Schools: How to Access Training Certificates

What support is available?

The software is fully supported by the Services for Schools team. Please do not hesitate to contact us if you have any queries:

Services for Schools Team   215938   servicesforschools@southend.gov.uk

Logging In
1.   Go to **www.southendlearningnetwork.co.uk**.
2.   Click on **'Log in'** at the top right hand corner.
3.   Type in your email address where it says 'email/username' and if you've logged in before, your own password.

If this is your first time logging in:
1.   Type in '**Southend1**' on the second line as your initial password.
2.   You now need to choose your own password and then accept the terms and conditions.

Retrieving your certificates or certificates for another delegate
You will need access to the **'Training'** tab along the top of the screen to access certificates. (If you do not have this feature please contact the Services for Schools team on the details above.)
1.   Click on the **'Training'** tab along the top of the screen.
2.   Click **'View all organisation bookings'** at the right hand side of the screen under **'Common actions'**. If you do not see this choice then please get in touch with the Services for Schools Team.
3.   Use the **'Date'** filter to find the course you are looking for.
4.   Once you have found the course click **'View'** to access the information.
5.   Click **'Delegate Summary'** to view who attended.
6.   Click the dropdown arrow next to each delegate's name.

If a certificate has been issued
1.   You will see a **green tick box icon** to the left of **'Certificate'**.
2.   You can then click the **blue download icon** to the right of **'Certificate'** to collect the delegate's certificate.
3.   You can then save the certificate once it opens onto your computer.
4.   All certificates will remain available indefinitely on the SLN.

If you cannot see the green tick box icon or blue download icon please refer to the below

Blue envelope icon
1.   If an electronic evaluation form was required to be completed, you will see a **blue envelope icon** if the feedback form has not yet been received, therefore the certificate cannot be issued.
2.   The delegate can click on the envelope icon to complete the feedback and then click **'Submit'**. They can also complete the form via the email that has been sent to them.
3.   The certificate will then be available to download by following the above steps.

Grey clock icon

Some teams may not have issued electronic evaluation forms yet for the delegates to complete meaning that you will see a **grey clock icon**. If this appears please contact the Services for Schools Team on the details at the top of the page for assistance.

Correct as of 07/09/16