

Digital Certificates Web - Learner Portal

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1. Introduction

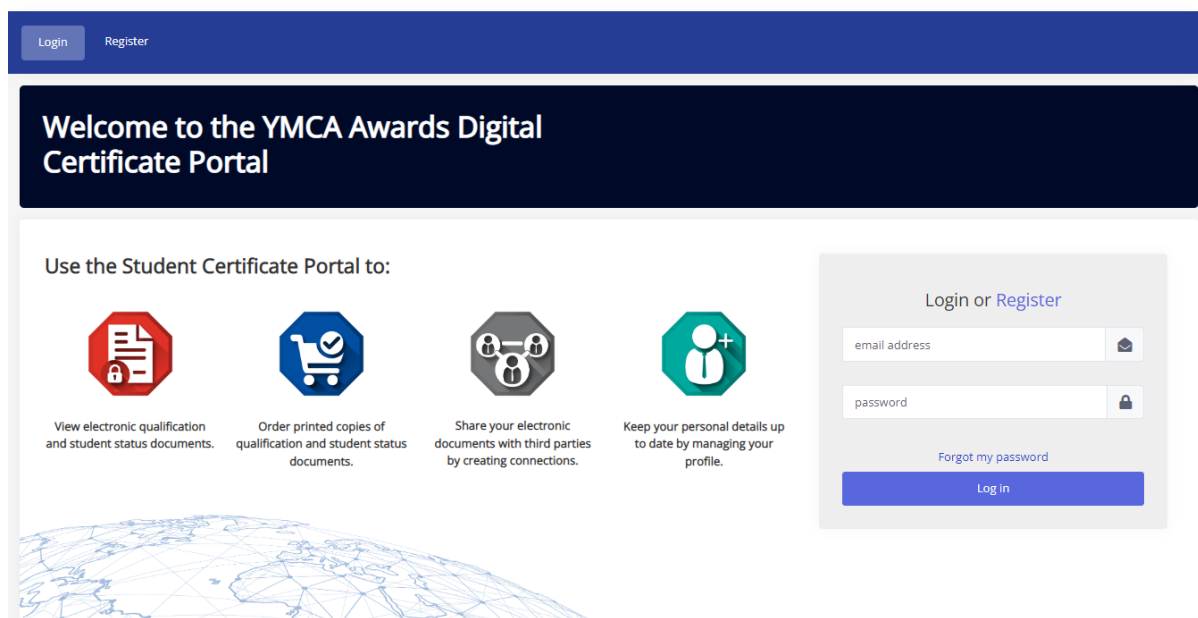
This guide describes user functions for the Learner Portal of the Digital Certificates Web software application supplied by Advanced Secure Technologies (AST).

2. Functionality of the Learner Portal

- Learners can view electronic versions (in PDF format) of qualification and status documents which can be downloaded or printed
- Learners can share electronic certificates with third parties by creating connections with them.
- Users can keep personal details up to date by managing their profiles.

The learner portal landing / login page:

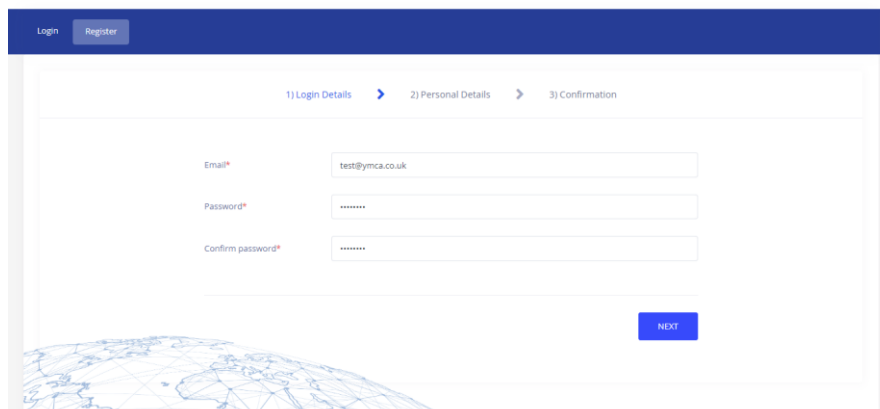
YMCA awards



3. Registration

- In order to access your documents, you need to register to use the portal. Create an account email and password:

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- Registration takes place by entering information known to you and YMCA Awards:
 - First name
 - Last name
 - Learner number
 - Date of Birth
- You then need to populate the data to verify your account. If any of the information above does not match the data held by YMCA Awards, then your account will not be created. It will then be sent through to us to verify.

A screenshot of the registration form on the YMCA Awards website. The form is titled '1) Login Details' and is part of a three-step process. It contains four input fields: 'First Name*', 'Last Name*', 'Enrolment Number*', and 'Date of Birth*'. The 'Date of Birth' field includes a calendar icon. Below the fields are 'PREVIOUS' and 'NEXT' buttons. The 'NEXT' button is highlighted in blue. The form is set against a background of a wireframe globe.

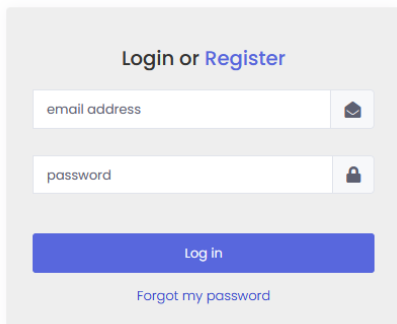
You can make changes to the information added during registration at any time by clicking on the previous button.

After successful completion of the registration process, an email is sent to you which you need to click on to verify your account.

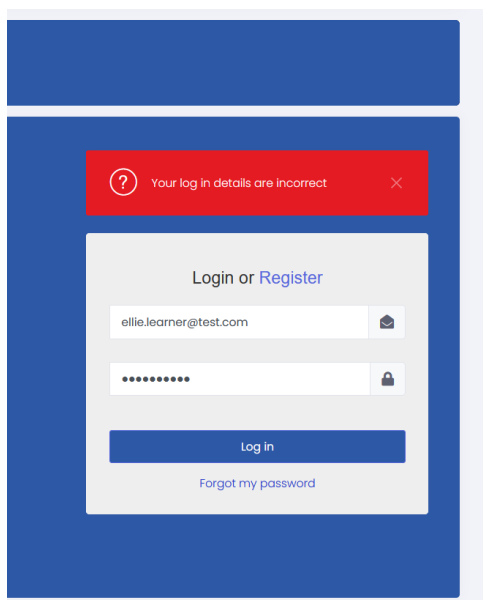
Once verified you can then login into the portal.

4. Login

To access documents, log into the Learner Portal:

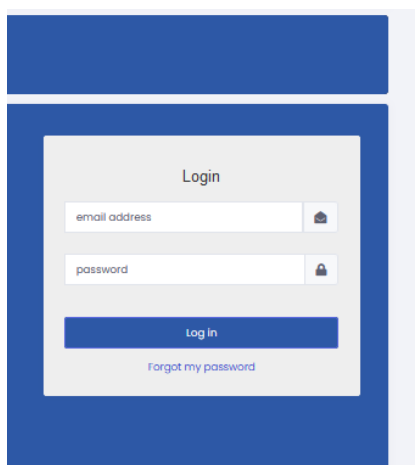


- Username – this is your email address.
- Email address – This can be changed from within your profile.
- Password – This can be changed from within your profile.
- Locked out – If the user enters their password incorrectly 5 times or an admin user locks the user account then the following message will be displayed 'Your log in details are incorrect'. Alternatively the user can wait a period of time (usually an hour) before becoming unlocked.

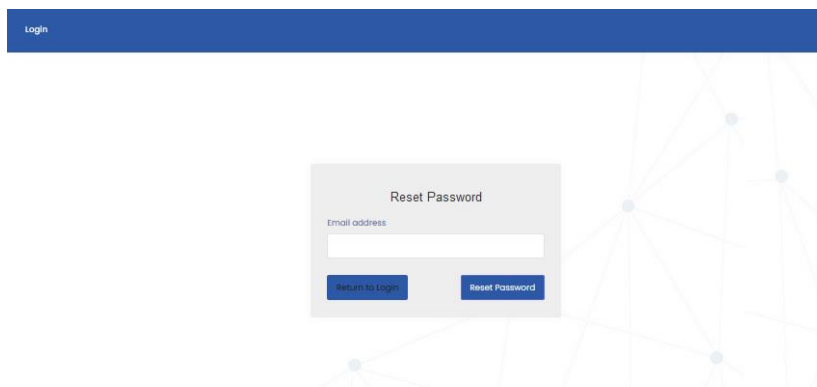


5. Forgotten Password/Reset Password

Please follow the 'Forgot my password' link on the log in page.



You will be taken to reset password page

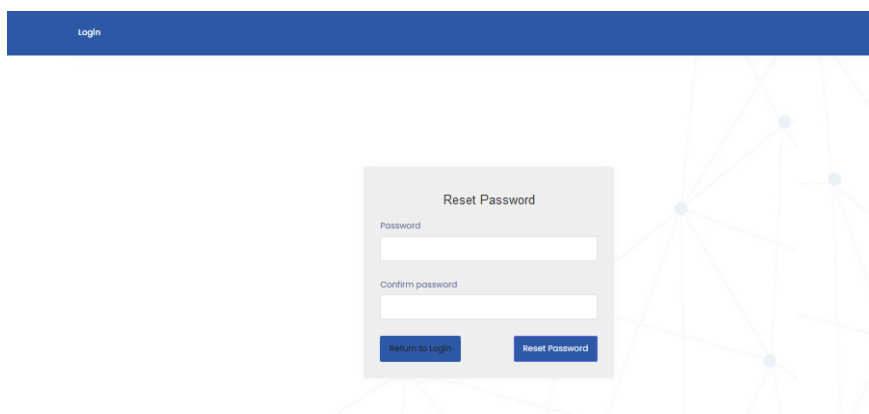


The screenshot shows a web interface with a dark blue header containing the word "Login". Below the header is a light gray box titled "Reset Password". Inside this box, there is a text input field labeled "Email address". Below the input field are two buttons: "Return to Login" and "Reset Password". The background of the page features a faint network diagram with nodes and connecting lines.

You must enter your email address in the text field and then click on the reset password link.

An email is then sent if there is a valid user profile associated with the email used.

You should then receive an email with a link to reset your password.



The screenshot shows the same "Reset Password" form as above, but now with two more input fields. Below the "Email address" field, there is a "Password" field and a "Confirm password" field. Below these fields are the same two buttons: "Return to Login" and "Reset Password". The background network diagram is still visible.

You need to enter a new password twice to successfully reset your password in order to login to the portal.

6. Dashboard

The Learner Portal dashboard shows all the functions that are available to a registered learner:

Welcome to the YMCA Awards Digital Certificate Portal

Documents You have 1 document(s) Click to view, save and order documents 	VIEW	Orders Free delivery on all orders 	ORDER
Connections You have 0 active connection(s) and 0 pending connection(s). Click to create, view and manage connections 	MANAGE	Profile Click to manage your personal profile 	MANAGE

1. Documents

Displays eDocuments for all qualifications achieved with YMCA Awards, which are PDF representations of your paper qualification documents. Here you can view your electronic documents when certified. You can also download and print the documents from the system. If you notice an issue with any of your documents then you can click on the 'report' button, provide some details and this will send an email through to us so we can look into the issue.

In order to view the qualification you click on the view button for the qualification you would like to view.

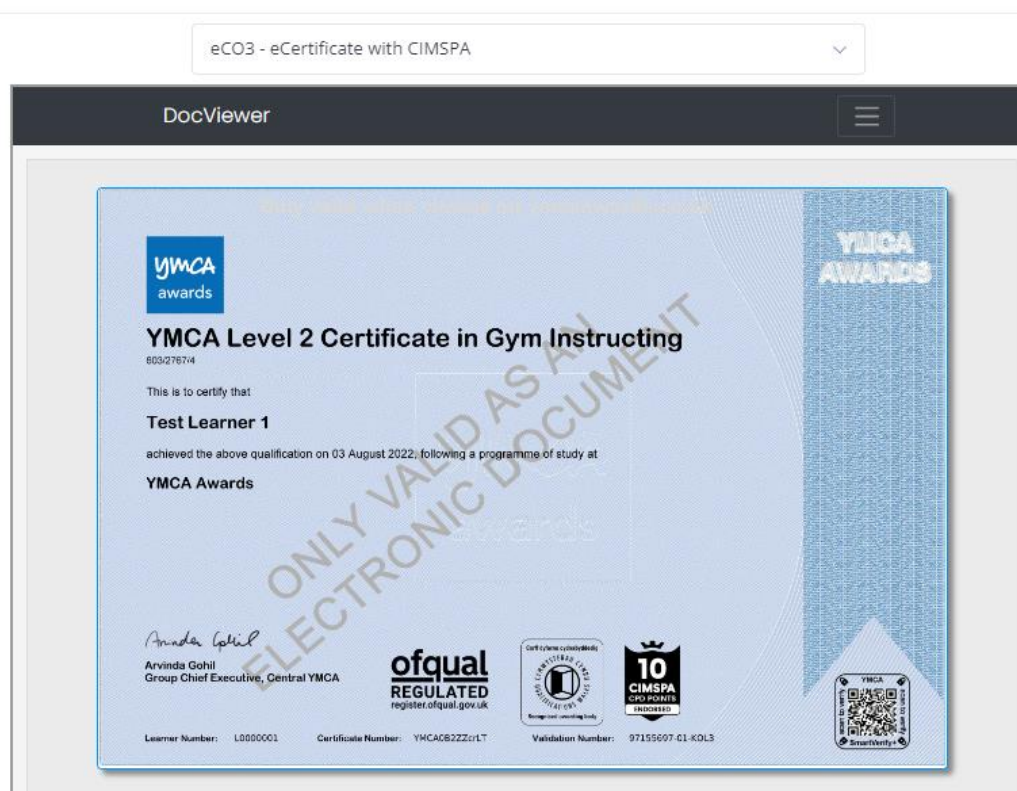
Documents

Test Learner 1 - YMCA Level 2 Certificate in Gym Instructing	
Reference	28920679-01-LHPC
Course Name	YMCA Level 2 Certificate in Gym Instructing
Issue date	2022-03-07

View **Report** **Order**

This then opens up a viewer and after a short time your available document for that course is then viewable.

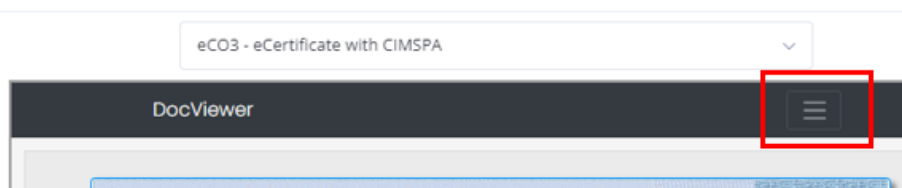
Test Learner 1 - YMCA Level 2 Certificate in Gym Instructing



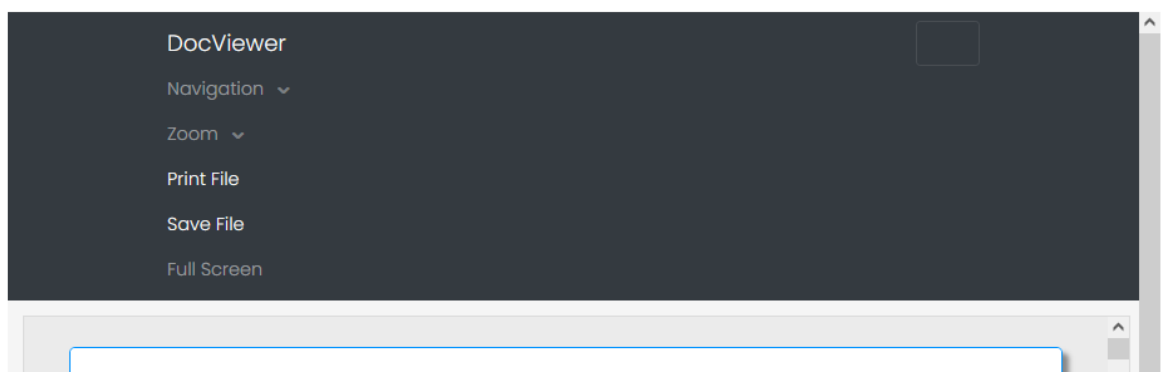
You can then use the dropdown menu to select between the available documents.

If you need a copy of the documents to print or download, this can be done directly from the viewer by clicking the menu button indicated by the red box in the screenshot below.

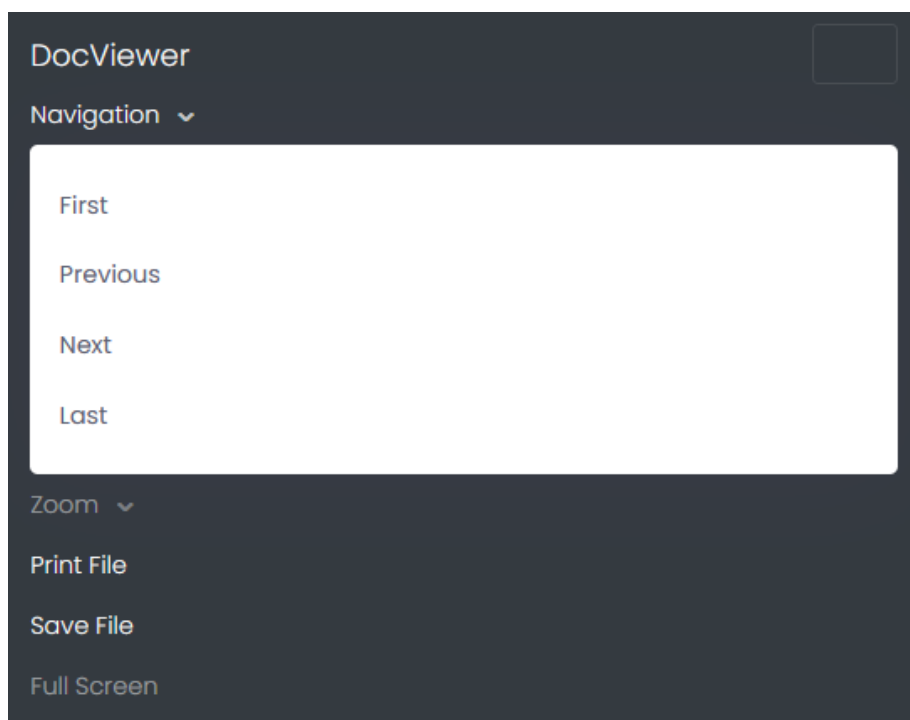
Test Learner 1 - YMCA Level 2 Certificate in Gym Instructing



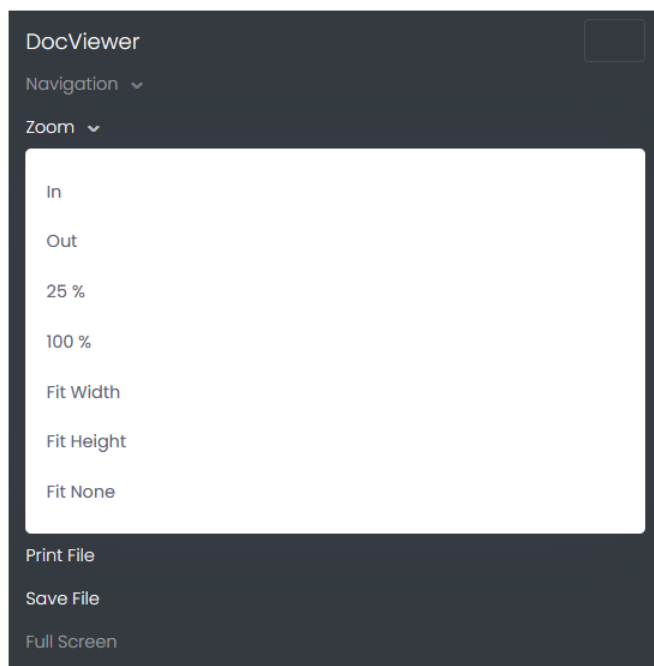
This then expands to reveal the following menu options.



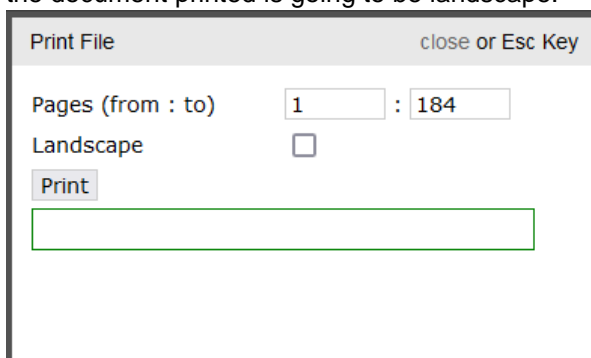
- Navigation – Allows you to look at the first, last, previous or next pages of the document on screen (if you have more than one record)



- Zoom – Allows for magnification of the document in the viewer, this can be zooming in and out in increments. Or viewing the document at fixed 25% or 100% respectively. There is also the option to tailor the zoom to the constraints of the document such as zoom to the documents width and the documents height.



- Print File – Allows for the direct printing of the electronic copy of your document. It allows you to have the ability to control the pages to be printed (a specific page range). You can also specify if the document printed is going to be landscape.



Please note: that there is a limit to the amount of times a document can be printed if that limit is exceeded than a message will be shown to indicate this.



- Save File also for the downloading of the PDF document, The PDF's themselves have been locked down so that they can't be edited or printed.
- Full Screen shows the document in full screen mode (pressing the escape (esc) key will exit full screen mode).

2. Connections

Allows you to invite third parties to have access to your secure documents online. Which documents are made available and for how long, are controlled by you and you can end the connection at any time. Any cancelled or expired connections can be reactivated if required.

In order to carry out the process you will need to know the email address of the employer or third party that you would like to share your document with. You're able to cancel a connection at any stage but no documents are actually shared until the third party has accepted the initial request. You can also change the qualification that you want to share with a third party at any moment by clicking on the permissions icon.

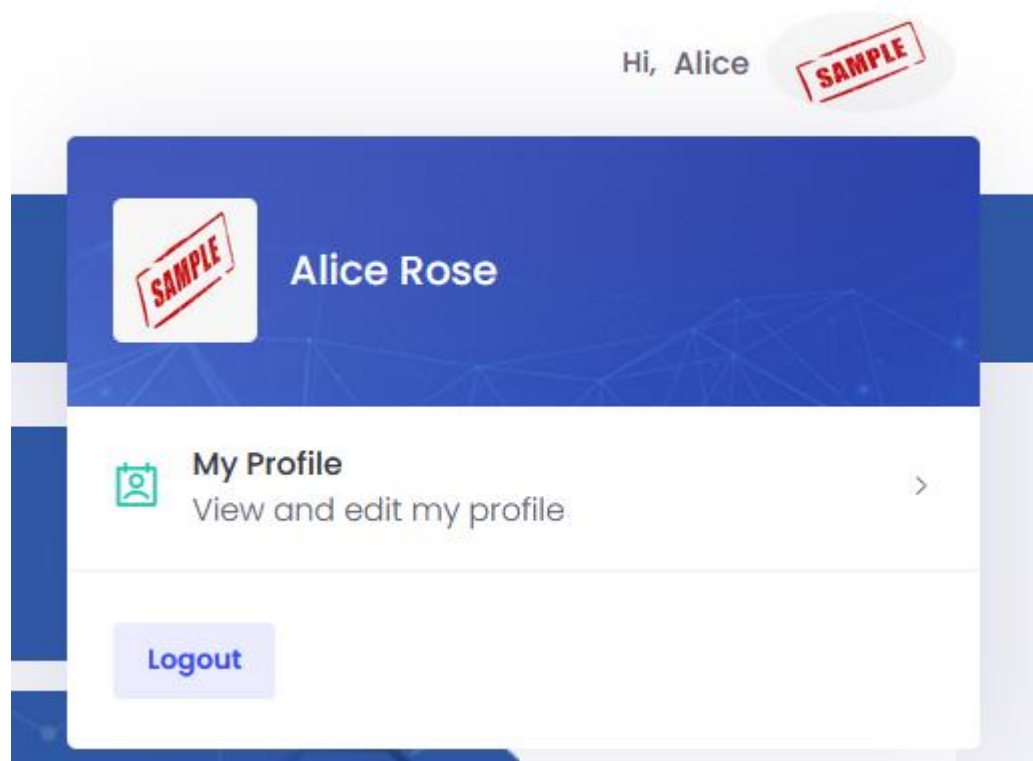
3. Profile

All the following items can be edited in the user profile

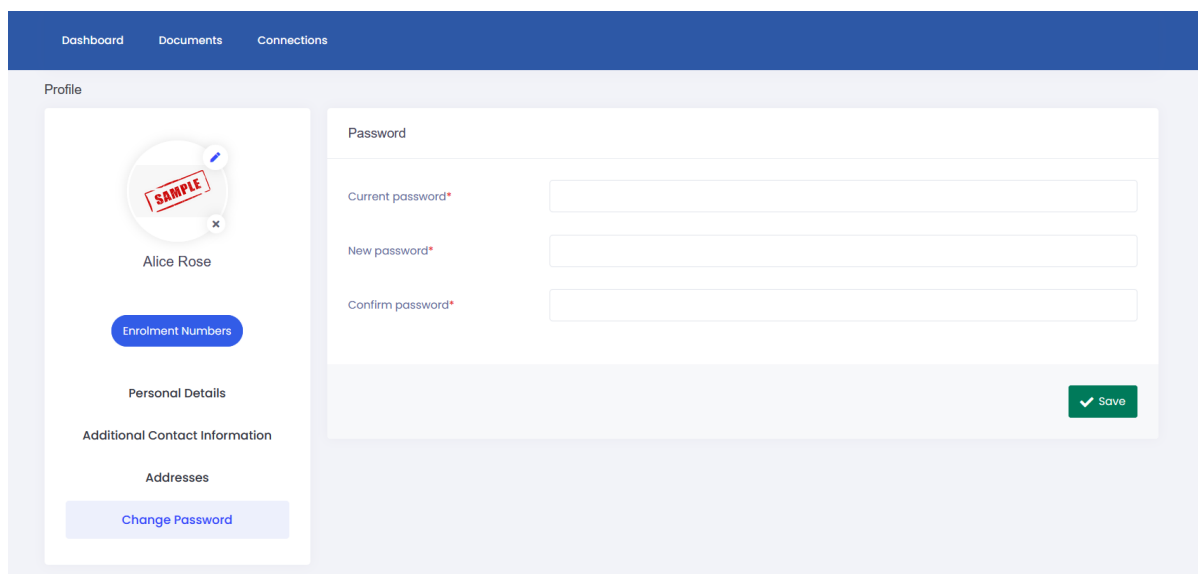
- Photo
- Personal details
- Additional Contact information
 - Phone numbers
 - Email addresses
 - Social media
- Addresses
- Change password

The system will not initiate automatic password changes. This can be carried out by the user here.

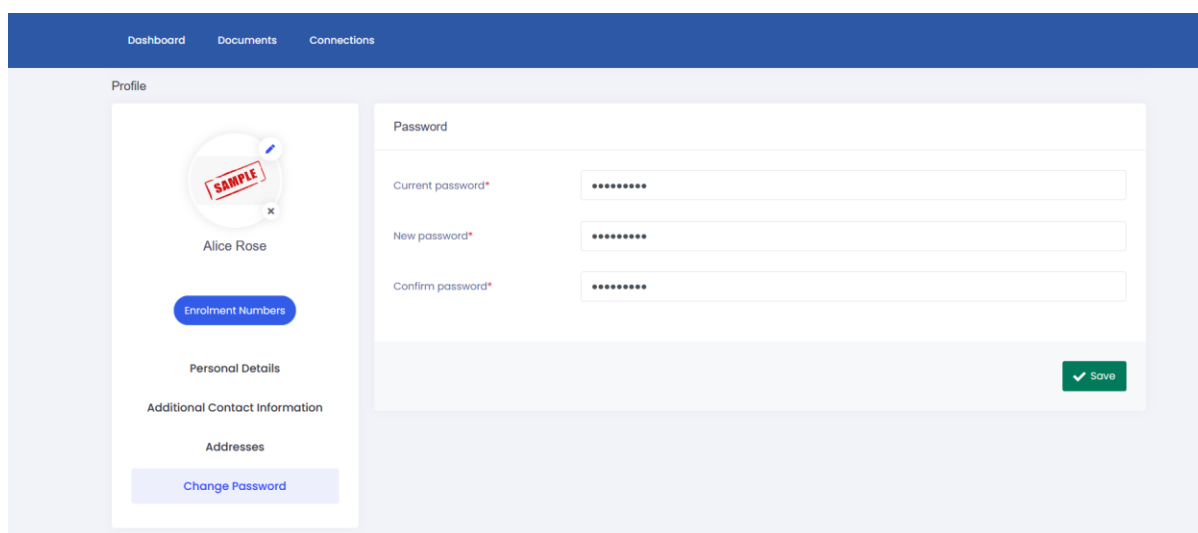
Click on the username on the top right (should have an avatar image or alternatively initials (First and surnames in capitals))



Once on the profile screen click on change password



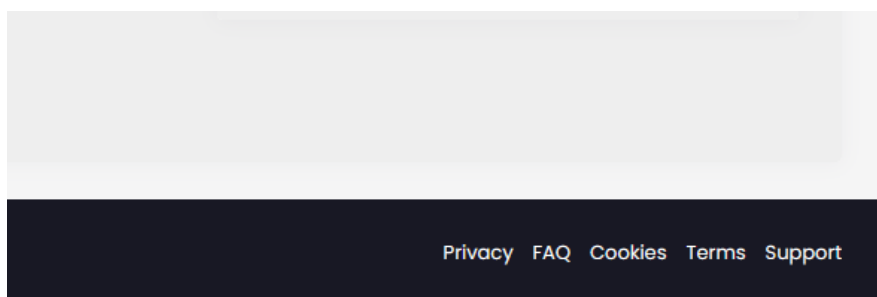
Note: In order to change change the password you must know what your current password is.



Once the password has been entered into the text box you need to click on save in order for the new password to be applied.

7. Useful links

On the home page there are a number of useful links including Privacy, FAQ, Cookies, Terms and Support on the bottom right of the page.



8. Logout

9. Logout by using the logout button which is found by clicking on the name or profile photo (Initials are displayed if no photo is uploaded) at the top right of the web page.