IMPROVING SCHOOL GOVERNANCE

Online Training Portal User Guide

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1. <u>General information</u>

This portal provides you with the flexibility to complete the Improving School Governance modules at your own pace. Your progress will be saved, and you can start where you left off when you next log in.

<u>System requirements</u>

The modules on the portal are HTML5 based modules.

These modules have a set of system requirements that need to be fulfilled to view or access the content. The requirements are listed as follow:

- Supported system: Windows, Mac, iPad/Tablet
- Supported browser:
  - Google Chrome 14 or later on Windows or Mac
  - Safari 5.1 or later on Mac
  - Mobile Safari in Apple iOS 5.0 or later on iPad/iPhone
  - Please note that Internet Explorer (IE) is not supported and Firefox has limited support
- Security settings: Pop up must be allowed

In order to optimally access the training modules, it is recommended that you access the system using a broadband connection. Please note that the loading of the content depends on the connection speed and bandwidth of your broadband connection.

For general enquiries regarding the Improving School Governance training program,
contact your school's principal or your school council president, or contact the School Operations and Governance Unit (SOGU) at school.council@edumail.vic.gov.au.

2. <u>Your account on the portal</u>

<u>Setting up your account</u>

To set up an account on the DET online training portal, select register from the home page (figure 1).
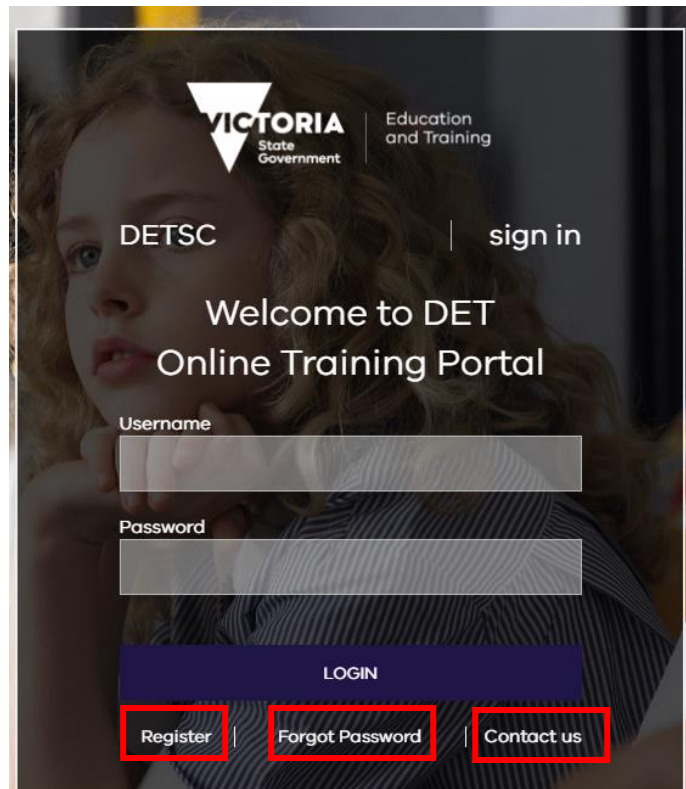

Figure 1 Portal login page

Complete the registration form with the following details:

1. First and last name (your first and last name)
2. Email (your email address. This will be your username. A welcome email with a link to set up your password will be sent to this email address)
3. School/School council (The school/school council you represent/are a member of)
4. Membership type (Council membership type, if applicable)
5. Current role (Current role on school council, if applicable)
6. Prior training (Select any training modules you have completed or face-to face training session you have attended)

Select 'Submit' to complete the registration process. You will receive a welcome email within 24 hours of registration.

Logging into your account

Logging into your account for the first time

Once your account is created on the portal, you will receive a welcome email with instructions and a link to setup your password (figure 2). If you can't locate this email, please check your spam/other folder. Follow the instructions to access the portal.

Welcome to the Improving School Governance online training portal

School councils play a key role in Victorian government schools. As the governing body, a school council can positively influence the quality of education provided to all students in the school.

The Improving School Governance (ISG) training program assists all school councillors to understand the objectives and functions of school councils, the roles and responsibilities of council members, and the support available to them from the Department to assist them in their roles.

The following five modules are available for you to complete:
1. Governance
2. Strategic Planning (coming soon)
3. Finance (coming soon)
4. Policy and Review (coming soon)
5. School Council President (coming soon)

To ensure technical compatibility, please use **Google Chrome** or **Safari** as your preferred browser.

Use this link to access the ISG online training portal. Your user ID is lamya@thebigcanvas.com.

https://lms.learneyo.com/DETSC/user/reset/1419/1566260933/gDp1_bAI4pMPt3MadLW-I5X259HChR5LaeI38U8uZoU

If you have already set up a password for your account, use this link to login:
https://lms.learneyo.com/DETSC

Figure 2 Welcome email upon successful registration

Logging into your account subsequently

After your password is setup successfully, you can log in to your account on the portal through the login page (figure 1). Enter your username (your email used for registration) and password, and select 'login'.

3. <u>Your user homepage</u>

Upon successfully logging into your account, you will be taken to your user homepage.
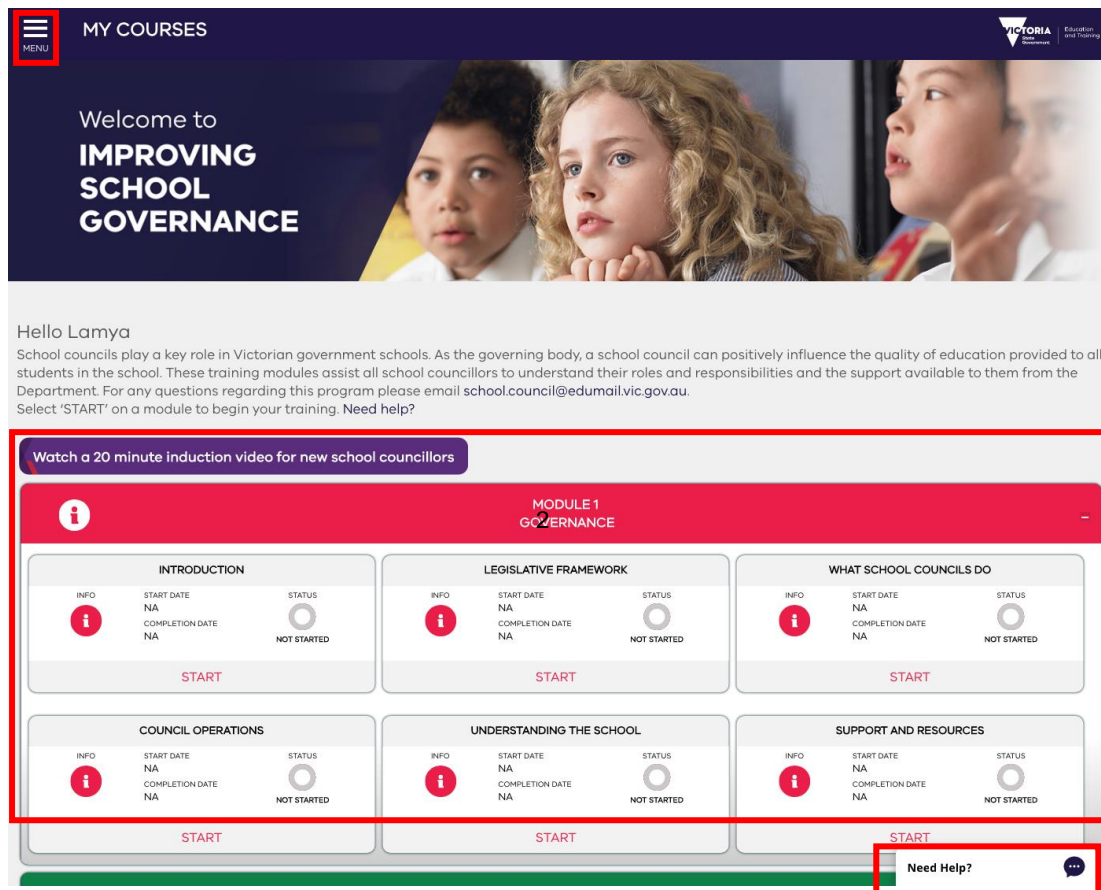
1

Figure 3 User homepage

3

Your user homepage (figure 3) consists of the following elements and sections:
1. Menu button and panel
2. Courses
3. Technical support chat

Menu button and panel

The menu button is located on the top left corner of your user homepage (figure 3). Select 'Menu' to expose the menu panel (figure 4). The following buttons are available on the menu panel:

- <u>Home:</u> Select 'Home' to go to your user homepage.
- <u>Contact us:</u> Select 'Contact us' to go to the 'contact us' page. This page will provide you with contact details for general enquiries and technical support.
- <u>Help:</u> Select 'Help' to go to the 'help' page. This page will provide you with an overview of course panel and how to start and navigate a module and a section.
- <u>Profile:</u> Select 'Profile' to go to the 'edit user information' page. This page will allow you to edit your information. For more details on editing your profile information, go to page 16.
- <u>Submit support requests:</u> Select 'Submit support request' to go to the 'create support requests' page. For more details on how to submit your technical queries through support request, go to page 19.
- <u>My support requests:</u> Select 'My support requests' to go to the 'latest support requests' page. For more information on how to navigate this page, go to page 22.
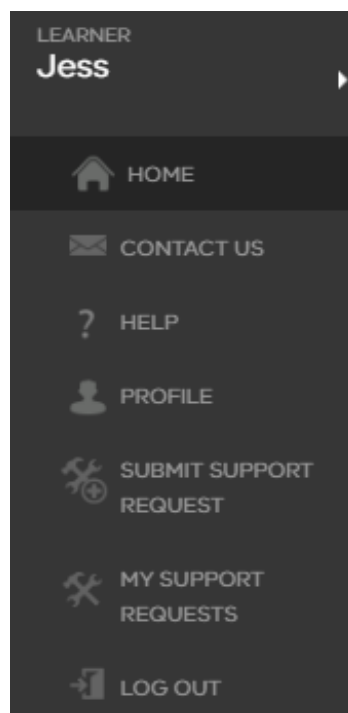- <u>Log out:</u> Select 'log out' to log out of the portal.

Figure 4 Menu panel

Courses

The Courses section (figure 5) includes:
1. A link to view the Improving School Governance induction video link
2. Modules that are available to you are listed in the course panel.
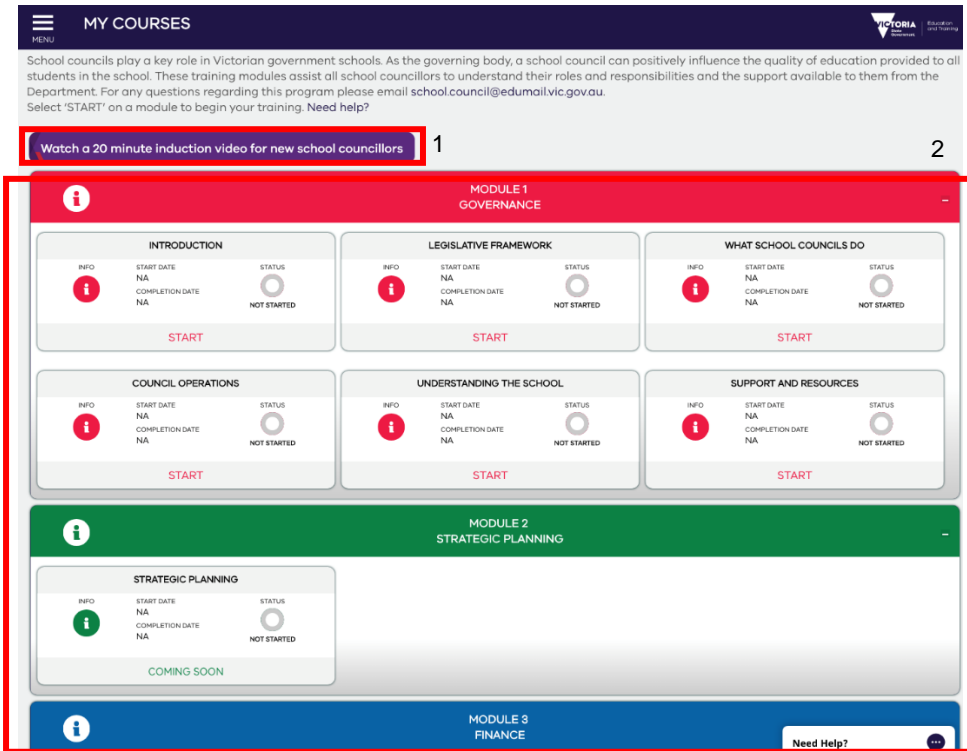

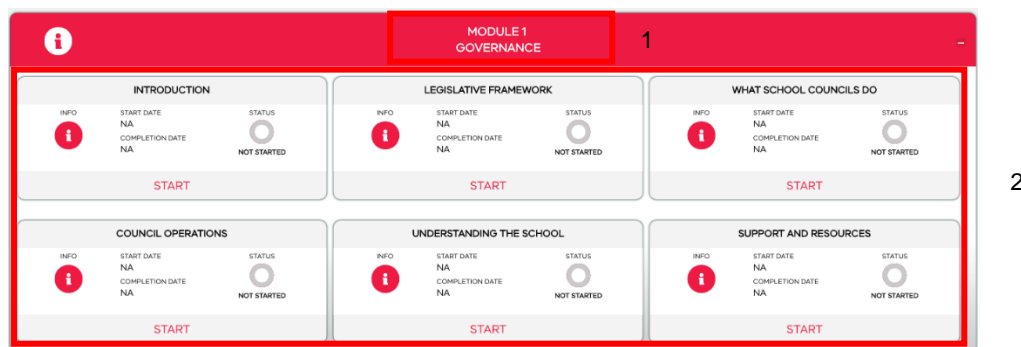Figure 5 Courses including the induction video and a list of modules

Figure 6 Module panel

In the module panel (figure 6), you will find the following information:
1. <u>Module name:</u> Displays the module number and name.
2. <u>Sections:</u> Sections to be completed in the module.

1

Figure 7 A section in a module

Each section (figure 7) has the following information:
1. <u>Section title:</u> Provides the title of the section
2. <u>Info:</u> Provides a brief description of the section (Select 'Info icon' to display the description).
3. <u>Start date:</u> Displays the date the section was first attempted.
4. <u>Completion date:</u> Displays the date the section was completed.
5. <u>Status:</u> Displays the completion status of the section. There are three statuses available:
   - Not started – You have not started the section
   - Incomplete – You have attempted the section, but have not completed it yet (figure 8)
   - Completed – You have completed the section (figure 9)

Figure 8 Incomplete section

Figure 9 Completed section

9

Starting a section

To start a section:

1. Select 'start' (figure 7).
2. A new window will appear where the content of the section will be loaded and displayed (figure 10).
3. To begin the section, select 'start' (figure 10).
4. If you require assistance navigating the section, select 'Help' (figure 10).
5. Your completion status will be updated accordingly when you close the section window. You can exit the program at any time. Your progress will be saved, and you can start where you left off when you next log in.
6. When you attempt an incomplete section, it will automatically start from where you left off.
7. Once the section has been completed, your completion certificate will be available for download (figure 11).
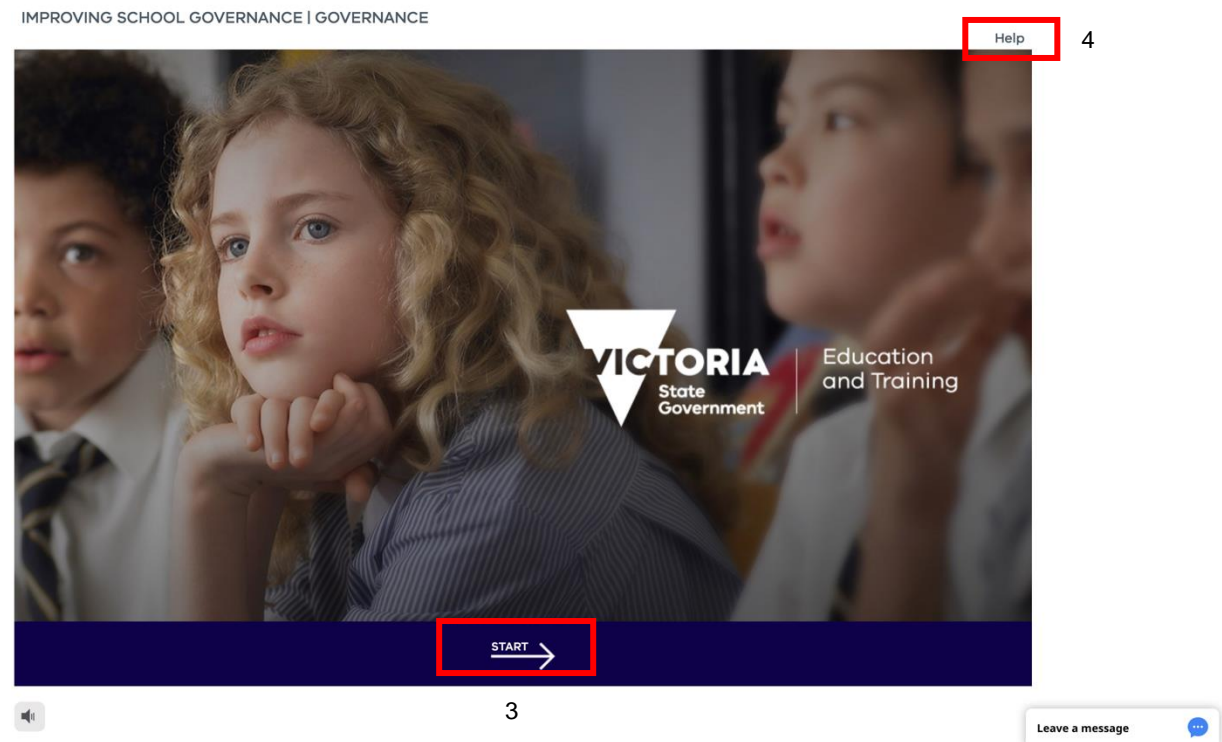
Figure 9 New window with section content
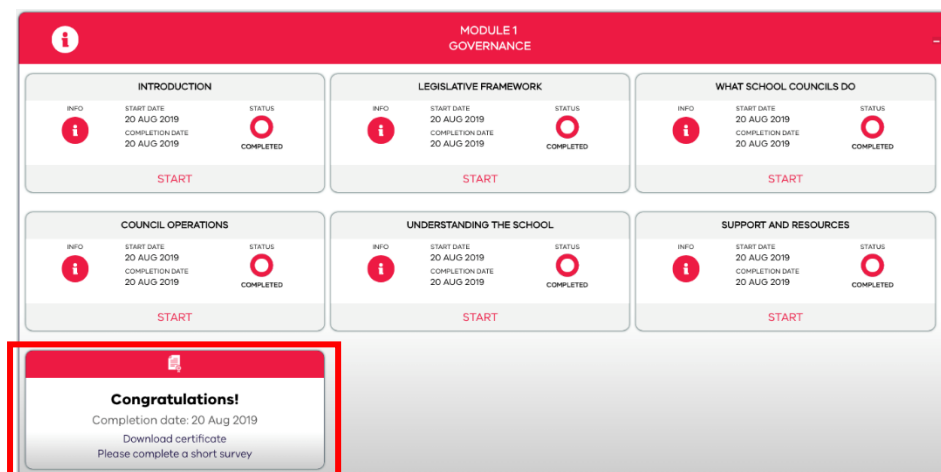
Figure 10 Module panel with all sections completed

Completion certificate

The completion certificate will appear in the module panel once all the sections in the module has been completed (figure 10). You can download your completion certificate for each module, once you have completed the module by selecting 'download certificate'.
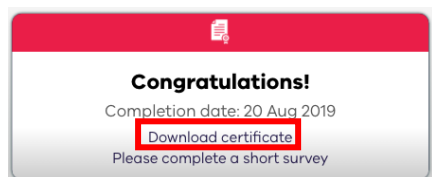

Figure 11 Completion certificate

Alternatively, your completion certificate will also be available for download in an email you will receive once all sections in the module has been completed (figure 11)

Figure 12 Module completion email with link to download certificate

Technical Support Chat

To contact our technical support team during business hours (Monday to Friday between 9 am to 5 pm):

1. Select 'Chat now' on the bottom right corner of the window (figure 12).
2. A 'Welcome to support chat' panel will open on the bottom right corner of your window (figure 13). Your support agent's name is provided on the top left corner of the chat panel.
3. To send a support request, start typing your query in the 'Type in your message here and press Enter to send' box (figure 13).
4. Should you wish to keep a record of your chat with our agent, select the '...' at the top left corner of the chat panel for options (figure 14). Select 'Send transcript' to email a transcript of your conversation with our support agent.
5. A message will appear on your chat panel to confirm your request (figure 15). Select 'Send' to confirm your request or 'x' to cancel your request.
6. If you confirm a send transcript request, a message will appear on your chat panel (figure 16) to confirm that an email will be sent to you. Select 'Hide' to close the message.
7. To mute a chat, select 'Mute' from options (figure 14).
8. Once you have completed your chat with our support agent, select 'x' on the top right corner of the chat panel (figure 17). A message will appear asking to confirm your action (figure 18). Select 'Close the chat' to end the chat. If you wish to continue your chat, select 'x' on the top right corner of the message prompt to take you back to the chat panel (figure 13).

If you are trying to contact us outside of our business hours:

1. The chat window on the bottom right corner of your window would say 'Leave a message' (figure 19). Select the 'Leave a message' button. A chat panel will open on the bottom right corner of your window (figure 20).
2. Type the subject of your query in the text box provided below 'Subject'. Type your query in the text box provided below 'Message'. Please note that all textboxes marked with * are compulsory fields and need to be filled in order to create an online Support Ticket for you.
3. Once the textboxes have been completed, select the 'Leave a message' button on the bottom of the chat panel to create a new online Support Ticket.
4. Your chat panel will show a message (figure 21) letting you know that a request will be sent to our Support Team, and you will be contacted via

email regarding your query.

5. To close the chat panel, select the arrow pointing down on the top right corner of the chat panel (figure 20).
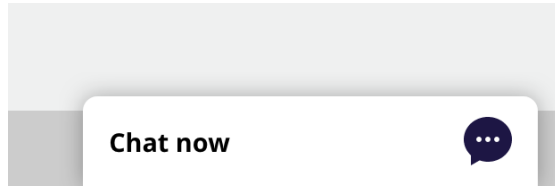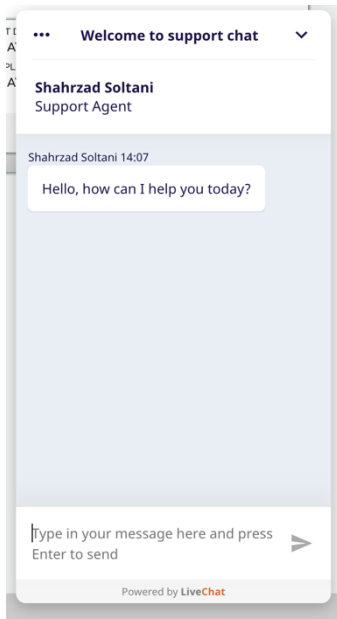
Figure 12 Chat now button

Chat now

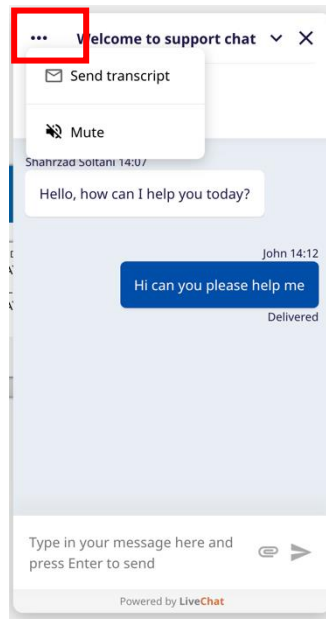Figure 13 Welcome to support chat panel

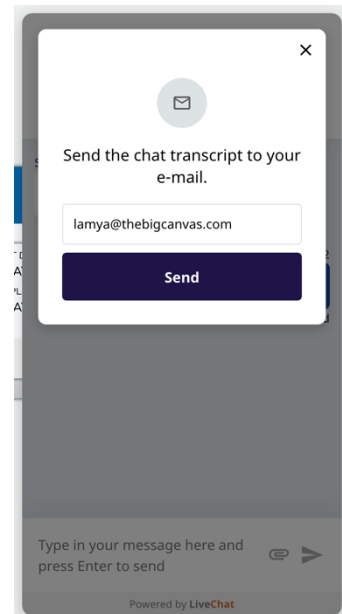Figure 14 Options tab in chat panel
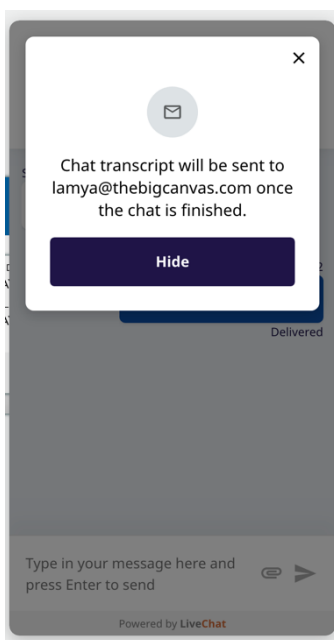
Figure 15 Message prompt for chat transcript

Figure 16 Message prompt after chat transcript has been sent
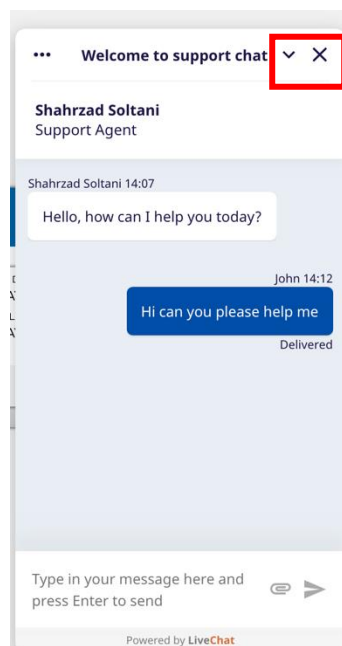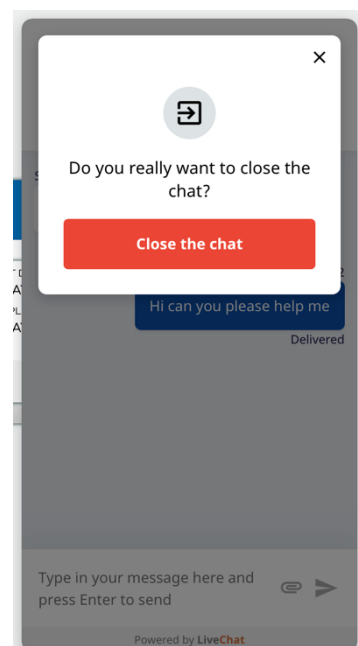
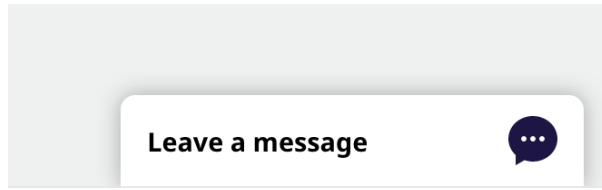Figure 17 Close button on chat panel

Figure 18 Message to confirm chat close

For technical support, speak to one of our support agents on LiveChat or submit an online support request

Figure 19 Leave a message button

Figure 20 Chat panel outside business hours

Figure 21 Message on chat panel after you leave a message

4. FAQs

How do I reset my password?

If you have forgotten your password:

1. Select 'forgot password?' in the login panel (figure 1).
2. At the 'forgot password' page (figure 22) enter your email address that has been used for registration on the portal.
3. Select 'Email new password'.
4. A 'Reset password for Improving School governance Online Training Portal' email will be sent to your email address. If you can't locate this email, check your spam inbox. This link will expire after 24 hours so you will need to use it within that period of time.
5. Follow the instructions in the email to reset your password on the portal.
6. After resetting your password, you can log in using your email address and the new password.

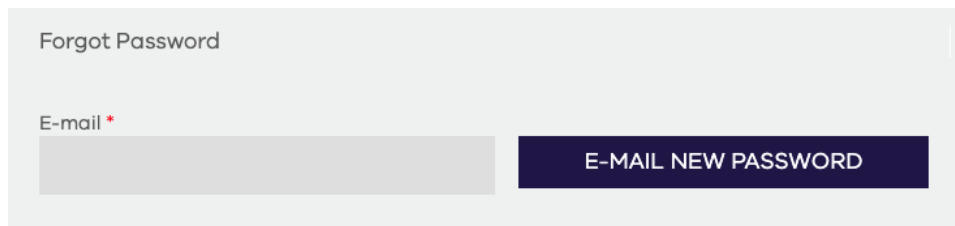Forgot Password

E-mail *

E-MAIL NEW PASSWORD

Figure 22 Forgot password page

Alternatively, you can also choose to reset or change your password any time when you are logged in by following the steps below:

1. Log in to the portal using your username and password.
2. At the user homepage (figure 3) select 'Menu' at the top left corner of the page.
3. On the menu panel that appears (figure 4), select 'Profile'.
4. In the 'Edit user information' page (figure 23) select 'Reset password'.
5. You will then be taken to a page where a notification will be shown (figure 24).
6. Select 'email new password' to receive a one-time link and instructions email on how to reset or change your password. If you can't locate this email, check your spam inbox. The reset-password link will expire after 24 hours so you will need to use it within that period of time.

Please note that you must log out from your current session before you can change your password using the link in the email.

Figure 23 Edit user information

Figure 24 Forgot password page

How do I edit my user details?

You will be able to edit the following details:
- First name
- Last name
- Current role

To edit your details:
1. Select 'menu' on the top left corner of the webpage (figure 3).
2. In the menu panel (figure 4) select 'profile'.
3. In the 'edit user information' page (figure 23), you can edit your first and last name and your current role in school council.
4. Select 'update' to save the changes or select 'cancel' to go back to the user homepage.

Please note that if the other details in your profile need to be changed, you are required to contact your portal administrator for assistance.

How do I submit a support request?

To submit a support request online:

1. Select 'menu' on the top left corner of the webpage (figure 3).
2. In the menu panel (figure 4) select 'submit support request' to take you to the create support request page (figure 25).
3. In the text box under 'Title', you can write the subject/title of your support request. In the text box under 'Body' provide details of your support request.
4. To attach any document/image with your support request, select 'choose file' under 'Add a new file' (figure 25) in the file attachments box. Select the file/document/image from your computer and select open to attach the file to your support request.
5. The name of your file will now be available in the file attachments box (figure 26). Select 'upload' to attach the file to your support request.
6. If your file has been successfully attached to your support request, your file attachments box will display your file name under the heading 'File information' (figure 27).
7. You can add a name to your file by using the text box provided below your file name. To remove the file, select 'remove' next to the text box under your file name.
8. If you wish to attach multiple files, select the 'choose file' under 'Add a new file' and repeat steps 4 – 6.
9. If you do not want to receive notification emails regarding the status of your support request, unselect subscribe by deselecting the blue tick in front of 'Subscribe' in the 'Notifications' box (figure 28).
10. Once you have completed your support request, select 'save' to create an online support request'. A message confirming that your support request has been created will appear on the screen (figure 29).

Figure 25 Create support request page

Figure 26 Choosing attachment file

Figure 27 File successfully attached to support request

For technical support, speak to one of our support agents on LiveChat or submit an online support request
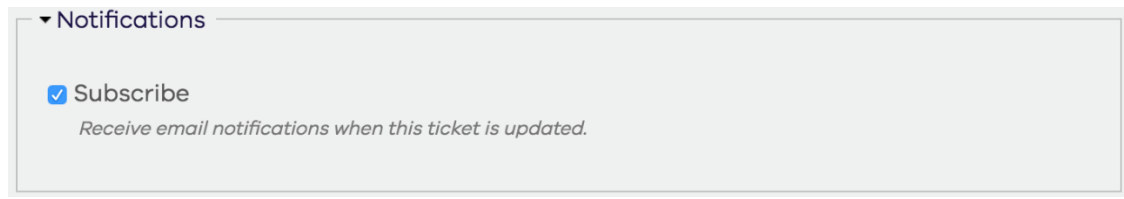
Figure 28 Subscribe/unsubscribe email

Figure 29 Confirmation of support request submission

How do I view my support requests?

To view your pending online support requests:
1. Select 'menu' on the top left corner of the webpage (figure 3).
2. In the menu panel (figure 4) select 'my support request' to take you to the latest support request page (figure 30).
3. Select the support request id number or support request subject name to view the support request page (figure 31).
4. When a support team agent responds to your ticket, the ticket box will be green (figure 32). Click the support request id number or name to view the response (figure 33).
5. To post a response to our support team agent, select 'reply' at the bottom right corner of the support team agents' message (figure 33).
6. Your comment will appear below the support agents' comment (figure 34).

Figure 30 Latest support request page

Figure 31 Support request message page

Figure 32 Latest support request page when a support team agent responds to your request

Figure 33 Support request page with support team agents'

Figure 34 Support request page with learners' response to support

For technical support, speak to one of our support agents
on LiveChat or submit an online support request
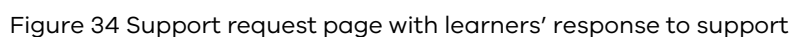
5. <u>Need more help?</u>

<u>For technical support:</u>
- Speak to one of our support agents on our online chat, Monday to Friday between 9 am to 5 pm.
- Submit an online support request
- Email us at support@lms.learneyo.com

<u>For general enquiries regarding the Improving School Governance training program:</u>
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- Visit the school council website for online resources.
- Contact the School Operations and Governance Unit (SOGU) at school.council@edumail.vic.gov.au for more information.