

FAQs For Delegates – Using Virtual College



What is the login page?

- To login for the first time, please use the link in your Welcome Email.
- To login after this, then please use <https://wiltshiresvpp.vc-enable.co.uk/>

I'm not on the system - how do I register?

- You can register for face to face and e-learning courses via <https://wiltshiresvpp.vc-enable.co.uk/register>.
- Register your details and select a Group that you belong to. You will receive a Welcome Email with your login details and a link for you to login and activate your account.
- When you login for the first time you will be prompted to change your password.
- **Please note**, this system will use your email address as your login / username. **This means that you can't use the same email address as another person** as the system will flag up that you already have an account. Any setting that only has one generic email address for all staff will be unable to use this email address; staff will need to use their own personal email address if they don't have their own work email address.
- **Please be aware**, when you register, the "Organisation" box is for your organisation / setting's name. Please also enter your full organisation address, including the postcode, in the address box.

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/>

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 e-learning courses?

- Once logged in, select **Learning**, then select **Available Learning**.
- You will be able to **Enrol** on the course and the SVPP administrator will authorise your application. This is usually done within 1 working day of you applying.

FAQs For Delegates – Using Virtual College



How can I book on a face-to-face course (Event)?

Once logged in, select **Events**. Here you will be able to select the Active Events (that you are already booked on) or select Available Events (events that you are able to choose.)

Does the training work on my mobile phone?

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

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.