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 stay safely are 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, business and 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 On

To access your training, you must log into your Region's Registration Portal.

1. Login to your AYSO Region Registration Portal.

2. Click on the volunteer menu option on the left-hand side and then select the "My Training" Button.
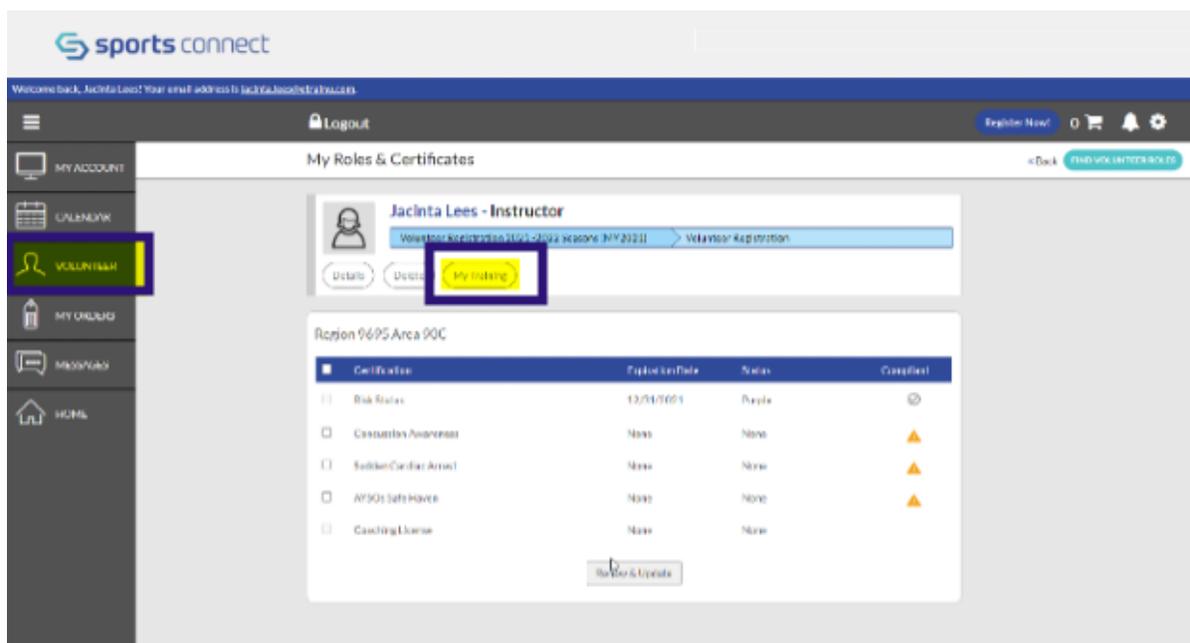
Overview of the LMS

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, as well as 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 you have available to you within the LMS platform. You can click this to enroll into 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 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 into from the home page.
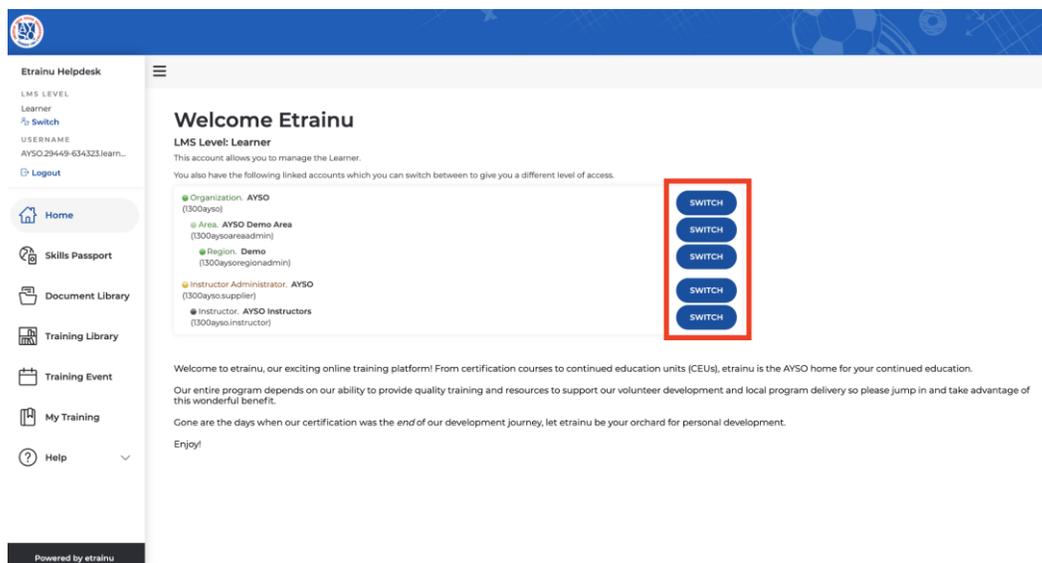
2. Click on "Switch: on the menu on the left. This will direct you to the home page to be able to switch into another account.
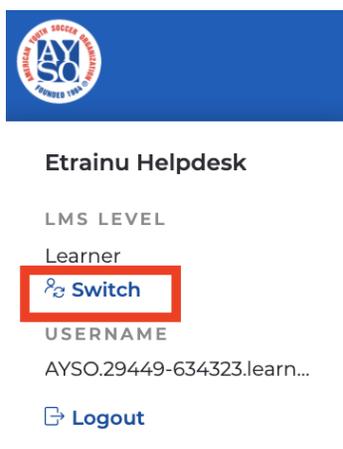
Note: *You can switch back into any account when you have logged in.*

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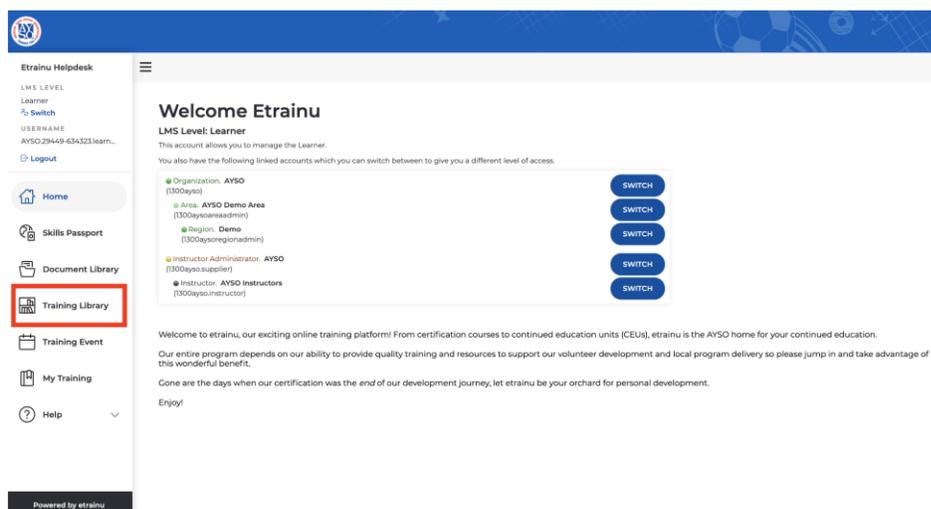
2. You will then be directed to the Course Categories page, where you can select the course category where the desired training course is assigned. Click "View Courses" to view the suite of courses within that specific category.
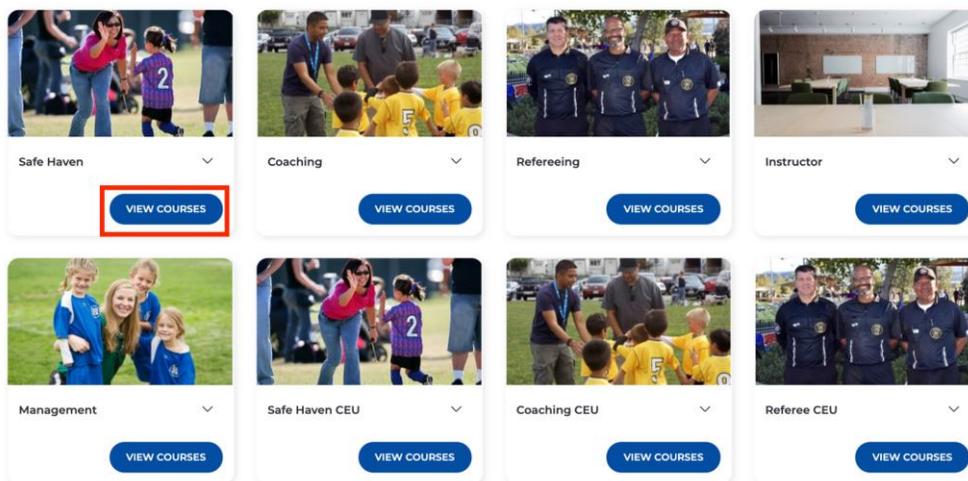

3. Locate the course you wish to allocate and click "Enroll".

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 which 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:
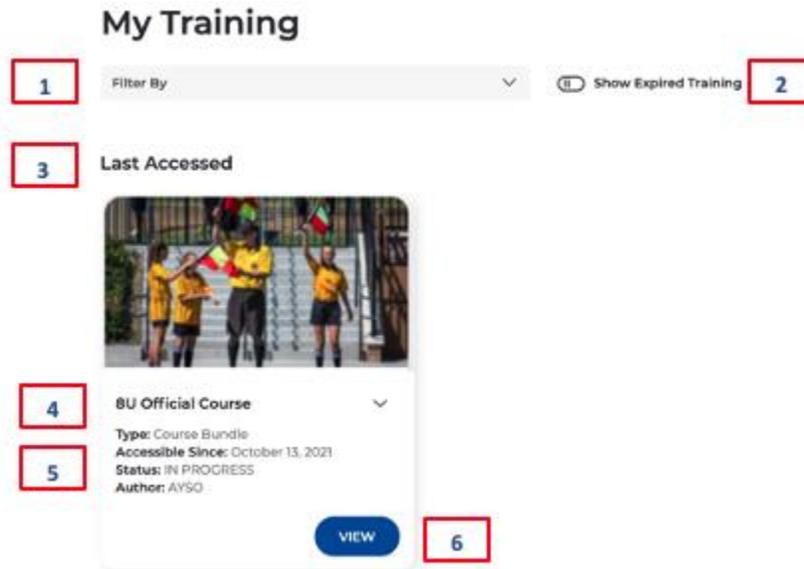

1. **Filter by:** This function allows you to filter your training by status.

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.
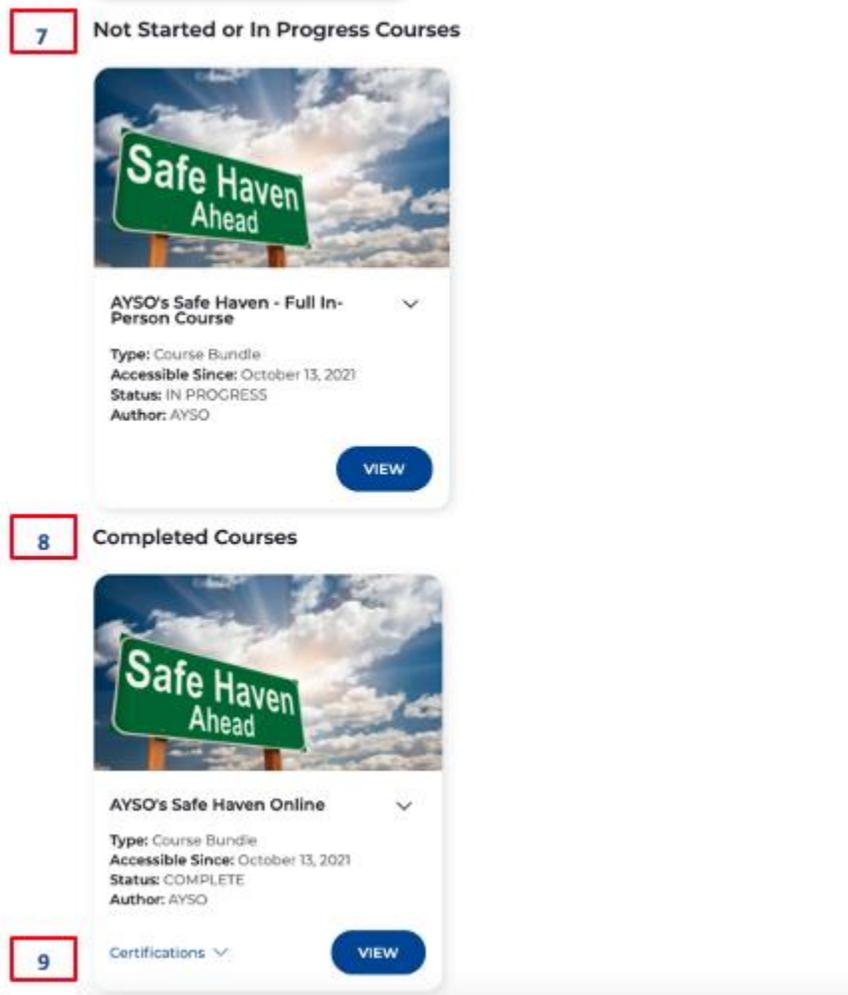
7. **Not started or In Progress Courses:** Any courses which you have not yet completed will appear in this section.

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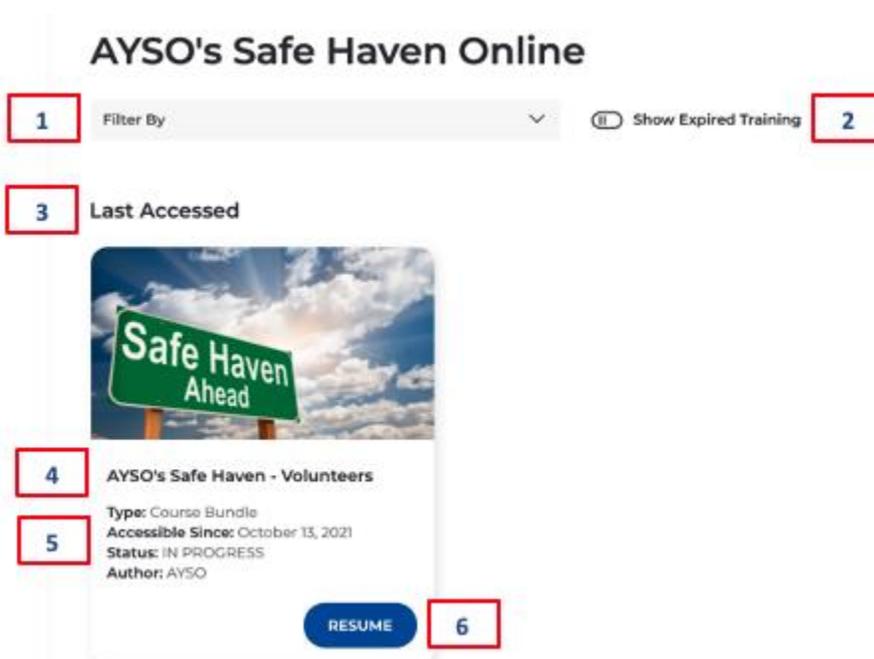
1. **Filter by:** This function allows you to filter your training by status.

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 which 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.

You will then be directed to another page with instructions on how to make your booking. Once you have read this information click on "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.
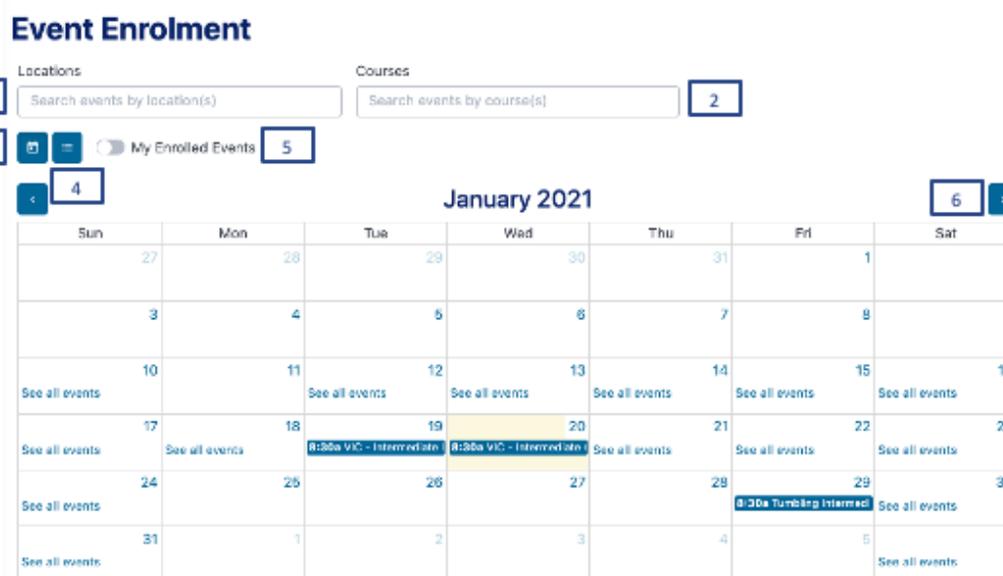
1. **Regions:** You can type the region the event is in to help filter events

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.

October 2021

Mon 04

Region 92 - Regional Referee Online Companion Course (In-Person)

EVENT DESCRIPTION
This Regional Referee Online Companion course is Part 2 to the Regional Referee Training. Part 1 is provided online. **It is extremely important that you complete the required online training described below prior to the class; otherwise, you will not be eligible to participate in the Companion course.**
Details on the Course

REGION
Region 92

COURSES
Regional Referee Online Companion Course

LEARNING SESSIONS
📅 4th Oct 2021 2:00am - 4:00am
📍 401 Sheldon St, Los Angeles County CA

CONTACT
Mark Christian 📞 ✉

Enroll

Mon 11

This is the name field

EVENT DESCRIPTION
This is the description field

REGION
Region 65

COURSES
Regional Referee Online Companion Course - Full In-Person Course

LEARNING SESSIONS
📅 11th Oct 2021 1:00am - 12th Oct 2021 1:05am
📍 8628 Utica Ave, San Bernardino County CA
  Location special instructions: Suite 800 - Northern most door (door faces East)

CONTACT
Joey Catuara 📞 ✉

Enroll

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

11th October 2021

This is the name field

EVENT DESCRIPTION
This is the description field

REGION
Region 65

COURSES
Regional Referee Online Companion Course - Full In-Person Course

LEARNING SESSIONS
📅 11th Oct 2021 1:00am - 12th Oct 2021 1:05am
📍 8628 Utica Ave, San Bernardino County CA
  Location special instructions: Suite 800 - Northern most door (door faces East)

CONTACT
Joey Catuara 📞 ✉

Enroll

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

Enroll for 2S870 Regional Referee Online Companion Course F21 ✕

Select the courses you wish to complete

☑ Regional Referee Online Companion Course - Full In-Person Course

Cancel   Enroll

4. If you need to cancel your enrollment into this event, simply come back to this screen and click "Unenroll".
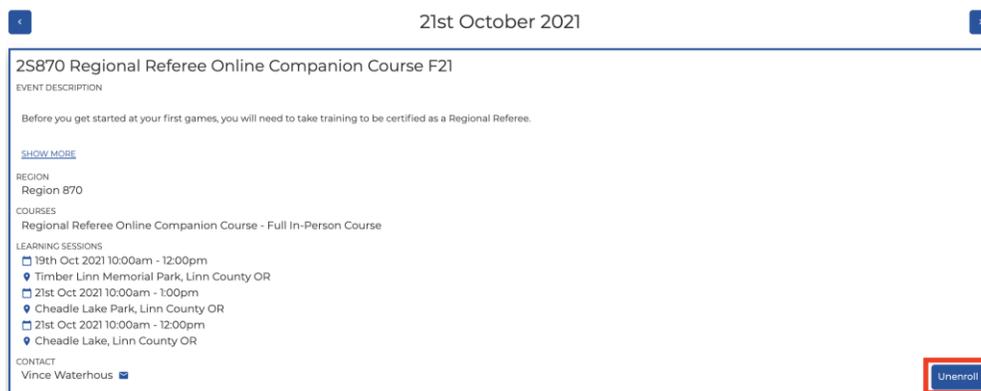
5. A confirmation will appear on screen. To enroll click on "Unenroll".
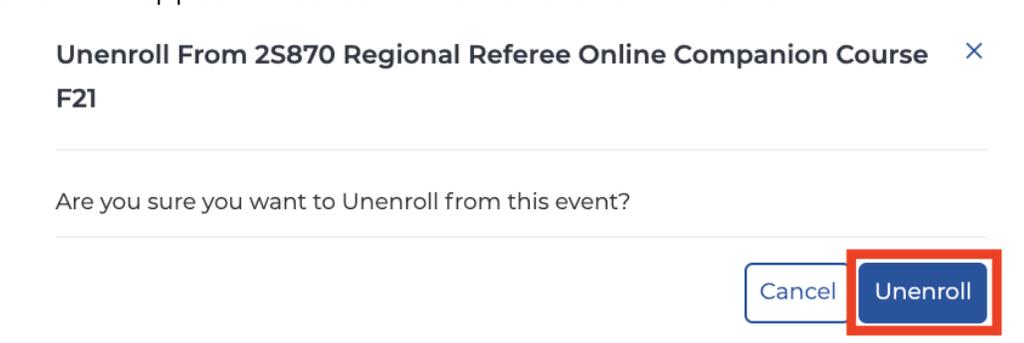
Skills Passport

Your Skills Passport is a unique platform which holds your certificates of completion for training within the etrainu LMS, and 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.
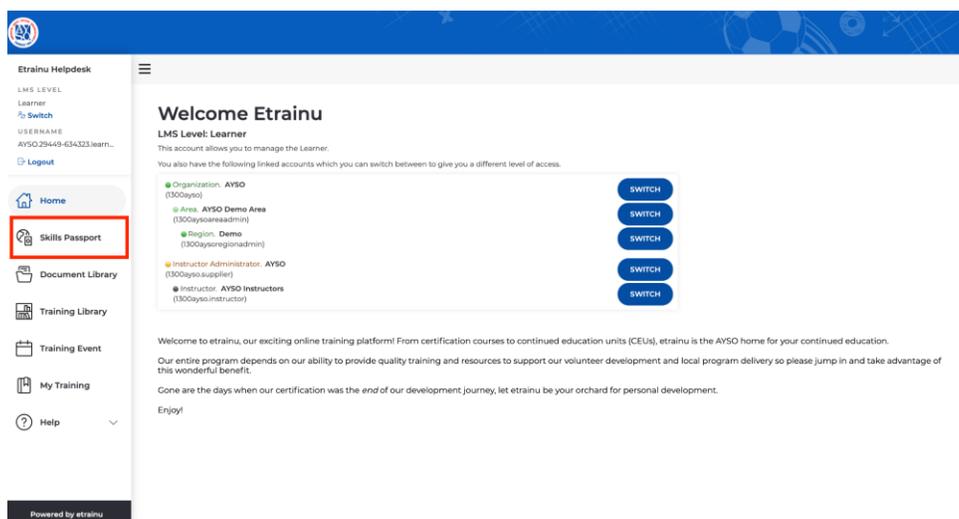
The below is what will display on screen once you have clicked on "Skills Passport".

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".

2. Fill in 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.

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.
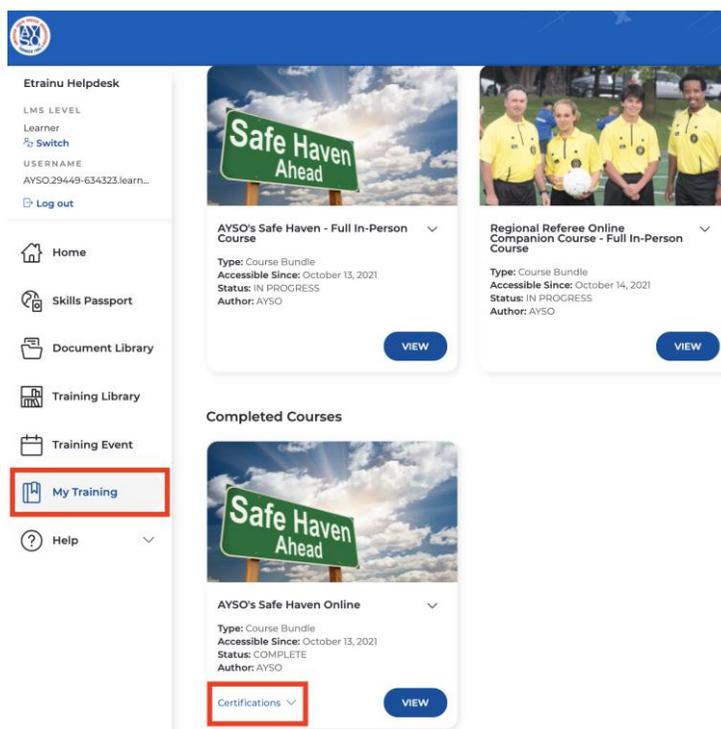
FAQ's and Support

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".
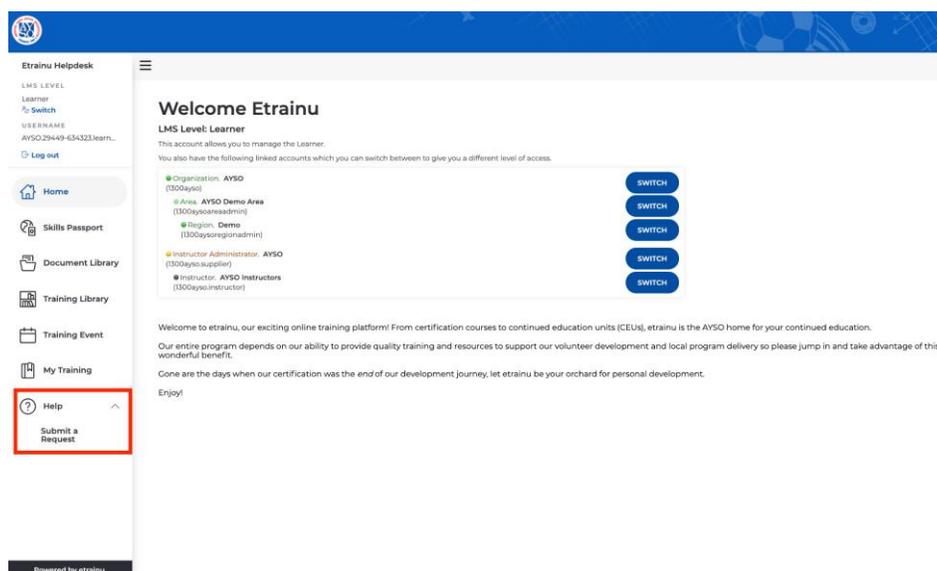
Alternatively, you can email our Help Desk directly via the following email address helpdesk@etrainu.com

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