



## TRAINING PLATFORM HELP SHEET

### Logging in to Your Training Account

Go to [www.schoolpro.uk/my-account](http://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.

**Login**

Username or email address \*

Password \*

Remember me

[Lost your password?](#)

### Resetting Your Password

Lost your password? Please enter your username or email address. You will receive a link to create a new password via email.

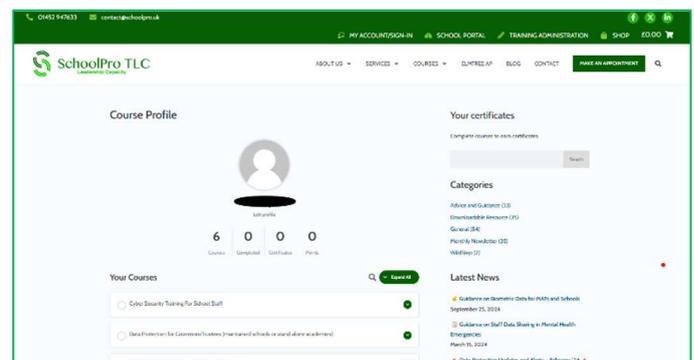
Username or email \*

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 rest your password.

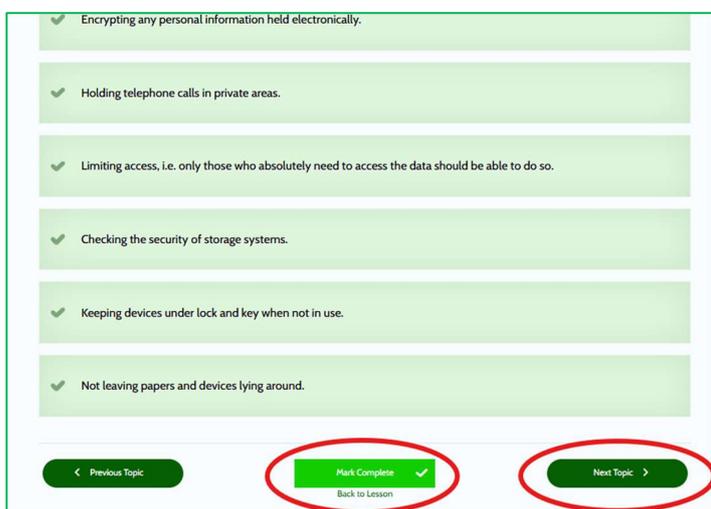
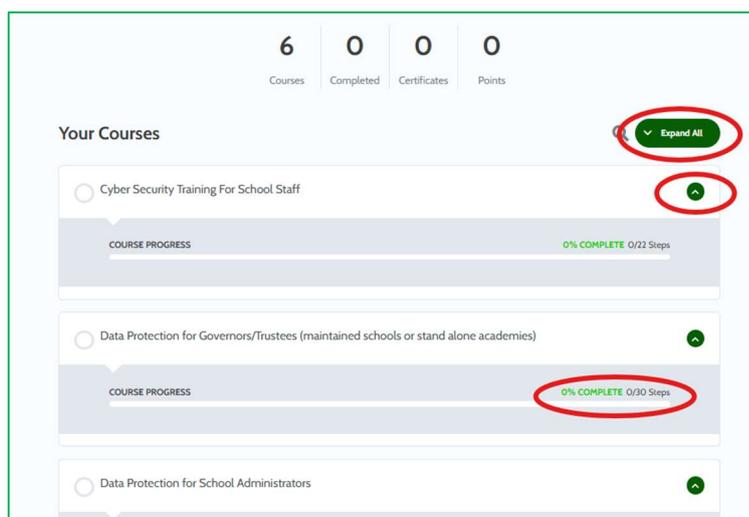
### Your Course Profile Page

Once you are logged in you will see your course profile page which will list the courses that have been assigned to you by your training 'Team Leader'. It will look a bit like this:



From here you can see your courses and by expanding the sections either with the arrows in green circles or by using the 'Expand All' button, you can see your progress too.

Each training course takes approximately 45mins-1hr to complete. The system does however save your progress if you need to pause and complete at another time.



*TIP: When working through the training courses, please ensure that you press the 'Mark Complete' button at the end of each section before selecting 'Next Topic', to save your progress through the course.*

## Your Training Certificates

Once you have completed each course you will be emailed with a certificate which you can then use to prove that you are up to date with your training. You may share this certificate with your school/trust if they ask you to do so.

If you lose this email, you can access your certificates from within your training account.

On the right-hand side of your training account screen, you will see 'Your certificates'. Under here are links to pdf's of any certificates for your completed courses.

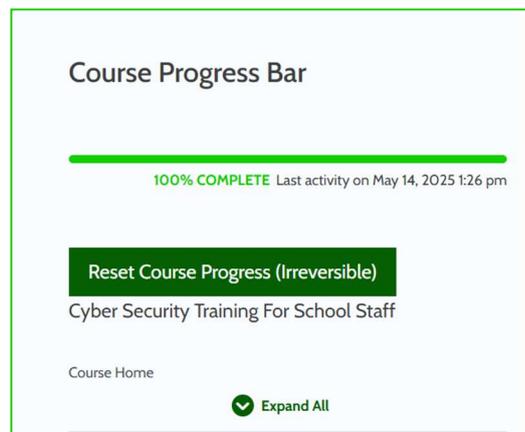


## Resetting Your Training Courses

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 with any aspect of the training platform, please email

[contact@schoolpro.uk](mailto:contact@schoolpro.uk)

Enjoy your training!

