

Learner Portal User Guide



NEED HELP?

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1. Introduction

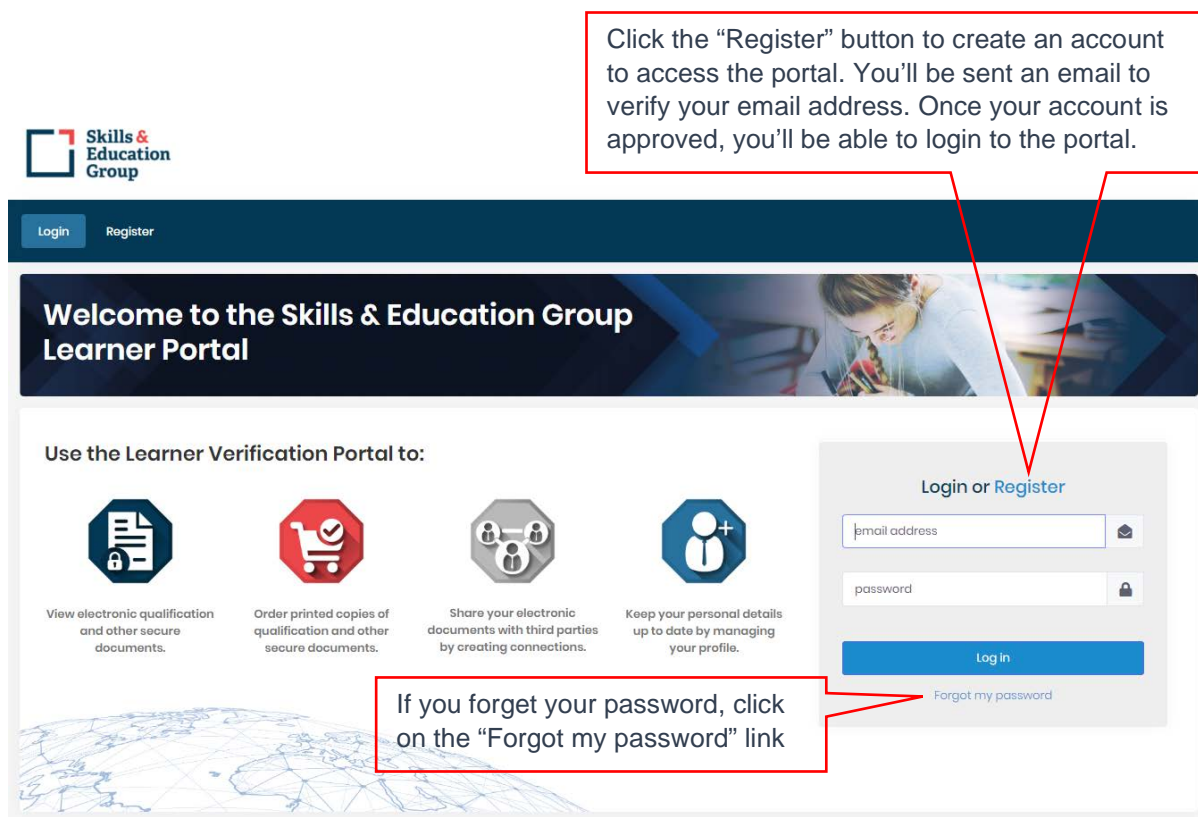
Skills and Education Group have partnered with Advanced Secure Technologies to provide an online portal for learners to securely view, download and order certification documents. The portal can be accessed on PC, tablet or smartphone.

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:



The screenshot shows the Skills & Education Group Learner Portal login screen. At the top left is the Skills & Education Group logo. Below it are 'Login' and 'Register' buttons. A large banner reads 'Welcome to the Skills & Education Group Learner Portal'. Below the banner, a section titled 'Use the Learner Verification Portal to:' lists four features with icons: viewing electronic qualifications, ordering printed copies, sharing documents, and managing profile details. On the right is a 'Login or Register' form with fields for email address and password, a 'Log In' button, and a 'Forgot my password' link. Two red callout boxes provide instructions: one points to the 'Register' button, stating that clicking it creates an account and sends a verification email; the other points to the 'Forgot my password' link, stating that clicking it is for users who have forgotten their password.

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*

dduck@247learn.co.uk

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*


Donald

Last Name*

Duck

Enrolment Number*

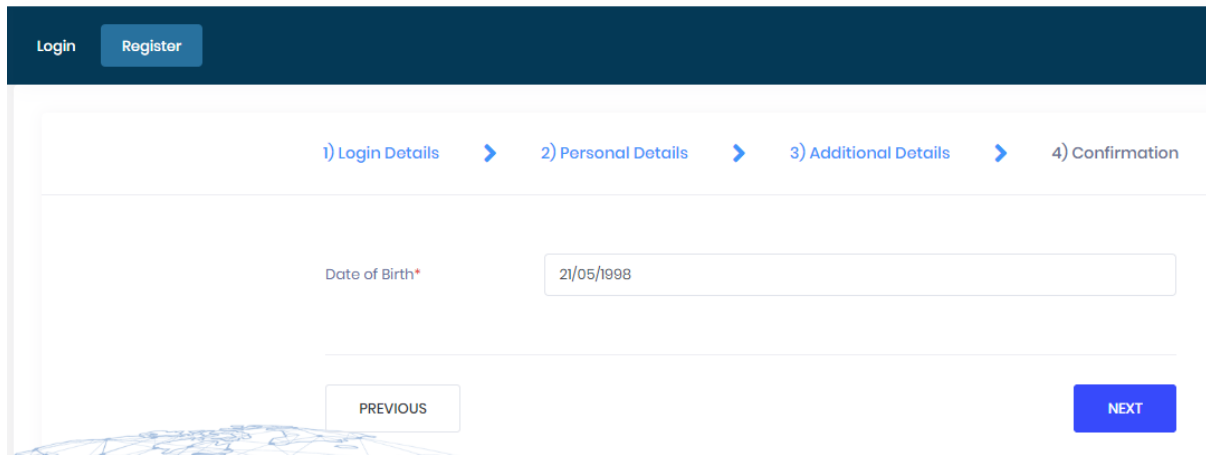
AMS0000123456|



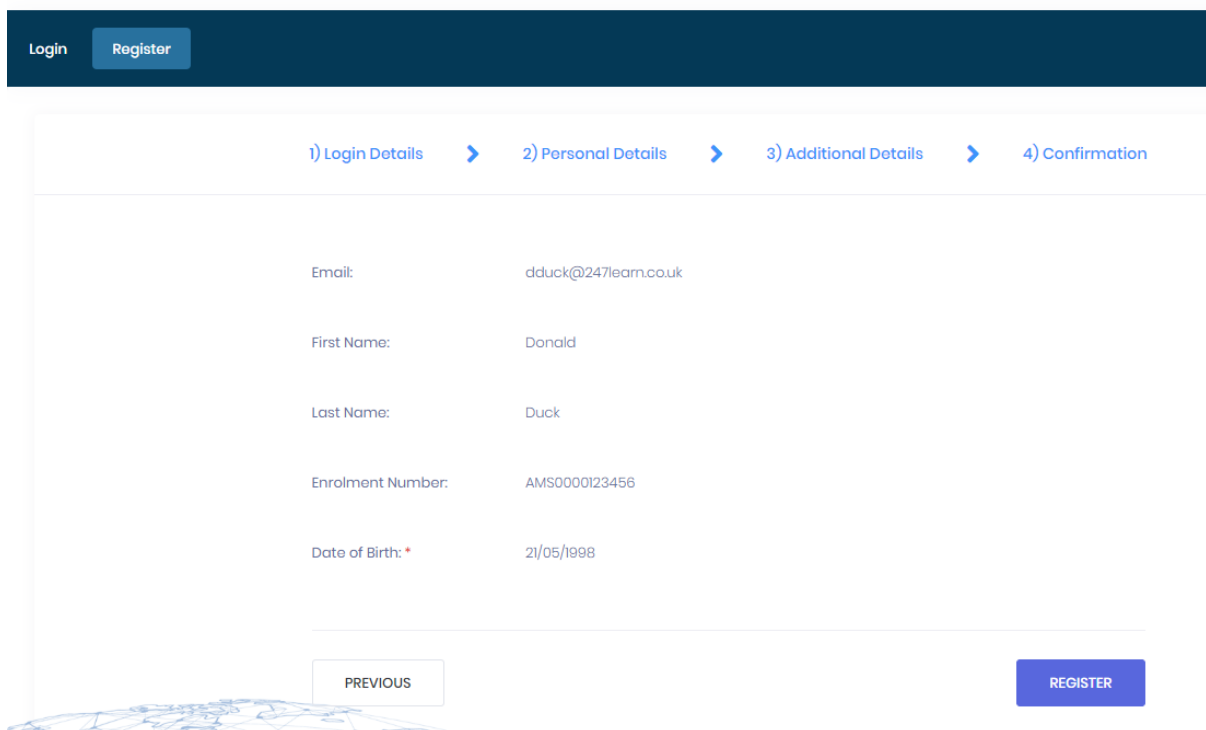
PREVIOUS

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



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'.

[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



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



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 Σ 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.**

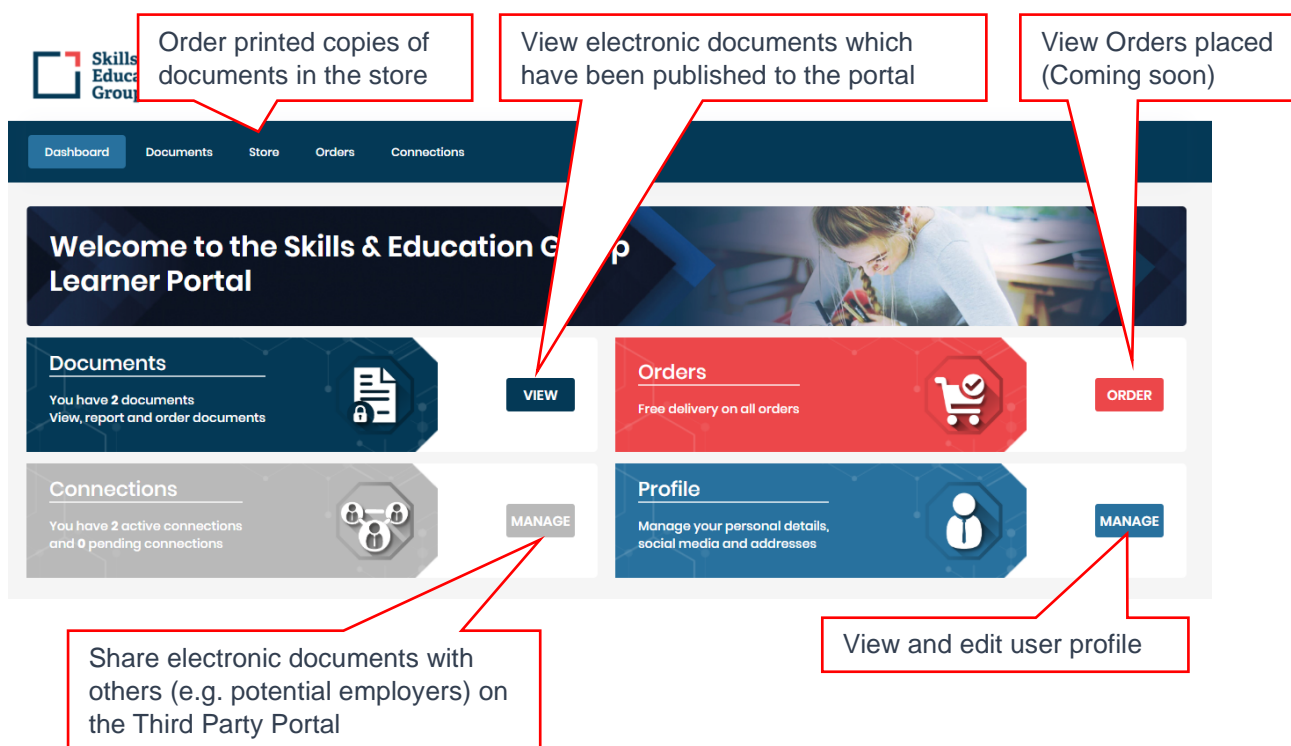


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4. Learner Portal Dashboard

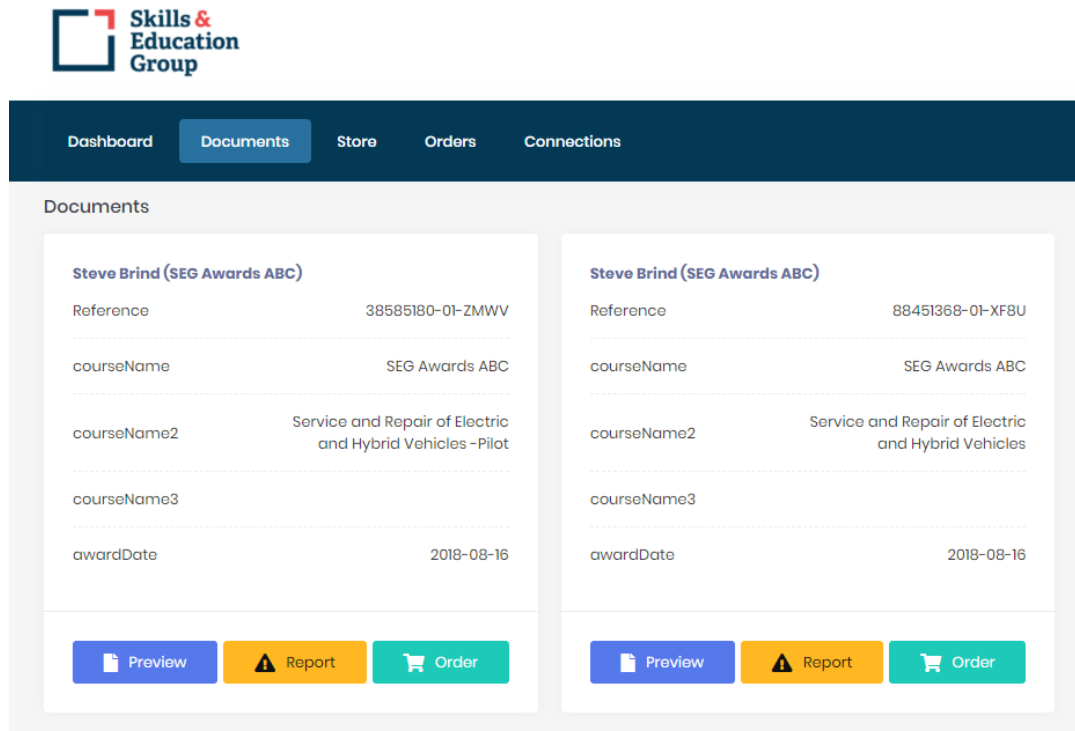


The dashboard features a navigation bar with links to Dashboard, Documents, Store, Orders, and Connections. The main content area includes a welcome message, a Documents section with a 'VIEW' button, an Orders section with an 'ORDER' button, a Connections section with a 'MANAGE' button, and a Profile section with a 'MANAGE' button. Callouts provide additional context for these features:

- Order printed copies of documents in the store** (points to the Store link in the navigation bar)
- View electronic documents which have been published to the portal** (points to the 'VIEW' button in the Documents section)
- View Orders placed (Coming soon)** (points to the 'ORDER' button in the Orders section)
- Share electronic documents with others (e.g. potential employers) on the Third Party Portal** (points to the 'MANAGE' button in the Connections section)
- View and edit user profile** (points to the 'MANAGE' button in the Profile section)

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:



Skills & Education Group

Dashboard Documents Store Orders Connections

Documents

Steve Brind (SEG Awards ABC)

Reference 38585180-01-ZMWV

courseName SEG Awards ABC

courseName2 Service and Repair of Electric and Hybrid Vehicles -Pilot

courseName3

awardDate 2018-08-16

Preview Report Order

Steve Brind (SEG Awards ABC)

Reference 88451368-01-XF8U

courseName SEG Awards ABC

courseName2 Service and Repair of Electric and Hybrid Vehicles

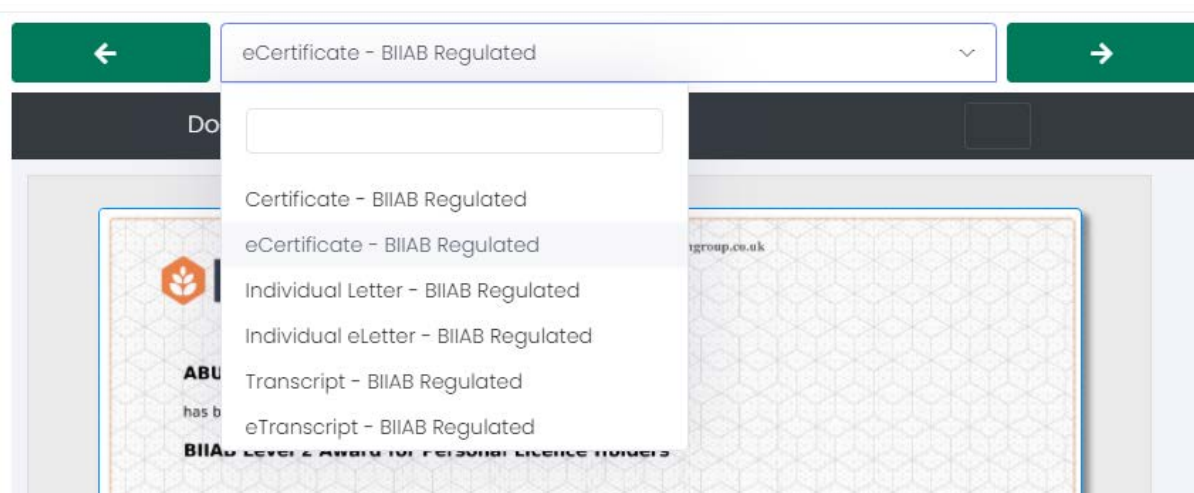
courseName3

awardDate 2018-08-16

Preview Report Order

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:



← eCertificate - BIIAB Regulated →

Do

Certificate - BIIAB Regulated

eCertificate - BIIAB Regulated

Individual Letter - BIIAB Regulated

Individual eLetter - BIIAB Regulated

Transcript - BIIAB Regulated

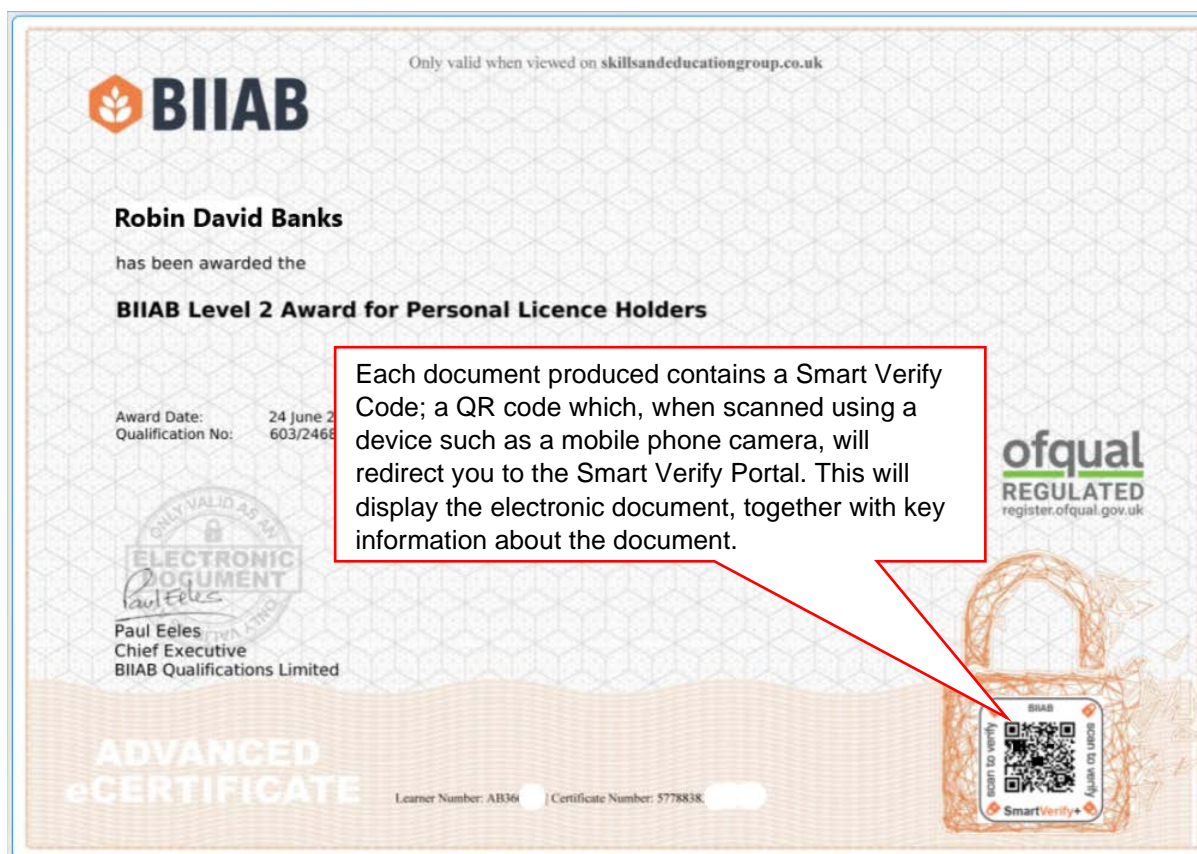
eTranscript - BIIAB Regulated

group.co.uk

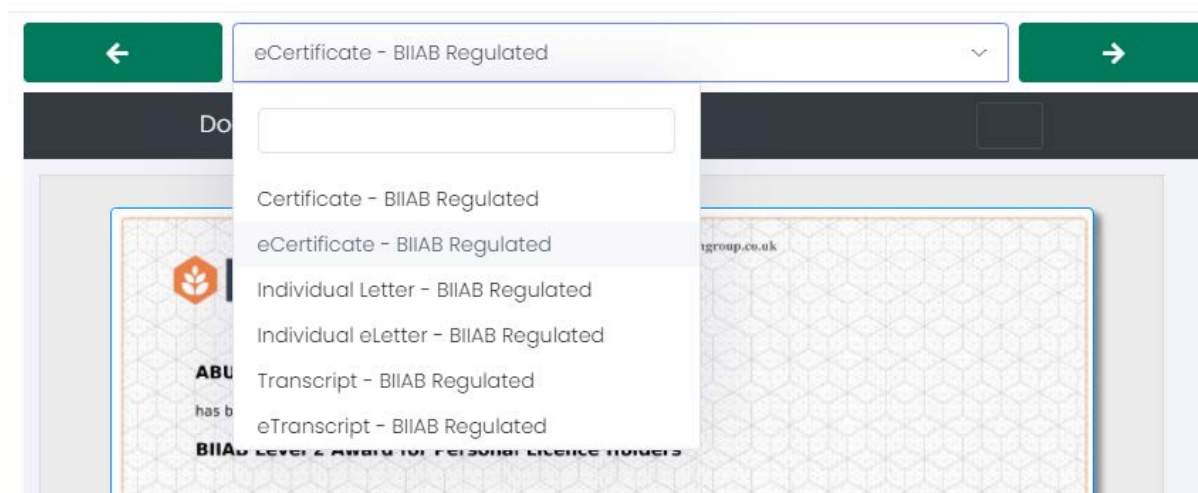
ABU

has b

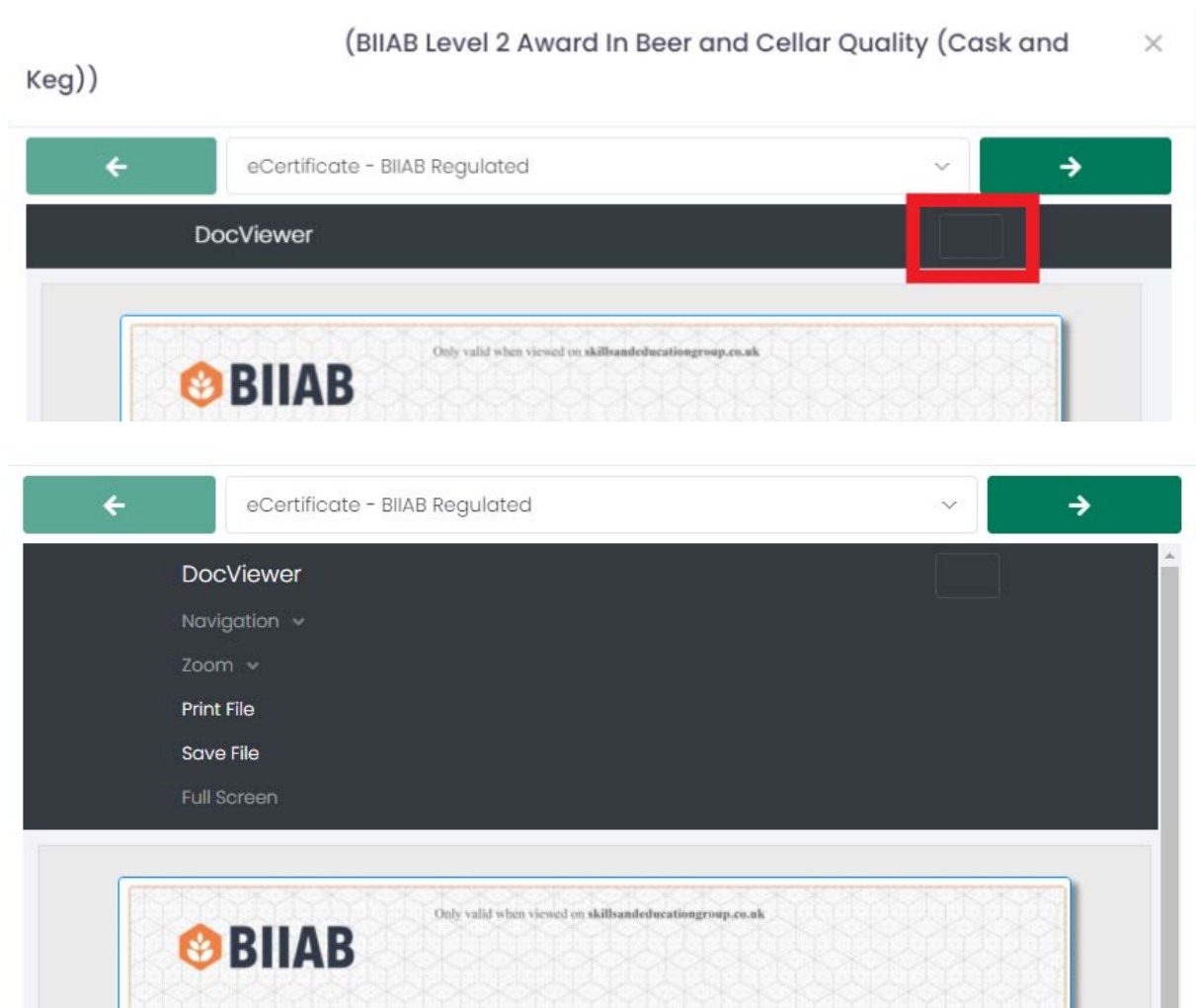
BIIAB Level 2 Award for Personal Licence Holders



2. Switch between documents using the document selector:



3. Download and print the documents using the DocViewer 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 DocViewer 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

Q

Search for any term...

Filter!

Active

Inactive

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	<div><div></div><div></div><div></div></div>
Michael White	michaelwhite168@gmail.com	Active	ThirdParty	4	30/04/2020	<div><div></div><div></div><div></div></div>

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 - U0011) - 47381941-01-MCRN <input checked="" type="checkbox"/> Transcript - Transcript (U0011) - 93670027-01-554C	<input checked="" type="checkbox"/> Certificate - Certificate (SPB00001 - U0011) - 23613188-01-5T1S <input checked="" type="checkbox"/> Transcript - Transcript (U0011) - 65295623-01-V80S

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

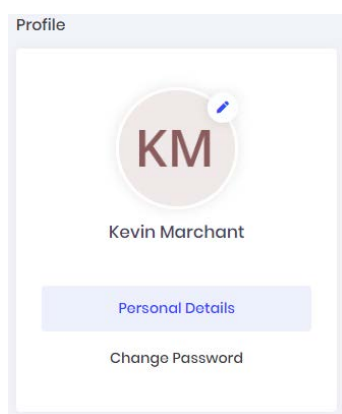
6. View and Edit User Profile

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

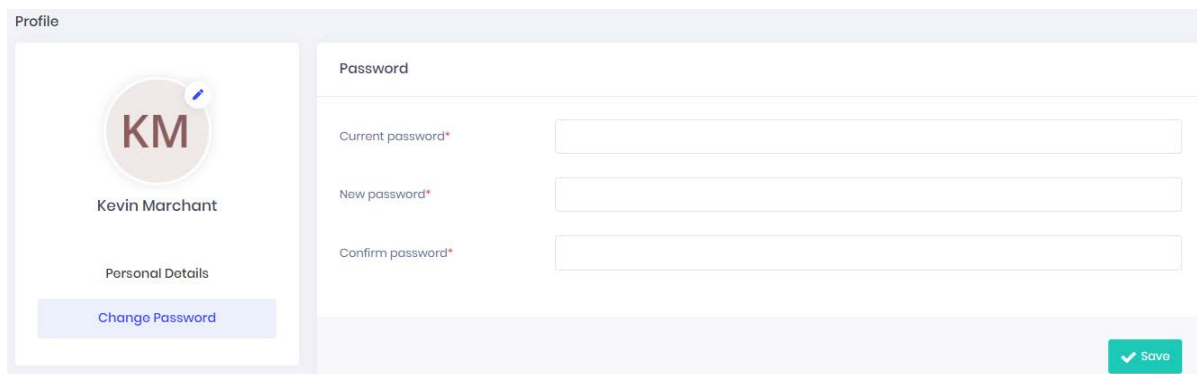


 **My Profile**
View and edit my profile



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.

A screenshot of the 'My Profile' page. On the left is the same profile card as in the previous image. On the right, under the heading 'Password', there are three input fields labeled 'Current password*', 'New password*', and 'Confirm password*'. At the bottom right of the form is a green button with a checkmark and the text 'Save'.

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

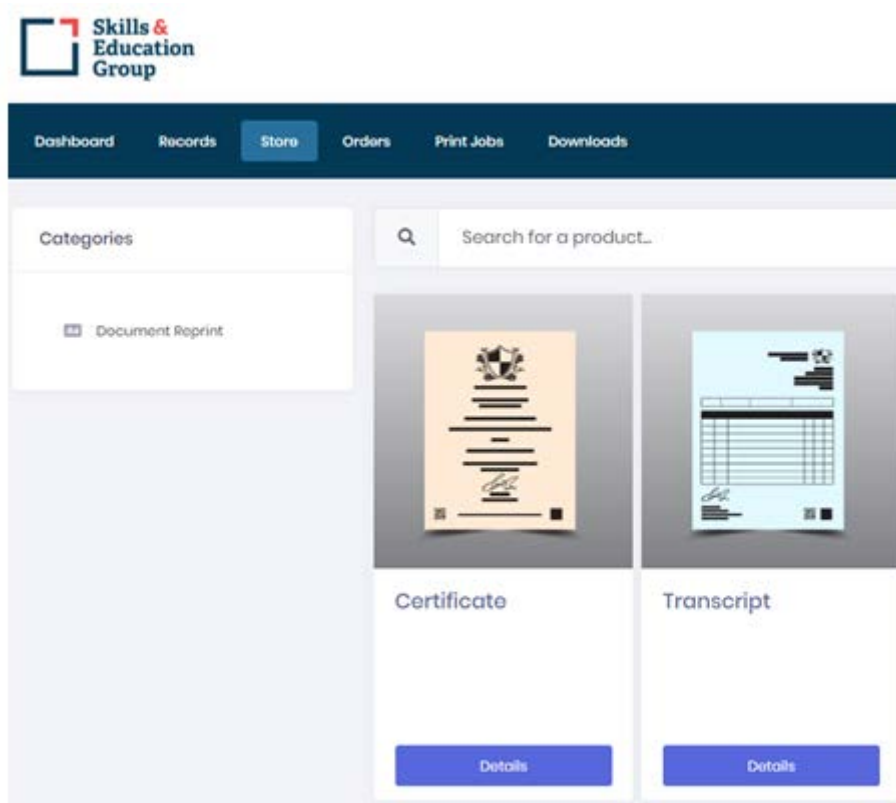
7. Order Documents **** Coming Soon ****

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:

