Skills and Education Group Learner Portal User Guide

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1. Introduction

Skills and Education Group have partnered with Advanced Secure Technologies to provide an online portal for learners to securely view, download and order certification documents. The portal can be accessed on PC, tablet or smartphone.

2. Access and Login

The Learner Portal can be accessed at this URL:

https://learner.skillsandeducationgroup.co.uk/

On accessing the portal, the login screen is displayed:
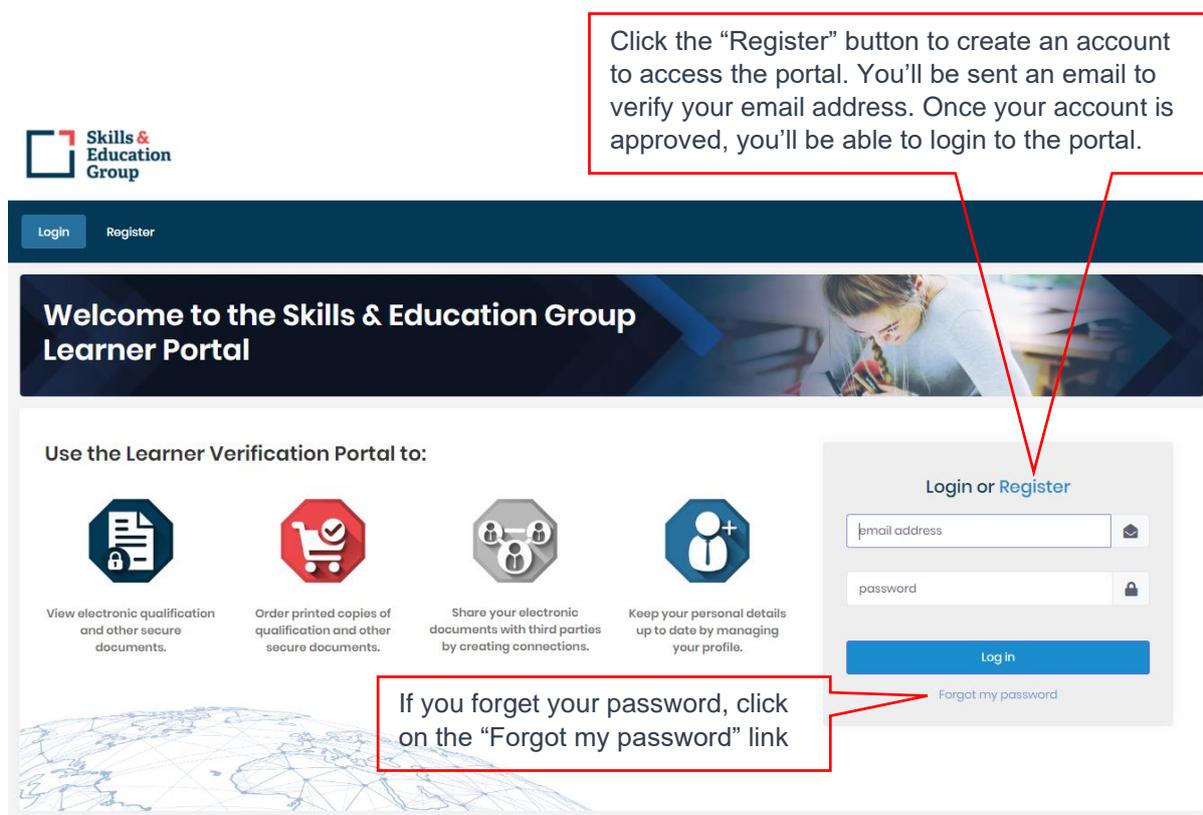
Click the "Register" button to create an account to access the portal. You'll be sent an email to verify your email address. Once your account is approved, you'll be able to login to the portal.

If you forget your password, click on the "Forgot my password" link

3. Register a New Account

Before you can access the learner portal you will need to register a new account, by following the link highlighted above.

After clicking 'Register' the first page you will see will ask you for an email address, a password and then confirm your password. Please make a note of this password and use a valid and accessible email address.

When you click 'Next' you will be asked for your First Name, Last Name and Enrolment Number. All of these are mandatory fields and it is essential they are correct otherwise you will not see any of your certificates once your account is active. When entering your 'Enrolment Number' please ensure you use the long number which starts with AMS0000. Please see the example below.

When you click 'Next' you will be asked for your Date of Birth. As with the details on the previous screen it is important that you enter this accurately using the following format: date/month/year e.g. 21/05/1998
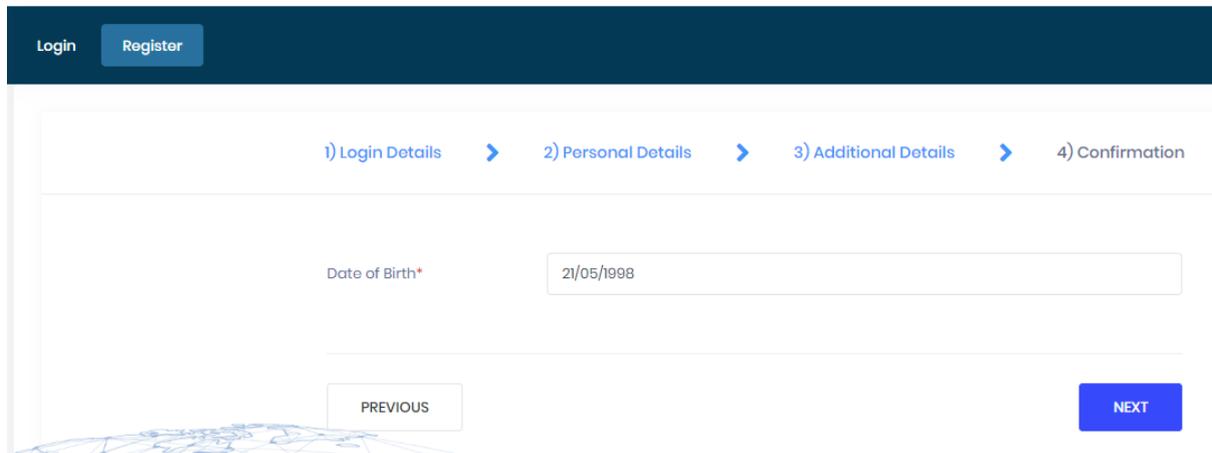
When you click 'Next' you will need to check all of your data and once you are happy it is accurate press 'Register'.
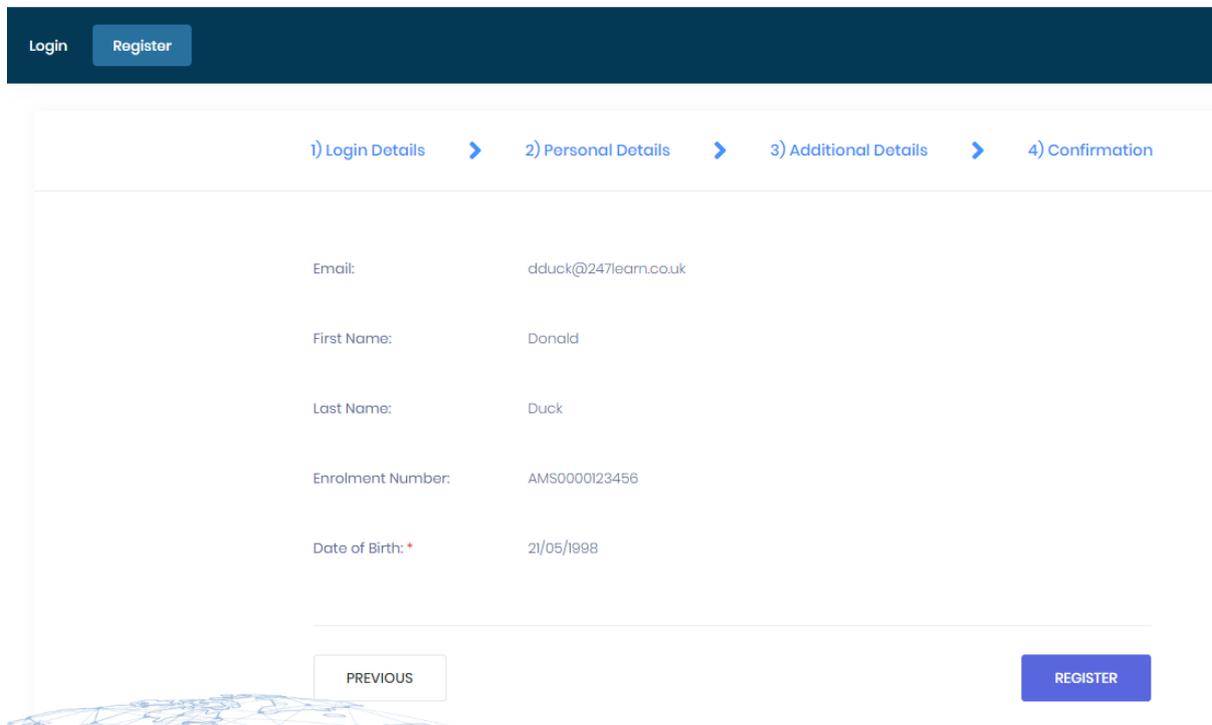
At this stage you will be returned to the login screen which will show a message 'Confirmation email has been sent to your registered email address'.

Once you have confirmed your email address by following the link provided your new account will be queued for approval by Skills and Education Group. This will usually be approved within one working day but may take up to 3 working days. Until it has been approved you will get a message during login which states 'User account approval needed'.

Once approved you will receive another email titled 'User successfully approved' and you will now be able to use your supplied email address and password to login.

4. Learner Portal Dashboard
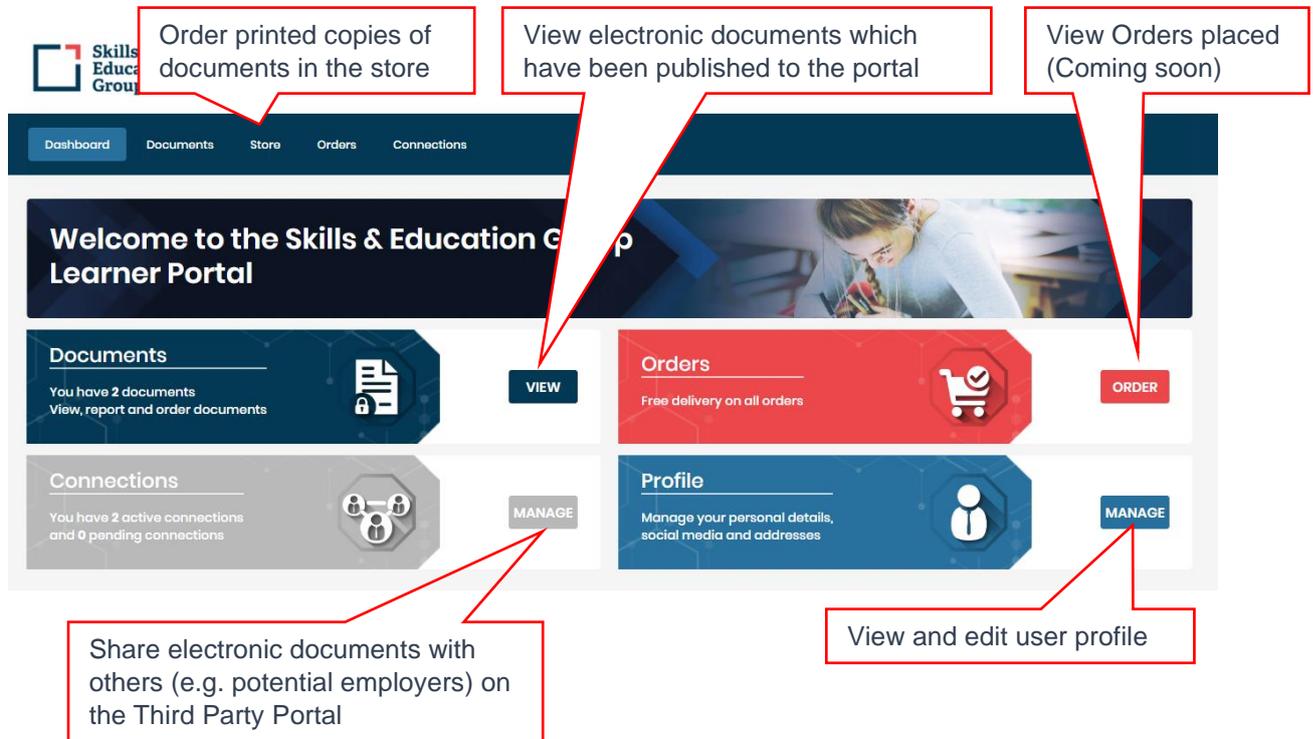
Order printed copies of documents in the store

View electronic documents which have been published to the portal

View Orders placed (Coming soon)

Share electronic documents with others (e.g. potential employers) on the Third Party Portal

View and edit user profile

View Secure Documents

Click on the "View" button on the Documents tile, and you'll see a list of awards for which electronic documents have been published:
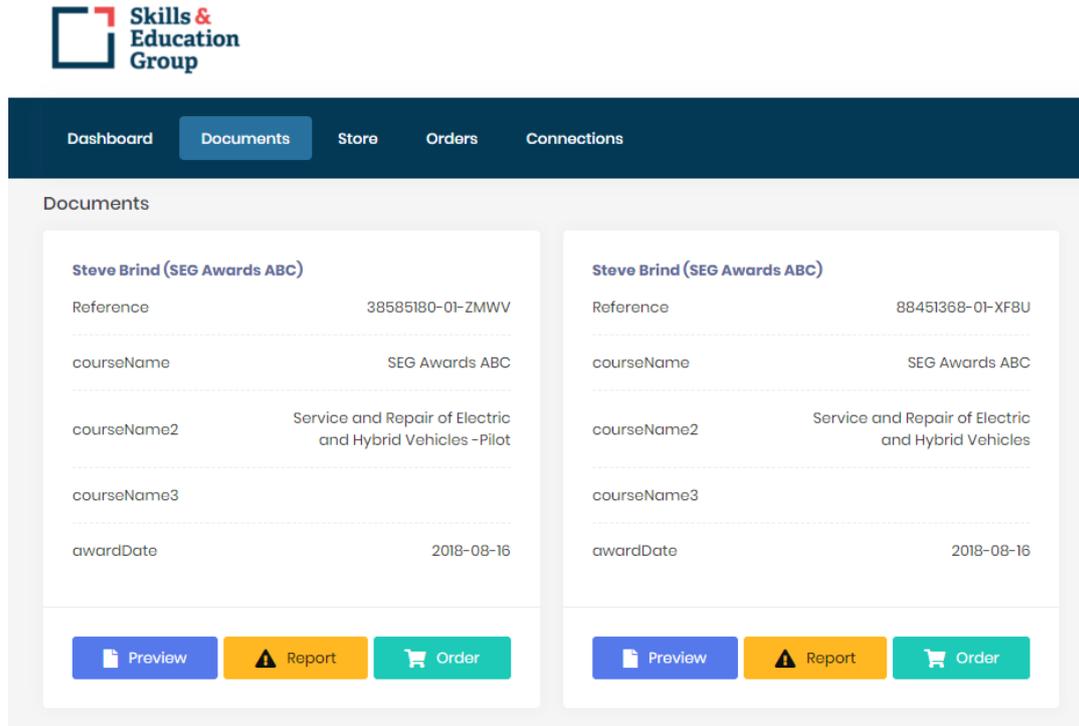
For each award you can:

1. Preview the electronic documents by clicking on the "Preview" button. This will launch the Document Viewer window, and the document will be displayed:
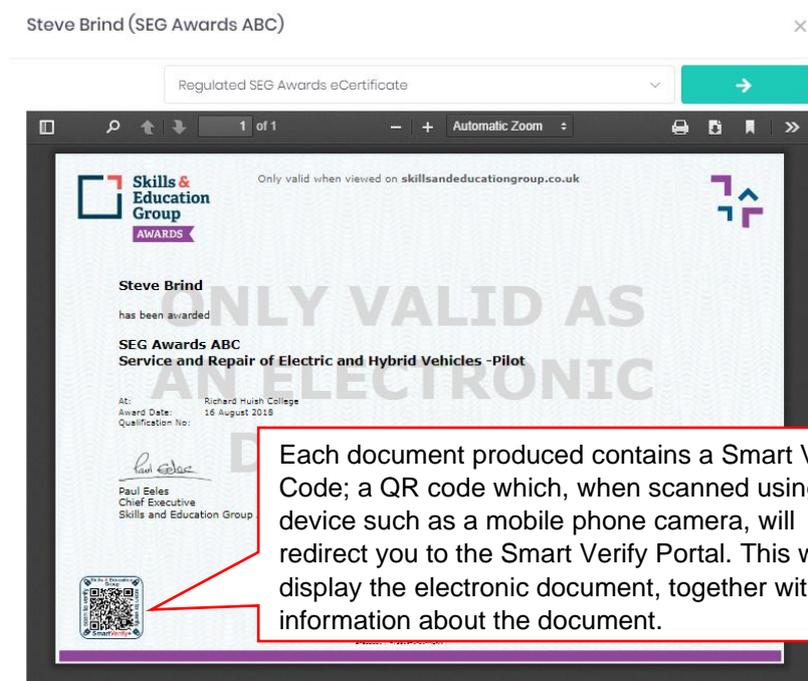
Each document produced contains a Smart Verify Code; a QR code which, when scanned using a device such as a mobile phone camera, will redirect you to the Smart Verify Portal. This will display the electronic document, together with key information about the document.

2. Switch between documents using the document selector:
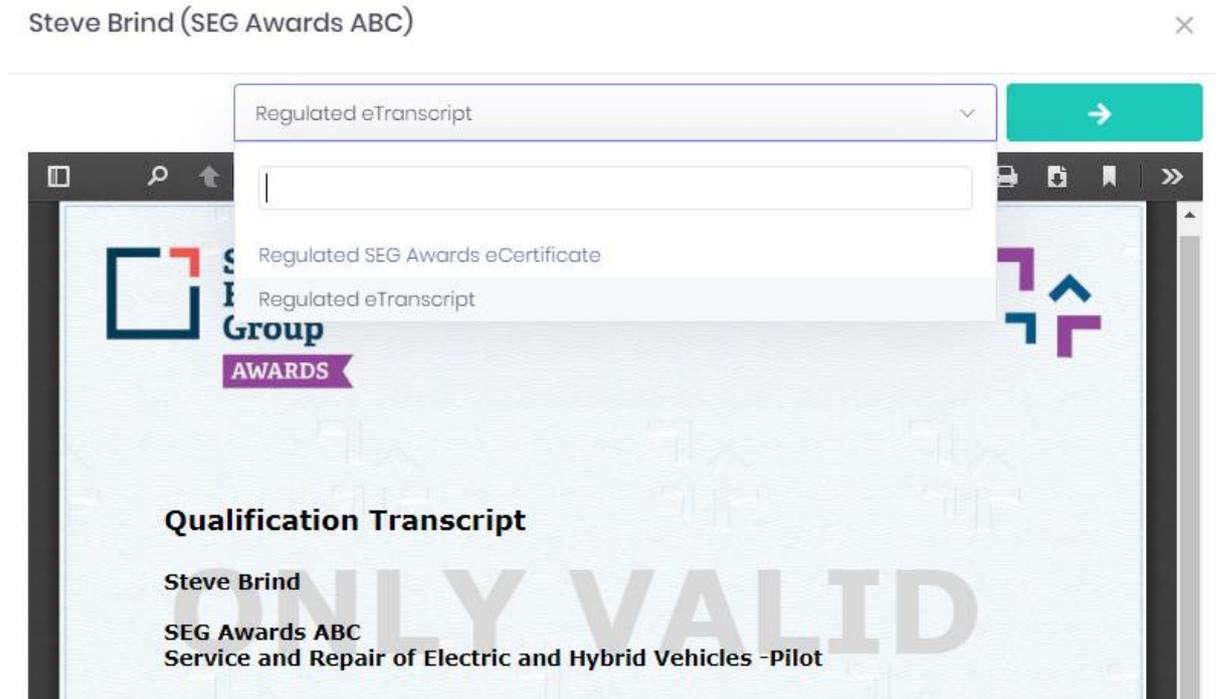
3. Download and print the documents using the document viewer toolbar.

Note that the electronic documents are only valid documents when viewed and shared on the portal (see Connections below), and cannot be used as valid documents when downloaded and printed; this is for demonstration purposes only.

Close the Document Viewer when you have finished viewing the document.

4. Report an issue with the document by clicking on the "Report an Issue" button. This will send an email to us with details of the issue so that we can consider it.

5. Order a printed copy of a document (*** COMING SOON ***)

5. Connections – Share Documents with Others

Electronic documents on the Learner Portal are only valid and secure when shared via the portal. To do so, click the "Manage" button on the Connections tile:

This shows a list of connections that you have made with others to share your documents:

Create a new connection here. The person you connect with will be sent an email to let them know.

You can decide which documents you want to share:

You can also set an expiry date, so that the other person can only see the documents for a limited time.

6. View and Edit User Profile

Your user profile can be accessed by clicking Profile button on the dashboard, or by clicking the user profile menu at the top right-hand corner of the Learner Portal:

- To view your profile, click the "My Profile" link
- To logout of the application, click the "Logout" button
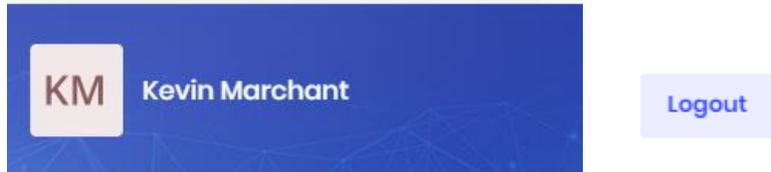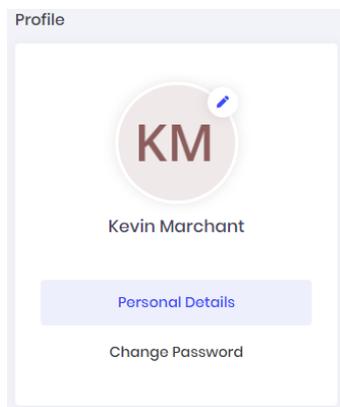
Click on the "My Profile" link. You can add or change your profile picture by clicking on the icon on the left-hand side, which, by default, shows your initials.

You can change your password by clicking on the "Change Password" button, entering your current password, and then entering and confirming the new password that you would like to set.
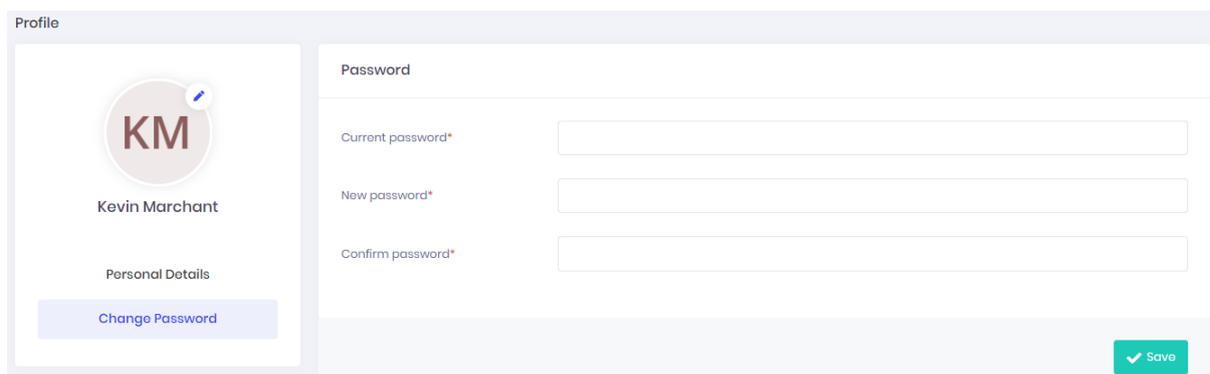
Your personal details can be changed by clicking the "Personal Details" button. Change any of the information and click the "Save" button.

Personal Details

First Name*	Kevin
Middle name	
Last Name*	Marchant
User name*	kevin.marchant

## 7. Order Documents ****** Coming Soon ******

This feature will be enabled shortly. When enabled, it will be possible to:

a) Order Printed Copies of Documents

Printed copies of secure documents that have been issued can be ordered via the Learner Portal. The process enables documents to be added to the basket, then ordered in a single check out process. Orders can be paid for by credit card via the portal.

When enabled, this will be accessed via the "Store" menu item:
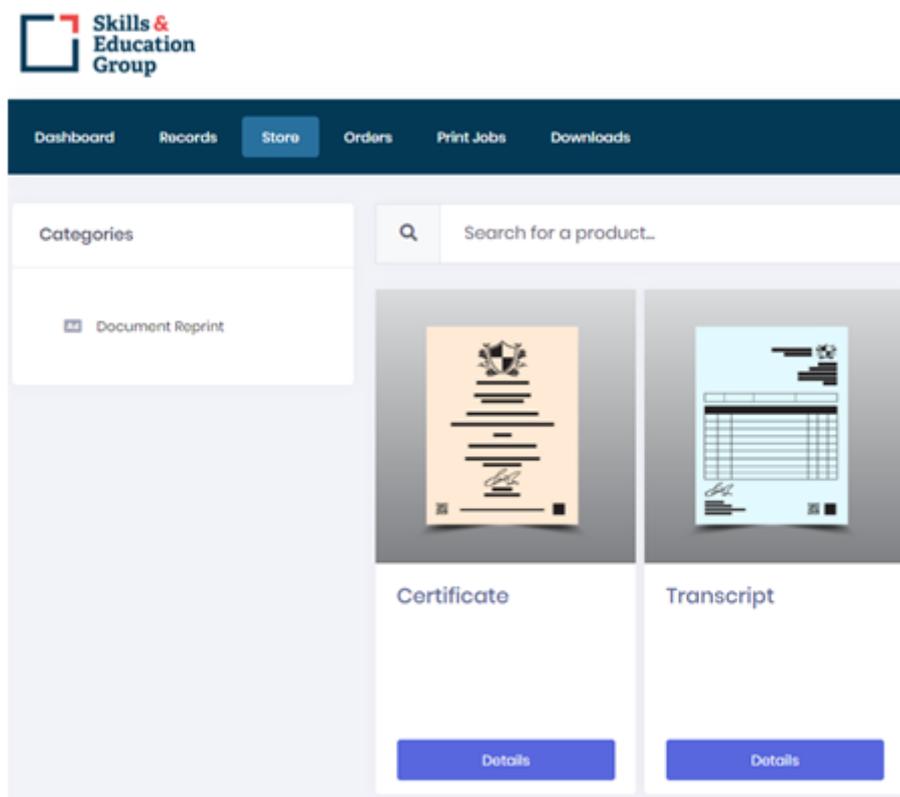
- Select the relevant product to order by clicking details. This will display the awards for which the product can be ordered

- Select the award(s) for which you want to order that product type and add to basket.

- Continue purchasing products until you are ready to checkout. Check out can be initiated from within this progress, or by clicking the basket item at the top right of the page.

b) View Previous Orders

Previous orders placed can be viewed by clicking on the "Orders" button: