

# **TRAINING PLATFORM HELP SHEET**

Login

Username or email address \*

Log in Remember me

with your SchoolPro TLC training account.

## Logging in to Your Training Account

Go to <u>www.schoolpro.uk/my-account</u> and enter your username (usually your email address) and password. These credentials are provided in your 'Welcome' email from SchoolPro TLC.

Lost your password? Please e	ter your username or	email address V	ou will receive a li	ok to create a p	ew password via emai
cost four passitorar ricase e	ter your username or	ernar address. re	ou marceere au	in to create an	en passiona na ema
Username or email *					
Reset password					
neset password					

You will then receive an email with a link to reset your password.

All users can use the same method to access their training account and/or to reset their password.

## Setting Up New Users

When accessing your school team's page as a team leader on the training platform, you can add new users to your team, enabling all staff members and governors to access the relevant training course. The link to the Training Administration page is located towards the right of the green ribbon at the top of the website.

📞 01452 947633 🛛 😹 contactøschoolpro.uk	MY ACCOUNT/SIGN-IN		TRAINING ADMINISTRATIO	🕤 🕺 🗑 N SHOP £0.00 🏋
SchoolPro TLC	ABOUT US V SERVICES V	COURSES V ELMTREE AP	BLOG CONTACT	MAKE AN APPOINTMENT Q

**Step 1:** Once on the Training Administration page, you will see your schools' organization.

lf yo	ou can't remember or find your password, click the 'Lost	
you	ir password?' button. You will be directed to a page where	
you	will be prompted to enter the email address associated	

-

## Step 2:

This is the organization page which will usually be setup for you in advance, but you can customize it by setting up your own teams.

'Manage Organization' allows you to allocate a specific course to a team and then specific staff to that team and course.

		SchoolPro TLC
Organization: SchoolPro Demo	Chang Sc	re Organization: hoolPro Demo v
Total Seats Used: 6 🚔 Seats Remaining: 4		Manage Organization 3 Email 3
Team Name	Team Member Total	Manage Teams
Demo - Cyber Security	1	Team Members > Team Leaders > Courses >
Demo - GDPR for Administrators	1	Team Members > Team Leaders > Courses >
Demo - GDPR for DSL/DDSL's	1	Team Members > Team Leaders > Courses >
Demo - GDPR for Education Staff	1	Team Members > Team Leaders > Courses >
Demo - GDPR for Governors	1	Team Members > Team Leaders > Courses >
Demo - GDPR for Site Staff	1	Team Members > Team Leaders > Courses >

ichoolPro TLC Child Protection	Team Leader already exists?		
Demo User			
ilable Courses		Active Courses	
Search for names		Q Search for names	
ber Security Training For School Staff	â O	Data Protection for Child Protection Leads	
TA Protection for Education Statt ita Protection for Governors/Trustees (maintained schools or stand alone a ta Protection for Lunchtime, Cleaning and Site Staff	academi 🕒 🕒		
- · · · · · · · · · · · · · · · · · · ·		L	

**Step 3:** Click 'Manage Organization' (highlighted above) and this pop-up will appear.

Click on 'Add Team' and you can create a new team, name it, allocate a staff member as leader and allocate a course.

In this example, we have named the team based on the course we are allocating and made that course the active course. The leader will be you!

Repeat this for all the classrooms you need.

**Step 4:** With the teams set up, your page will look similar to this. You can now add staff (labelled as 'Team Members' in the system) to each team.

You can also change which course is allocated to each team by using the 'Manage Organization' button.

At the bottom of the page is the reporting tool which allows you to view team and individual progress, as well as export the data as a CSV file.

Total Seats Used: 6 🚔 Seats Remaining: 4		Manage Organization > Email >
Team Name	Team Member Total	Manage Teams
Demo - Cyber Security	1	Team Members > Team Leaders > Courses >
Demo - GDPR for Administrators	1	Team Members 🗧 🛛 Team Leaders 🕈 👘 Courses 👂
Demo - GDPR for DSL/DDSL's	ţ.	Team Members > Courses > Courses >
Demo - GDPR for Education Staff	T	Team Members > Team Leaders > Courses >
Demo - GDPR for Governors	1	Team Members > Courses >
Demo - GDPR for Site Staff	1	Team Members > Team Leaders > Courses >
rganization Report		
	Demo - Cyber Security	;
	Demo - GDPR for Administrators	
	Demo - GDPR for DSL/DDSL's	
	Demo - GDPR for Education Staff	-
	Demo - GDPR for Governors	
	Demo - GDPR for Site Staff	



#### Step 5:

Total Seats Used: 6 📇 Seats Remaining: 4			Back to Organization
Demo - Cyber Security		C	dd Team Member > Email Team >
Team Member Name	Username		Edit Team Member Information

There are two options for adding staff. If you are only adding a small number of staff, click the 'Add Team Member' button and manually input their first name, surname, email address and username. We recommend copying their email address as their username\*

If you are adding a larger number of staff, click on 'Import List' and you can download a CSV file which needs populating with the staff names, email addresses, usernames and passwords. Again, we would recommend copying the email address as their username. You will need to set passwords for the users which will be changed when they login. Upload the file and the staff will be added to the classroom.

All added users will be sent a 'Welcome' email from the system informing them of their username and password for access to their assigned training courses.

If a user loses or doesn't receive their welcome email, and/or needs a new link to access the site, you or they can request one using the 'Lost your password?' option on the <u>My Account</u> page.

You can send a password rest to any user by typing in their username (email address) into the 'Forgot your password?' link on the login page.

\*USING THEIR NAME AND OR INITIALS ISN'T UNIQUE ENOUGH AND PREVENTS THE ACCOOUNT FROM BEING CREATED.

#### **Emailing the Team**

You can contact a team via email by selecting 'Email Team' from within each team area.

A pop-up window will open which allows you to configure a Team Broadcast Email which can be personalised using merge codes.

Demo - Cyber Security		Add Tex	im Momber 3 Import List 2 Email feam 3
Team Member Name	Username		Edit Team Member Information
Demo User	contact <b>ø</b> schoolpro.uk		Edit > Change Password >
Export CSV >			

Copy and paste the relevant merge codes into the body of your email to automatically personalise your message to appropriate teams and users:

•	<pre>{group_name} = your school/organizatior</pre>
•	(childgroup name) = the team/course

 {cnildgroup\_name} = the team/course name

•	{team	_member_	_name}	= name	of user
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• {user\_name} = the assigned username, generally their email address

figure Team broa	dcast email			
mail will be sent immed	ately to all team members			
lable merge codes:				
nsert name of Parent	Insert name of child-group:	Insert name of Team	Insert usemame of Team	
Group:{group_name}	<pre>Insert name of child-group: {childgroup_name}</pre>	Insert name of Team Member: {tean_nenber_name}	Inset usemane of Team Member: {user_name}	
idist name of Parent Group:(group_name)	Insert name of child-group: {childgroup_name}	Insert name of Team Member: {team_member_name}	Inset username of Nam Member: (user_name)	
am Broadcast Emi	Insert name of child-group_name}	Inset name of Team Member: {team_member_name}	inet somme of Bari Herber (ver_new)	
am Broadcast Emi	Insert name of child-group: {childgroup_name}	Inset name of Team Member: {team_member_name}	Inset somme di Tanit Merider, (ver_user)	
ndist name of Parent Group_name} am Broadcast Emi bject: Subject	Insertname of child-goup: {childgroup_name}	Inset name of Team Member: {team_member_mame}	Inset somme di Bant Merior: (ver_vee)	
am Broadcast Emi bject: Subject dy:	Insetname of child-goop: {childgroup_neme}	Inset name of Team Member: {teas_member_name}	Inset somme di Rain Mettion (var _rand)	

Once the email is set-up, press 'Send' and the whole team will receive the personalized email.



#### For example:

Team Broadcast Email:	
Subject:	
Please Complete Your Cyber Security Training by Friday 10th December	
Body:	Visual Text
Dear (team_member_name),	
On behalf of {group_name} I am sending you this email to remind you to login to your SchoolPro TLC training account www.schoolpro.uk/my-account and complete the training {childgroup_name} assigned to you.	
To help you login, here is your user name: {user_name}	
Your password is personal to you, but if you can't remember it, you can use the 'Forgot your password?' link on the login page.	
Kindest regards	
{group_name}	
P	A
	Send >

## **Moving or Deleting Users**

You can delete staff completely from the system when they leave their role, by selecting 'Edit' next to the user's name in 'Team Members' and selecting **'Delete'**.

Total Seats Used: 6 🗧 Seats Remaining: 4			< Back to Organization
Demo - Cyber Security		Add	Team Member > Import List > Email Team >
Team Member Name	Username		Edit Team Member Information
Demo User	contact@schoolpro.uk		Edit > Change Password >
Export CSV >			

If you want to move a member of staff from one classroom to another, add them to the new classroom using the 'Student already exists?' option, before **'Removing'** them from their old classroom.

ι	UPDATE TEAM MEMBER			
	Demo	User	contact@schoolpro.uk	contact@schoolpro.uk
J	Save >			Remove 🗍 Delete 🛓

## **Progress Reporting**

## Method 1:

In 'organization' view, below the list of teams is 'Organization Report'. Use the drop downs on the righthand side to view users' progress or the 'Export CSV' button to download a report for all users and courses.

Demo - GDPR for Site Staff		1	Team Members 3	Team Leaders >	Courses >
Organization Report					~
	Demo - Cy	ber Security			+
	Demo - GDPR f	or Administrators			+
	Demo - GDPR	for DSL/DDSL's			+
	Demo - GDPR fo	or Education Staff			+
	Demo - GDPF	t for Governors			+
	Demo - GDP	R for Site Staff			+
Export CSV >					C



, cino	- Cyber Security		Add Tex	m Member 3 Import List 3 Email	Team >
	Team Member Name	Username		Edit Team Member Information	
erno User		contact@schoolpro.uk		Edit 3 Charige Rasseedrd 3	
m Member M		Course Name	# v		
t Login Da	te:No Record Found				
	Date / Time		Even	ej	
record found	Date / Time		Even	t	
record found	Date / Time	aff ( 0% )	Even	t Time spent: C	00:00-00
urse: Cybe	Date / Time	aff ( 0% ) Completed	Even	t Time spent: C Time Spent	
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#### Method 2:

eam Member Name

No record found

Lock

Demo User (contact@schoolpro.uk)

Last Login Date:No Record Found

Date / Time

Course: Cyber Security Training For School Staff ( 100% )

Lesson

Within each team 'Team Members' area, you have the same functionality, but for the individual course only.

Course Name

Cyber Security Training For School St

Completed On

2024-11-01 13:06:35

## **Printing Certificates**

Certificates can be printed in 'Team Members' area, below the list of users names. Select the user's name and, if required, course from the two drop down menus, then click the 'Filter' button and you will see course progress and times detailed below.

If a certificate is available, to the right you will see '**Certificate: Print PDF'**, select this to download the certificate.

#### **Resetting Training Courses for Users**

All staff are required to complete GDPR and Cyber Security training annually, in line with national regulations. When your training certification is nearing expiration and you need to retake the course, please follow the steps below to reset your training access:

## Please be advised that initiating a course reset is an irreversible action. Once selected, all associated data- including course completions, dates and results- will be permanently removed. This action cannot be undone.

- 1. Select the course you wish to reset by clicking on its title.
- 2. Once the course opens, you'll see the Course Progress Bar on the right-hand side, with the 'reset' option located just below.
- 3. Click the 'Reset Course Progress' button.
- 4. The course will then reset, and you'll be taken to the beginning, ready to start again.

COURSE PROGRESS BAR 100% COMPLETE Last activity on May 14, 2025 1:26 p
100% COMPLETE Last activity on May 14, 2025 1:26 p
100% COMPLETE Last activity on May 14, 2025 1:26 p
Reset Course Progress (Irreversible)
Cyber Security Training For School Staff
Course Home
Expand All

Time spent 00:00:00

Time Spen

If you do have any issues uploading users or with any aspect of the training platform, please email

#### contact@schoolpro.uk

Enjoy your training

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