

Learners Learning Hub User Guide

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SUPPORTED BY
MAYOR OF LONDON



Education & Skills
Funding Agency

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www.facebook.com/lbwfadultlearning
www.lbwfadultlearning.co.uk



Getting help

- This guide shows the main features of the Learning Hub.
- If you do not have an email address, please speak with your lecturer to find out how you can create one.
- If you have problems using the Learning Hub, or accessing a course, please let your lecturer know. Your lecturer will need your full name and correct email address.
- Ask your lecturer to email adult.learning@walthamforest.gov.uk and to let the Business Support team know your correct email address.

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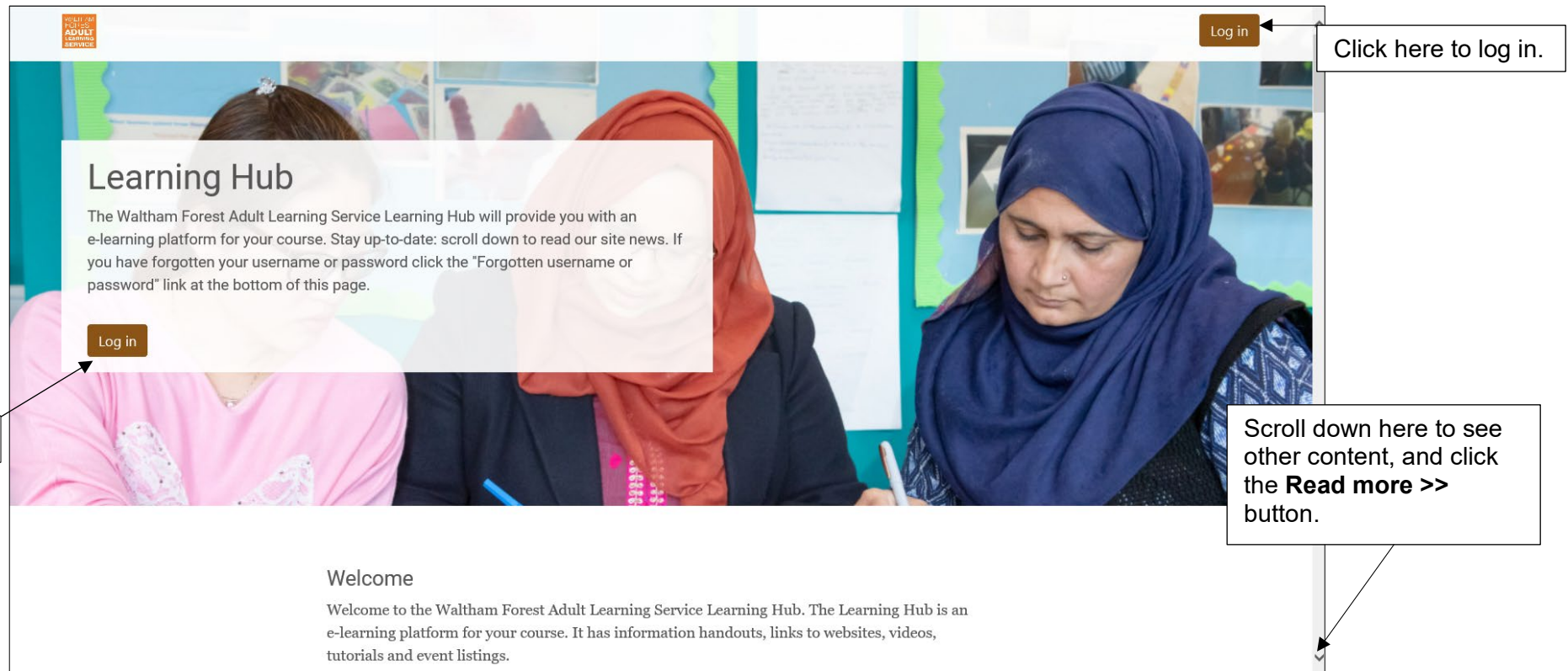
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Important information

- In order to be enrolled on your course on the Learning Hub, you must have given us your email address at the time of enrolment.
- Learners must create an email account if they do not have one. If you do not have a smart phone, tablet or a computer, please ask for help at your local library.
- To read information that is stored on the Learning Hub, you can use a tablet, pc, laptop, desktop computer or your mobile phone.
- The Announcement Forum (previously called News Forum) listed on your course is for important information and news from your lecturer.
- Other forums allow you to take part in discussions with your classmates and/or your lecturer.
- If you have not been sent a username and password to your email address, this may be because you have not supplied us with an email address on your enrolment form, or you may have made a spelling mistake when you wrote it down or you have changed your email address and have not told us.
- In the first instance, please do let your lecturer know that you have not received an email with your username and password and give the lecturer your correct email address. Ask your lecturer to email adult.learning@walthamforest.gov.uk and then ask them to let the Business Support team (frontline staff) know your correct email address. The team will either add the email address to your database record or if your email address is incorrect on our system, they will correct it for you.
- If you do not have an email address, please speak with your lecturer to find out how you can create one.

Logging in

- Open up your browser and in the address bar type www.lbwfadultlearning.co.uk/learninghub
- Follow the 'Log in' link



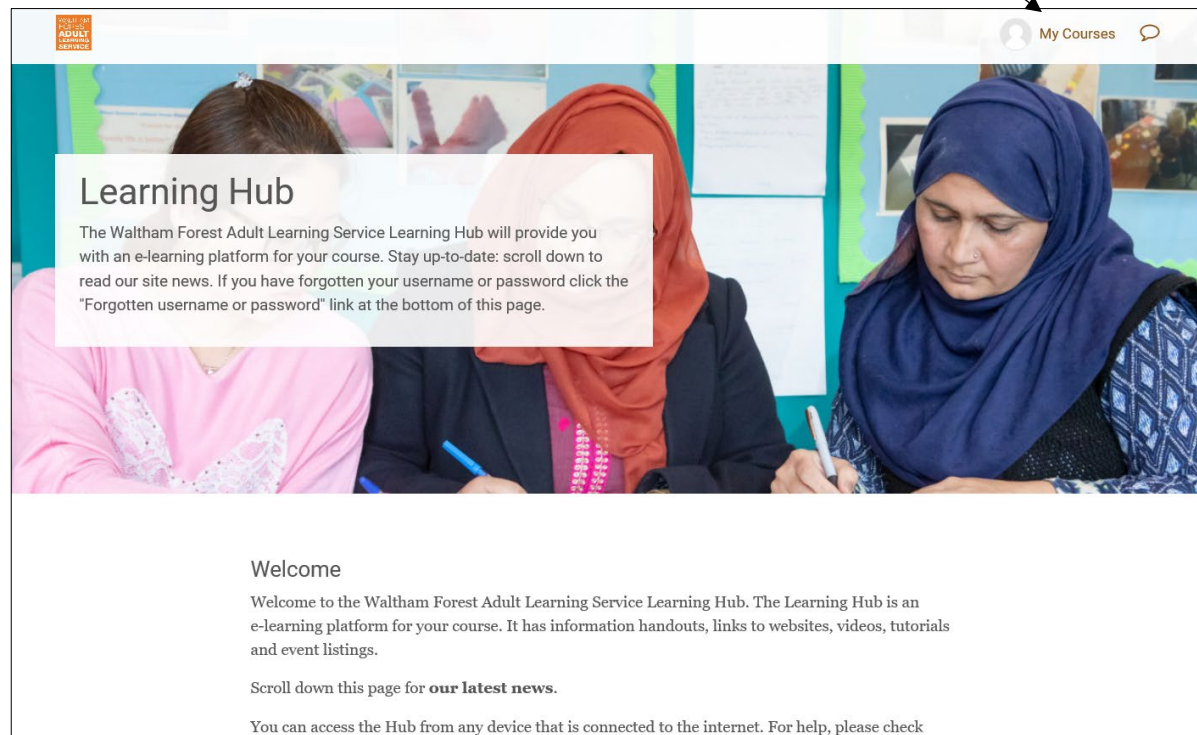
When you scroll down, you will see Getting Started, a quick guide to accessing the Learning Hub.

After you have clicked on Log in, you are presented with the form below:

The screenshot shows a 'Log in' form with a brown header bar containing the title 'Log in' and a 'CLOSE' button with an 'X' icon. The form has two input fields: 'Username' with the placeholder text 'firstname.lastname' and 'Password' with masked characters. A blue border highlights the password field. Below the fields is a brown 'Log in' button. To the right of the password field, a text box says 'Enter your username and password here and click Log in.' with arrows pointing to both input fields. Below the 'Log in' button, a text box says 'Click Log in here.' with an arrow pointing to the button. In the bottom right corner, there is a 'Help' button with an information icon. A large text box at the bottom explains the purpose of the 'Help' button: 'Click Help if you... have forgotten your username or password, need Help with login, you are new to the Learning Hub and want to create a new account or you wish to log in as a guest, if allowed.'

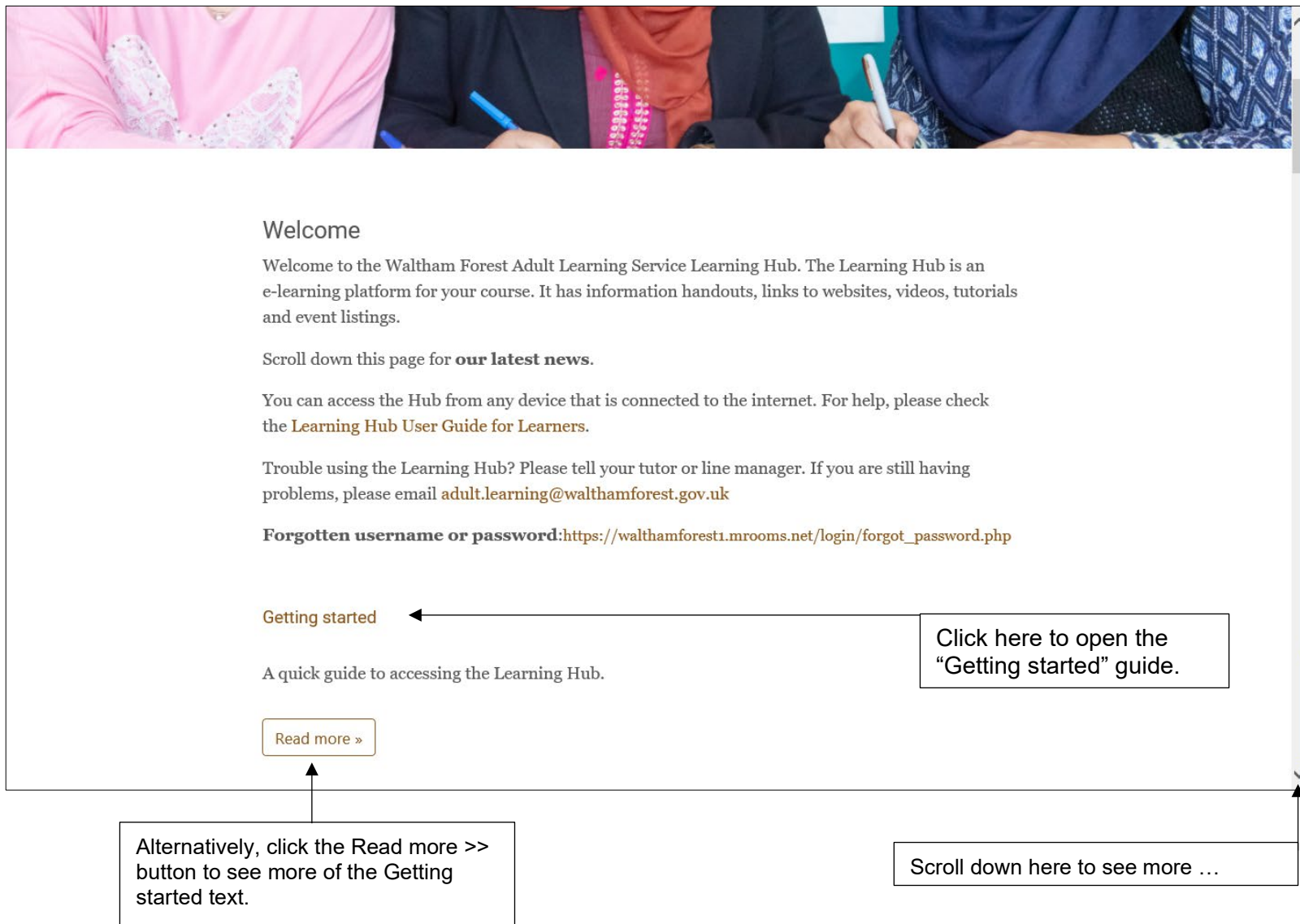
- Enter your username and password (this would have been sent to you via email) in the form displayed and click the Log in button or press Enter
- Once you are logged in, the site will look as displayed overleaf:

You will see the 'My Courses' link including your picture, if you have logged in previously and have uploaded your photograph in your profile.



When you scroll down, you will see Getting Started, a quick guide to accessing the Learning Hub and other content.

Scroll down here to see more ...



The screenshot shows the top of a web page. At the very top is a banner image showing three people from the chest up, wearing hijabs and holding pens, appearing to be in a classroom or meeting. Below the banner, the page content begins with a 'Welcome' section. This section contains several paragraphs of text, a link for forgotten credentials, and a 'Getting started' section with a 'Read more »' button. Annotations with arrows point to specific elements: one points to the 'Getting started' link, another points to the 'Read more »' button, and a third points to the bottom of the page content area.

Welcome

Welcome to the Waltham Forest Adult Learning Service Learning Hub. The Learning Hub is an e-learning platform for your course. It has information handouts, links to websites, videos, tutorials and event listings.

Scroll down this page for **our latest news**.

You can access the Hub from any device that is connected to the internet. For help, please check the [Learning Hub User Guide for Learners](#).

Trouble using the Learning Hub? Please tell your tutor or line manager. If you are still having problems, please email adult.learning@walthamforest.gov.uk

Forgotten username or password: https://walthamforest1.mrooms.net/login/forgot_password.php

[Getting started](#) ← Click here to open the “Getting started” guide.

A quick guide to accessing the Learning Hub.

[Read more »](#) ↑ Alternatively, click the Read more >> button to see more of the Getting started text.

Scroll down here to see more ...

- Click the “Getting started” link or the Read more>> button and you will see the following:

The screenshot shows the 'Learning Hub' interface. In the top left corner is the 'Waltham Forest Adult Learning Service' logo and a 'Home' link. In the top right corner are links for 'My Courses' and a chat icon. The main heading is 'Learning Hub'. Below it is the 'Getting started' section, which includes three paragraphs of text: 'Have you given us an email address?', 'Check your email', and 'When you have logged in'. At the bottom of the page is a 'Update your profile' link. A blue arrow points from the 'Update your profile' link to a text box below the page. Another arrow points from the bottom of the page to a text box on the right.

Waltham Forest
ADULT
Learning
Service

Home

Learning Hub

Getting started

Have you given us an email address?

When you enrol onto a course with Waltham Forest Adult Learning Service you are asked to provide your email address. This email address is used to create your user account for the Learning Hub. If you did not provide an email address when you enrolled please speak to our frontline team to tell them your email address.

Check your email

An account will automatically be created for you on the Learning Hub before your course starts. You will be emailed a username and a password that will allow you to log in. If you cannot see an email you might need to check your spam folder to see if your email provider has put the message there. If you cannot see an email click “Login” and try the “Help with login / guest access” options to recover your username and password.

When you have logged in

You will be asked to change your password when you first log in to the Learning Hub to something that you can remember.

After you have changed your password in the top right corner you will see a Menu option. Click here to see all the courses that you are currently enrolled on.

Update your profile

Scroll down to see further instructions on how to getting started and links to site news and other useful information on the Learning Hub.

Scroll down here to see more ...

- Scroll to the bottom of the Getting started guide and you will see further useful links.

The screenshot shows the 'Update your profile' page of the Waltham Forest Adult Learning Service. The page includes a header with the service logo, a 'My Courses' link, and a 'Jump to...' dropdown menu. The main content area is titled 'Update your profile' and contains instructions on how to access profile options, a list of options (Edit profile, Preferences), and details about each. A 'Last modified' timestamp is also present. At the bottom, there are three callout boxes with arrows pointing to specific elements: 'Site news', the 'Jump to...' dropdown, and a promotional link for 2020-21 courses.

WALTHAM FOREST ADULT Learning service

After you have changed your password in the top right corner you will see a second option. Click here to see all the courses that you are currently enrolled on.

My Courses

Update your profile

While in the Menu screen click your name at the top to access your profile options.

There are two main options to look at here:

- Edit profile
- Preferences

Edit profile

This section is information about you. Your name, email address, profile picture and other interesting information about you. You can complete as much of this as you like, but please remember not to give away too much personal information.

Preferences

This lists all of the things that you can change in your profile. The most important one to know about is the Change password option. You should change your password if you think somebody else knows it or if you are having trouble remembering the password that you are using.

Last modified: Wednesday, 31 August 2016, 11:58 AM

Site news

Jump to...

Enrol on a 2020-21 course: gain a new skill or qualification! ➤

Click here to see Site news.

Click here to jump to site news and public pages. For example:

- Site news
- Creativity, learning and wellbeing
- Get a new job: help, courses and resources
- Safeguarding: where to get help

Click here to see course information, etc.

- To see content on the Home page of the Learning Hub, please scroll down to see topics, such as:

Enrol on 2020-21 course: gain a new skill or qualification

Creativity, learning and wellbeing

Get a new job: help, courses and resources

Safeguarding: where to get help

Good news stories (March-April 2020)

Marketing and promotion banners and assets

Search courses and Site news

WALTHAM FOREST ADULT LEARNING SERVICE

My Courses

Enrol on a 2020-21 course: gain a new skill or qualification!

Courses
September 2020 – July 2021

Ready for the 2020–21 academic year?
Enrol on a course or book a free assessment today.

Read more »

Free and discounted courses and training

Open
Ymatrix
Waltham Forest

Your safety and Covid-19: how to get tested

KEEP WALTHAM FOREST SAFE
Waltham Forest
NHS
Test and Trace

Stay safe and get tested if you have any Covid-19

Scroll down here to see more ...

- Scroll down to just above Site news, and you will see the Search courses text box.

Type the name of a course or the course code into the Search box and click Go

Search courses Go

Site news

Creative sharing: take part in Share-ArtBox

7 July 2020, 5:04 PM



Bring together local families and adults to get creative!

- ★ Connect with another Waltham Forest resident from a different culture or background
- ★ Get a free Share-ArtBox with unique craft items each week
- ★ Make something to share your stories

Find out if your child could get free school meals. Read this pdf from Hackney Migrant Centre, Project 17 and Sustain. You can also visit the government website to check and apply for free school ...

Read more »

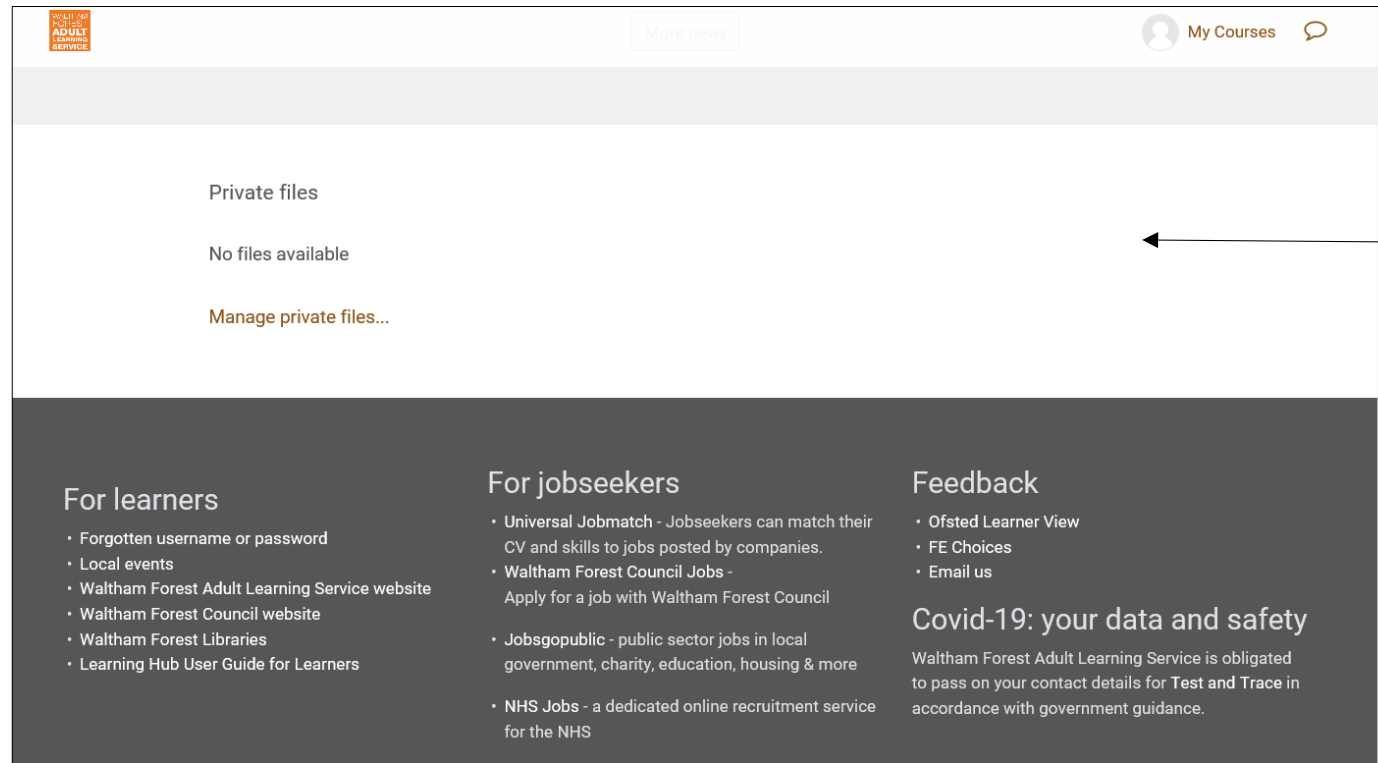
Free school meals: could your child be eligible

7 July 2020, 4:48 PM

WALTHAM

Scroll down to see the bottom of the Home page.

- Scroll down to see the bottom of the Learning Hub Home page



This area will show files that you have uploaded (if any) to your Learning Hub account.

To upload files, simply click 'Manage private files...' and drag and drop your files into the upload box.

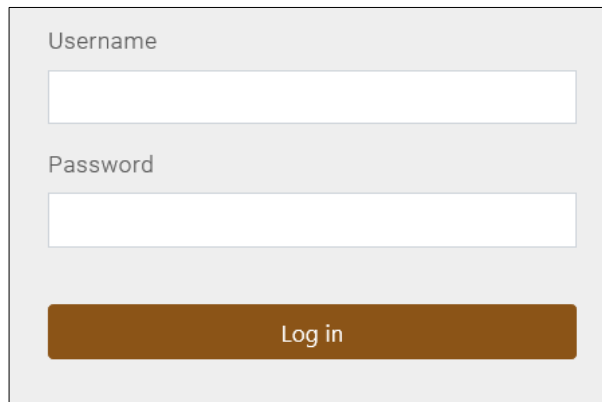
The 'For learners' area contains links to relevant websites, useful information, documents and news about local events, etc

The 'For job seekers' area contains links Universal Jobmatch and other websites offering jobs.

The 'Feedback' area provides links to feedback forms, our contact email and information on Covid-19: your data and safety.

Forgotten your Password or Username?

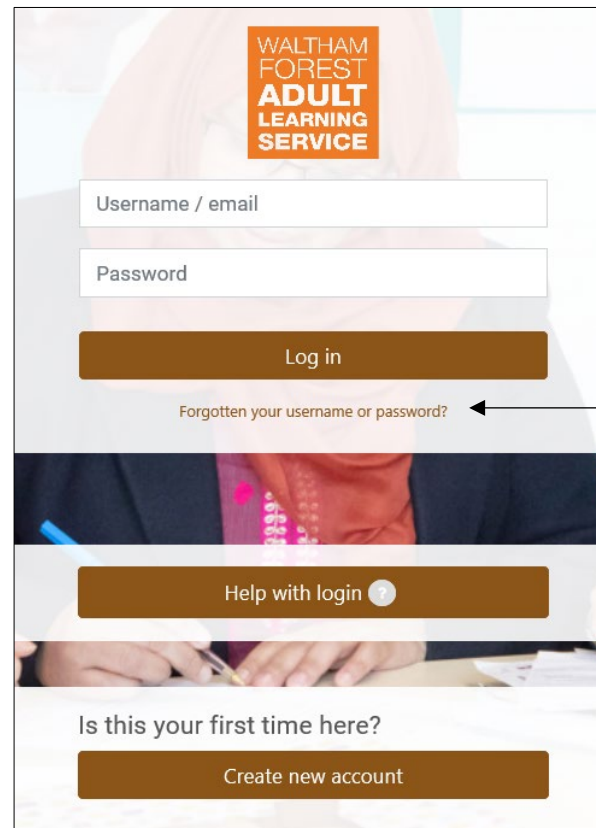
- In the Login form, where you enter your password and username, towards the bottom right corner of the log in screen, click the “Help” button as shown below and you will be taken to a form where you will be able to re-set your password.
- If you type the wrong password into the Password box, you will be taken to the same form.
- Click the “Forgotten your username or password?” link – see form on page 12.



A login form with two input fields: 'Username' and 'Password'. Below the fields is a brown button labeled 'Log in'.

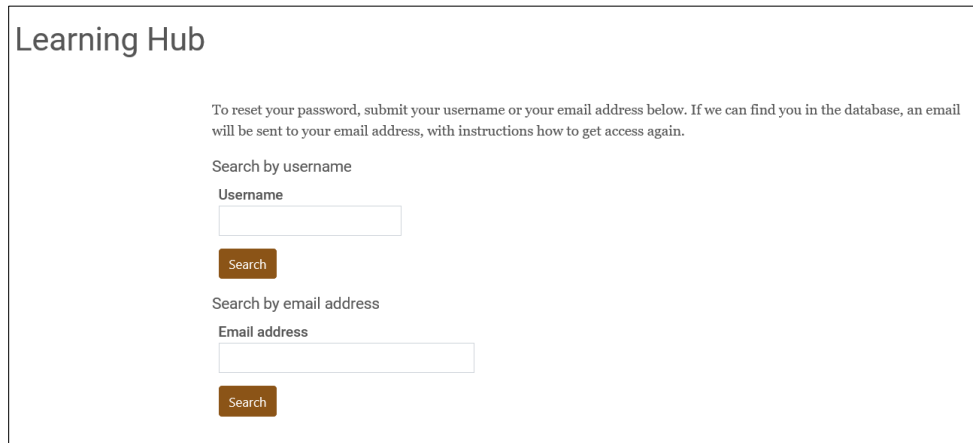


Click here for Help



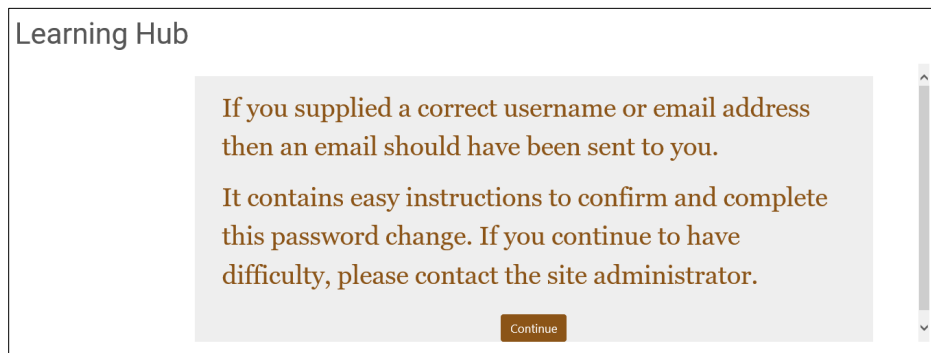
The login page for Waltham Forest Adult Learning Service. It features a background image of a person. The page includes the service logo, input fields for 'Username / email' and 'Password', a 'Log in' button, a link for 'Forgotten your username or password?', a 'Help with login' button, and a section for new users with the question 'Is this your first time here?' and a 'Create new account' button.

Click the “Forgotten your username or password?” link here



The screenshot shows a web page titled "Learning Hub". Below the title, there is a paragraph of text: "To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again." Below this text, there are two search sections. The first is "Search by username" with a label "Username" above a text input field and a "Search" button below it. The second is "Search by email address" with a label "Email address" above a text input field and a "Search" button below it.

- Enter your username or your email address in the relevant boxes and click the Search button and you will be presented with the message shown below.
- Click Continue to be returned to the Log in screen.



The screenshot shows a web page titled "Learning Hub". In the center, there is a light gray rectangular box containing text in a brown font. The text reads: "If you supplied a correct username or email address then an email should have been sent to you. It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact the site administrator." Below this text, within the same box, is a "Continue" button. To the right of the box is a vertical scrollbar.

- You must now check your email account for the message containing a link to re-set your password. If you have received the message on your mobile phone, you must continue to re-set your password on the phone. Once done, log out of the Learning Hub on your mobile phone and then log in to the Learning Hub on your computer using the new password.

Important! You must re-set your password within 4 hours of receiving the link, or you will need to repeat the instructions on page 11 and 12.

Opening a course

After you have logged in, click My Courses' and you will see the screen below listing the courses you are currently enrolled on, any deadlines you may have been set, emails that you have received and any forum posts that have been made in your courses, as shown below:



- Click the course you want to open – you will now see content of the course as displayed below:

A screenshot of a user's course dashboard. At the top is a brown header bar with a user profile icon, the name 'Firstname Lastname', and navigation links: 'Profile - Dashboard - Preferences - Grades - Log out'. A 'CLOSE' button with an 'X' icon is in the top right. Below the header, there are three course cards: 'Email Etiquette (DI00066C2)' with progress 0/7, 'Important information for learners' with progress 0/21, and 'Learning Hub training course' with progress 0/68. To the right of these cards are sections for 'Messages' and 'Forum posts'. The 'Messages' section has a 'Sender of email' button and a 'View my messages' link with a 'Refresh' button. The 'Forum posts' section has a 'Forum topic / post' button and a 'View my forum posts' link with a 'Refresh' button. Annotations with arrows point to these elements: 'Click here to see your messages.' points to the 'Sender of email' button; 'Click here to see forum posts.' points to the 'Forum topic / post' button; 'Click here to open this course and to see its content.' points to the 'Learning Hub training course' card.

- Click the course icon to open the course – below is the open Learning Hub training course to show you how you will see it as a learner:

The screenshot displays the 'Learning Hub training course' interface. At the top left is the 'WALTHAM FOREST ADULT LEARNING SERVICE' logo. The main header area includes the course title 'Learning Hub training course' and a 'My Courses' link with a user profile icon. Below the header is a 'CONTENTS' section listing 11 items with progress indicators: 1. Different files (0/18), 2. Picture files (0/5), 3. Movie files (0/3), 4. Sound files (0/5), 5. Useful links to websites (0/4), 6. Folders with files (0/8), 7. Assignment (0/2), 8. User Guide for Learners (0/2), 9. Feedback, 10. Homework (0/19), and 11. Forum posts. The main content area features a 'Learning Hub sample course' welcome message and instructions. A 'Course Dashboard' link is visible. On the right, a sidebar contains six tiles: 'Open Grader', 'Gradebook', '2 Participants', 'Open Reports', 'Competencies', and 'Badges'. Annotations include a callout box pointing to a search icon with the text 'Click here to search for course topics.' and another pointing to the bottom of the main content area with the text 'Scroll down to see more of the course content.'

Click here to search for course topics.

Scroll down to see more of the course content.

- Scroll down to see more of your course.

(Learning Hub training course - continued from previous page)

The screenshot shows the Learning Hub interface. At the top left is the 'WALTHAM FOREST ADULT LEARNING SERVICE' logo. Below it, a message says 'keep on a memory stick.' and 'You have access to your profile where you can change your password, set preferences and upload your photo.' Below that, it says 'As a lecturer, you are a course creator and have many more options available to you.' In the top right corner, there is a 'My Courses' link with a speech bubble icon. The main content area is divided into three sections: 'FORUM' with 'Announcements', 'FORUM' with 'Social forum', and 'DOC' with 'Photography exercise new'. Callouts with arrows point to these elements: 'Click here to go back to the My Courses page or to log out.' points to the 'My Courses' link; 'Click here to create a forum post.' points to the 'Social forum' link; 'Click here to open this document.' points to the 'Photography exercise new' document; and 'Click here to see important announcement from your lecturer or the Adult Learning Service.' points to the 'Announcements' link.

keep on a memory stick.

You have access to your profile where you can change your password, set preferences and upload your photo.

As a lecturer, you are a course creator and have many more options available to you.

FORUM

Announcements

FORUM

Social forum

DOC

Photography exercise new

My Courses

Click here to go back to the My Courses page or to log out.

Click here to create a forum post.

Click here to open this document.

Click here to see important announcement from your lecturer or the Adult Learning Service.

(Learning Hub training course - continued from previous page)

The screenshot shows the Learning Hub interface. At the top right, there is a link for 'NEXT SECTION' with a sub-link 'Different files' and a right-pointing arrow. Below this is a 'Course Contacts' section featuring a profile for 'Verena Butterfield' with a 'message' button. A callout box points to this button with the text 'Click here, then choose Messages to email your lecturer.' Below the contacts is a 'Reset user tour on this page' link. The main content area is divided into three columns: 'For learners' with links to login, local events, and the user guide; 'For jobseekers' with links to jobmatch, council jobs, and NHS Jobs; and 'Feedback' with links to Ofsted, FE Choices, and email. A 'Covid-19: your data and safety' section is also present. A second callout box points to the 'NEXT SECTION' link with the text 'Click here to move to the next section.'

NEXT SECTION
Different files >

Course Contacts

Verena Butterfield
message

Reset user tour on this page

For learners

- Forgotten username or password
- Local events
- Waltham Forest Adult Learning Service website
- Waltham Forest Council website
- Waltham Forest Libraries
- Learning Hub User Guide for Learners

For jobseekers

- Universal Jobmatch - Jobseekers can match their CV and skills to jobs posted by companies.
- Waltham Forest Council Jobs - Apply for a job with Waltham Forest Council
- JobsGopublic - public sector jobs in local government, charity, education, housing & more
- NHS Jobs - a dedicated online recruitment service for the NHS

Feedback

- Ofsted Learner View
- FE Choices
- Email us

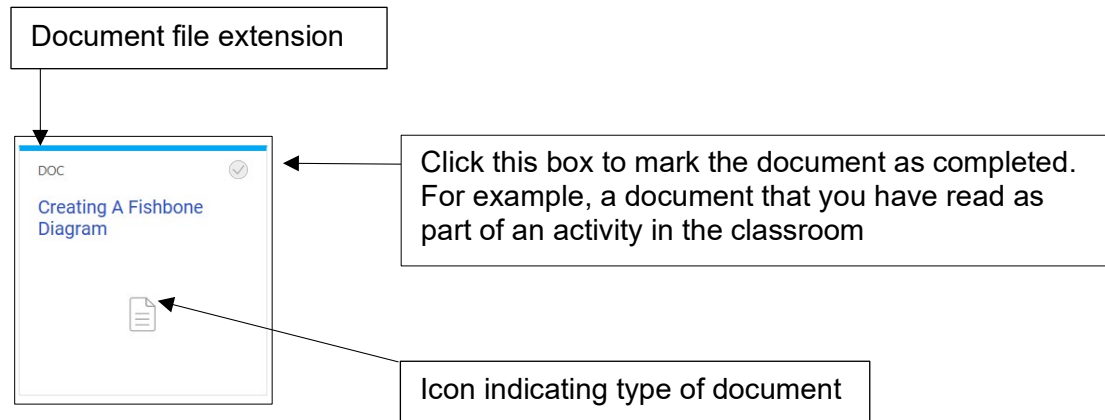
Covid-19: your data and safety

Waltham Forest Adult Learning Service is obligated to pass on your contact details for **Test and Trace** in accordance with government guidance.

Click here, then choose Messages to email your lecturer.

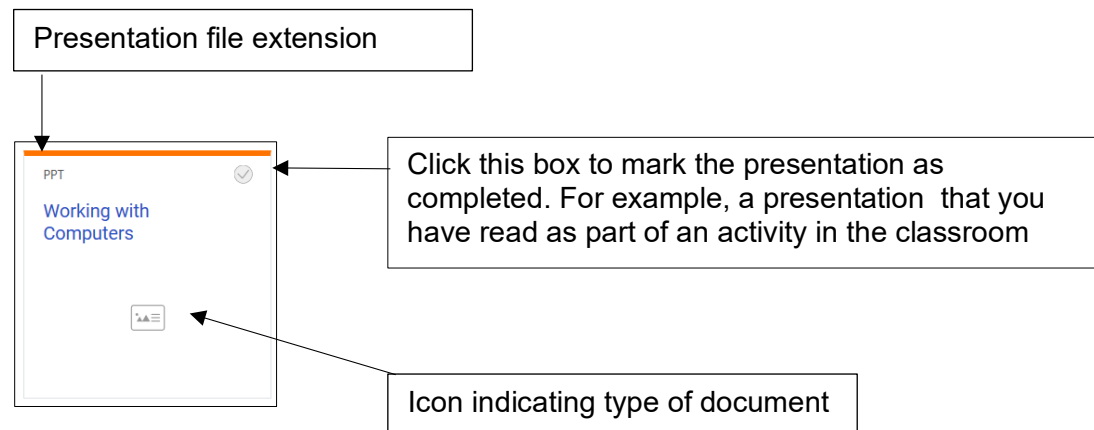
Click here to move to the next section.

Opening a Word document



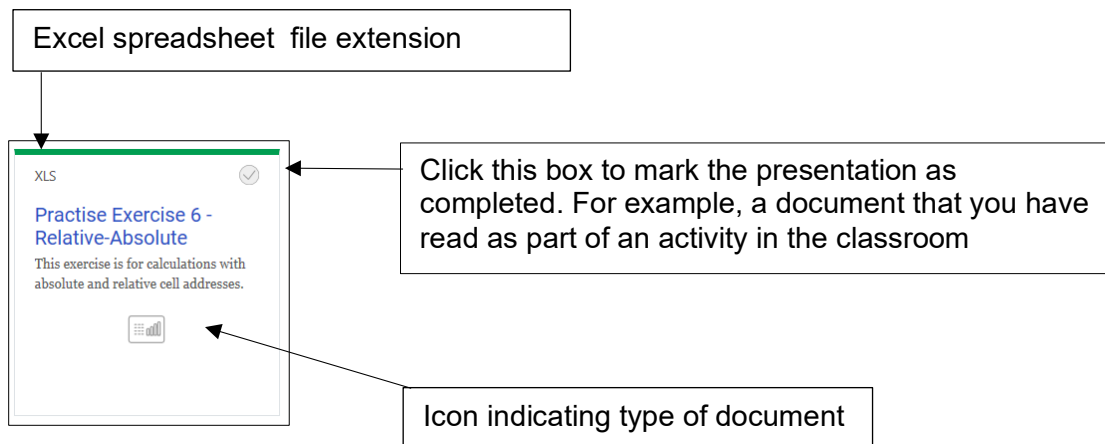
- In your list of documents, click to select the Word document to open – a toolbar opens at the bottom of your screen
- Click the Open button to open the Word document – if you see a yellow bar at the top of the document, click Enable Editing to be able to make changes to the document
- Click the Save drop down arrow and choose Save as to save the Word document in a specific location or click Cancel to close the toolbar

Opening a PowerPoint Presentation



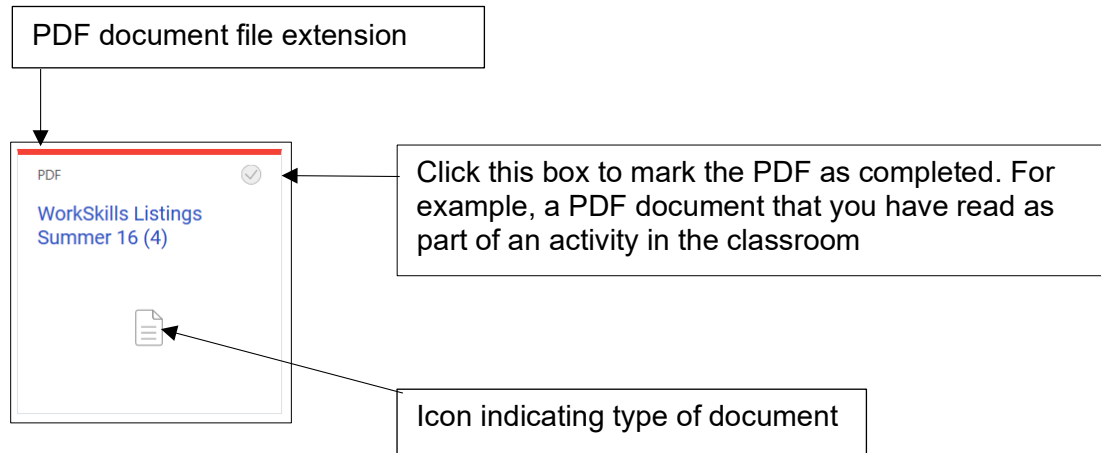
- In your list of documents, click to select the PowerPoint presentation to open – a toolbar opens at the bottom of your screen
- Click the Open button to open the PowerPoint presentation – if you see a yellow bar at the top of the document, click Enable Editing to be able to make changes to the presentation
- Click the Save drop down arrow and choose Save as to save the PowerPoint presentation in a specific location or click Cancel to close the toolbar

Opening an Excel Spreadsheet



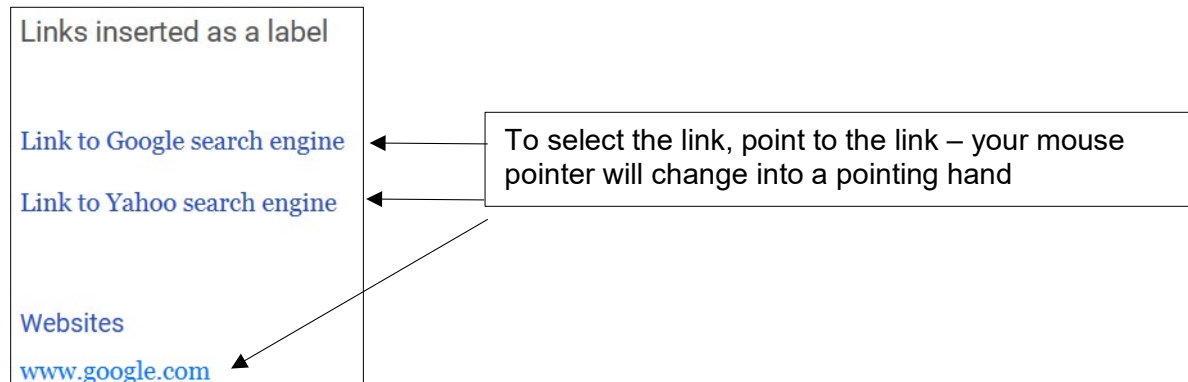
- In your list of documents, click to select the Excel spreadsheet to open – a toolbar opens at the bottom of your screen
- Click the Open button to open the Excel spreadsheet – if you see a yellow bar at the top of the document, click Enable Editing to be able to make changes to the presentation
- Click the Save drop down arrow and choose Save as to save the Excel spreadsheet in a specific location or click Cancel to close the toolbar

Opening a PDF File



- In your list of documents, click to select the PDF document to open – a toolbar opens at the bottom of your screen
- Click the Open button to open the PDF document – please note that this document is read only

Opening a Hyperlink



- To open a link, move your mouse pointer over the link and when the pointing hand symbol appears, click the left button on your mouse – the website will open in a separate window

Editing Your Profile

- To edit your details, click on your username at the top of the screen and under User Details, click Edit profile
- Make any changes necessary, eg, add your photograph or change your email address. (Please note: If you change your email address you must tell frontline staff and ask for your database record to be updated.)
- When you have finished editing your profile, click the 'Update profile' button.





Your Firstname Lastname

 Message

Customise this page

Reset page to default

User details

[Edit profile](#)

[Preferences](#)

Email address

verena.butterfield57@gmail.com

Country

United Kingdom

City/town

London

Privacy and policies

[Contact the privacy officer](#)

[Data requests](#)

[Export all of my personal data](#)

[Delete my account](#)

[Data retention summary](#)

Course details

Course profiles

[DI00066C2 Email Etiquette \(DI00066C2\)](#)

[LC Important information for learners](#)

[Leatra Learning Hub training course](#)

Miscellaneous

[Blog entries](#)

[My certificates](#)

[Forum posts](#)

[Forum discussions](#)

[Open Forum posts](#)

[Open Forum discussions](#)

[Learning plans](#)

Changing Your Password

- To change your password regularly, click your name at the top of the screen
- Under User details, click Preferences and then choose Change password – the Change password form opens (next page)

Firstname Lastname

Message

Customise this page Reset page to default

| User details | Privacy and policies | Course details | Miscellaneous |
|--------------------------------|--------------------------------|---------------------------------------|------------------------|
| Edit profile | Contact the privacy officer | Course profiles | Blog entries |
| Preferences ← | Data requests | DI00066C2 Email Etiquette (DI00066C2) | My certificates |
| Email address | Export all of my personal data | LC Important information for learners | Forum posts |
| verena.butterfield57@gmail.com | Delete my account | Leatra Learning Hub training course | Forum discussions |
| Country | Data retention summary | | Open Forum posts |
| United Kingdom | | | Open Forum discussions |
| City/town | | | Learning plans |
| London | | | |

Click Preferences.

Preferences

| User account | Repositories | Blogs |
|--------------------------|------------------|---------------------------|
| Edit profile | Manage instances | Blog preferences |
| Change password ← | | External blogs |
| Preferred language | | Register an external blog |
| Forum preferences | | |

Click Change password.

- Click your username and choose Preferences
- Select Change password
- In the Current password box, type your old password
- In the New password box, type the new password
(the password must be at least 8 characters long and must include at least 1 upper case and 1 lower case letter and at least 1 number)
- In the New password (again) box, re-type the new password
- Click Save Changes

WALTHAM FOREST ADULT LEARNING SERVICE

Home / Dashboard / Preferences

My Courses

Your Firstname Lastname

Change password

firstname.lastname

letmein.butterfield

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)

Current password *

New password *

New password (again) *

Save changes Cancel

Enter the current password.

Enter the new password.

Re-enter the new password.

Click Save changes.

Logging Out

- To log out of the Learning Hub, at the top right of your screen, click either your picture or the 'My Courses' link – you will now see the page containing the courses you are enrolled on, your deadlines, messages and forum posts – and click Log out at the top of the screen.
- Close your browser window

The screenshot displays the Learning Hub dashboard. At the top, a brown header bar contains a user profile icon, the name 'Firstname Lastname', and a navigation menu: 'Profile - Dashboard - Preferences - Grades - Log out'. A callout box points to the 'Log out' link with the text 'To log out, click here.' In the top right corner of the header is a 'CLOSE' button with an 'X' icon. Below the header, the dashboard is divided into three main sections. The left section shows three course cards: 'Email Etiquette (DI00066C2)' with progress '0 / 7' and '0%', 'Important information for learners' with progress '0 / 21' and '0%', and 'Learning Hub training course' with progress '0 / 68' and '0%'. The right section contains two panels: 'Messages' with the text 'You have no messages.' and a 'Refresh' button, and 'Forum posts' with the text 'You have no relevant forum posts.' and a 'Refresh' button. Both panels also have a 'View my [messages/forum posts]' link with a speech bubble icon.