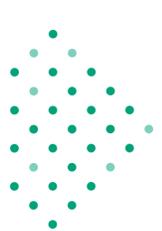


AYSO

ADMINISTRATOR USER GUIDE



Contents Page

Introduction	4
Overview of the LMS	5
System Hierarchy	6
Logging into your Account	7
Managing your Personal Details	8
Switching between your Accounts	9
Creating an Org Administrator Account	10
Creating an Area Administrator Account from an Org Administrator account	10
Creating a Region Administrator Account from an Org Administrator account	11
Creating a Learner Account	12
Creating a Linked Account	13
Document Library	15
Managing Learners - Overview	17
Add Notes to a Learner	20
Sending an Email to a Learner	21
Check Learner Training Progress	22
Printing a Learner's Certificate	23
Assign Training - Individual	24
Assign Training - In Bulk	27
Viewing Reports	30
Training Status Report	32
Training Groups	33
User Log	35
Event Enrollment Report	36
Assessment Notes Report	37
Training Event Summary Report	38
Learner Groups	39

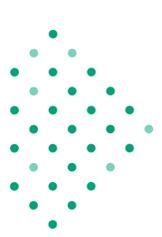


FAQs and Support

41

Contact Us

41



Introduction

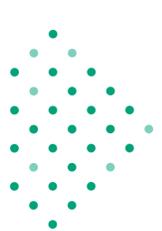
Welcome to the etrainu e-Learning Learning Management System (LMS). Our LMS is designed to cater for your every training need and boasts a number of features including course completion, instructor lead or self-marking assessments, practical face-to-face assessment capability and more. Our LMS is also designed to provide you with the ability to self-manage the majority of your own platform and give you full visibility into your staff or member training.

Our LMS is accessible 24/7 from anywhere in the world, and our Help Desk Support Team is readily available to assist you as needed.

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, business and more being added daily! To view the full range of courses available, visit www.etrainu.com.

This User Guide is designed to help you navigate through the LMS, understand the functions within your Administrator access, and confidently manage your training needs.

Happy learning!

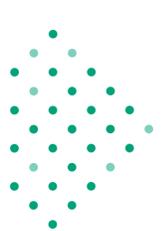


Overview of the LMS

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.

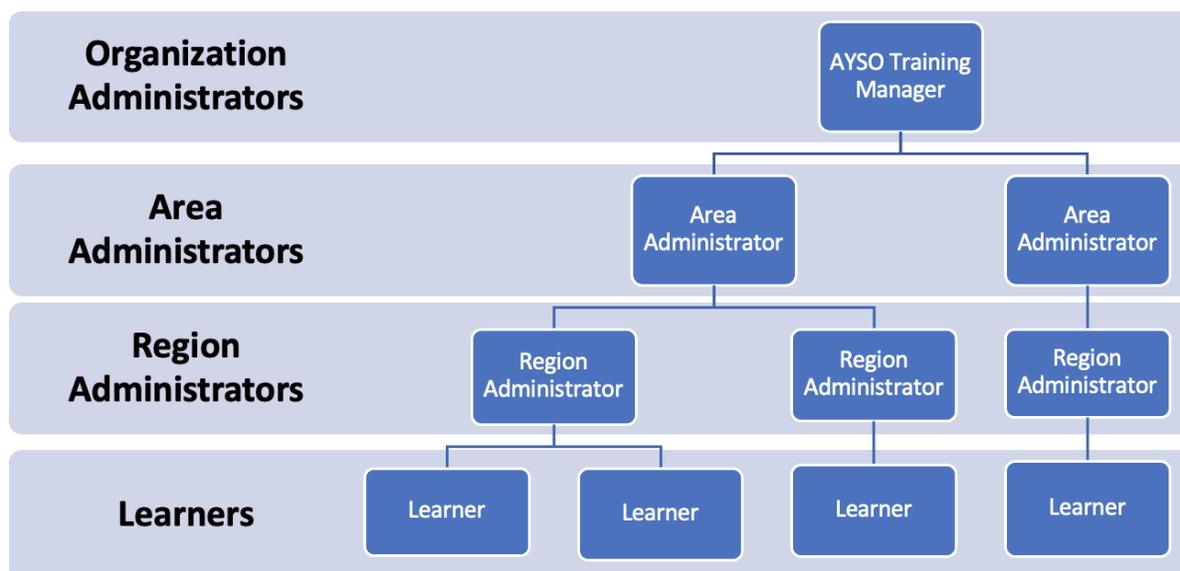
The screenshot shows the etrainu LMS interface. At the top, there is a navigation bar with the following items: Home (1), Learners (2), Training (3), Reports (4), Help (5), and 1300ayso (6). Below the navigation bar, the main content area displays a 'Welcome Ayso' message. Underneath, it states 'LMS Level: Organization' and provides information about the account. A list of linked accounts is shown, each with a 'SWITCH' button. The accounts listed are: Area: AYSO Demo Area (1300aysoareaadmin), Region: Demo (1300aysoregionadmin), Instructor Administrator: AYSO (1300ayso.supplier), Instructor: AYSO Instructors (1300ayso.instructor), and Learner: (AYSO.29449-634323.learner). Below the list, there is a welcome message and a sign-off 'Enjoy!'.

1. **Home:** This will bring you back to the LMS home page.
2. **Learners:** This allows you to group and manage Learner accounts.
3. **Training:** This allows you to not only view the training library but will allow you to allocate training to Learners within the LMS.
4. **Reports:** This menu item showcases our reporting menu and reporting functions.
5. **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 troubleshoot, or raise a ticket with our Help Desk team.
6. **Edit Account:** This section allows you to edit your notifications or switch between multiple accounts at any time.



System Hierarchy

The etrainu LMS gives you the ability to create your personalized hierarchy in accordance with your organization structure and reporting requirements. Our hierarchy functionality allows you to personalize a three-layer administration hierarchy approach. We refer to these layers as Organization, Area, and Region. You can add and change areas/regions at any time, and even though you are restricted to the three layers vertically, you can build as many areas/regions horizontally as you require.



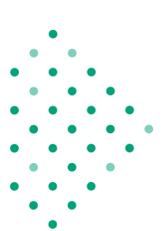
Each layer of management can oversee all layers below; however, not any layers above nor any layers beside. Please see below a brief overview of each administration access type.

Organization: This administrator has full access to the entire organization.

Area: This administrator has full access to their Area and the regions within it.

Region: This administration only has access to their region.

etrainu works across a range of sectors and organization types when building your system hierarchy.

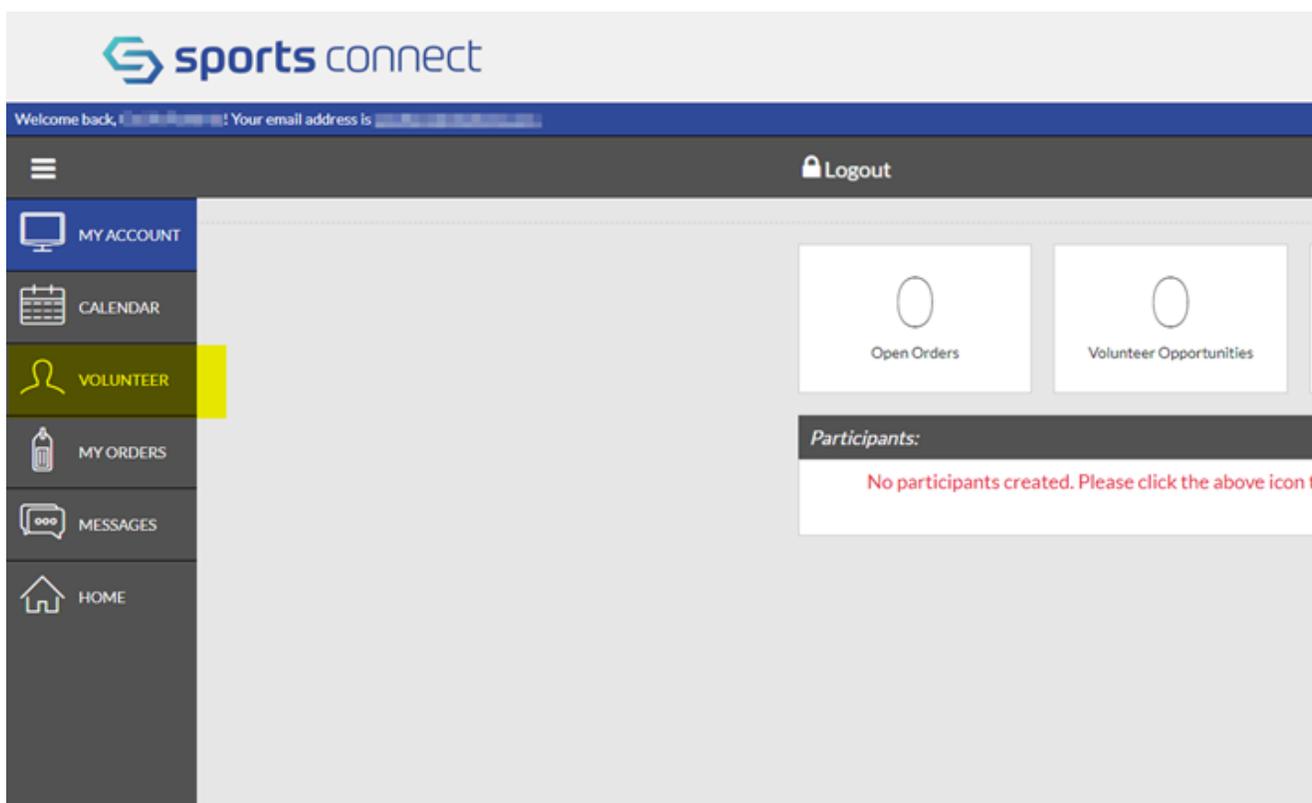


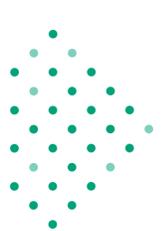
Logging into your Account

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





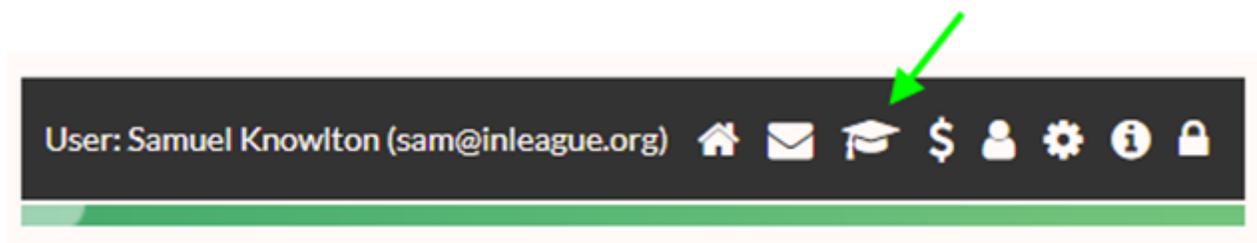
4. Click on the AYSOU button to access all the training.

The screenshot shows a user interface for 'Volunteer Registration'. At the top, there is a user profile icon and a blue bar with the text 'Volunteer Registration'. Below this, there are three buttons: 'Details', 'Delete', and 'AYSOU' (highlighted in yellow). The main content area contains a table with the following data:

Certification	Expiration Date	Status	Compliant
<input type="checkbox"/> Risk Status (Submitted for the season)	12/31/2022	Green	<input checked="" type="checkbox"/>
<input type="checkbox"/> Concussion Awareness	None	Verified	<input checked="" type="checkbox"/>
<input type="checkbox"/> Sudden Cardiac Arrest	None	Verified	<input checked="" type="checkbox"/>
<input type="checkbox"/> AYSOs Safe Haven	None	Verified	<input checked="" type="checkbox"/>
<input type="checkbox"/> Coaching License	None	8U Coach	<input checked="" type="checkbox"/>

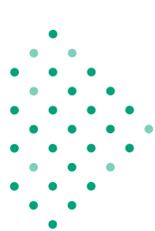
At the bottom of the table, there is a 'Renew & Update' button.

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



Managing your Personal Details

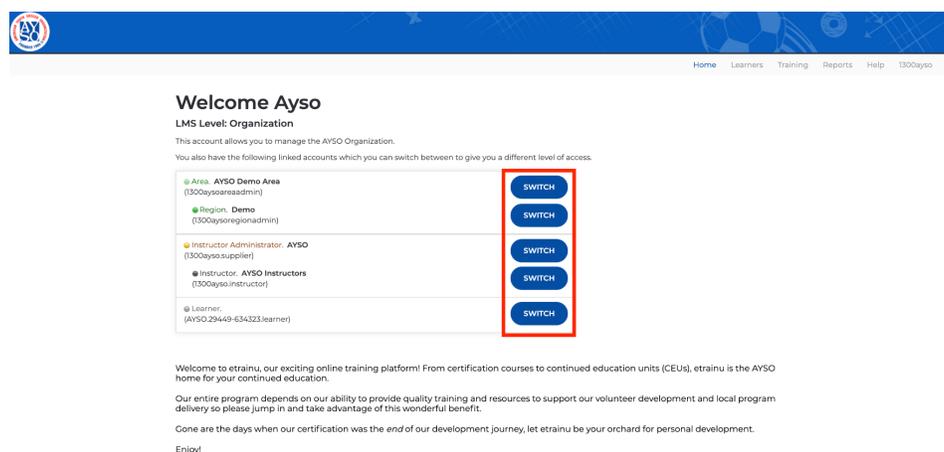
It is important to keep your information up-to-date at all times while you are using the platform. Please ensure your details are up-to-date via your Region's Registration Portal.



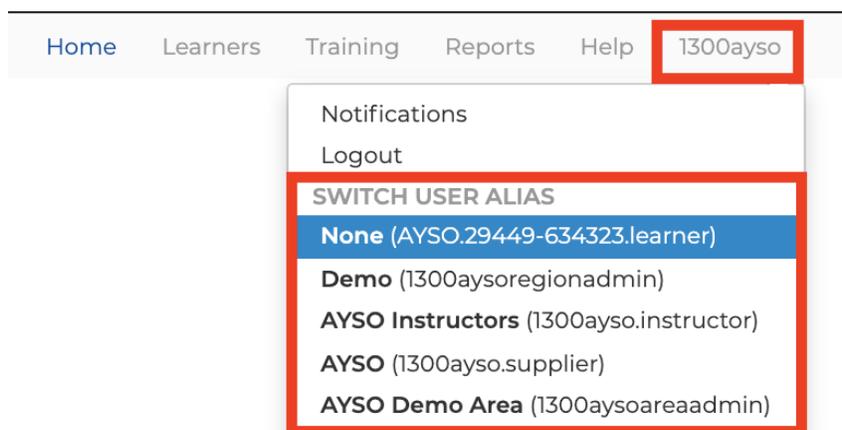
Switching between your Accounts

You are able to switch between multiple accounts from your administrator account. There are two ways you can switch between accounts.

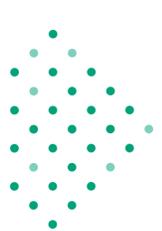
1. Click on the “Switch” button for the account you would like to switch into from the home page.



2. Click on your username in the menu bar on the top right and select the account you would like to switch into.



Note: You can switch back into any account when you have logged in. If you are switching from your learner account, ensure you click on the home button and follow the first option above to switch into your other accounts linked.



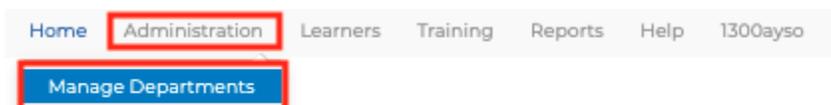
Creating an Org Administrator Account

If you would like an Org Administrator account created please email helpdesk@etrainu.com. Our team will need to seek approval from our contact at AYSO before this is created for you.

Creating an Area Administrator Account from an Org Administrator account

Please ensure that you are logged into your Organization Administrator account.

1. Click on “Learners”, then select “Linked Account Groups”.



2. Find the Area and click “Manage” under “Manage Administrators”.

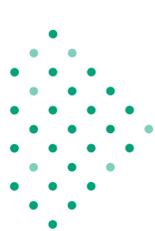
Manage Departments

Archived Departments

Manage Departments for AYSO

Click on the header to sort by that column.

Department	Active	Expiry	Manage Administrators	Manage Region
10A	✓		Manage	Manage
10D	✓		Manage	Manage



3. Complete the account creation for your Area Administrator and press “save”. The Username must include the following: *AYSO.Admin-ID.area.admin*

Manage Administrators

Add a New Department Administrator for 10A

Account Information

Username *
AYSO.26605-881525.10A.area.admin
Enter a unique username

Password *
[password field]
Very Strong
Passwords must be between 8 and 50 characters and contain at least 3 of the following: English upper case, English lower case, Numeric characters (0 through 9), Non-alphabetic printable characters

Contact Information

Email *
helpdesk@etrainu.com
Enter a valid email address

Please double check that this address is correct and working. This email address needs to be your own email address so that etrainu can contact you if you require assistance.

Please provide the physical address (street number and name NOT post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home. If you are from a rural area use the address from your state's or territory's 'rural property addressing' or 'numbering' system as your residential street address.

Building/Property Name
[Building Name]

Flat/Unit Details
Unit Number

Street Number
[e.g. 205 or Lot 118]

Street Name
[Street Name]

Suburb
[Suburb]

Country
[Country]

State
[State]

Postcode
1234

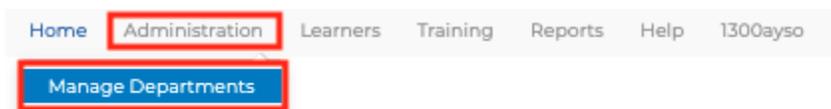
Phone Number
0712345678
Please include the country code if the user does not reside in Australia.

Note: Only those with Organization Administrator access can create this. Once you have created the account, you must link this account to their learner accounts. Alternatively, email helpdesk@etrainu.com for assistance.

Creating a Region Administrator Account from an Org Administrator account

Please ensure that you are logged into your Organization Administrator account.

1. Click on “Learners”, then select “Linked Account Groups”.



2. Find the Area and click “Manage” under “Manage Region”.

Manage Departments

Archived Departments

Manage Departments for AYSO

Click on the header to sort by that column.

Department	Active	Expiry	Manage Administrators	Manage Region
10A	<input checked="" type="checkbox"/>		Manage	Manage
10D	<input checked="" type="checkbox"/>		Manage	Manage



- Find the Region and click “Manage” under “Manage Region Administrators”.

manage departments | manage region

Manage Region

[Add a New Region](#) [Archived Regions](#)

Manage Regions for 10A

Click on the header to sort by that column.

Region	Active	Expiry	Manage Region Administrators
Region 1416	<input checked="" type="checkbox"/>		Manage
Region 181	<input checked="" type="checkbox"/>		Manage
Region 294	<input checked="" type="checkbox"/>		Manage
Region 359	<input checked="" type="checkbox"/>		Manage
Region 382	<input checked="" type="checkbox"/>		Manage
Region 479	<input checked="" type="checkbox"/>		Manage
Region 657	<input checked="" type="checkbox"/>		Manage
Region 73	<input checked="" type="checkbox"/>		Manage

- Complete the account creation for your Area Administrator and press “save”.
The Username must include the following: *AYSO.Admin-ID.region#.region.admin*
(e.g *AYSO.13023-875621.316.region.admin*)

Manage Administrators

Add a New Region Administrator for Region 1416

Account Information

Username *

Enter a unique username

Password *

Very Strong
Passwords must be between 8 and 30 characters and contain at least 3 of the following: English upper case, English lower case, Numeric characters (0 through 9), Non-alphabetic printable characters

Personal Information

Title

Middle Name:

Gender
 Male
 Female
 Other

First Name: *

Last Name: *

Date of Birth:

Enter in the format: mm/dd/yyyy.

Contact Information

Email *

Enter a valid email address
Please double check that this address is correct and working. This email address needs to be your own email address so that etrainu can contact you if you require assistance.

Please provide the physical address (street number and name NOT post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home. If you are from a rural area use the address from your state's or territory's rural property addressing or 'numbering' system as your residential street address.

Building/Property Name

Flat/Unit Details

Street Number

(e.g. 200 or Lot 100)

Street Name

Suburb

Country

Postcode

State

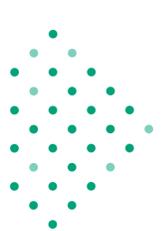
Phone Number

Please include the country code if the user does not reside in Australia.

Note: Only those with Organization Administrator access can create this. Once you have created the account, you must link this account to their learner accounts. Alternatively, email helpdesk@etrainu.com for assistance.

Creating a Learner Account

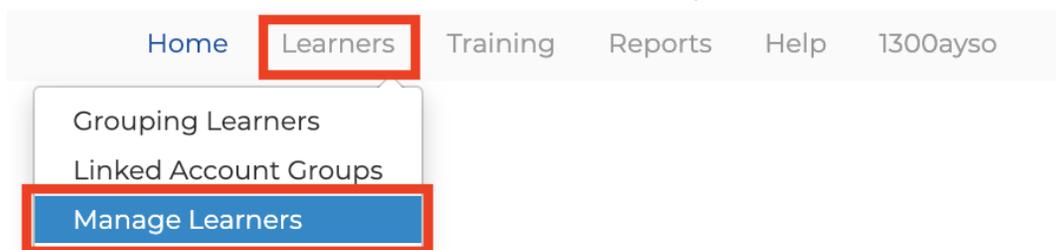
To give someone access to the LMS, access must be granted through your Region's Registration portal. Please contact AYSO should you require assistance.



Creating a Linked Account

A linked account group allows someone with multiple accounts types to switch between these without having to log out and log in each time they need to move between them. Typical switch links will include Learner, Administrator, Instructor Administrator or Instructor. To find out more about Assessor and Instructor sections in the platform, please refer to the Instructor Administrator/Instructor User Guide.

1. Click on “Learners”, then select “Linked Account Groups”.



2. When the next page opens, click “Add New”.

Manage Linked Account Groups

Search by Account Group Name:



3. Enter either the First Name or Last Name of the user and click “Search”.

Create Linked Account Group

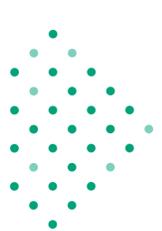
Linked Accounts

First Name	Last Name	Username	Org Name	Role	Actions
Add account below to include in this linked account group.					

Find Accounts to Add

Name ?

First Name	Last Name	Username	Email	Org Name	Role	Actions
Search for an account to add to the linked account group.						



4. Find the accounts to link and click on the +.

First Name ↑	Last Name ↓	Username ↓	Email ↓	Org Name ↓	Role ↓	Actions
Etrainu	Helpdesk	AYSO.29449-634323.learner	helpdesk@etrainu.com	Region 9695 View Path	Participant	<input style="border: 2px solid red;" type="button" value="+"/>

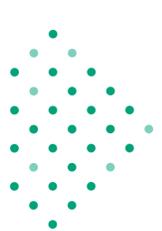
5. When you have added all of the accounts required click “Done”.

Edit Linked Account Group

Linked Accounts

First Name	Last Name	Username	Org Name	Role	Actions
Ayso	Org	1300ayso	AYSO	Org Admin	<input checked="" type="checkbox"/> <input type="checkbox"/>
Region Admin	Etrainu	1300aysoregionadmin	Demo	Sub-org Admin	<input checked="" type="checkbox"/> <input type="checkbox"/>
Area Admin	Etrainu	1300aysoareaadmin	AYSO Demo Area	Department Admin	<input checked="" type="checkbox"/> <input type="checkbox"/>
Test Instructor	Etrainu1	1300aysotestinstructor	AYSO Instructors	Assessor	<input checked="" type="checkbox"/> <input type="checkbox"/>
Ayso Instructor	Demo 2	1300ayso.instructor	AYSO Instructors	Assessor	<input checked="" type="checkbox"/> <input type="checkbox"/>
Ayso	Supplier	1300ayso.supplier	AYSO	Supplier	<input checked="" type="checkbox"/> <input type="checkbox"/>
Etrainu	Helpdesk	AYSO.29449-634323.learner	Region 9695 Participants	Participant	<input checked="" type="checkbox"/> <input type="checkbox"/>

Note: We suggest searching for a linked account first before clicking “Add New” as the other account/s may not appear



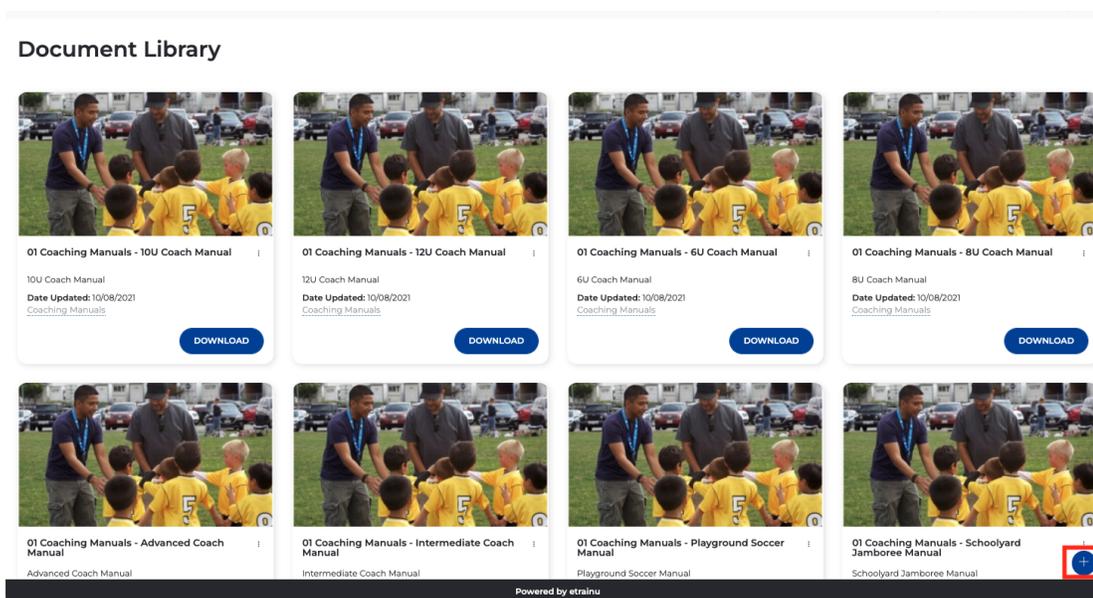
Document Library

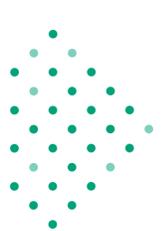
You are able to add documents from your administrator account for your learner's to view.

1. Click on "Docs".



2. Click on the + icon at the bottom right of the screen.





3. Complete the fields and upload a document and thumbnail and click “Save”.

Document Upload

File Details

Name *

Description *
A short description of what this document is for.

Tags
Use a , to separate tags

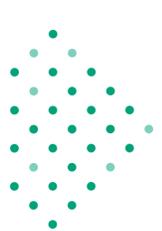
Visible to whole organization
Makes this file visible to administrators, assessors and participants in child areas/regions

Document / Image No file chosen
Select and Image or Document to upload

OR

Video URL
Enter a URL for a video (Vimeo only)

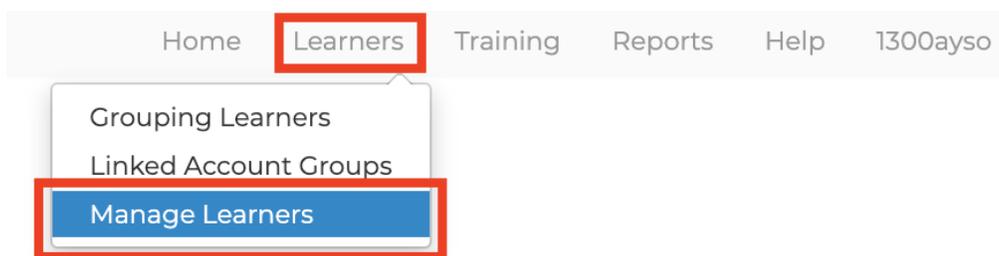
Thumbnail No file chosen
An image to display which illustrates the content of your file.
The thumbnail should be 640x360 or larger and not exceed 1mb



Managing Learners - Overview

The etrainu LMS allows you to manage your Learner accounts within your administrator access view.

To access the “Manage Learners” screen, click “Learners”, followed by “Manage Learners”.



On this page, you can search for Administrators or Learners. To search for a particular Learner record, follow the below instructions.

1. Click “Learners” from the User Type.
2. Within the search criteria, type the name/email/username of the Learner you wish to locate and select the type of criteria by selecting from the drop-down box.

Note: Click on the *Include Archived Learners* toggle if you cannot locate the learner in case their account has been archived.

Manage Learners

Search Options

User Type
 - Admins
 - Learners

Criteria
Name Here in

Area
Select Area...

Region
Select Region...

Include Archived Learners

SEARCH

Name
Name
Email Address
Username
UserID
(Advanced)

3. Click “Search”.



When your search has been run, there are a number of functions you can access to manage a Learner account. The below information outlines a snapshot of the Learner's account as follows.

1		2			
AYSO.29449-634323.learner (Etrainu Helpdesk) - helpdesk@etrainu.com					
3	DateCreated:	09/26/2021	7	DOB:	N/A
4	LastLogin:	10/12/2021	8	12 Month Login Count:	27
5	Total Courses:	0	9	Completed Courses:	0
6	Most Recent Course:	N/A	10	Balance:	\$0.00
				Region 9695 > 90C > AYSO	
				11	

1. **Username**
2. **Name and email of the Learner**
3. **Date their account was created**
4. **Date the Learner last logged in**
5. **Total courses that have been allocated to the Learner** *(This is the total inductions under each course)*
6. **Date Most Recent Course was accessed**
7. **The Learner's date of birth**
8. **12 Month Login:** this outlines the number of times the Learner has logged into the platform in the last 12 months.
9. **Completed Courses:** This outlines the number of courses the Learner has completed.
10. **Balance:** This is the credit available on the account. Not applicable to AYSO Learners.
11. **The area and region location in which the Learner's account is allocated**



In addition to the above snapshot, as an administrator you will have access to perform the following functions:

AYSO.29449-634323.learner (Etrainu Helpdesk) - helpdesk@etrainu.com			
DateCreated:	09/26/2021	DOB:	N/A
LastLogin:	10/12/2021	12 Month Login Count:	27
Total Courses:	0	Completed Courses:	0
Most Recent Course:	N/A	Balance:	\$0.00

Region 9695 > 90C > AYSO

1. **Notes:** This allows you to record notes on the Learner.
2. **Send Keys:** This icon allows you to send training to the Learner.
3. **Email:** This icon allows you to send a personalized email from the LMS directly to the Learner.
4. **View Training:** This allows you to view at a deeper level the training results and progress of the Learner.



Add Notes to a Learner

Adding notes to a Learner’s account allows you to record relevant information and notes to share between Administrators. These are not visible to the Learner.

1. Locate the Learner using the “Manage Learners” steps.
2. Click on the “Notes” icon.

AYSO.29449-634323.learner (Etrainu Helpdesk) - helpdesk@etrainu.com			
DateCreated:	09/26/2021	DOB:	N/A
LastLogin:	10/12/2021	12 Month Login Count:	27
Total Courses:	0	Completed Courses:	0
Most Recent Course:	N/A	Balance:	\$0.00
Region 9695 > 90C > AYSO			

3. Type your notes in the field and click “Save”.

Update Notes

Update Notes for *Etrainu Helpdesk*

Notes

Enter any information about this learner below.
All notes for this learner can only be viewed and updated by other region administrators linked to your region.

Type Note Here...

Previous Notes

Date Posted: 05/10/2021 09:32:32 PM Posted By: Aysso Org

taet



Sending an Email to a Learner

The etrainu LMS allows you to send an email directly to a Learner at any time. This function will also record a snapshot of emails sent.

1. Locate the Learner using the “Manage Learners” steps.
2. Click on the “Send Email” icon.

AYSO.29449-634323.learner (Etrainu Helpdesk) - helpdesk@etrainu.com			
DateCreated:	09/26/2021	DOB:	N/A
LastLogin:	10/12/2021	12 Month Login Count:	27
Total Courses:	0	Completed Courses:	0
Most Recent Course:	N/A	Balance:	\$0.00

Region 9695 > 90C > AYSO

3. Click on “Send a New Email”.

View Emails

[Send a New Email](#)

View Emails for *Etrainu Helpdesk*

Click on the header to sort by that column.

Subject Line	Sender	Sender Email	Recipient	Recipient Email	Sent	Attachment
No emails have been sent to this user.						

4. Fill in the email information, upload any attachments if required using the “Choose File” button, and click “Save”.

Send Email

Send Email for *Etrainu Helpdesk*

Email Information

Send From *

Send To *

Subject *

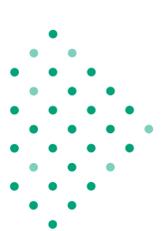
Message *

Styles | Normal | ?

To Learner,
Please ensure you complete your training before the end of the month.
Regards
Training Coordinator

body p

Attachments No file chosen
Note: Any attachments will be prefaced with "The following documents have been attached:"



Check Learner Training Progress

This is the most commonly used function within the LMS and Manage Learners section. This function allows you to view the progress status of a Learner.

1. Locate the Learner using the “Manage Learners” function.
2. Click on the “View Training” icon.

AYSO.29449-634323.learner (Etrainu Helpdesk) - helpdesk@etrainu.com			
DateCreated:	09/26/2021	DOB:	N/A
LastLogin:	10/12/2021	12 Month Login Count:	27
Total Courses:	0	Completed Courses:	0
Most Recent Course:	N/A	Balance:	\$0.00
Region 9695 > 90C > AYSO			

3. Within this screen, you can see the Bundle and Inductions within the bundle; plus, complete additional actions for the Learner’s record.

	3	4	5	6	7	
Training Name	Code	Provider	Status	Details	Documents	Actions
1 6U Coach (Bundle)		Ayso	Complete	Access Given 10/07/2021 Completed 10/08/2021 Competent 10/08/2021		Course Actions ▾
2 - 6U - Coaching Methodologies		Ayso	Complete	Access Given 10/07/2021 Completed 10/08/2021 Competent 10/08/2021		Recalculate Status 8
- 6U - Elements of Soccer		Ayso	Complete	Access Given 10/07/2021 Completed 10/08/2021 Competent 10/08/2021		
- 6U - Final Exam		Ayso	Complete	Access Given 10/07/2021 Completed 10/08/2021 Competent 10/08/2021		
- 6U - Player Development		Ayso	Complete	Access Given 10/07/2021 Completed 10/08/2021 Competent 10/08/2021		
- 6U - Team Management and Program Guidelines		Ayso	Complete	Access Given 10/07/2021 Completed 10/08/2021 Competent 10/08/2021		
- Introduction to 6U Coaching		Ayso	Complete	Access Given 10/07/2021 Completed 10/07/2021 Competent 10/07/2021		

1. **Bundle Name:** This is the course name the Learner has enrolled into.
2. **Induction Name:** These are the inductions (or modules) included within the Bundle (course) that make up the package.
3. **Code:** Training code for the course (if applicable).
4. **Provider:** Supplier that the training is under in the LMS.



- 5. **Status:** This section outlines whether the course is In Progress, Not Yet Started, or Complete.
- 6. **Details:** This section outlines the date on which the course was allocated, completed, and marked as competent.
- 7. **Documents:** Certificates (if applicable) can be accessed here.
- 8. **Recalculate Status:** It is used as a troubleshooting step in instances where all inductions are complete, but the bundle isn't marked as complete.

Printing a Learner's Certificate

Certificates of completion can be attached at either Bundle level, Induction level, or sometimes both. At times, a course may not have a certificate of completion attached at all.

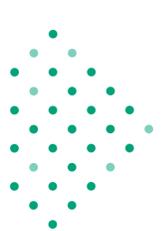
To download a copy of a certificate if it is available, click on the "View Certificate" icon. This will download and open the certificate in a new tab for printing.

Training Name	Code	Provider	Status	Details	Documents	Actions
6U Coach (Bundle)		Ayso	Complete	Access Given 10/07/2021 Completed 10/08/2021 Competent 10/08/2021		Course Actions ▾

In addition, the following key is used in this "Documents" column.

Legend:     

- 1. **View Results:** This will be made available if the course has access to view results.
- 2. **View Certificate:** This is made available when a generic certificate is available.
- 3. **View Customer Certificate:** This is made available if a custom certificate is attached.
- 4. **No Certificate Available:** This highlights there is no certificate available.
- 5. **No Permission to View Certificate:** This highlights you do not have access to view the certificate.



Assign Training - Individual

There are two methods in which you can assign training: assigning training per individual and by assigning training to a bulk group of Learners. To assign training to an individual, follow the below steps:

1. Locate the Learner using the “Manage Learners” steps.
2. Click on the “Send Keys” icon.

AYSO.29449-634323.learner (Etrainu Helpdesk) - helpdesk@etrainu.com			
DateCreated:	09/26/2021	DOB:	N/A
LastLogin:	10/12/2021	12 Month Login Count:	27
Total Courses:	0	Completed Courses:	0
Most Recent Course:	N/A	Balance:	\$0.00

Region 9695 > 90C > AYSO

3. 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.

Course Categories

Courses for *Etrainu Helpdesk*

 <p>Instructor - Event Management Training</p> <p>VIEW COURSES</p>	 <p>Safe Haven</p> <p>VIEW COURSES</p>	 <p>Coaching</p> <p>VIEW COURSES</p>	 <p>Refereeing</p> <p>VIEW COURSES</p>
 <p>Instructor</p> <p>VIEW COURSES</p>	 <p>Management</p> <p>VIEW COURSES</p>	 <p>Safe Haven CEU</p> <p>VIEW COURSES</p>	 <p>Coaching CEU</p> <p>VIEW COURSES</p>



4. Locate the course you wish to allocate and click “Enroll”.

Courses in Instructor - Event Management Training

Bypass course pre-requisite checks

Courses for *etrainu Helpdesk*

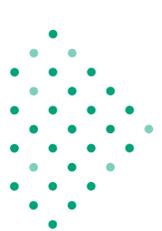
The screenshot shows two course cards side-by-side. Each card has a header image of a classroom, a title, a provider (AYSO), a description, and a price of 'Free' with an 'ENROLL' button. The 'ENROLL' button on the first card is highlighted with a red box.

Course Title	Provider	Description	Price	Action
Instructor Training Videos	AYSO	Instructor Training Videos	Free	ENROLL
Event Troubleshooting - Online	AYSO	Please refer to the below training vidoes to assist wieth troubleshooting events.	Free	ENROLL

If a course has a prerequisite and the learner has not completed the prerequisite an administrator can assign a course to a learner by clicking “Bypass course pre-requisite checks”.

The administrator will also need to click “Submit” on the pop-up.

The screenshot shows a dialog box titled 'Bypass Pre-Requirement Checks'. It contains the question 'Are your sure you want to bypass the course pre-requisite checks?' and two buttons: 'CANCEL' and 'SUBMIT'. The 'SUBMIT' button is highlighted with a red box.



- Once processed, click “Assign more Training” if you wish to assign more training to that same Learner, or select “Back” to be taken back to the Manage Learners screen.



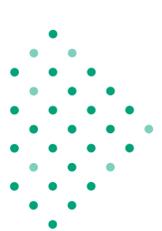
Purchase Complete

Thank you for choosing etrainu

Your payment was successful and your receipt has been sent to your email address:

BACK

ASSIGN MORE TRAINING

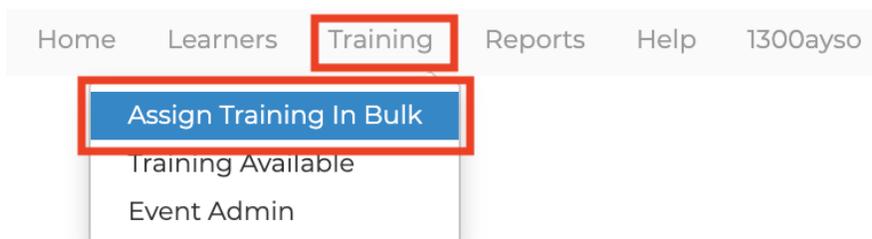


Assign Training - In Bulk

If you have a large number of Learners to assign training to, you may prefer to use the “Assign Training in Bulk” function. This function allows you to assign a training course to a group of Learners.

Note: when assigning training in bulk, it will not appear in a Learner’s account until the following day (if processed before 6.00 pm. DO NOT attempt to reassign this course until at least 24 hours after the first attempt.

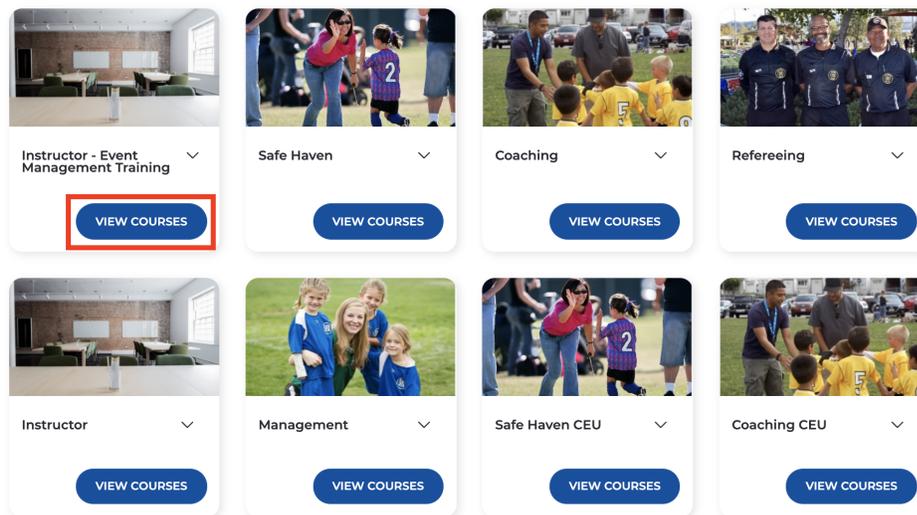
1. Click “Training” from the menu bar at the top of the screen, followed by “Assign Training in Bulk”.

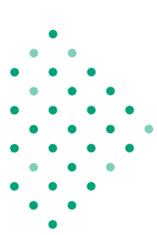


2. You will then be directed to the Course Categories page; here, you can select the course category where the desired training course is assigned. Click “View Courses” to view the suite of courses within that specific category.

Course Categories

Courses for *Etrainu Helpdesk*





3. Locate the course you wish to allocate and click “Assign”.

Courses in Safe Haven

The screenshot displays four course cards under the heading "Courses in Safe Haven". Each card features a "Safe Haven Ahead" sign at the top. The first card is "AYSO's Safe Haven Online" by AYSO, with a description about child and volunteer protection. The second card is "AYSO's Safe Haven - Full In-Person Course" by AYSO, with a description about face-to-face training. The third card is "Refugio de Seguro de AYSO - Full In-Person Course" by AYSO, with a description about face-to-face training in Spanish. The fourth card is "CDC Concussion Awareness" by AYSO, with a description about concussion awareness training. Each card has a blue "ASSIGN" button at the bottom. The "ASSIGN" button on the second card is highlighted with a red rectangular box.

4. You will then be directed to a list of learners within your administration access view. From this list, select all learners you wish to assign the course to.

5.

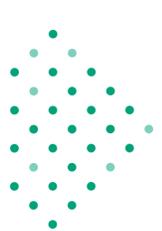
From this list, select all Learners you wish to assign the course to. You will be able to see the learners who are in progress for the course or have completed the course.

Learners that are in progress will be greyed out and you will not be able to assign the course to them.

6. If you wish to send all learners an email notification, click “Send Notification Email”; if you do not click this, an email notification will not be sent.

You can also select “Include Previously Completed” if you want to reassign the course to a Participant.

7. Click “Assign”.



Bulk Assign - AYSO's Safe Haven - Full In-Person Course ✕

Send Notification Email

Include Previously Completed

+ <input type="checkbox"/> 8C
+ <input type="checkbox"/> 8D
+ <input type="checkbox"/> 8E
+ <input type="checkbox"/> 8F
+ <input type="checkbox"/> 8G
+ <input type="checkbox"/> 8J
+ <input type="checkbox"/> 90A
- <input type="checkbox"/> 90C
- <input type="checkbox"/> Region 9695
<input type="checkbox"/> Area Admin (Previously Completed)
<input type="checkbox"/> Michael Aguilar (Previously Completed)

CLOSE ASSIGN

6. On the next page click “Process enrollment”.



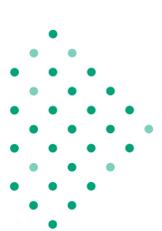
PROCESS PAYMENT

Pay for your course

This course is free.

ITEM	Cost
AYSO's Safe Haven - Full In-Person Course	\$0.00

PROCESS ENROLLMENT



- Once processed, click “Assign more Training” if you wish to assign more training to that same Learner, or select “Back” to be taken back to the Manage Learners screen.

Note: The courses are assigned overnight (if processed before 6.00 pm).



PROCESS
PAYMENT

Purchase Complete

Thank you for choosing etrainu

Your payment was successful.

The courses will be assigned overnight.

Your receipt will be sent to your email address when the courses are assigned.



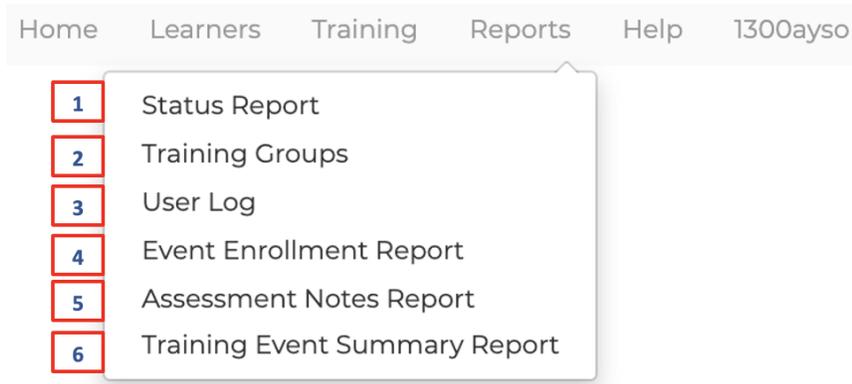
Viewing Reports

The etrainu LMS has a range of reports that can be switched on/switched off for your organization subject to your organizational needs.

When building your reports, you have the ability to customize and filter these according to your individual reporting needs. You can filter by date ranges, completion status, individual bundles, Learner groups and training groups.

All reports can be exported in Excel, CSV and PDF formats.

The below reports are our most commonly used reports and functions.



1. **Status Report:** This report will show you the training status and progress for all Learners within a selected course.
2. **Training Groups:** This feature allows you to group multiple training items together to help with reporting builds.
3. **User Log:** This report will allow you to see when Learner's have logged in.
4. **Event Enrollment Report:** This report outlines the events and the status the learner is enrolled into.
5. **Assessment Notes Report:** This report outlines the notes advised when a learner is assessed through the assessing app.
6. **Training Event Summary Report:** This report outlines the status of each event, assessor and learners.



Training Status Report

The Training Status report outlines the training status for your Learners and can be filtered to suit your needs. To build your report, consider the following filters:

Training Status Report

ORGANIZATION	AYSO
1 AREA	Select area <input type="text"/>
REGION	Select region <input type="text"/>
2 LEARNER GROUP	OR Select learner group <input type="text"/>
3 COURSE	Select training <input type="text"/>
MODULE	Select training <input type="text"/>
TRAINING GROUP	Select training <input type="text"/>
4 TRAINING STATUS	<input type="button" value="In Progress"/> <input type="button" value="Completed"/> <input type="button" value="Deactivated"/>
DATE TRAINING WAS ASSIGNED	Select a date range <input type="text"/>
5 DATE USER WAS CREATED	Select a date range <input type="text"/>
DATE COURSE WAS COMPLETED	Select a date range <input type="text"/>
6 EXTRA DISPLAY FIELDS	Select extra fields to include in report results <input type="text"/>
7 ADDITIONAL OPTIONS	<input type="checkbox"/> INCLUDE ARCHIVED USERS
	8 <input type="button" value="SUBMIT"/>

- Area/Region:** If you wish to only pull data for a specific area or region, you may use these filters - leaving this blank will pull all data you have access to.
- Learner Group:** If you have a specific Learner Group set up, you can pull this group of Learners.
- Individual/Bundle/Group:** An “individual” item is a single module within a bundle (course); a “bundle” is the completed course itself in full (recommended); a “group” refers to a Training Group which captures a group of training courses (refer to “Training Groups” to



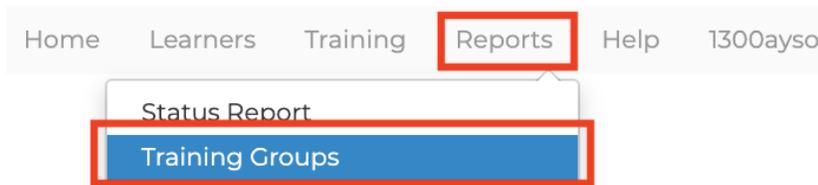
understand this functionality.

4. **Training Status:** At Course and Group Level you can filter the training status by “In Progress”, “Complete” or “Deactivated” . The “In Progress” and “Completed” options are selected as a default. At Module level you can filter the training status by “Not Started”, “Awaiting Final Competency”, “In Progress”, “Completed” or “Deactivated”.
5. **Date Ranges:** You can filter the reports based on training assigned dates, learner creation dates and/or completion dates.
6. **Extra Display Fields:** You can choose to select All fields or you can select additional fields such as Area (Department) , Date of Birth, Email, Gender, Phone, Region (Sub-Org).
7. **Additional Options:** You can choose to include Learners that have been archived.
8. **Submit:** Click this to create your report.

Training Groups

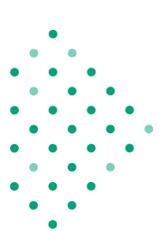
The Training Groups feature allows an administrator to group a number of training bundles together to pull one report rather than a separate report for each bundle. This feature is widely used within organizations that have specific compliance course requirements.

1. Click “Reports” from the menu bar on the top of the screen, followed by “Training Groups”.



2. In “Group Name”, type the name of the Training Group you wish to create.
3. Select “Bundles” from the Courses drop-down menu.
4. Click the “Private” button if you want this to remain a private group for your use only— leaving this unticked will mean all administrators can access this Training Group.





5. Select “Add Group”.
6. To add training bundles into the Training Group, click on the “View Training” icon beside the Training Group you wish to edit.

Group Name...	Courses	Private <input type="checkbox"/>	Add Group		
Group Name ▲	Creation Da...	Created By	Training Type	Privacy	Actions
All Bundles V2	07/21/2021	Ayso Org	Bundles		

7. From here, select the content provider that supplies content to your organization by selecting from the “Select a Provider” drop-down menu.

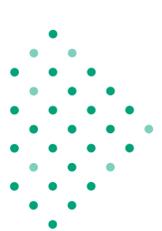
AYSO	Select a course	Add Training		
Provider	Training Name	Type	Date Added	Actions
AYSO	6U Coach	Bundle	07/21/2021	

8. Select the course you wish to add to the group by selecting a course from the “Select a course” drop-down menu and click “Add Training”.

AYSO	Instructor Training Videos	Add Training		
Provider	Training Name	Type	Date Added	Actions
AYSO	6U Coach	Bundle	07/21/2021	
	Event Troubleshooting			

9. Repeat this process until all training items are added to the group.
10. If, at any point, you wish to remove a training item from the group or remove the group completely, click the “archive” icon.

Group Name...	Courses	Private <input type="checkbox"/>	Add Group	AYSO	Add Training					
Group Name ▲	Creation Date	Created By	Training Type	Privacy	Actions	Provider	Training Name	Type	Date Added	Actions
Coaching	08/30/2021	Ayso Org	Bundles			AYSO	CEU Training Objectives Using the 5Ws	Bundle	08/30/2021	
Coaching CEU	08/30/2021	Ayso Org	Bundles			AYSO	AYSO GoalKeeping 1 - Full In-Person Course	Bundle	08/30/2021	



User Log

The User Log outlines the dates your Learner's last logged in. You can filter your report By Department (Area), Sub-Organisation (Region), Dates or by Name.

User Log Report

Department

SubOrganisation

From Date: 
Enter in the format dd/mm/yyyy.

To Date: 
Enter in the format dd/mm/yyyy.

Name
Enter a name to search in Username, First name,
Last name or email

SEARCH

Username	First Name	Last Name	Email	Login Date	Logout Date
AYSO.93482-168443.learner	Anthony	Tietz	anthonytietz@hotmail.com	17:48 07/02/2022	



Event Enrollment Report

The Event Enrollment report outlines the events and the status the learner is enrolled into. To build your report, consider the following filters:

Event Enrollment Report

1 Organization AYSO

2 Area 90C

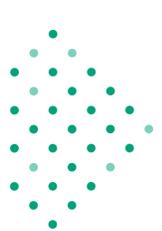
3 Region * Region 9695

4 Course Selection *
Select a training item
 Aysos Safe Haven - Full In-Person Course
 Avoiding Trouble - Full In-Person Course

5 Date Range * Last 30 days

6 Submit

1. **Organization:** This defaults to AYSO.
2. **Area:** Advise the area to pull data for a specific area you have access to.
3. **Region:** Advise the region to pull data for a specific region you have access to.
4. **Course Selection:** Select the course or courses you wish to report on.
5. **Date Ranges:** You can filter the reports based on past, present and future dates, etc.
6. **Submit:** Click this to create your report.



Assessment Notes Report

The Assessment Notes report outlines the notes advised when a learner is assessed through the assessing app. To build your report, consider the following filters:

Assessment Notes Report

Member Group - Select a member group

1	Organization	AYSO
2	Department	90C
3	Sub Organisation	Region 9695
4	Participant - Optional	Select a participant
5	Course	Select a training item <input checked="" type="checkbox"/> Avoiding Trouble - Full In-Person Course
6	Date Range	Last 30 days

7 Submit

1. **Organization:** This defaults to AYSO.
2. **Area:** Advise the area to pull data for a specific area you have access to.
3. **Region:** Advise the region to pull data for a specific region you have access to.
4. **Learner:** This field is optional, however, you can advise a learner you wish to report on.
5. **Course Selection:** Select the course or courses you wish to report on.
6. **Date Ranges:** You can filter the reports based on a variety of date ranges from in the past, present or future.
7. **Submit:** Click this to create your report.



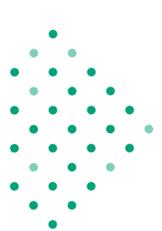
Training Event Summary Report

The Assessment Notes report outlines the notes advised when a learner is assessed through the assessing app. To build your report, consider the following filters:

Training Event Summary Report

1	Organization	AYSO
2	Area *	90C
3	Region	Select region
4	Course Selection *	Select a training item <input checked="" type="checkbox"/> Avoiding Trouble - Full In-Person Course
5	Date Range *	Last 30 days
6	Event Status *	Select event status <input checked="" type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed
7	Participants - Optional	Select Participants
8	Assessors - Optional	Select Assessors
9 <input type="button" value="Submit"/>		

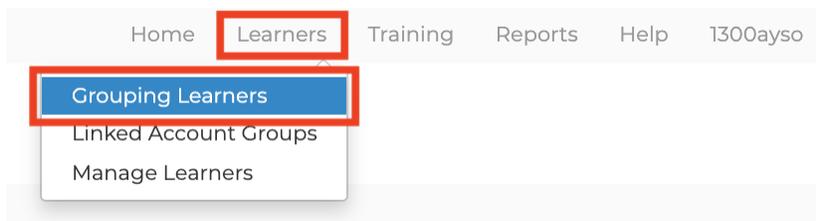
1. **Organization:** This defaults to AYSO.
2. **Area:** Advise the area to pull data for a specific area you have access to.
3. **Region:** Advise the region to pull data for a specific region you have access to.
4. **Course Selection:** Select the course or courses you wish to report on.
5. **Date Ranges:** you can filter the reports based on a variety of date ranges from in the past, present or future.
6. **Event Status:** Select the event status types you would like to obtain the data from.
7. **Learner:** This field is optional, however, you can advise a learner you wish to report on.
8. **Instructors:** This field is optional however, you can advise an instructor who managed the event you wish to report on.
9. **Submit:** Click this to create your report.



Learner Groups

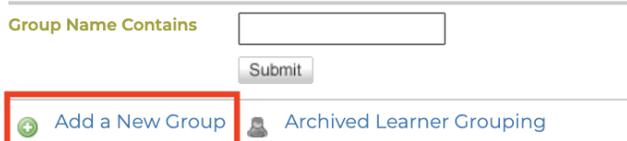
Similarly to the Training Group, the Learner Group feature allows you to group Learners together. This may be done on an individual Learner basis or a sub-organization basis.

1. Click “Learners” from the menu bar on the top of the screen, followed by “Grouping Learners”.



2. Select “Add a New Group”

Manage Learner Groups



3. Name the Learner Group you are creating, select yes/no responses in accordance with your requirements and click “Save”.

Manage Learner Grouping

Add a Learner Grouping

Learner Group Information

Name *

Assigned Group

Auto-Add new Learner
Add learners to this grouping when a training partnership is established with the assigned group or groups belonging to the assigned group. Yes No

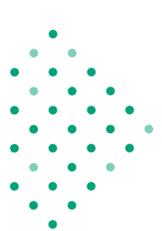
Learners can Join/Leave
Allow learners to choose to be a part of this group. Yes No

Include In Reports
Include this grouping in reports. Yes No

Include In Totals
Include this grouping in reporting totals. Yes No

Children Can Access
Allow Administrators in lower levels to view and use this Learner group. Yes No

Fields marked with a * are required.

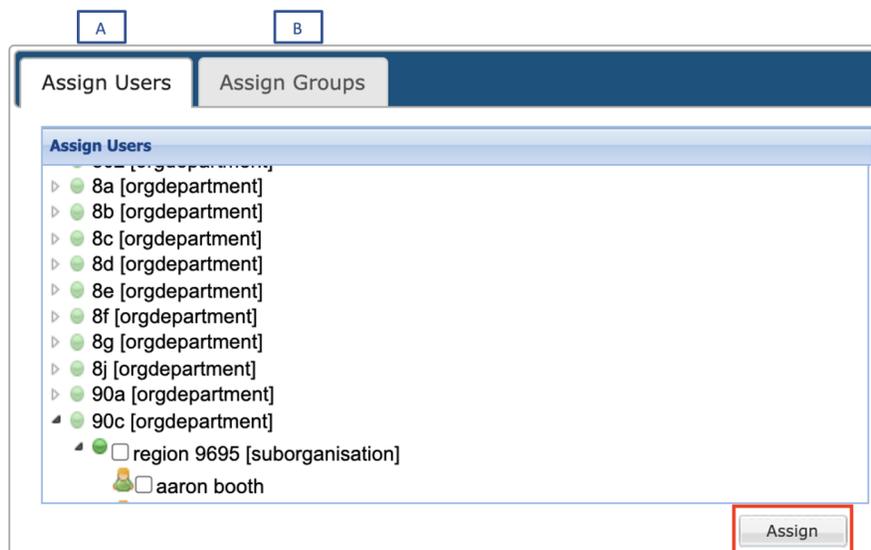


4. To add Learners to the group, click the “plus” icon.

Group Name	Assigned to	Include In Totals	Include In Reports	Created By	Creation Date
 U4 coach	Region 493	✓	✓		10/12/2021
 Test	AYSO	✓	✓		10/05/2021

5. From here, you are greeted with two options: Assign Users and Assign Groups. Select the users or groups and click “Assign”.

- a. If you are assigning users, select the individual users you wish to assign to the Learner Group—by using this option, it will not automatically add new users as they are created.
- b. If you are assigning groups, select the Area/Region you wish to assign to the Learner Group—by using this option, it will automatically add new users as they are created within those Area/Regions.





FAQs 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, if you are completing training via an organization, you reach out to your System Administrator first.

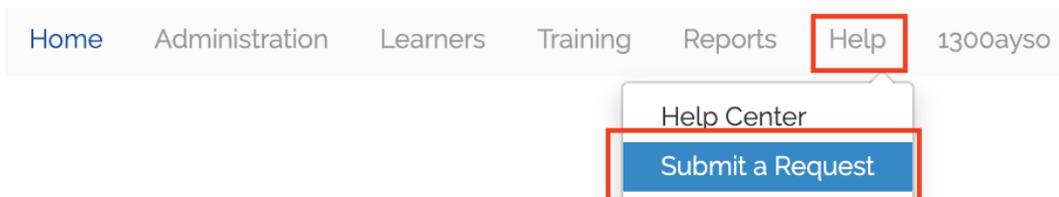
However, if you are unable to have your questions answered, please see below helpful links.

The etrainu Support Centre

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

Contact Us

To log a ticket with our Help Desk, click on “Help” from the menu bar on the top right, 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.