



TRAINING PLATFORM HELP SHEET

Logging in to Your Training Account

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

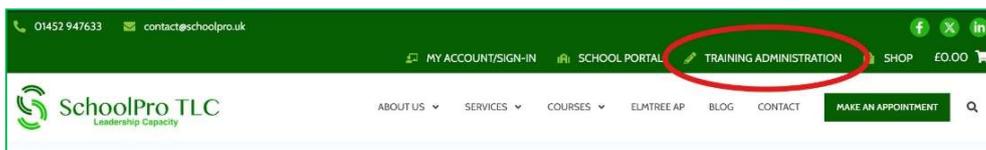
If you can't remember or find your password, click the 'Lost your password?' button. You will be directed to a page where you will be prompted to enter the email address associated with your SchoolPro TLC training account.

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.

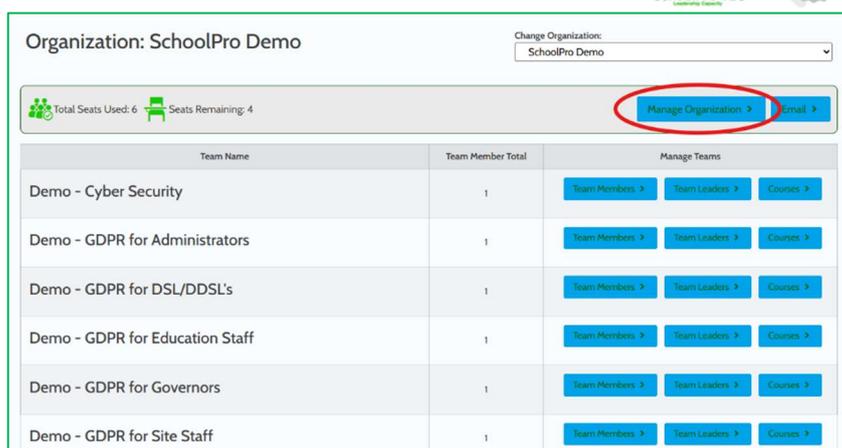


Step 1: Once on the Training Administration page, you will see your schools' organization.

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.



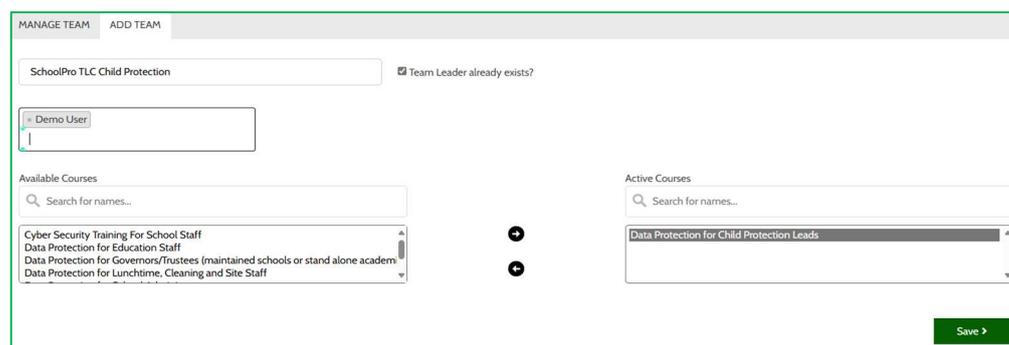
Organization: SchoolPro Demo

Change Organization: SchoolPro Demo

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	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



MANAGE TEAM | ADD TEAM

SchoolPro TLC Child Protection Team Leader already exists?

Demo User

Available Courses

Search for names...

- Cyber Security Training For School Staff
- Data Protection for Education Staff
- Data Protection for Governors/Trustees (maintained schools or stand alone academe
- Data Protection for Lunchtime, Cleaning and Site Staff

Active Courses

Search for names...

Data Protection for Child Protection Leads

Save

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.

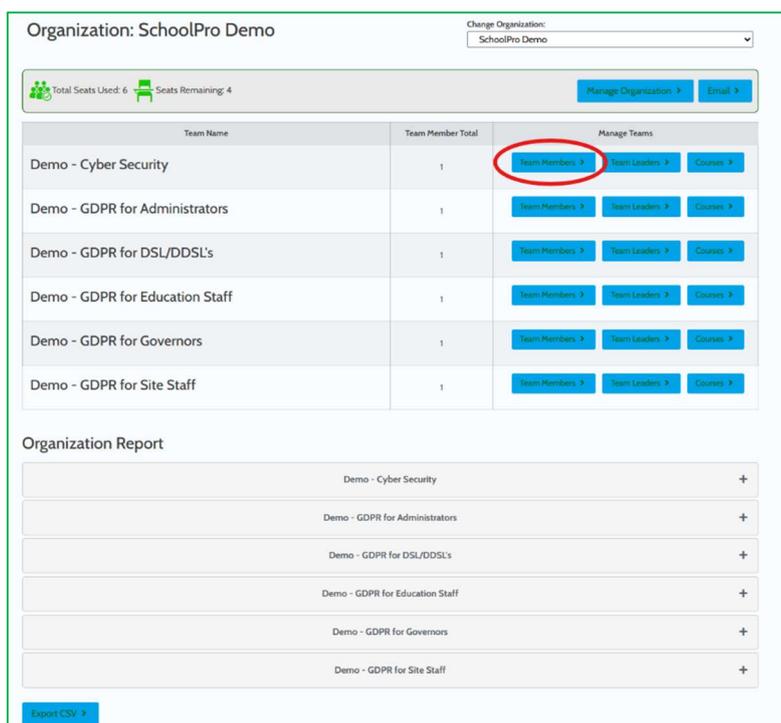
In this example, we have named the team based on the course we are allocating and made that course the active course. The leader will be you!

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.



Organization: SchoolPro Demo

Change Organization: SchoolPro Demo

Total Seats Used: 6 | Seats Remaining: 4

[Manage Organization](#) | [Email](#)

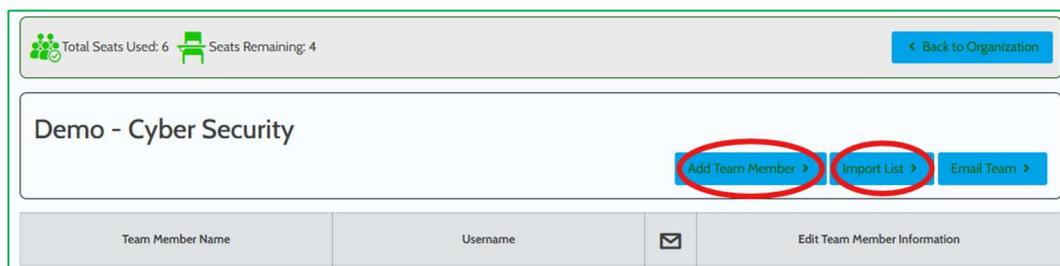
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Demo - GDPR for Site Staff	1	Team Members Team Leaders Courses

Organization 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 +

[Export CSV](#)

Step 5:



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 [My Account](#) page.

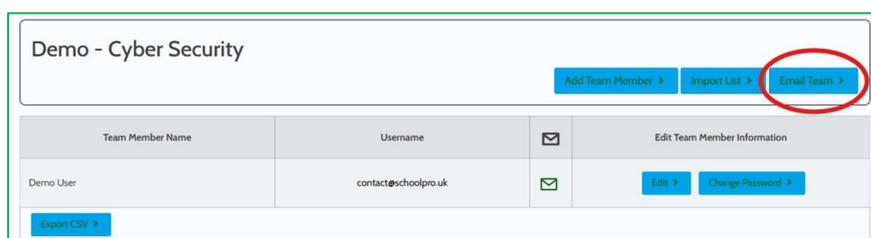
You can send a password rest to any user by typing in their username (email address) into the 'Forgot your password?' link on the login page.

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

Emailing the Team

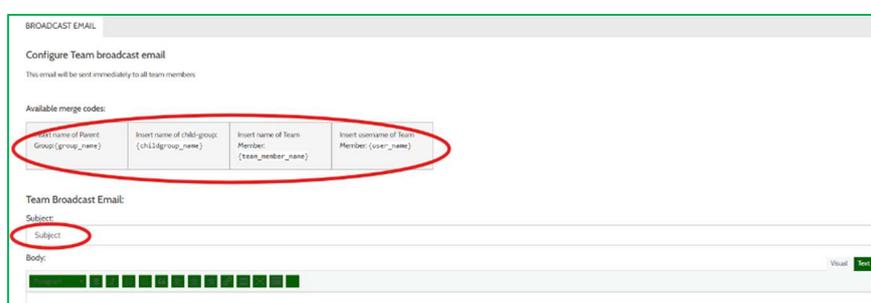
You can contact a team via email by selecting 'Email Team' from within each team area.

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



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

- **{group_name}** = your school/organization
- **{childgroup_name}** = the team/course name
- **{team_member_name}** = name of user
- **{user_name}** = the assigned username, generally their email address



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:

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

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.

UPDATE TEAM MEMBER

Demo User contact@schoolpro.uk contact@schoolpro.uk

[Save >](#) **Remove** **Delete**

Progress Reporting

Method 1:

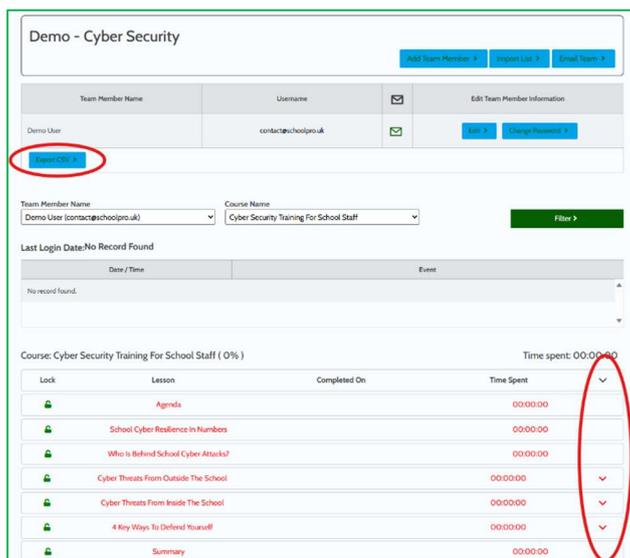
In 'organization' view, below the list of teams is 'Organization Report'. Use the drop downs on the right-hand side to view users' progress or the 'Export CSV' button to download a report for all users and courses.

Demo - GDPR for Site Staff 1 [Team Members >](#) [Team Leaders >](#) [Courses >](#)

Organization Report

Demo - Cyber Security	+
Demo - GDPR for Administrators	+
Demo - GDPR for DSL/DDSLs	+
Demo - GDPR for Education Staff	+
Demo - GDPR for Governors	+
Demo - GDPR for Site Staff	+

[Export CSV >](#)



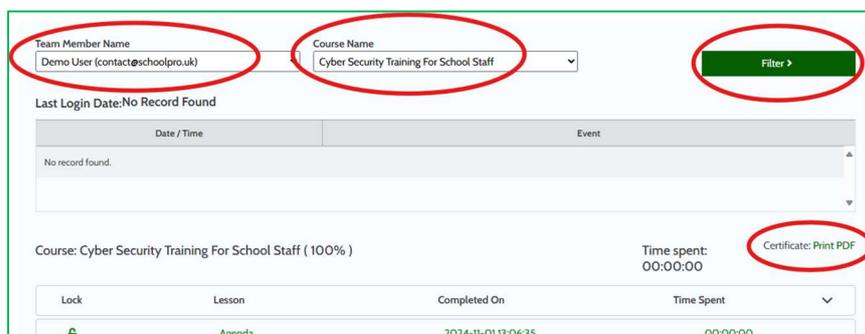
Method 2:

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

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.

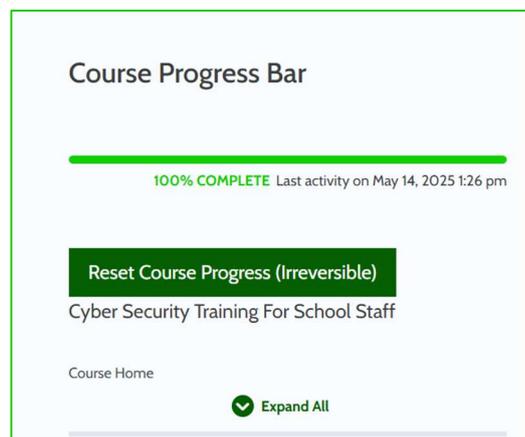


Resetting Training Courses for Users

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.



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

contact@schoolpro.uk

Enjoy your training