



## Skills and Education Group Learner Portal User Guide

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## 1. Introduction

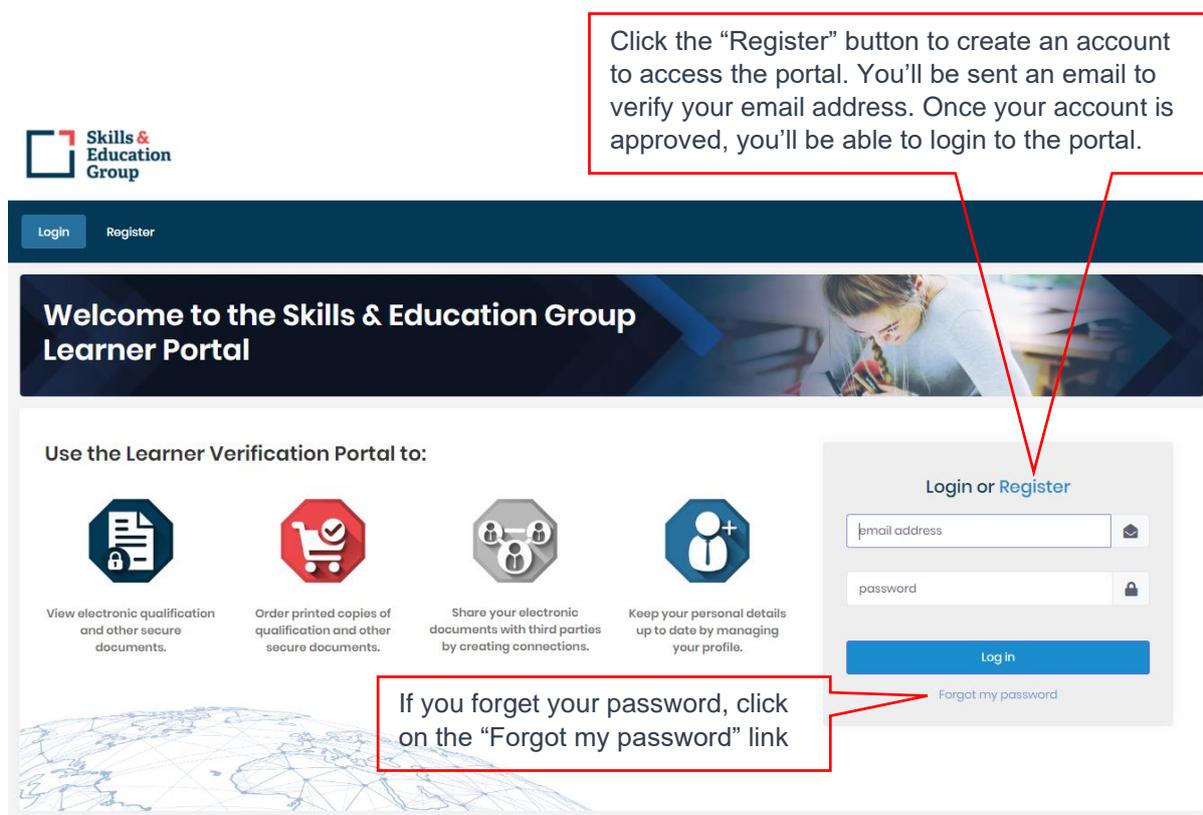
Skills and Education Group have partnered with Advanced Secure Technologies to provide an online portal for learners to securely view, download and order certification documents. The portal can be accessed on PC, tablet or smartphone.

## 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.

Use the Learner Verification Portal to:

- View electronic qualification and other secure documents.
- Order printed copies of qualification and other secure documents.
- Share your electronic documents with third parties by creating connections.
- Keep your personal details up to date by managing your profile.

Login or Register

email address

password

Log In

Forgot my password

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.



Login Register

1) Login Details > 2) Personal Details > 3) Additional Details > 4) Confirmation

Email\*

Password\*

Confirm password\*

NEXT

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.



Login Register

1) Login Details > 2) Personal Details > 3) Additional Details > 4) Confirmation

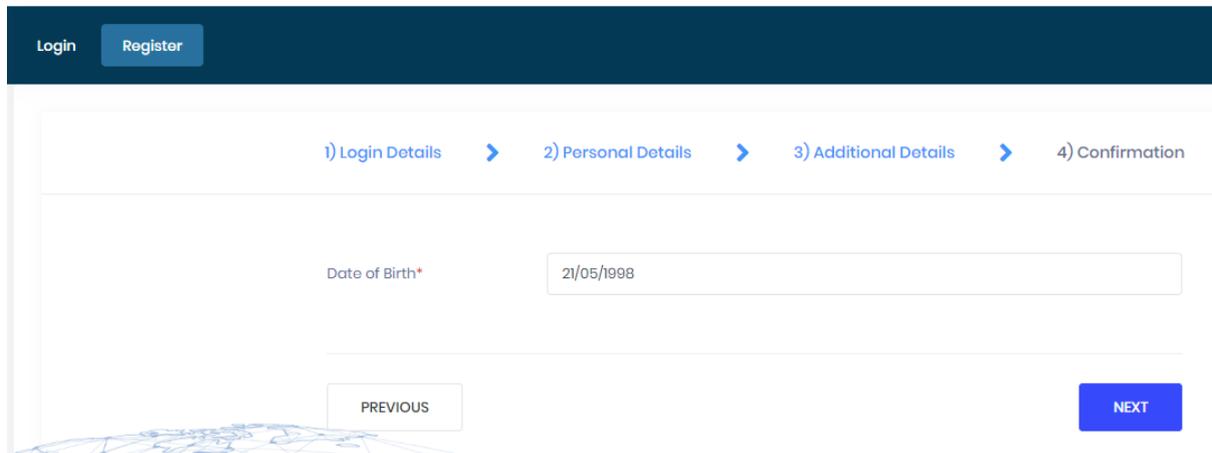
First Name\*

Last Name\*

Enrolment Number\*

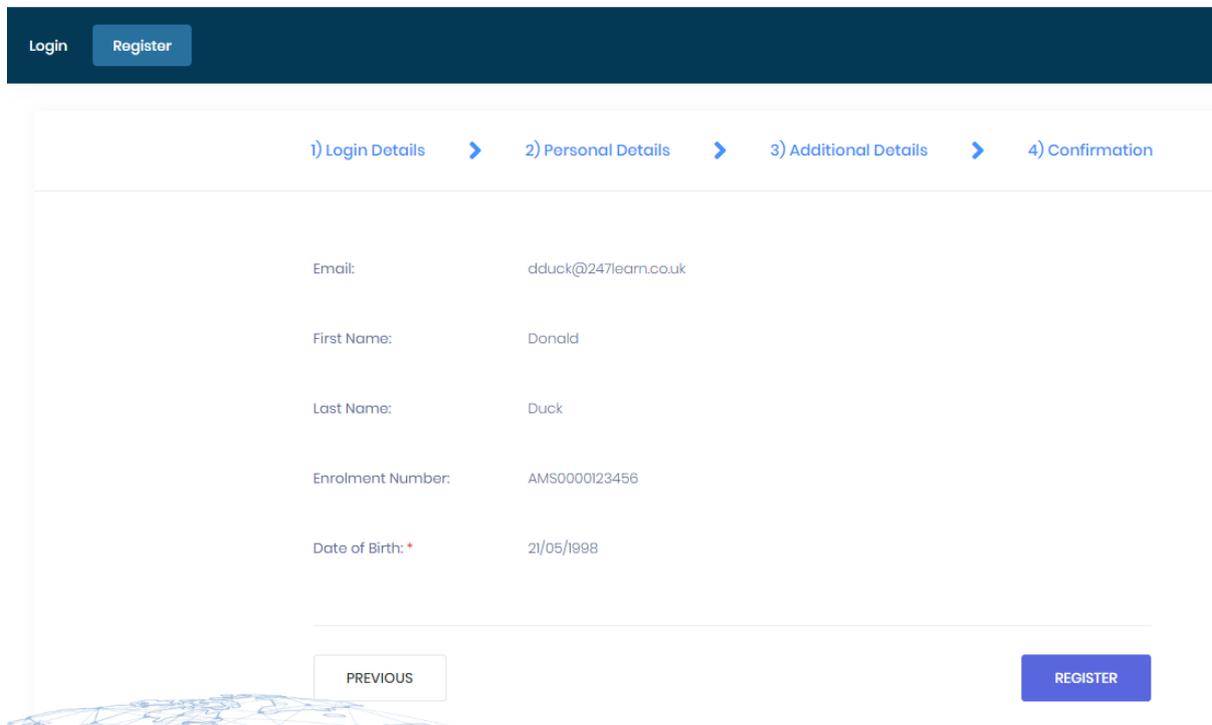
PREVIOUS NEXT

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



The screenshot shows a registration form with a dark blue header containing 'Login' and 'Register' buttons. Below the header is a progress bar with four steps: 1) Login Details, 2) Personal Details, 3) Additional Details, and 4) Confirmation. The 'Date of Birth\*' field is highlighted, containing the value '21/05/1998'. At the bottom, there are 'PREVIOUS' and 'NEXT' buttons. A decorative globe graphic is visible in the bottom left corner.

When you click 'Next' you will need to check all of your data and once you are happy it is accurate press 'Register'.



The screenshot shows the same registration form as above, but now the 'Register' button is highlighted. The form displays the following details: Email: dduck@247learn.co.uk, First Name: Donald, Last Name: Duck, Enrolment Number: AMS0000123456, and Date of Birth: 21/05/1998. The 'PREVIOUS' and 'REGISTER' buttons are visible at the bottom. A decorative globe graphic is visible in the bottom left corner.

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'.



Login Register

## Welcome to the Skills & Education Group Learner Portal

Use the Learner Verification Portal to:



View electronic qualification and other secure documents.



Order printed copies of qualification and other secure documents.



Share your electronic documents with third parties by creating connections.



Keep your personal details up to date by managing your profile.

Login or Register



Confirmation email has been sent to your registered email address

email address

password

Log in

[Forgot my password](#)

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'.



Login Register

## Welcome to the Skills & Education Group Learner Portal

Use the Learner Verification Portal to:



View electronic qualification and other secure documents.



Order printed copies of qualification and other secure documents.



Share your electronic documents with third parties by creating connections.



Keep your personal details up to date by managing your profile.



User account approval needed



Login or Register

dduck@247learn.co.uk

.....

Log in

[Forgot my password](#)

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.

User successfully approved Inbox x

**Skills and Education Group eCertificates** <eCertificates@skillsedugroup.co.uk>  
to me ▾

You have been successfully approved to access the Skills & Education Group Learner Portal. You are now able to log in. Any issues please contact your system administrator.

[Skills & Education Group Learner Portal](#)

**Skills and Education Group eCertificates**  
**Skills and Education Group**  
E. eCertificates@skillsedugroup.co.uk



**The advancement of skills and education  
to improve the lives of individuals.**

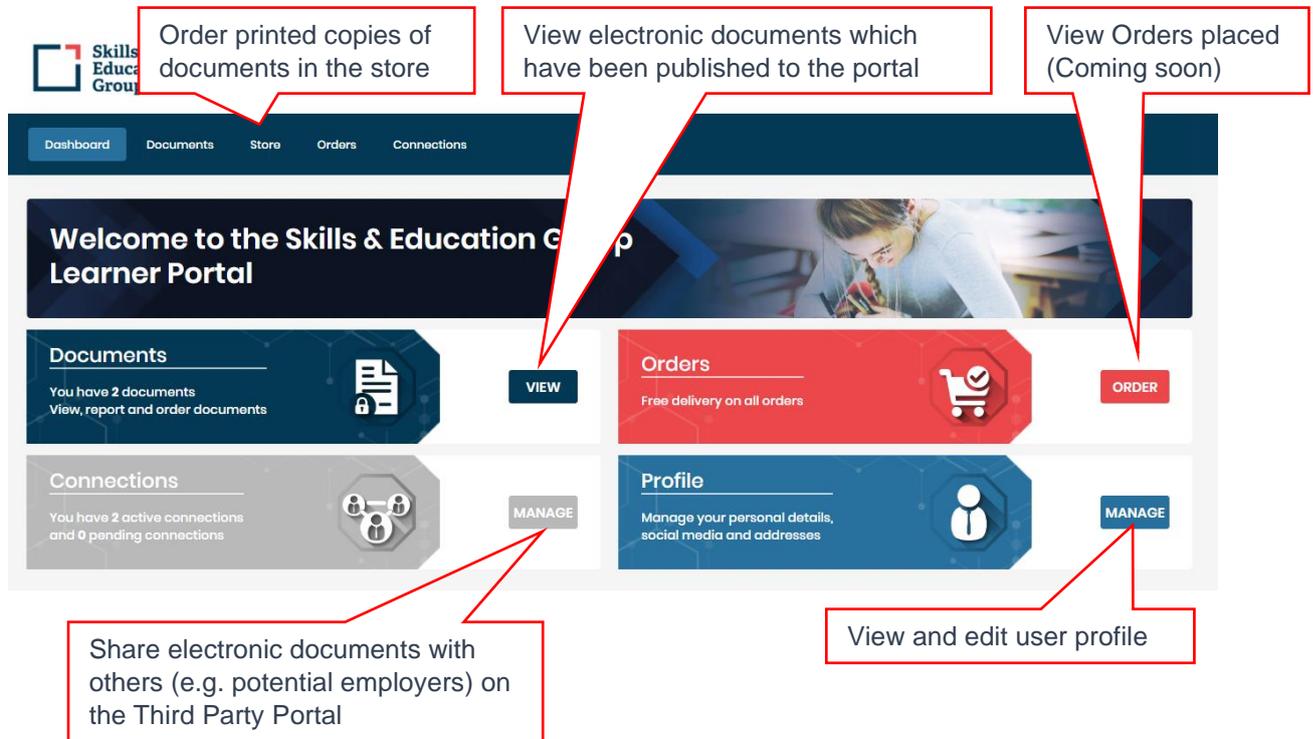


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The Skills and Education Group is a company limited by guarantee registered in England No. 02640936 and a Registered Charity in England and Wales No. 1004087. Our registered office is: Robins

## 4. Learner Portal Dashboard



The dashboard features a navigation bar with 'Dashboard', 'Documents', 'Store', 'Orders', and 'Connections'. The main content area includes:

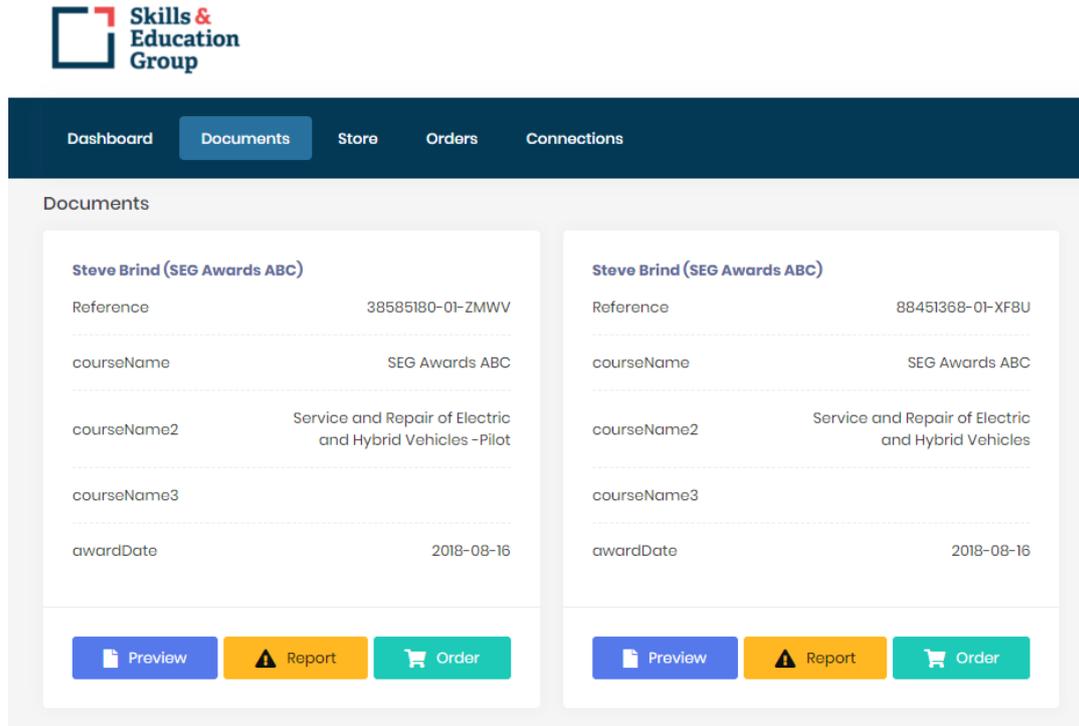
- Documents:** A tile showing 'You have 2 documents' and 'View, report and order documents'. A 'VIEW' button is present. Callout: 'View electronic documents which have been published to the portal'.
- Orders:** A red tile showing 'Free delivery on all orders' and a shopping cart icon. An 'ORDER' button is present. Callout: 'View Orders placed (Coming soon)'.
- Connections:** A grey tile showing 'You have 2 active connections and 0 pending connections'. A 'MANAGE' button is present. Callout: 'Order printed copies of documents in the store'.
- Profile:** A blue tile showing 'Manage your personal details, social media and addresses'. A 'MANAGE' button is present. Callout: 'View and edit user profile'.

Additional callouts include:

- 'Share electronic documents with others (e.g. potential employers) on the Third Party Portal' pointing to the 'Connections' tile.

### 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:



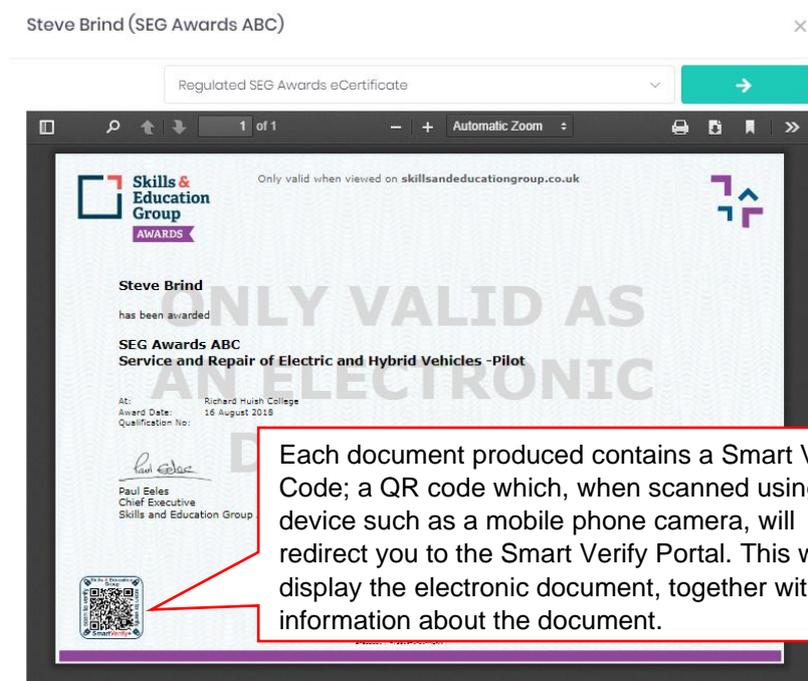
The screenshot shows the 'Documents' section of the Learner Portal. It displays two award documents for Steve Brind (SEG Awards ABC). Each document card includes the following details:

- Reference:** 38585180-01-ZMWV (left) and 88451368-01-XF8U (right)
- courseName:** SEG Awards ABC
- courseName2:** Service and Repair of Electric and Hybrid Vehicles -Pilot
- courseName3:** (blank)
- awardDate:** 2018-08-16

Below each document card are three buttons: 'Preview' (blue), 'Report' (yellow with a warning icon), and 'Order' (green with a shopping cart icon).

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:



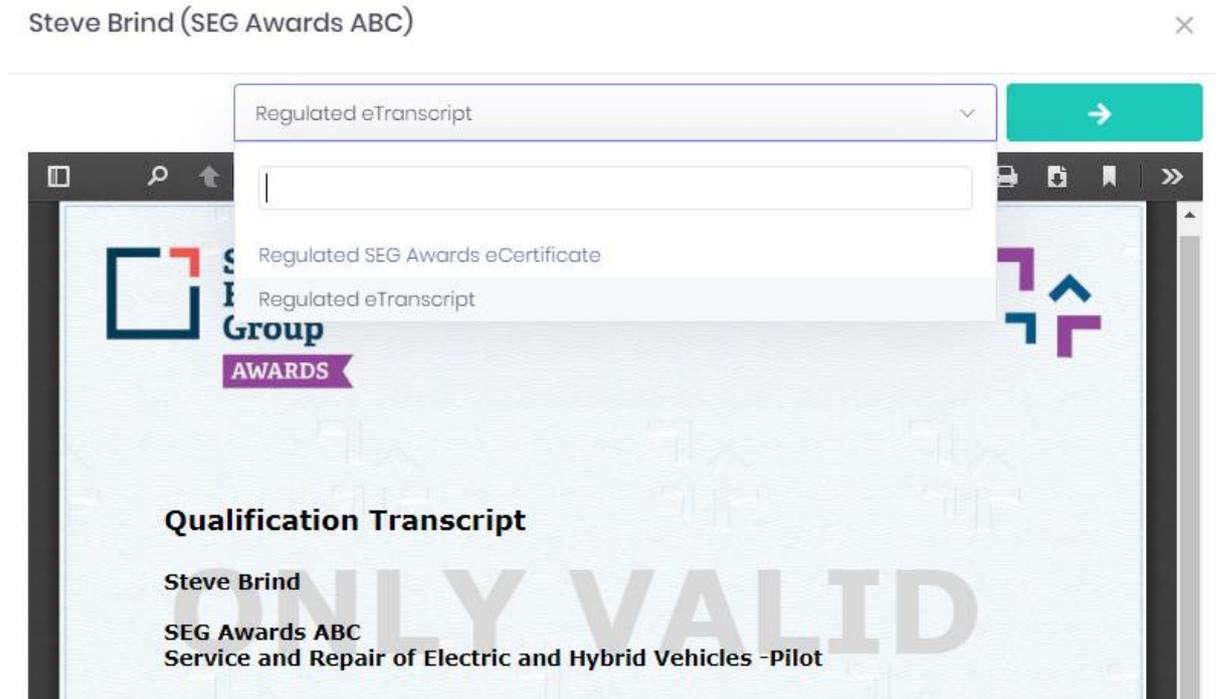
The screenshot shows the Document Viewer window for a 'Regulated SEG Awards eCertificate'. The document is titled 'Steve Brind (SEG Awards ABC)' and contains the following information:

- Recipient:** Steve Brind
- Status:** has been awarded
- Award:** SEG Awards ABC
- Course:** Service and Repair of Electric and Hybrid Vehicles -Pilot
- At:** Richard Muth College
- Award Date:** 16 August 2018
- Qualification No.:** (blank)
- Signature:** Paul Eeles, Chief Executive, Skills and Education Group
- QR Code:** A Smart Verify QR code is located at the bottom left of the document.

A red callout box points to the QR code with the following text:

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.

Connections							Add Connection
<input type="text" value="Search for any term..."/>							Filter!
<span>Active</span> <span>Inactive</span>							
Third party name	Third party email	Status	Initiated By	Documents Shared	Expires	Actions	
Michael White	michael@247learn.co.uk	Active	Student	4	31/12/2020		
Michael White	michaelwhite188@gmail.com	Active	ThirdParty	4	30/04/2020		

**You can decide which documents you want to share:**

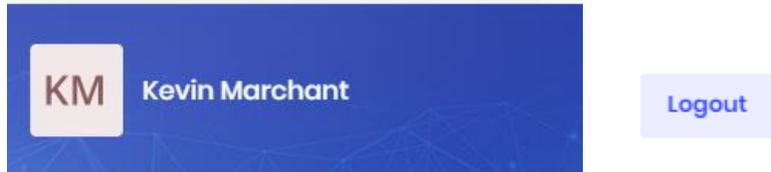
Steve Brind (SEG Awards ABC) - 38585180-01-ZMWV	Steve Brind (SEG Awards ABC) - 88451368-01-XF8U
<input checked="" type="checkbox"/> Certificate - Certificate (SPB00001 - U001) - 47381941-01-MCRN <input checked="" type="checkbox"/> Transcript - Transcript (U001) - 93670027-01-554C	<input checked="" type="checkbox"/> Certificate - Certificate (SPB00001 - U001) - 23613188-01-5T1S <input checked="" type="checkbox"/> Transcript - Transcript (U001) - 65295623-01-V80S

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

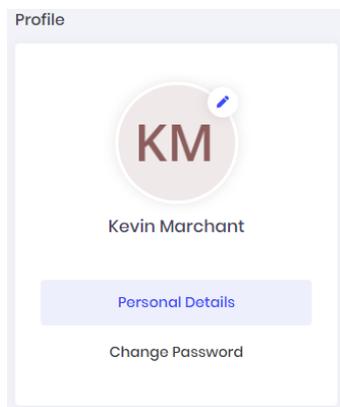
## 6. View and Edit User Profile

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

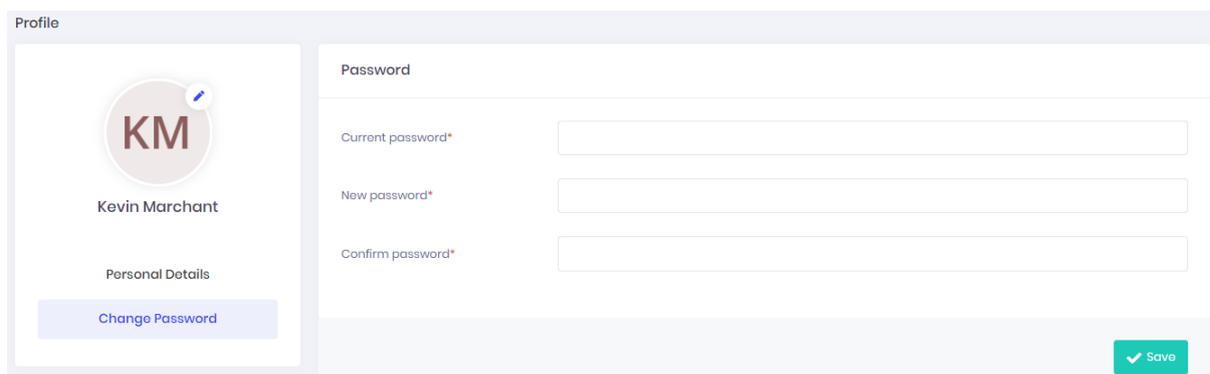


 **My Profile**  
View and edit my profile >



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*	<input type="text" value="Kevin"/>
Middle name	<input type="text"/>
Last Name*	<input type="text" value="Marchant"/>
User name*	<input type="text" value="kevin.marchant"/>

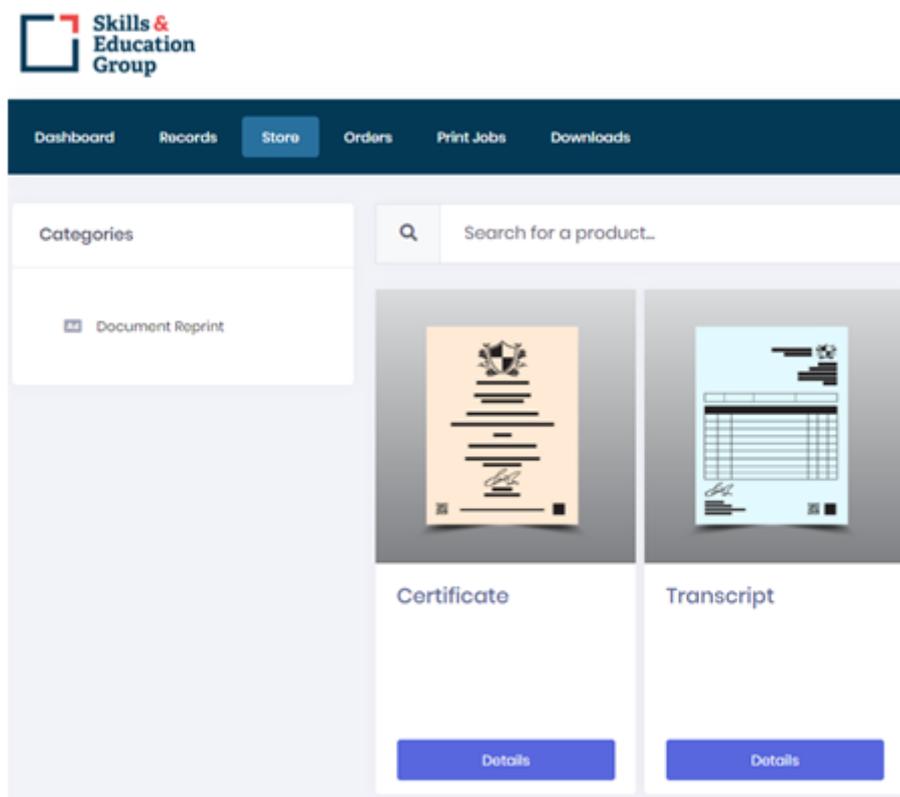
## 7. Order Documents \*\*\*\* Coming Soon \*\*\*\*

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:

