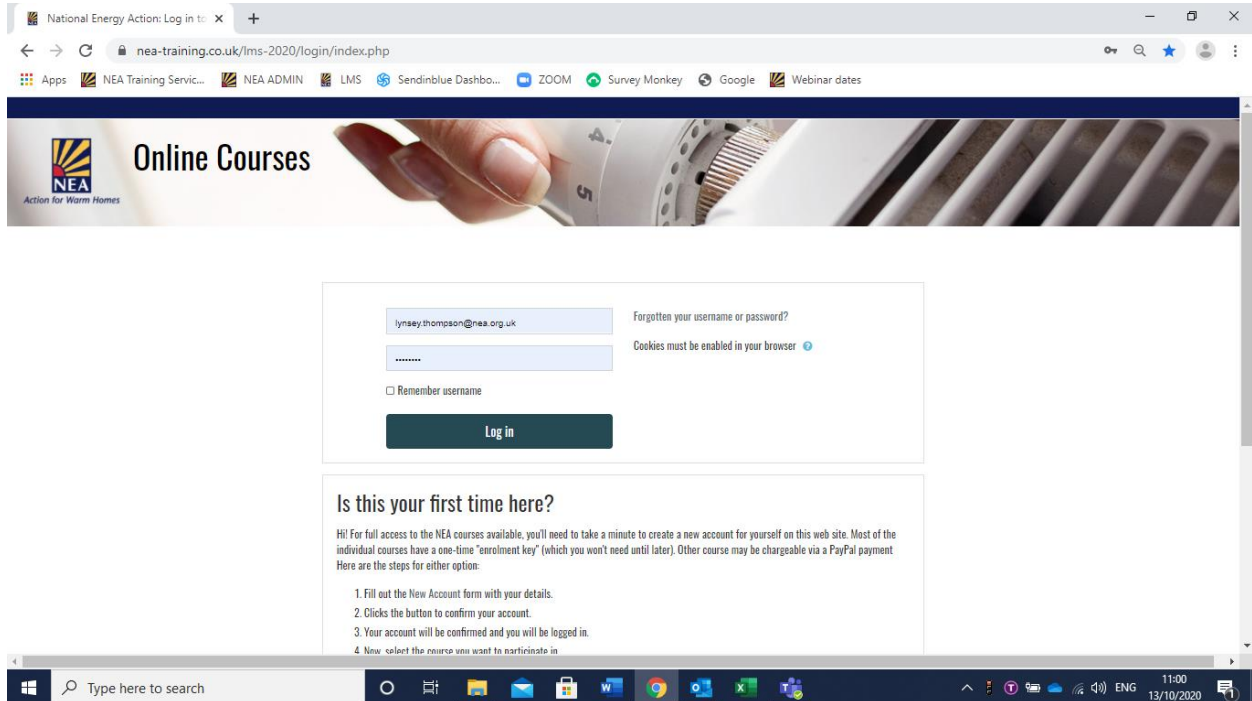


## NEA Learning Management System (LMS)

NEAs e-learning modules are stored on our Learning Management System (LMS) which can be accessed via the following link:

<https://www.nea-training.co.uk/lms-2020/login/>

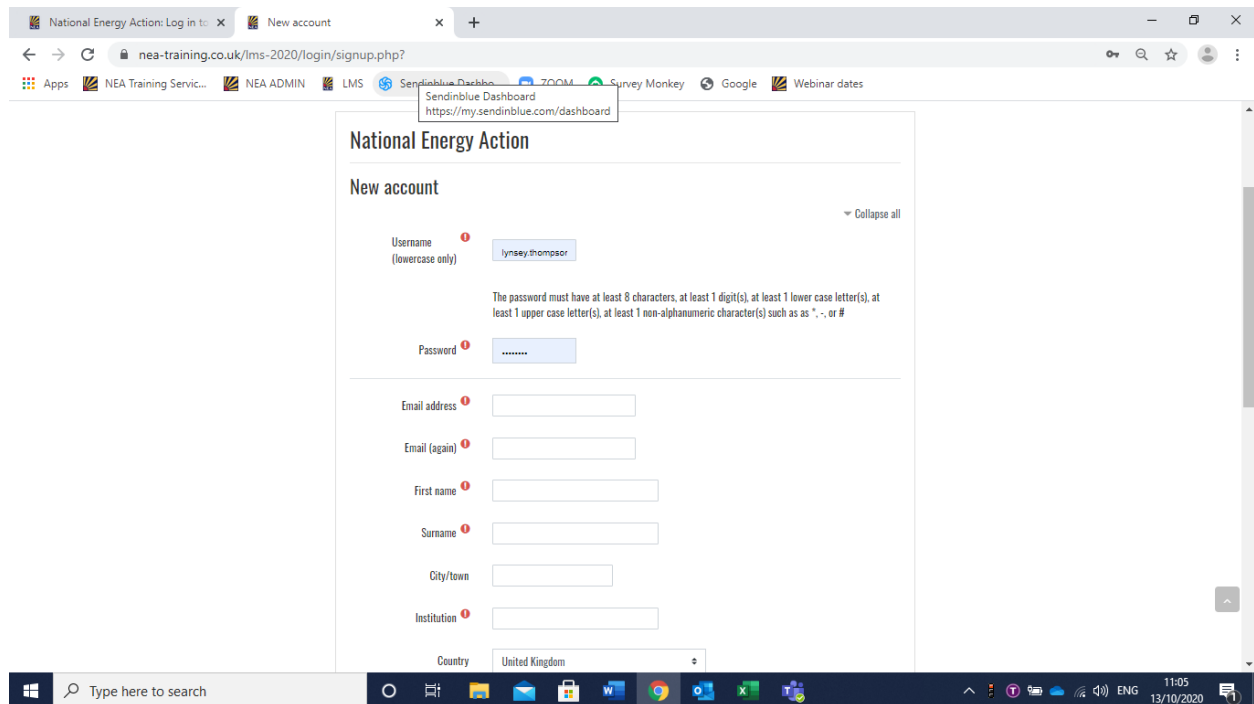
- This link leads to the following **LOGIN** page:



- **RETURNING USERS** simply enter their username and password to log in. If you have forgotten our username and / or password, there is an option to re-sit via the login page.

- **NEW USERS** can create an account by scrolling to the bottom of the login page and selecting the 'create new account button'.

This will open the following **REGISTRATION** page:



The screenshot shows a web browser window with the URL [nea-training.co.uk/lms-2020/login/signup.php?](https://nea-training.co.uk/lms-2020/login/signup.php?). The page is titled "National Energy Action" and "New account". The form contains the following fields:

- Username (lowercase only):
- Password:
- Email address:
- Email (again):
- First name:
- Surname:
- City/town:
- Institution:
- Country:

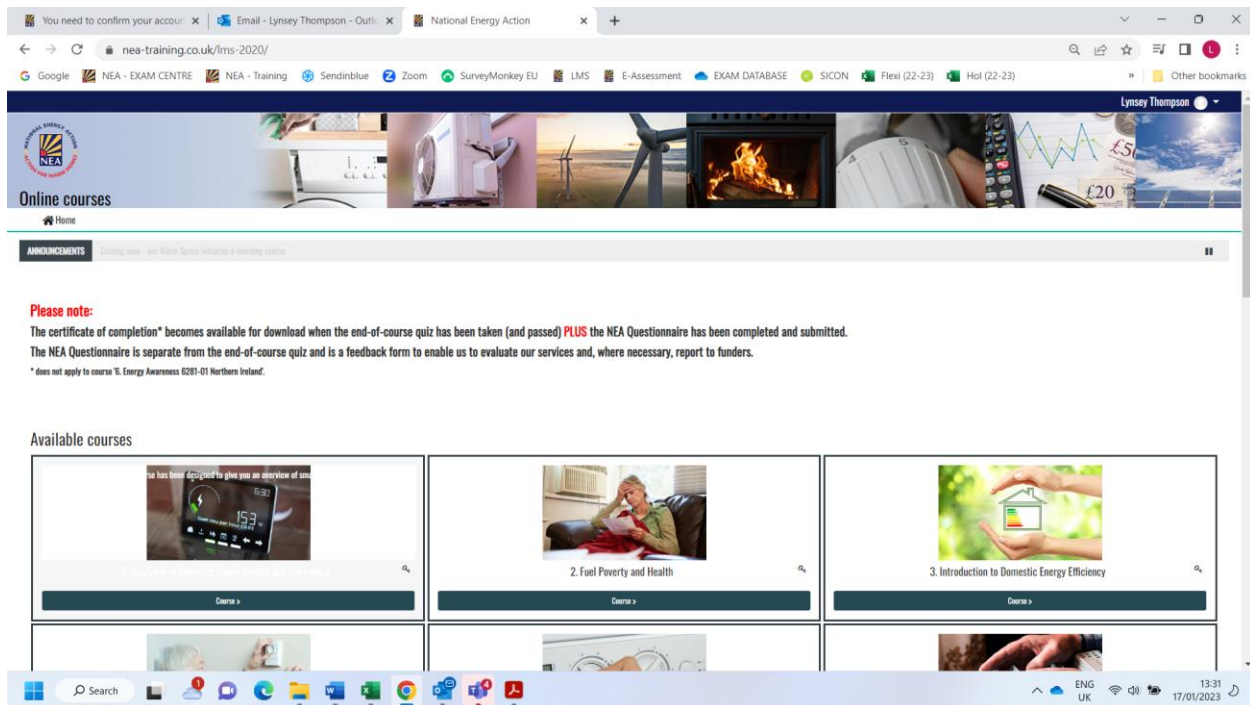
A password strength indicator is present above the password field, stating: "The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as ' . - , or #".

- Enter all of the relevant details then select the 'create my new account' button at the bottom of the screen to confirm.
- This will open a new page to activate your account, click the 'continue' button to activate.
- Once your account has been activated you should be able to proceed to the course list (you may need to return to the original login page (as shown above) and enter your username and password to login).

**Page 2 of 7**

National Energy Action, Level 6, West One, Forth Banks, Newcastle upon Tyne  
Tel: 0191 261 5677 / Fax: 0191 261 6496 / Website: [www.nea.org.uk](http://www.nea.org.uk)

- Once you've logged in, the **LMS HOME PAGE** should look similar to this (showing a number of different courses):



- Select the relevant course from the LMS home page. Each course is numbered to help identify the correct course (you will find details of your course title and number in the joining instructions provided).
- You will be prompted to add an enrolment key the first time you enter the course. Each course has a unique enrolment key which is provided by NEA (you will find details of your course title and number in the joining instructions provided). Please note that the enrolment key is case sensitive.

- This should open the **COURSE HOME PAGE** which looks similar to this:

The screenshot shows a web browser window with the URL [nea-training.co.uk/lms-2020/course/view.php?id=4](https://nea-training.co.uk/lms-2020/course/view.php?id=4). The page title is "2. Fuel Poverty and Health". The page content includes a "General information" section with the following text:

**You are enrolled in the course.**

**General information**

The impacts of fuel poverty on health can be severe - this course is designed for anyone wanting to learn more about fuel poverty and its links to physical and mental well-being.

Delegates will be taught how to identify those likely to be at risk from fuel poverty and signpost to assistance.

This course consists of an online course and support handouts. Learners should start with the online course and refer to the support handouts when instructed to do so throughout the course.

At the end of the course, there is a short quiz to test your knowledge. Please note that the quiz is not an official assessment - if the course you are undertaking also has an assessment that will be provided separately. Learners will also be asked to complete a short Questionnaire after completing the course (Step 3 link below) to provide us with feedback on their experience with the course. Learners are also required to complete this Questionnaire in order to download the certificate.

So, learners are required to achieve the end-of-course quiz pass mark and complete the Questionnaire in order to fully complete the course and download their certificate of completion.

Below are links to access the online course, support handouts etc:

**Fuel Poverty and Health (click the relevant sections below)**

- STEP 1 - Click here to take the FUEL POVERTY AND HEALTH course
- STEP 2 - RESOURCES: FUEL POVERTY AND HEALTH HANDOUTS (PDF TO VIEW)

- This page includes various links.
- The first link (STEP 1 – which shows the course title) is to open the course.
- Other links include:
  - Additional videos / documents / handouts relating to the course
  - Questionnaire – this is the course evaluation
  - Certificate of completion - this will only become available once you've successfully complete the course and questionnaire

- Once you select 'STEP 1' to open the course, you should see a page similar to the image below.

Also shown on this page are details of any previous attempts at this course. If you have previously entered the course you will be given the option to enter which will return you to where you previously left off or 'start a new attempt' which will take you to the start of the course.

The screenshot shows a web browser window with the URL `nea-training.co.uk/lms-2020/mod/scorm/view.php?id=2`. The page header features the NEA logo and 'Online Courses' text. Below the header is a navigation menu with 'Home', 'My Courses', and 'this course'. The main content area displays the course title 'Fuel Poverty and Health course' and a description: 'The course looks at the causes and impacts of fuel poverty with a focus on the health impacts. It aims to help delegates identify those likely to be at risk from fuel poverty and signpost to assistance.' Below this, there are several notes and instructions, including 'Note: the course will open in a new window - please MAXIMISE this new window.' and 'Important: when you finish the course, close the open window and click the 'My Courses' link in the menu to access any further resources and download your certificate (NB, you may be automatically be taken to the course menu)'. Course statistics are listed: 'Number of attempts allowed: Unlimited', 'Number of attempts you have made: 1', 'Grade for attempt 1: 0%', 'Grading method: Highest attempt', and 'Grade reported: 0%'. At the bottom of the course details, there is a checkbox for 'Start a new attempt' and an 'Enter' button.

- Select the 'enter' button at the bottom of the screen to begin the course, this may take a few seconds to load. If you are returning to the course

*Note: when clicking this 'Enter' button the course will open in a new window - **please MAXIMISE this new window**. This course has been developed for use on a PC/laptop or tablet device.*

*Learners do not have to complete the course in one attempt, you may logout and return at a later date in which case you will have the option to 'enter' (pick up where you previously left off) or 'start a new attempt' (start the course again from the beginning).*

- At the end of the course there is a short **quiz** (around 10 questions) to test your knowledge.
- Following the quiz, the final page of the course takes you to the course **evaluation** questionnaire. Please take a few moments to provide us with your feedback as this helps us ensure that the course is accurate and up to date. If the evaluation link does not appear it can also be accessed from the course home page.
- Upon completion of the course, quiz and evaluation you should have the option to download a **certificate** of completion from the course home page. Please note that learners must successfully complete the quiz and submit the evaluation for the course to 'complete' and the certificate link to activate.

### **LOGIN ISSUES / TIPS**

- Enrolment key - please note that the enrolment key is case sensitive.
- Enrolment key - if copy and pasting the enrolment key, please ensure that there are no additional spaces at the beginning or end as this will make the key incorrect.
- Enrolment key – each course has a unique enrolment key. Please ensure that you select the correct course. Some courses have similar titles so they are also numbers to help identify the correct subject .

## HAVING TROUBLE LOGGIN IN?

Here are some common errors / issues to note:

- If you have forgotten your username and / or password, there is an option to re-set via the login page.
- Each course has a unique enrolment key which will only work for that particular course, please note that some courses have similar titles so be careful to select the correct course (they are all numbered)
- When entering the enrolment key please note that it is case sensitive
- If copy / pasting the password, make sure there are no spaces at the beginning or end of the password.

## OTHER POINTS TO NOTE

- Courses are designed for use on a laptop or desktop computer and while the course will open on a tablet or mobile phone, some of the functionality of the training may not work.
- Learners can start the course and complete in one session or they can choose to return to the course at a later date to complete. If they return to the course, they will have the option to continue from where they left off or start a new attempt. They will not be asked to re-enter the enrolment key.
- The certificate of completion will only become available once the learner has successfully completed the end of course quiz and submitted a course evaluation. The certificate should then be available to download via the course home page.

**For further assistance please contact:**

**[lynsey.thompson@nea.org.uk](mailto:lynsey.thompson@nea.org.uk) or  
[tracy.norris@nea.org.uk](mailto:tracy.norris@nea.org.uk)**