courses you have enrolled in. This includes training that has been completed, not yet started, and is in progress.

10. **Help:** This section will take you to our Support Centre and Help Desk. If you have a question, you can use this to browse a range of articles and videos to help you raise a ticket with our Help Desk team.

11. **Switch Accounts:** This section is where you can switch into other accounts you may have linked to your learner account.

Managing your Personal Details

It is important to keep your information up-to-date at all times while you are using the platform. Please ensure your details are up-to-date via your Region's Registration Portal.
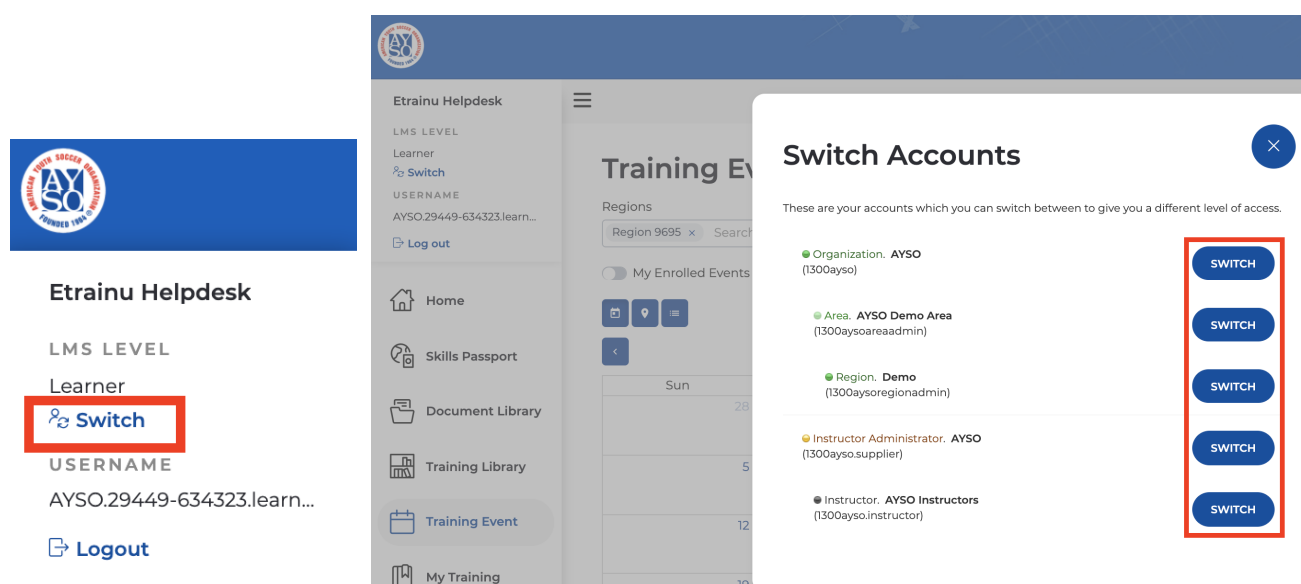
Switching between your Accounts

You are able to switch between multiple accounts from your learner account. There are two ways you can switch between accounts.
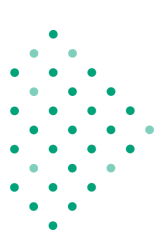
1. Click on the "Switch" button for the account you would like to switch to from the home page.
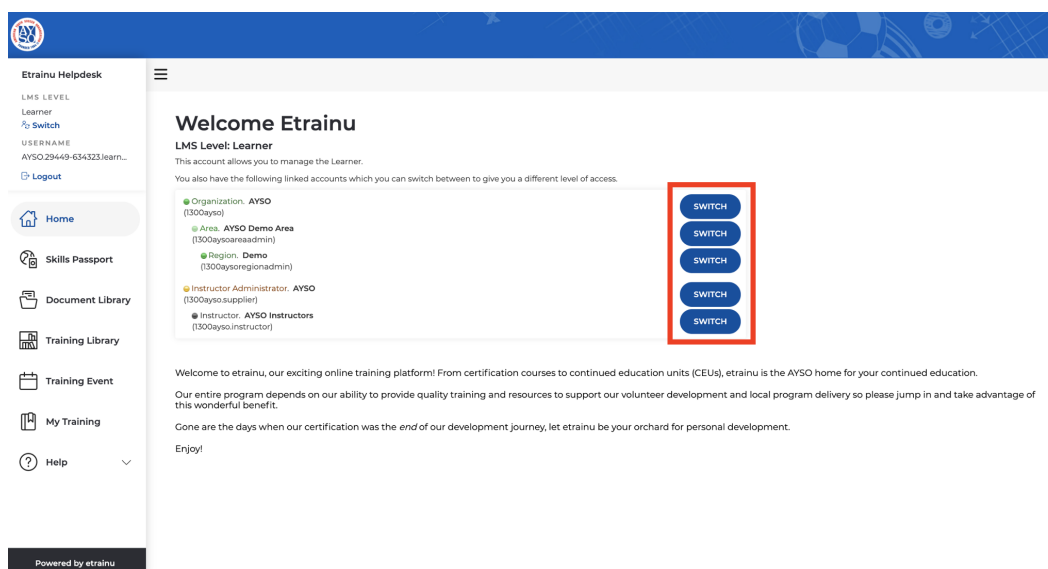
2. Click on "Switch: on the menu on the left. A pop-up will appear and you are able to switch to another account.
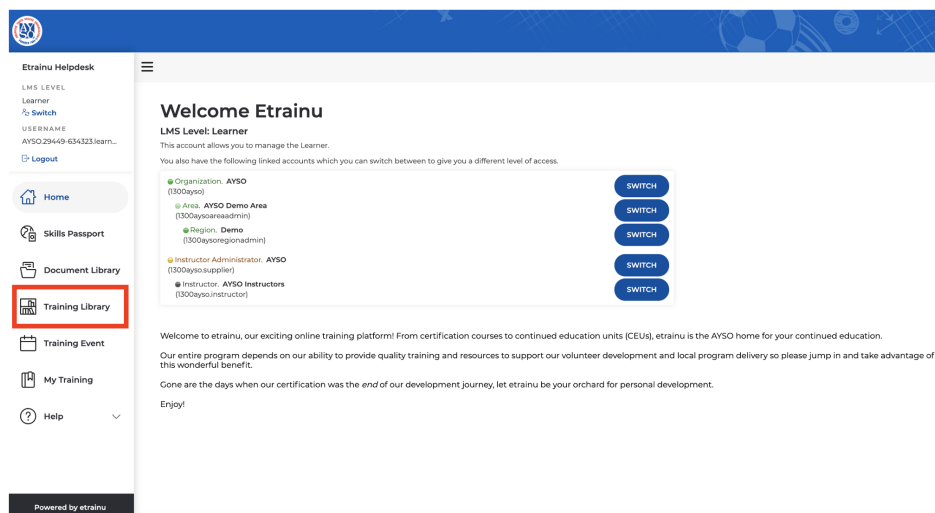

Note: *You can switch back to any account when you have logged in.*

Enrolling into Training

Having an account with the etrainu LMS will give you access to a range of training courses and resources 24/7. These can be enrolled directly through the Training Library.
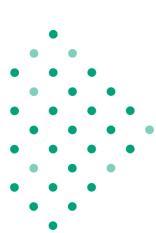
1. Click on the "Training Library" menu bar option—available on the left-hand side of the screen.

2. You will then be directed to the Course Categories page, where you can select the course category where the desired training course is assigned. Click "View Courses" to view the suite of courses within that specific category.
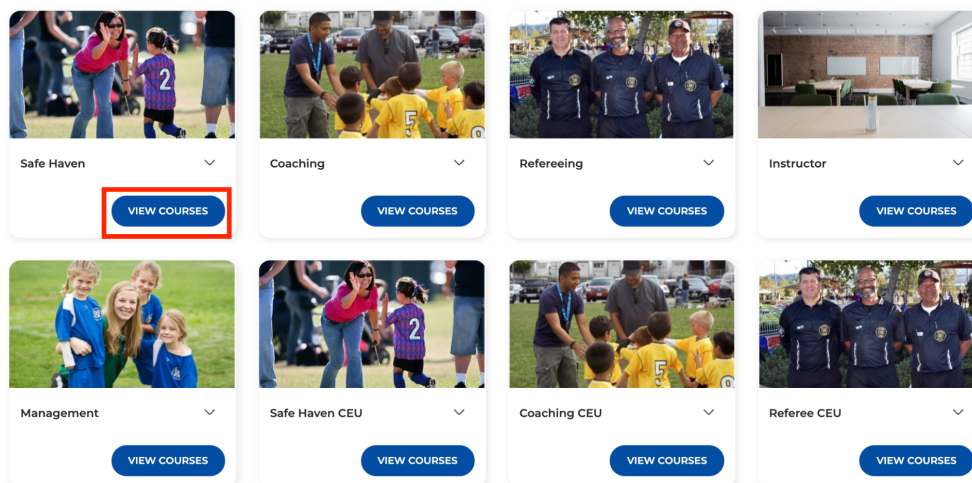
3. Locate the course you wish to allocate and click "Enroll".

Courses in Safe Haven

Courses for *Etrainu Helpdesk*

AYSO's Safe Haven Online
AYSO

This course presents information on child & volunteer protection and the key components necessary to create a safe haven.

Free   **ENROLL**

AYSO's Safe Haven - Full In-Person Course
AYSO
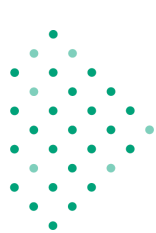
AYSO's Safe Haven course completed in a full face-to-face format. No online training included.

Free   **ENROLL**

Refugio de Seguro de AYSO - Full In-Person Course
AYSO

Refugio de Seguro de AYSO completed in a full face-to-face environment. No online training included.

Free   **ENROLL**

CDC Concussion Awareness
AYSO

This training provides concussion awareness training for all volunteers.

Free   **ENROLL**

4. Once processed, the course will be allocated to your account and you will be taken directly to that course. You can click "Start" to commence the course. The course can be accessed any time by clicking on "My Training".

Access and Complete your Training

To access any training that you have enrolled into or purchased, or has been assigned to you, click on the "My Training" menu bar option located on the left-hand side of the screen.

When you enter the "My Training" page, you will see the list of training items you have access to, as well as a few other features. These include:
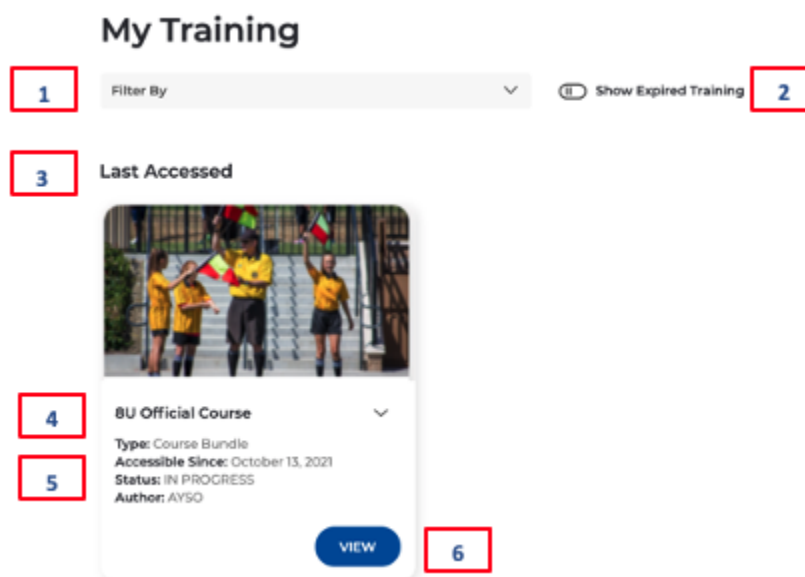
1. **Filter by:** This function allows you to filter your training by status.

2. **Show Expired Training:** When clicking on the toggle, it will show you any courses that have expired since you completed them.

3. **Last Accessed:** The course you last accessed will appear in this section.

4. **Course Title:** This is the title of the course assigned to you.

5. **Accessible Since:** This is the date you were first assigned the training.
   Status: This outlines the status of your progress and may include not yet started, in progress or complete.
   Author: This outlines the content provider/creator.

6. **View:** By clicking this, you can view and commence your training.
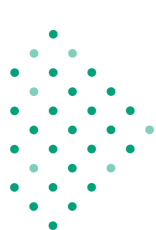
7. **Not started or In Progress Courses:** Any courses that you have not yet completed will appear in this section.
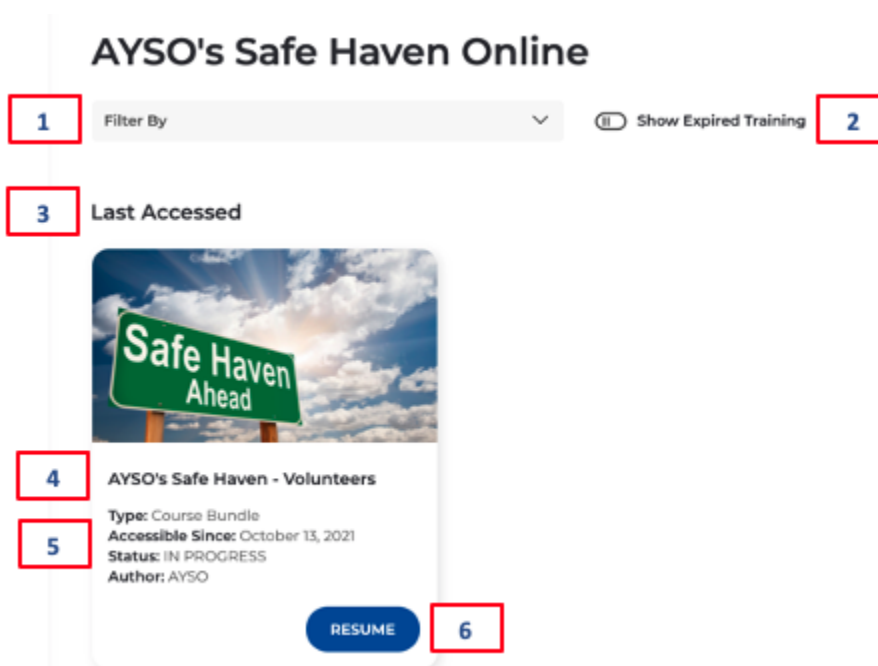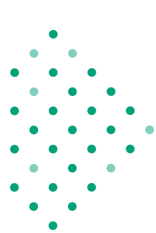
8. **Completed Courses:** Any courses that you have completed will appear in this section.

9. **Certifications:** This allows you to download your certificate of completion.

When you enter the course you will then be taken to the modules included within the course. This will display on-screen similar to the below.

1. **Filter by:** This function allows you to filter your training by status.

2. **Show Expired Training:** When clicking on the toggle, it will show you any modules that have expired since you completed them.

3. **Last Accessed:** The module you last accessed will appear in this section.

4. **Module Title:** This is the title of the module assigned to you.

5. **Accessible Since:** this is the date you were first assigned the training.
   Status: This outlines the status of your course and may include not yet started, in progress, or complete.
   Author: This outlines the content provider/creator.

6. **Resume:** By clicking this, you can resume your training.

7. **Not started or In Progress Modules:** Any modules that you have not yet completed will appear in this section.

8. **Start:** By clicking this, you can view and commence your training.

9. **Completed Modules:** Any modules that you have completed will appear in this section.

10. **Review:** This allows you to review the module again.
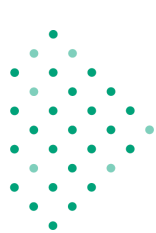
Access and Complete Your In Person Assessments

It is important to note that not all courses have In-Person assessments. If your course has In-Person assessments, you will notice this is broken into stages then slides.

To commence your training, click on "Show Slides" then the "Start" button next to the item.

AYSO's Safe Haven - In-Person

To book your in-person event, you must click on **View Slides** and click **Start**. This will bring you to a short set of instructions on how to book your in-person event. Once you have booked your in-person event, please confirm this by clicking **Take Assessment** and submitting your verification of booking.

Please note your certification will not be issued until you have passed your in-person event. If you need to cancel your booking, please refer to the **Training Event calendar** or speak to your Instructor.

Current Stages		
1. AYSO's Safe Haven - In-Person	No Assessment	HIDE SLIDES
AYSO's Safe Haven - In-Person		START

You will then be directed to another page with instructions on how to make your booking. Once you have read this information, select "Click here to make your booking".
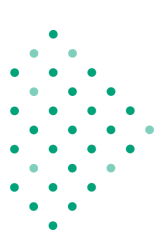
IN PERSON BOOKINGS

Thanks for registering for your in-person course! To book your spot, please follow the instructions below.

Please click the button below to view the event calendar and make a booking for your in-person course. You can also access this calendar through the Training Event menu bar on the left-hand side of the LMS.

You can edit your booking at any time through the booking calendar.

Click here to make your booking

This will then take you to the "Training Event" Section to book your In-Person event which will be explained below.
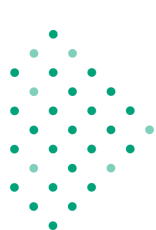
Training Event

Some courses may additionally require In-Person assessments. To schedule your In-Person assessment, you must book into an event. To do this, click on the "Training Event" tab on the left-hand side.

Once you have opened the event calendar, you will see the following sections.

1. **Regions:** You can type the region the event is in to help filter events

2. **Location:** You can type a geographic location to help filter events. This is powered by Google maps.

3. **Courses:** You can advise the name of the course to help filter events.

4. **My Enrolled Events:** You can click this toggle to show the events (if already enrolled) on the calendar.

5. **Calendar Icon:** This changes the view to a calendar view.

6. **Location Icon:** This changes the view to the Google maps where you can view events for the month selected by the map.

7. **List Icon:** This changes the calendar view to list.

8. **Arrow Icons:** These arrows help you navigate across each month of the year.

9. **Event:** This is the event listed you may be able to enroll into.

To book an In-Person event:

1. **For the Calendar View:** View the calendar and click "see all events" if there is more than one event scheduled for that day.

For the Location View: Click on the Pin and then click on "see more info".
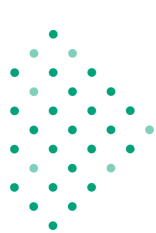
For the List view: Scroll down the list to find the event.

2. Once this list view has appeared, select your preferred event and click "Enroll".

3. A confirmation will appear on the screen. To enroll click on "Enroll".

4. If you need to cancel your enrollment into this event, simply come back to this screen and click "Unenroll".

5. A confirmation will appear on the screen. To enroll click on "Unenroll".
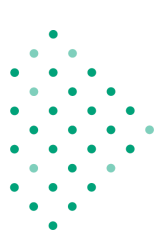
Skills Passport

Your Skills Passport is a unique platform that holds your certificates of completion for training within the etrainu LMS, and it is also a platform where you can upload any other qualifications you hold. To access your Skills Passport, click "Skills Passport" on the left-hand side.
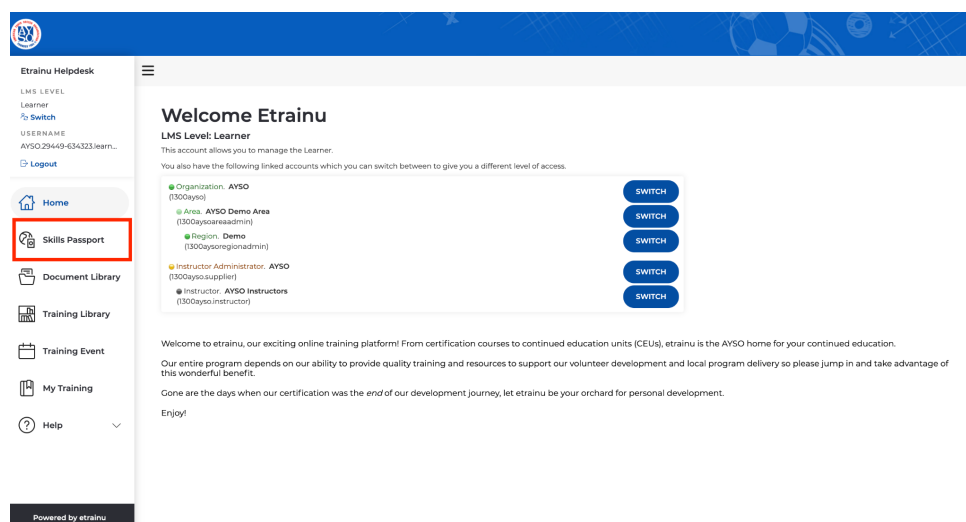
The below is what will display on the screen once you have clicked on "Skills Passport".

1. **Course/Qualification:** This will advise the Course/Qualification completed under your account.

2. **Provider:** This is the Supplier/Organization the course/qualification was acquired from.

3. **Completion Date:** Date of Completion of the course/qualification.

4. **Expiry Date:** If the course/qualification has an expiry date, it will be advised here.

5. **Download PDF:** A PDF report can be downloaded which will advise all qualifications under your etrainu training account.

6. **Add New:** Additional qualifications can be added to your account.

7. **Certificate:** You can view/download your certificate here.

Uploading a Certificate to the Skills Passport

1. Click on "Add New".

Skills Passport

Course/Qualification	Provider	Completion Date	Expiry Date	Certificate
AYSO's Safe Haven Online	AYSO	14 Oct 2021	N/A	View Certificate

DOWNLOAD PDF   ADD NEW

2. Fill in the information requested as part of the upload.

3. Click on "Choose File" to upload your certificate into the LMS.

4. Click on "Save" to complete this process.

Upload Accreditation

Course / Qualification *	First Aid
Provider *	American Heart Association CPR & First Aid
Completion Date *	10/14/2021
Expiry Date	10/14/2022
Course / Qualification *	CHOOSE FILE Screen Shot 2021-10-15 at 11.53.44 am.png CANCEL SAVE

Downloading Certificates

There are two ways in which you can access your certificate of completion.

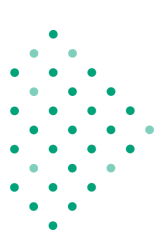- Skills Passport
- Within the course itself

Skills Passport

Please follow the steps outlined above in the "Skills Passport" section of this user guide.

Within the Course

1. Click on the "My Training" tab on the left-hand side.

2. Find the course you have completed.

3. Click on the "Certifications" text under the completed course.

4. Click on "Certifications" to download your certificate.
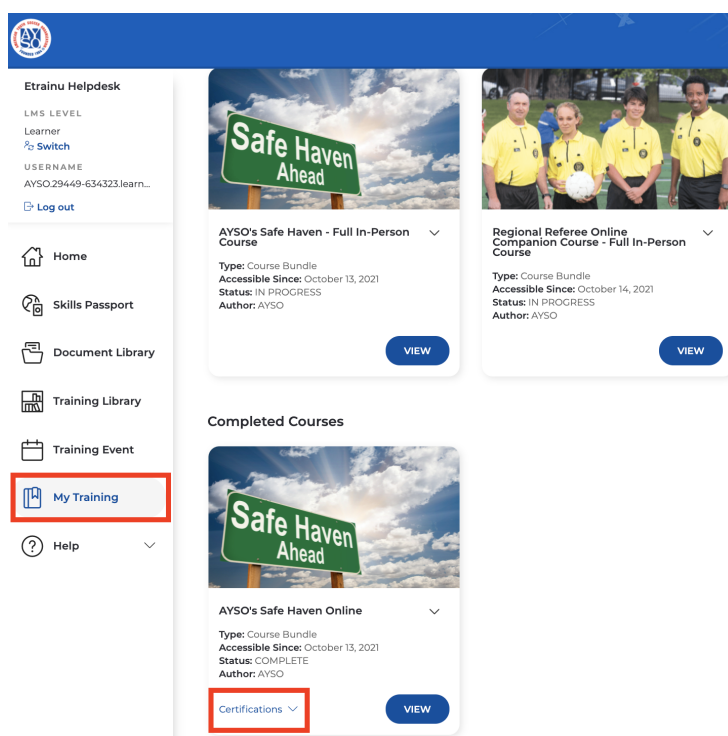
FAQ's and Support

Within our etrainu Support Centre, we have a range of helpful articles and training videos available to help you with any questions or concerns you may have while you complete your training.

It is always recommended that you reach out to your Manager or Training Provider first. However, if you are unable to have your questions answered, please see below helpful links.

Contact Us

To log a ticket with our Help Desk, click on "Help" on the left-hand side of your screen, followed by "Submit a Request".
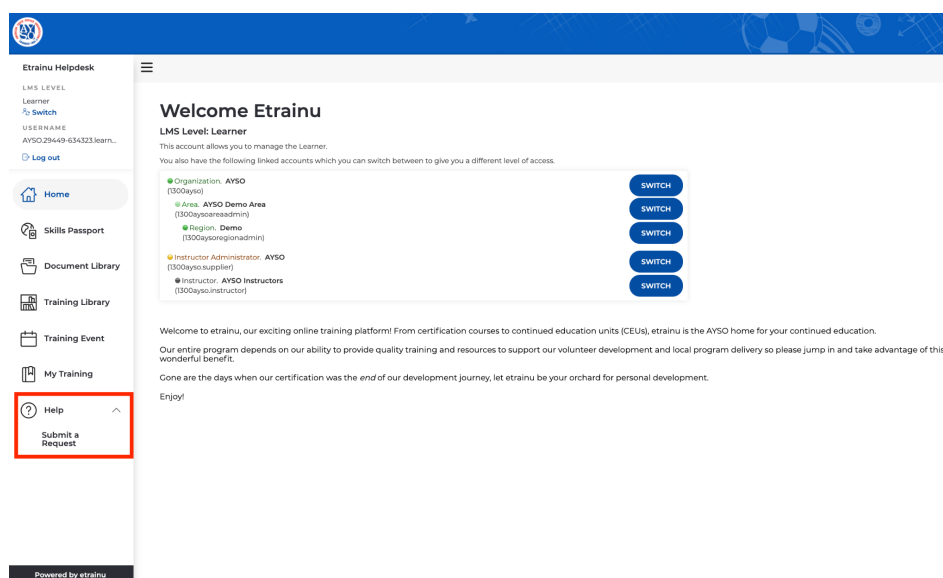
Alternatively, you can email our Help Desk directly via the following email address helpdesk@etrainu.com

Please allow up to 2 business days for a response.

The etrainu Support Centre

To access the Support Centre, click on the link below:

https://etrainusupport.zendesk.com/hc/en-us/categories/360000772696-AYSO-Helpdesk