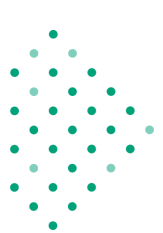


# etrainu

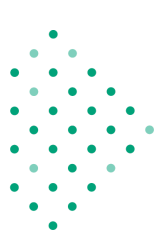
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## PARTICIPANT USER GUIDE



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## Introduction

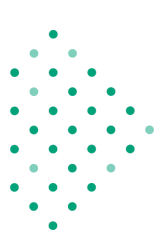
Welcome to the etrainu e-Learning Learning Management System (LMS)! Your etrainu account will be your personal training record management system and hold everything you need. This includes your training courses, training records, certificates and more. All courses that you complete using your etrainu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

To access your training, you must log into your LMS using your unique set of credentials.

1. Go to the etrainu website ([www.etrainu.com](http://www.etrainu.com)) and click “Log in”; this will take you to the main log in page. Please note, if you are logging in with a specific organisation, your website will be [www.organisationnamehere.etrainu.com](http://www.organisationnamehere.etrainu.com).

etrainu

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SIGN UP

Login

## We **change** the way people learn

As innovators in the eLearning industry, we offer online training academies tailored to our clients' business goals to achieve targeted outcomes.

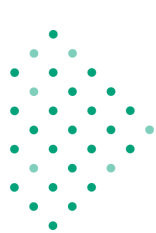
BOOK A DEMO



2. Type your username and password in the bottom right hand corner and click “Log in”.



**Note:** If you don't know your username or password, check out our article "[I forgot my password](#)".

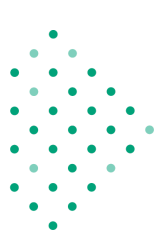


## Overview of the LMS

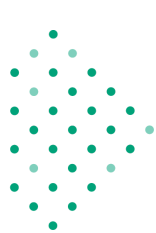
When you log into the LMS for the first time, you will notice there is so much to choose from! Below is a short overview of the different functions you may have access to.

The screenshot shows the etrainu LMS interface. On the left is a sidebar menu with 12 numbered callouts: 1. User profile (Mary Jane), 2. Switch account, 3. Edit Account, 4. Manage Subscription, 5. Log out, 6. Home, 7. Skills Passport, 8. Document Library, 9. Training Library, 10. Training Event, 11. My Training (highlighted), and 12. Help. The main content area is titled 'My Training' and features a 'Training Status' filter bar with options: Last Accessed, Not Started/In Progress, Completed, and Expired. Below this is a 'Last Accessed' section showing a course card for 'etrainu - Demonstration Course' with details: Type: Course Bundle, Accessible Since: March 21, 2023, Status: IN PROGRESS, and Author: etrainu Demonstrations. A 'VIEW' button is at the bottom of the card. At the bottom of the main area is a section for 'Not Started or In Progress Courses'. The footer includes 'Powered by etrainu'.

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. **Edit Account:** This allows you to edit your personal details.
4. **Manage Subscription:** This allows you to manage your subscription
5. **Logout:** This will log you out of the platform.



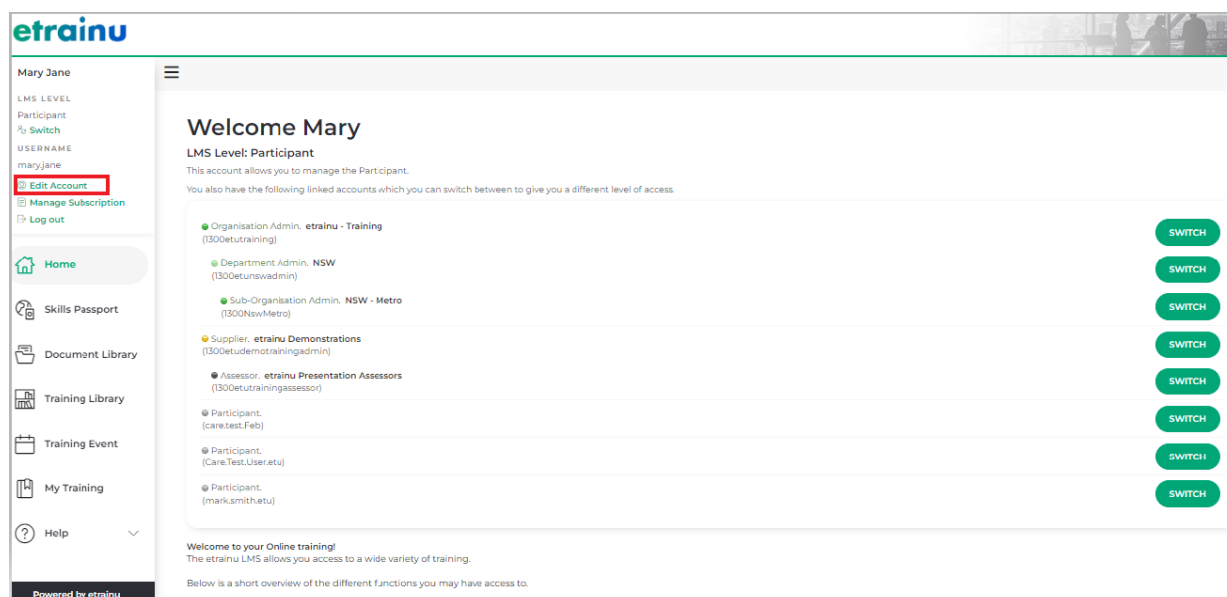
6. **Home:** This will redirect you to the home page of the platform.
7. **Skills Passport:** This holds your certificates of completion for any course completions within the etrainu LMS, and also gives you the ability to upload additional qualifications and print this report to PDF.
8. **Document Library:** This is used as a library resource for storing documents across the Organisation. This may be turned on if your Organisation has additional resources you can download as part of your LMS access.
9. **Training Library:** This is the library of training available to you within the LMS platform. You can click this to enrol in your courses at any time.
10. **Training Event:** This is where you book into an In-Person course/event on the calendar if your Organisation requires face-to-face training.
11. **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.
12. **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.



## Managing your Personal Details

It is important to keep your information up-to-date at all times while you are using the platform.

1. Click on “Edit Account” on the left of the screen.



2. Make the required adjustments to your account information and click “Save”.

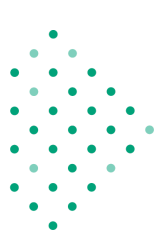
### Edit Account Information

#### Edit Account Information for *Mary Jane*

You will need a valid email address in order to receive notification messages from etrainu.

Please add etrainu.com to your email safe list so that these messages are not marked as spam.

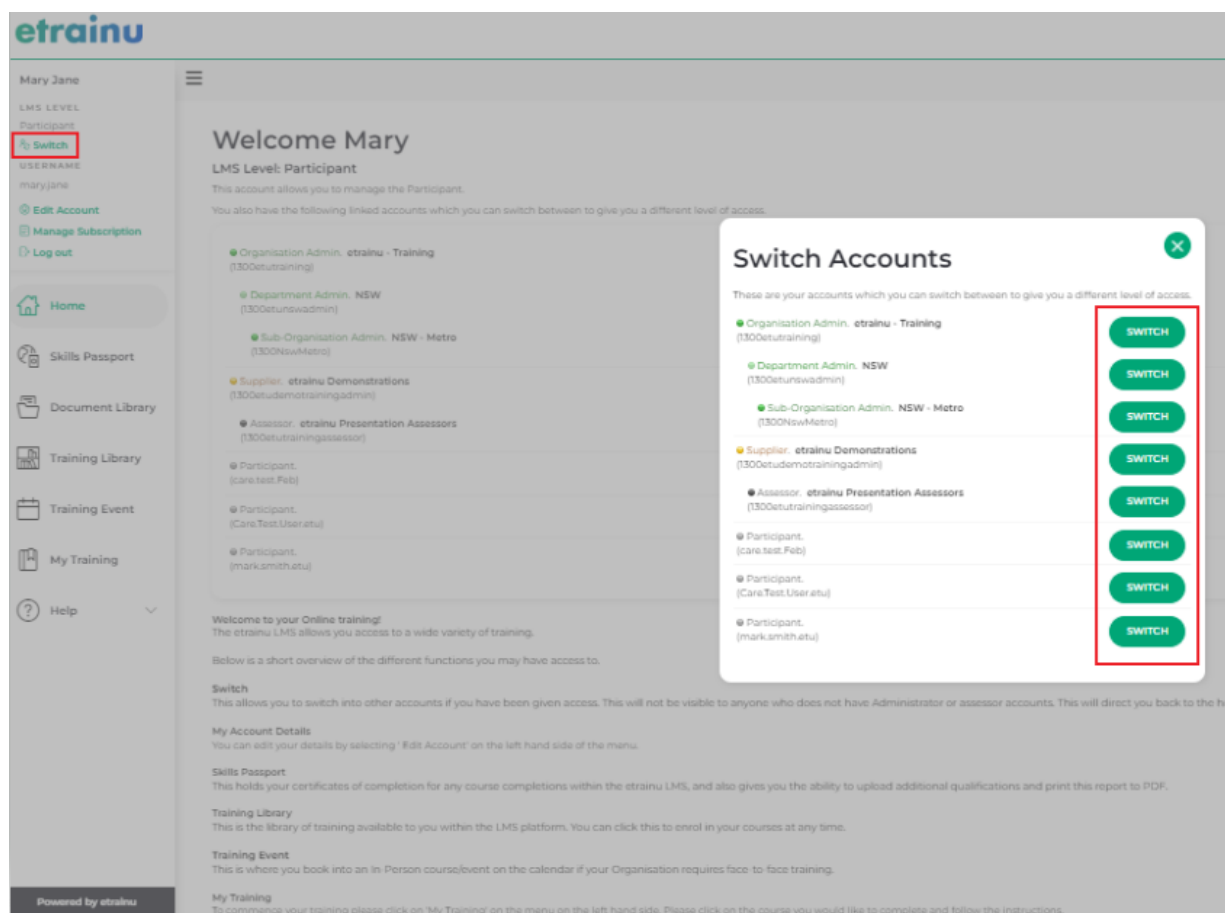
|   |  |                               |                          |  |                                      |                      |                    |  |  |               |  |                                     |  |                |              |  |   |                 |                     |                                   |  |
|---|--|-------------------------------|--------------------------|--|--------------------------------------|----------------------|--------------------|--|--|---------------|--|-------------------------------------|--|----------------|--------------|--|---|-----------------|---------------------|-----------------------------------|--|
| <div><h4>Account Information</h4><p><b>Username *</b></p><input type="text" value="maryjane"/><br/><small>Enter a unique username</small></div> <div><p><b>RESET PASSWORD</b></p></div> | <div><h4>Contact Information</h4><p><b>Email *</b></p><input type="text" value="admin@etrainu.com"/><br/><small>Enter a valid email address</small></div> <p>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.</p> <p>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 'rural property addressing' or 'numbering' system as your residential street address.</p> <table border="0"><tr><td><b>Building/Property Name</b></td><td><b>Flat/Unit Details</b></td></tr><tr><td><input type="text" value="Building Name"/></td><td><input type="text" value="level 3"/></td></tr><tr><td><b>Street Number</b></td><td><b>Street Name</b></td></tr><tr><td><input type="text" value="(e.g. 205 or Lot 118)"/></td><td><input type="text" value="Street Name"/></td></tr><tr><td><b>Suburb</b></td><td></td></tr><tr><td><input type="text" value="Suburb"/></td><td></td></tr><tr><td><b>Country</b></td><td><b>State</b></td></tr><tr><td><input type="text" value="Australia"/></td><td><input type="text" value="Queensland"/></td></tr><tr><td><b>Postcode</b></td><td><b>Phone Number</b></td></tr><tr><td><input type="text" value="1234"/></td><td><input type="text" value="07712345678"/></td></tr></table> <p><small>Please include the country code if you do not reside in Australia. This phone number needs to be your own so that etrainu can contact you if you require assistance.</small></p> | <b>Building/Property Name</b> | <b>Flat/Unit Details</b> | <input type="text" value="Building Name"/> | <input type="text" value="level 3"/> | <b>Street Number</b> | <b>Street Name</b> | <input type="text" value="(e.g. 205 or Lot 118)"/> | <input type="text" value="Street Name"/> | <b>Suburb</b> |  | <input type="text" value="Suburb"/> |  | <b>Country</b> | <b>State</b> | <input type="text" value="Australia"/> | <input type="text" value="Queensland"/> | <b>Postcode</b> | <b>Phone Number</b> | <input type="text" value="1234"/> | <input type="text" value="07712345678"/> |
| <b>Building/Property Name</b>   | <b>Flat/Unit Details</b>   |                               |                          |  |                                      |                      |                    |  |  |               |  |                                     |  |                |              |  |   |                 |                     |                                   |  |
| <input type="text" value="Building Name"/>  | <input type="text" value="level 3"/>   |                               |                          |  |                                      |                      |                    |  |  |               |  |                                     |  |                |              |  |   |                 |                     |                                   |  |
| <b>Street Number</b>  | <b>Street Name</b>   |                               |                          |  |                                      |                      |                    |  |  |               |  |                                     |  |                |              |  |   |                 |                     |                                   |  |
| <input type="text" value="(e.g. 205 or Lot 118)"/>  | <input type="text" value="Street Name"/>   |                               |                          |  |                                      |                      |                    |  |  |               |  |                                     |  |                |              |  |   |                 |                     |                                   |  |
| <b>Suburb</b>   |  |                               |                          |  |                                      |                      |                    |  |  |               |  |                                     |  |                |              |  |   |                 |                     |                                   |  |
| <input type="text" value="Suburb"/>   |  |                               |                          |  |                                      |                      |                    |  |  |               |  |                                     |  |                |              |  |   |                 |                     |                                   |  |
| <b>Country</b>  | <b>State</b>   |                               |                          |  |                                      |                      |                    |  |  |               |  |                                     |  |                |              |  |   |                 |                     |                                   |  |
| <input type="text" value="Australia"/>  | <input type="text" value="Queensland"/>  |                               |                          |  |                                      |                      |                    |  |  |               |  |                                     |  |                |              |  |   |                 |                     |                                   |  |
| <b>Postcode</b>   | <b>Phone Number</b>  |                               |                          |  |                                      |                      |                    |  |  |               |  |                                     |  |                |              |  |   |                 |                     |                                   |  |
| <input type="text" value="1234"/>   | <input type="text" value="07712345678"/>   |                               |                          |  |                                      |                      |                    |  |  |               |  |                                     |  |                |              |  |   |                 |                     |                                   |  |



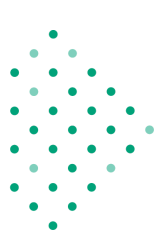
## Switching between your Accounts

You are able to switch between multiple accounts from your Participant account if you have other accounts linked to your account.

1. Click on “Switch” on the menu on the left. A pop-up will appear and you are able to switch to another account.



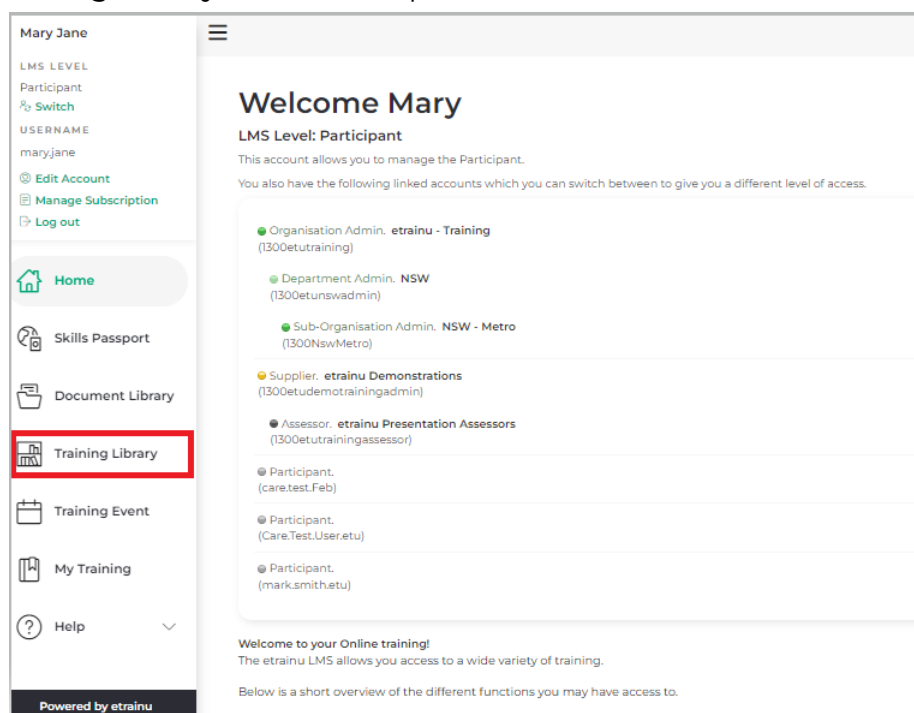
**Note:** You can switch back to any account when you have logged in.



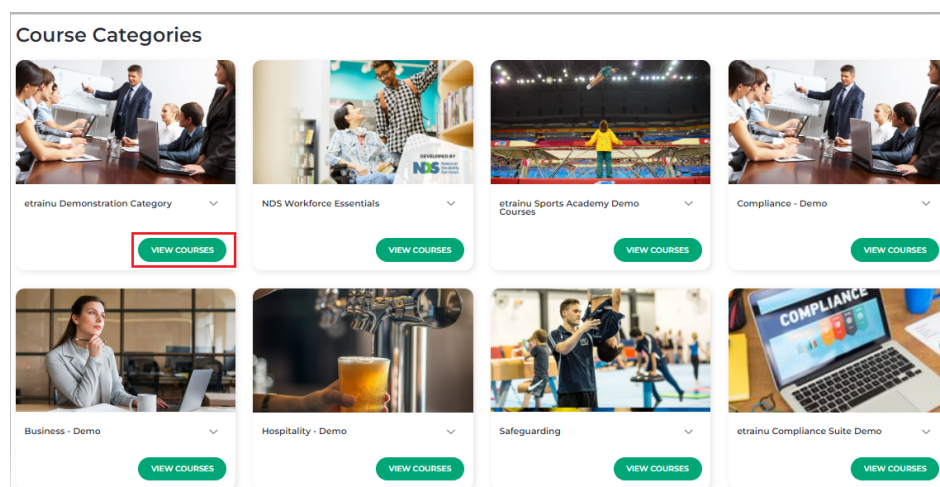
## Enrolling into Training

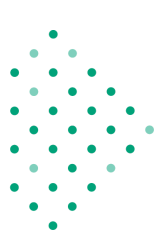
Having an account with the etrainu LMS will give you access to a range of training courses and resources 24/7. These can be enrolled directly through the Training Library.

1. Click on the “Training Library” menu bar option available on the left-hand side of the screen.

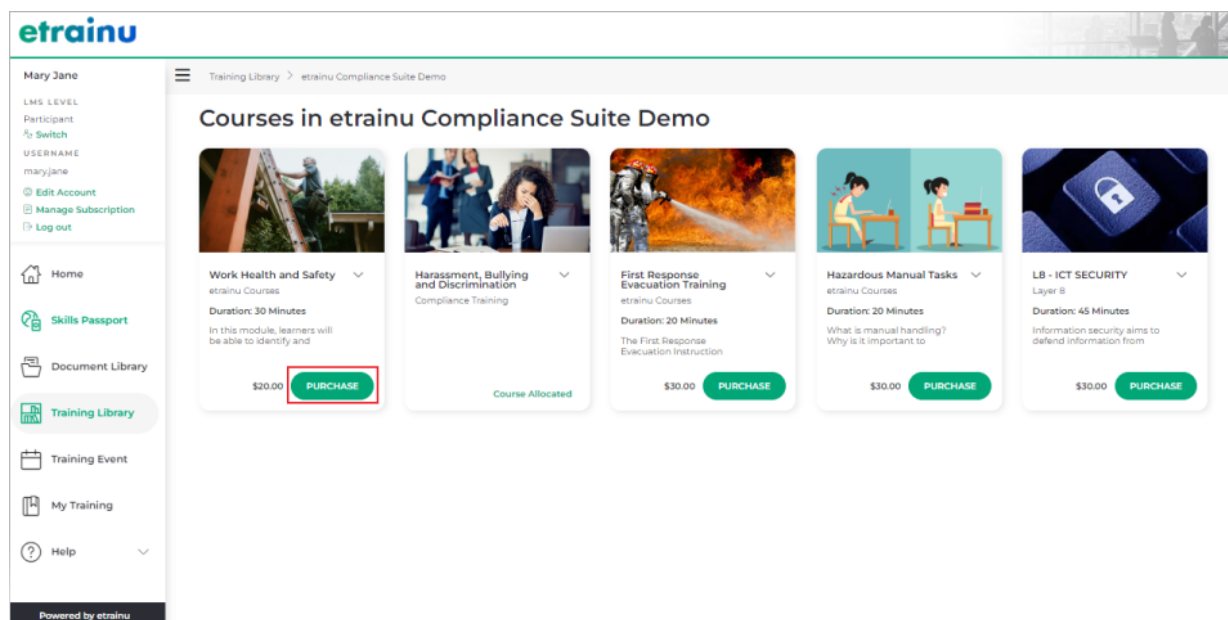


2. You will then be directed to the Course Categories page, where you can select the course category where the desired training course is assigned. Click “View Courses” to view the suite of courses within that specific category.

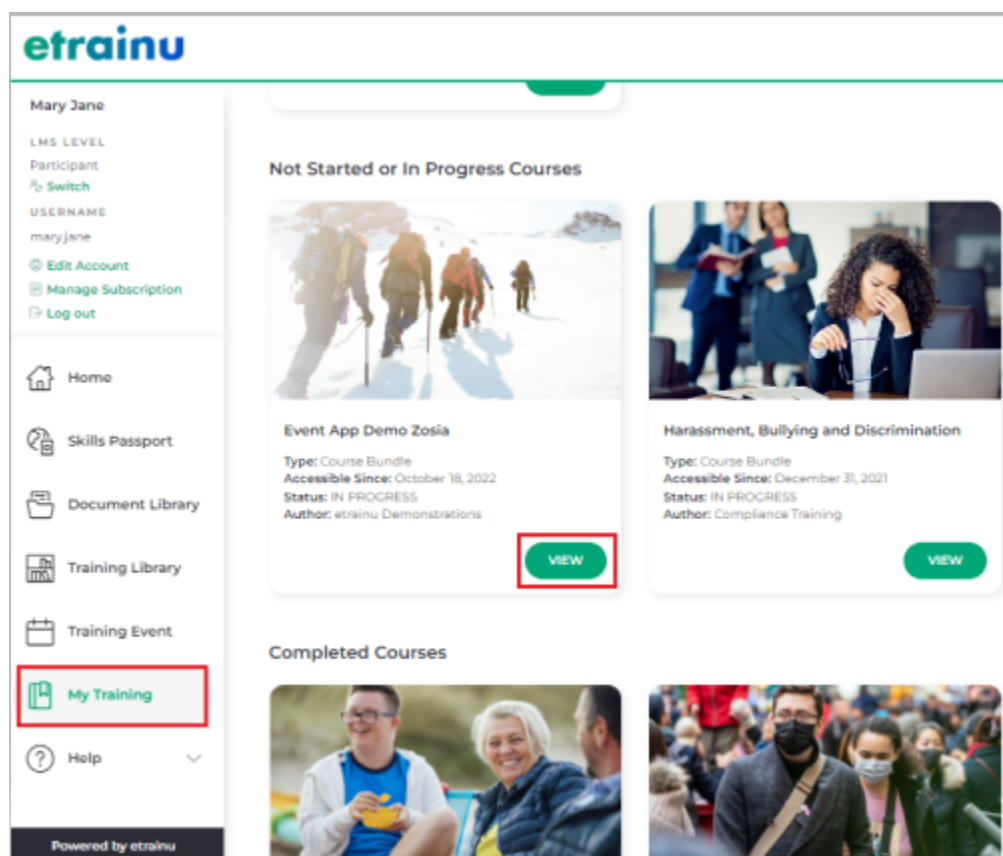


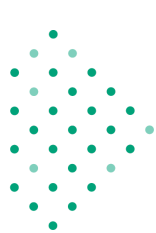


3. Locate the course you wish to allocate and click “Enrol” or “Purchase”.



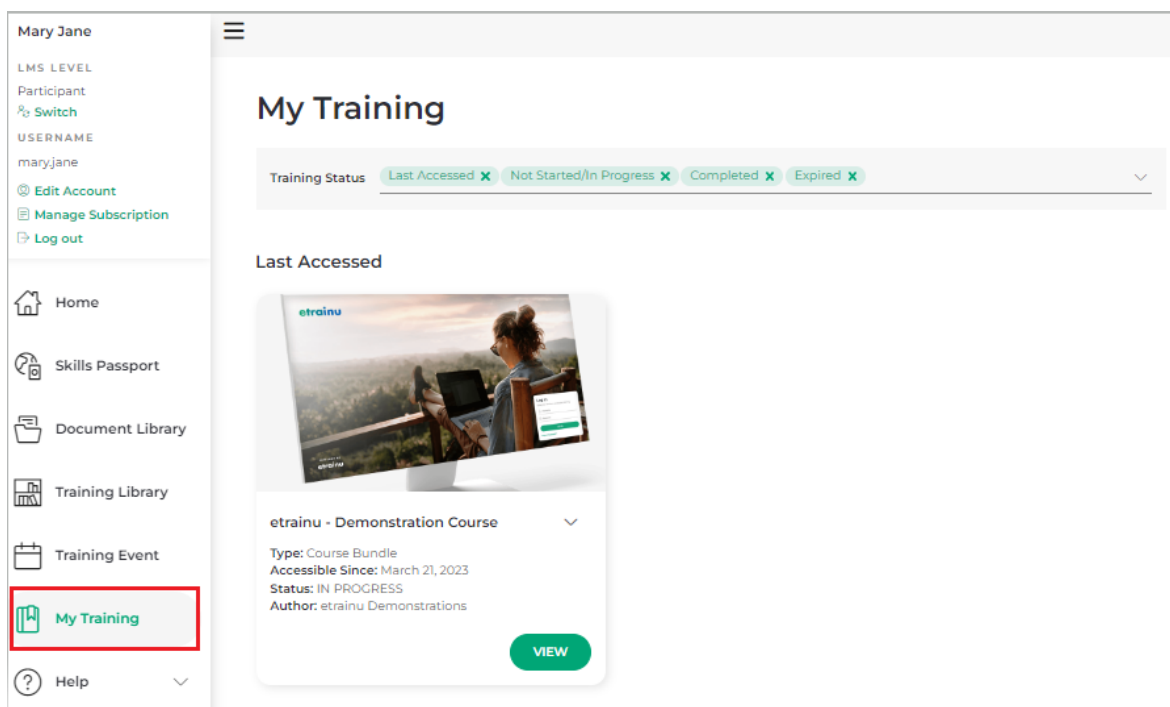
4. Once processed, the course will be allocated to your account. The course can be accessed any time by clicking on “My Training”.

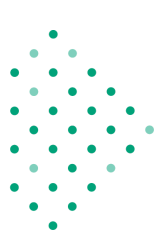




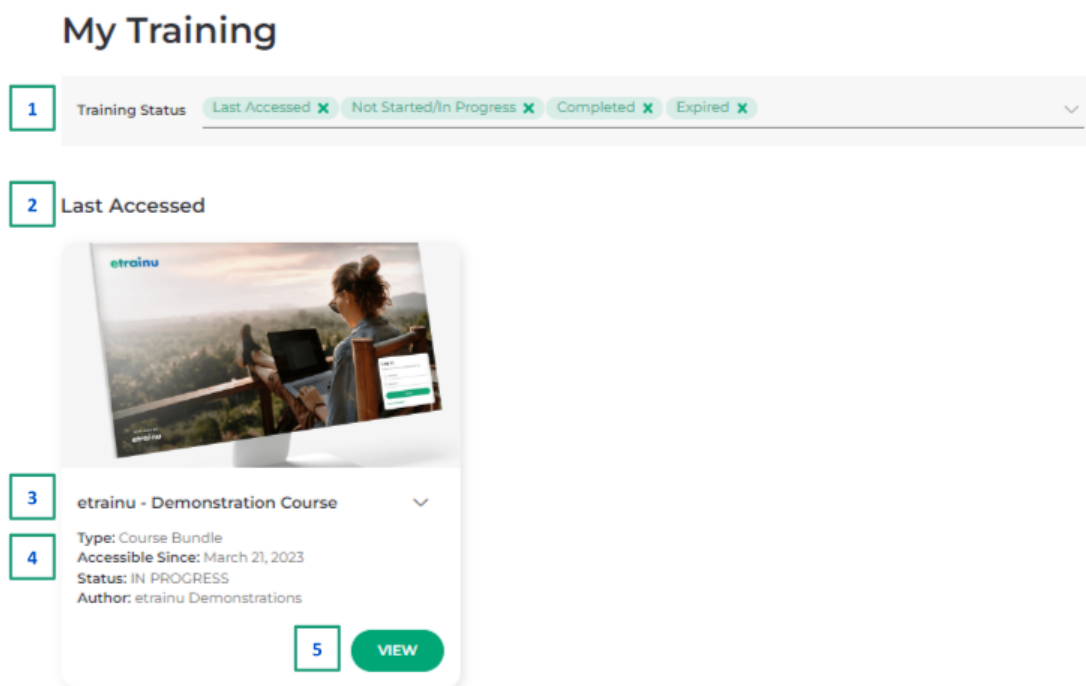
## Access and Complete your Training

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.

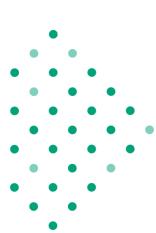




When you enter the “My Training” page, you will see the list of training items you have access to, as well as a few other features. These include:



1. **Training Status:** This function allows you to filter your training by status.
2. **Last Accessed:** The course you last accessed will appear in this section.
3. **Course Title:** This is the title of the course assigned to you.
4. **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.
5. **View:** By clicking this, you can view and commence your training.



6 Not Started or In Progress Courses



Work Health and Safety

Type: Course Bundle  
Accessible Since: December 31, 2021  
Status: IN PROGRESS  
Author: etrainu Courses

VIEW

7 Completed Courses



COVID-19: What It Is, How to Prevent Spread

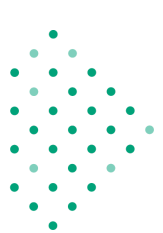
Type: Course Bundle  
Accessible Since: December 31, 2021  
Status: COMPLETE  
Author: etrainu Courses

8 Certifications

VIEW

6. **Not started or In Progress Courses:** Any courses that you have not yet completed will appear in this section.
7. **Completed Courses:** Any courses that you have completed will appear in this section.
8. **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 Harassment, Bullying and Discrimination



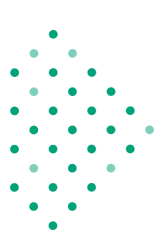
2 Harassment, Bullying and Discrimination

3

Type: Course Bundle  
Accessible Since: December 31, 2021  
Status: IN PROGRESS  
Author: Compliance Training

4 RESUME

1. **Course Title:** This is the title of the course assigned to you.
2. **Module Title:** This is the title of the module assigned to you
3. **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.
4. **Resume:** By clicking this, you can resume your training.



5 Not Started or In Progress Modules



ETU-01: ETUGNWOHS003  
etrainu - Work Health and Safety

Type: Course Bundle  
Accessible Since: December 31, 2021  
Status: NOT STARTED  
Author: etrainu Courses

6 START

5. **Not started or In Progress Modules:** Any modules that you have not yet completed will appear in this section.
6. **Start:** By clicking this, you can view and commence your training.

7 Completed Modules

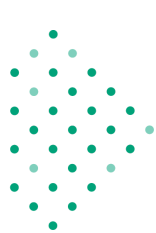


COVID-19 (Coronavirus): What It Is, How to Prevent Spread

Type: Course Bundle  
Accessible Since: December 31, 2021  
Status: COMPLETE  
Author: etrainu Courses

8 REVIEW

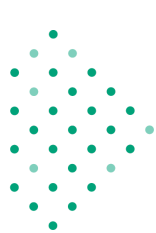
7. **Completed Modules:** Any modules that you have completed will appear in this section.
8. **Review:** This allows you to review the module again.



## 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.

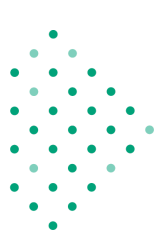
The screenshot displays the etrainu user interface. On the left is a sidebar with a user profile for 'Mary Jane' (LMS Level: Participant, USERNAME: maryjane) and navigation links: Home, Skills Passport, Document Library, Training Library, **Training Event** (highlighted with a red box), My Training, and Help. The main content area is titled 'Welcome Mary' and 'LMS Level: Participant'. It lists several linked accounts with 'SWITCH' buttons: Organisation Admin (etrainu - Training), Department Admin (NSW), Sub-Organisation Admin (NSW - Metro), Supplier (etrainu Demonstrations), Assessor (etrainu Presentation Assessors), and three Participant accounts. A 'Welcome to your Online training!' message is at the bottom.



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

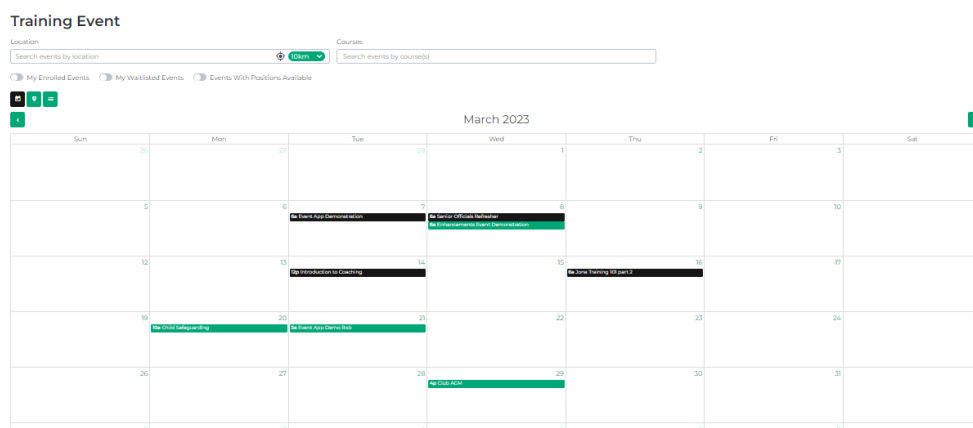
The screenshot shows the 'Training Event' interface. At the top, there are two search bars: 'Location' (with a dropdown set to '10km') and 'Courses'. Below these are three toggle switches: 'My Enrolled Events', 'My Waitlisted Events', and 'Events With Positions Available'. To the left of the calendar is a sidebar with icons for a calendar, a list, and a map. The main area displays a calendar for August 2023. A yellow message box states 'No results matching your filters' with a 'Clear Filters' button. The calendar grid shows days from Sunday to Saturday, with dates 1 through 12 visible.

1. **Locations:** You can type the region the event is in to help filter events
2. **Courses:** You can type a geographic location to help filter events. This is powered by Google maps.
3. **My Enrolled Events:** You can click this toggle to show the events (if already enrolled) on the calendar.
4. **My Waitlisted Events:** You can click this toggle to view events on the calendar if you're enrolled in any fully booked event and also waitlisted for it.
5. **Events With Positions Available:** Toggle this option to display events where positions have opened up for any fully booked event you've enrolled in.
6. **Calendar View:** You can advise the name of the course to help filter events.
7. **Location Icon:** This changes the view to the Google maps where you can view events for the month selected by the map.
8. **List Icon:** This changes the calendar view to list (Month, Day, Today).
9. **Arrow Icons:** These arrows help you navigate across each month of the year.
10. **Clear Filters:** Click on this to remove any applied filters

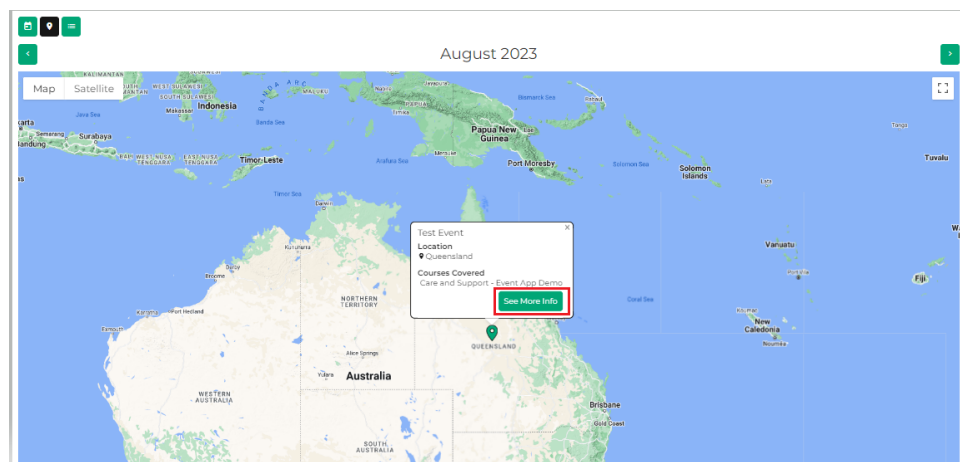


## To book into an event:

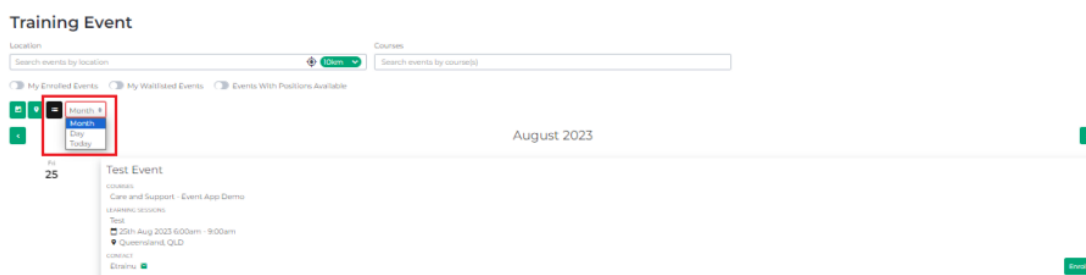
1. **For the Calendar View:** View the calendar and click “see all events” if there is more than one event scheduled for that day.

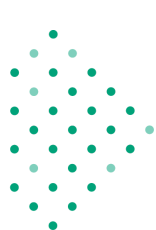


**For the Location View:** Click on the Pin and then click on “see more info”.

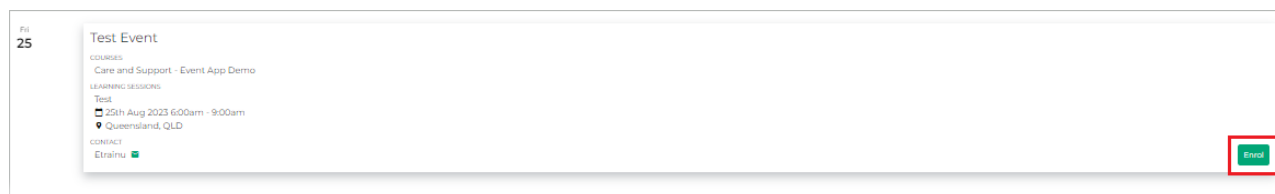


**For the List view:** Scroll down the list to find the event either by Month, Day or Today.

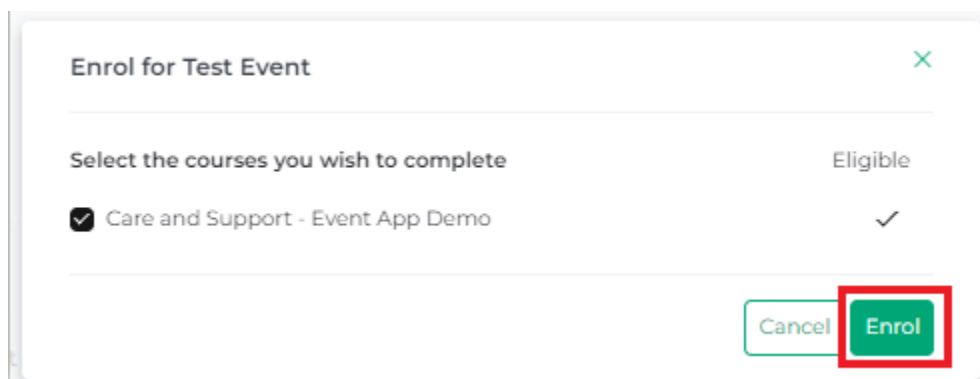




2. Once this list view has appeared, select your preferred event and click “Enrol”.



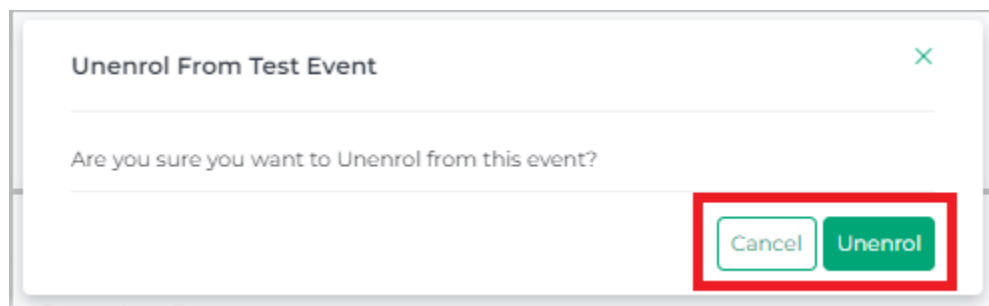
3. A confirmation will appear on the screen. To enrol click on “Enrol”. This will list if you’re eligible to enrol into the course and advise if you do not meet any prerequisites.

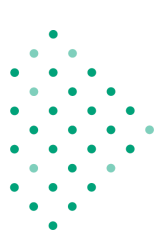


4. If you need to cancel your enrollment into this event, simply come back to this screen and click “Unenrol”.



5. A confirmation will appear on the screen. To unenrol click on “Unenrol” or if you want to keep the event, click on ‘Cancel’





## 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.

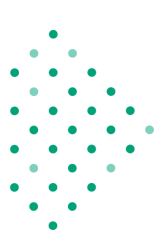
The screenshot shows the etrainu LMS dashboard for a user named Mary Jane. The sidebar on the left contains navigation links: Home, Skills Passport (highlighted with a red box), Document Library, Training Library, Training Event, My Training, and Help. The main content area displays a 'Welcome Mary' message and a list of linked accounts with 'SWITCH' buttons next to each. The accounts include Organisation Admin, Department Admin, Sub-Organisation Admin, Supplier, Assessor, and Participant roles.

The below is what will display on the screen once you have clicked on “Skills Passport”.

The screenshot shows the Skills Passport page with a table of completed courses. The table has columns for Course/Qualification, Provider, Completion Date, Expiry Date, Badge, and Certificate. There are three rows of data. Above the table, there are buttons for 'DOWNLOAD PDF' and 'ADD NEW'. The table data is as follows:

| Course/Qualification                           | Provider               | Completion Date | Expiry Date | Badge | Certificate |
|--|------------------------|-----------------|-------------|-------|-------------|
| COVID-19: What It Is, How to Prevent Spread    | etrainu Courses        | 01 Dec 2021     | N/A         | N/A   | Options     |
| Care and Support - Event App Demo              | etrainu Demonstrations | 01 Feb 2023     | N/A         | N/A   | Options     |
| Manual Handling for Disability Support Workers | NDS Courses            | 11 Mar 2023     | 09 Mar 2024 | N/A   | Options     |

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. **Badge:** If badge is available, it will be advised here.
6. **Certificate:** You can view/download your certificate here.
7. **Download PDF:** A PDF report can be downloaded which will advise all qualifications under your etrainu training account.
8. **Add New:** Additional qualifications can be added to your account.

## Uploading a Certificate to the Skills Passport

1. Click on “Add New”.

**Skills Passport**

DOWNLOAD PDFADD NEW

| Course/Qualification | Provider | Completion Date | Expiry Date | Badge | Certificate |
|----------------------|----------|-----------------|-------------|-------|-------------|
|----------------------|----------|-----------------|-------------|-------|-------------|

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 \*

Drivers Licence

Provider \*

Queensland Government

Completion Date \*

01/01/2021

Expiry Date

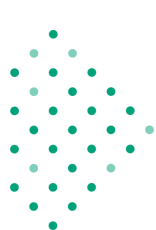
01/01/2023

Course / Qualification \*

CHOOSE FILE

CANCEL

SAVE



## Downloading Certificates

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

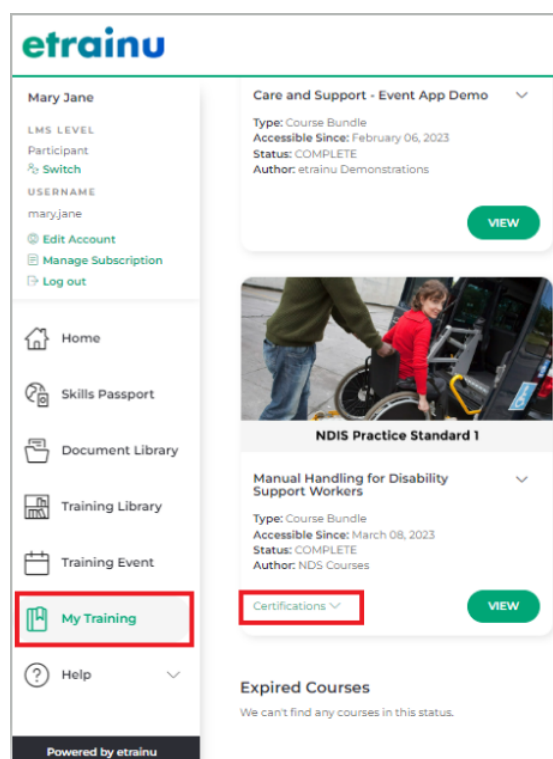
- Skills Passport
- Within the course itself

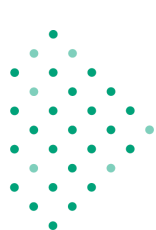
### Skills Passport

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.





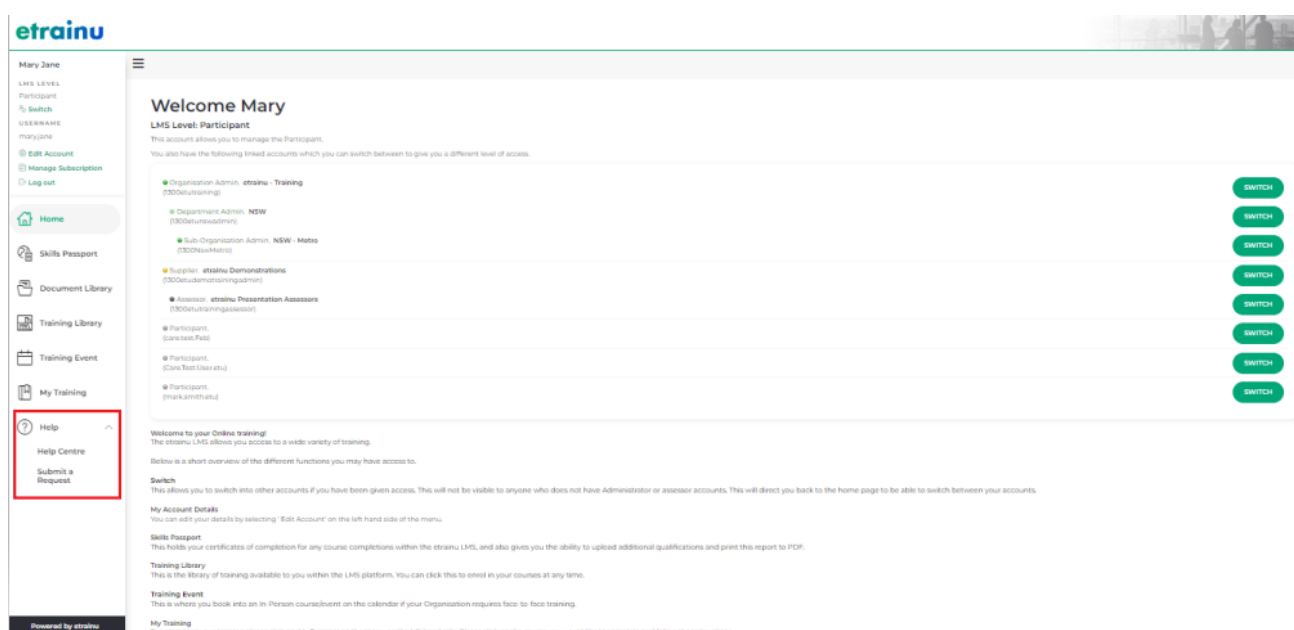
## FAQ's and Support

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 submit a request to our Help Desk directly by clicking the link below:  
<https://etrainusupport.zendesk.com/hc/en-us/requests/new>

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>  
etrainu - Participant User Guide