

# FAQs for Learners



**What is the login page?**

<https://nelincsscp.vc-enable.co.uk/>

**How do I register?**

- Click on the above link and click on the 'Create an account' link.
- Enter your details and select a Group to join, then click on the Register button at the bottom of the page.
- You will then be sent a Welcome Email (from Virtual College) with your login details and a link to login.
- When you first login you will be prompted to set your own password.

**How do I reset my password?**

- From the login page, click on the **Forgotten your password?** link. Then enter your email address, tick I'm not a robot and click on the **Request Password Reset** button.
- If completed successfully, you will be sent an email with a password reset link. Please note, it can take a few minutes for the email to arrive. The email may also filter into your spam or junk folder of your email inbox, so please check in there in case it doesn't enter your main inbox. Follow the instructions in the email and click the link within it to reset your password.

**How do I access Help and Support?**

- Once logged in, click on the ? button.
- Or you could access the Virtual College Help portal: <https://help.virtual-college.co.uk/>
- If you have any technical problems accessing the system, etc: [customersupport@virtual-college.co.uk](mailto:customersupport@virtual-college.co.uk).

**How do I access my courses (learning)?**

- Once logged in, select **Learning**. Any courses that you have on your record will be under the **Active Learning** heading.
- You will be able to Start or Continue the course from here. You can review any course that you have completed from the **Completed Learning** heading.
- Select **Review** to view the course content again.

**How do I request courses (learning)?**

- To choose a new course, click on the **Available Learning** heading and you will be able to start a new course.

**How do I print my certificate?**

- Once logged in, select **Awards** and then select the course name.
- Here you can either print your certificate or download it as a PDF.

**Does the training work on my mobile phone?**

Yes, although we would recommend that you use a PC or laptop with an up-to-date version of Google Chrome to have the best e-learning experience.

**How can I contact the main System Administrator**

You can contact the System Administrator at North East Lincolnshire Council via email to [emma.wragg@nelincs.gov.uk](mailto:emma.wragg@nelincs.gov.uk) or [samantha.crossley@nelincs.gov.uk](mailto:samantha.crossley@nelincs.gov.uk)