Instructions for use of Beacon as a company client

Content

1. Introduction: Dashboard and basic navigation
2. Enroll students
3. How to make an order/enroll students
4. Follow-up of students, course certificates and reports

1. Introduction: Dashboard and basic navigation

After logging into our course platform as a company client, you will be met by the dashboard. This is a place where you quickly can browse scheduled course dates for classroom and combined courses and see an overview of the students in your company.

If you are searching for a specific course, you may use the search field or filter on the right to help you find what you are looking for.

Here you can either select one or more items, or search by clicking inside the box and entering the search term.

If you know which course you are looking for, the filter is a good way to find all the dates. Search for the course name in the course filter and select a course to display all the upcoming course dates. Then you can select the desired course and date for more information and enrollment.

In the menu at the top, you will be able to go to the full course list, which also includes e-learning courses.

On the right-hand side of the dashboard, you will be able to quickly find your student's user profiles. Here, too, search fields and filters are available to make the process as quick and efficient as possible.

If you click on “students” in the menu at the top, you will open the main page for the students in your company. This is where you register new students, find those you have already registered and enroll them to courses.

2. Enroll students

There are two ways to create new profiles, both accessible from the "Students" page. If you are going to enroll many students at once, it may be more efficient to use the "Import" feature which allows you to upload a CSV file with the information of the students to be registered. To use this feature, it is important to fill in the details in the correct order, which you will find by downloading the template from the system.

The second way to create new profiles is by clicking "Add student". Here you can create new student profiles one by one in a user-friendly way. Note that you can enter more information about the student here, than you can with the import feature, such as profile picture and phone number. First name, last name and email address are the required fields. The function of sending an e-mail with an activation link to the student is selected as default but can be removed if necessary and optionally sent when you enroll the student to a course.

When all the necessary information has been filled in and you click on "save", an invitation will be sent to the student’s e-mail address, unless you have chosen not to. When the student clicks on the activation link in the email, they will be asked to create a password. (Shows the process the student goes through) After doing this, the student will gain access to their profile, including their enrolled courses, where they are able to review their personal information and make any necessary changes.

Important information on user accounts

- Courses have different requirements for the certificate’s content, for example a photo and/or social security number. When the course is completed and a certificate is to be generated, the system retrieves this information from the student’s profile. It is therefore important that this information is already entered and correct.
- Students use the e-mail address you register as their only username to log into the system. It is therefore crucial that you register them with the correct e-mail address, and that it is

the one that the student would like to use. Should a typing error occur, you can change the e-mail address by clicking "edit" in the student's menu, but only if the account has not yet been activated. So, if the student has received the activation email and activated their account, you cannot edit this email address afterwards. If a situation should nevertheless arise where you need to change the student's e-mail address, contact support by e-mail: support@ask-elearning.net.

3. How to make an order/enroll students

There are two ways to enroll students in a course. You can either find the student or students first, then select the course they are to enroll in, or first find the course, and then select the student or students.

Order by selecting the course

If you want to enroll from the course, go to the course page in the menu. The courses are separated by course type, whether it is;

• a full-fledged e-learning course - a course that students complete in its entirety on the internet

• a classroom course - the traditional course format with classroom teaching/practical exercises at a course center,

• or combined - where all or some of the theory is taken as e-learning and practical exercises are held at the course center.

If you cannot find the course you are looking for, it may be a good idea to double check which course type you have chosen, in case the course is of one of the other types.

If you are looking for a classroom course or a combined course, in other words, a course with a date, you may want to use the filter to select the course to find the available dates. Note that in the filter menu you can both scroll to what you are looking for and search by clicking within the box. By selecting the course in the filter, you will only see that course in the list, so that you can more easily find a date that suits you best. Pay attention to the information in the columns of the course overview, such as available course seats and the location of where the course is held.

When you have found the course you want to order, open the menu to the right and select "enroll". Here you choose which student you want to enroll in the course. Note that you can also select several students if you wish to enroll them all at the same time.

Once you have selected the student and course, you will be sent to the order screen. Here you have the option to enter an order reference and choose who should receive information about the order by e-mail.

Activation email is an email that is sent to new user profiles so that the student can create a password for accessing the system. This is the same email that was sent to the student when the account was created, unless you specifically selected the box not to. If the student has already activated their account, no e-mail will be sent even if you select this box in the order image. It is therefore recommended to leave this box checked as it is by default, in case the account is not activated. If for various reasons you want to wait giving the student access to the system, you can choose to disable the activation email checkbox. Activation e-mail can also be sent by selecting "Send invite" from the menu of the specific student in the student overview or the student's profile. The same logic applies here, that if the student has already activated their user account, no e-mail will be sent.

Course confirmation, with information to the student about time, place and preparations, is also pre-selected as default to be sent to the student. If you wish, you can deselect this, and optionally choose yourself as the recipient instead, or choose both boxes if you would like that you both should receive the confirmation.

Order confirmation is preselected as default and will always be sent to the one who makes the order.

Note that you can also change, remove, or add more students to enroll to the course, or change the course and course date in the order window. When you click "Save" the order is created. The e-mails will then be sent, and student/students enrolled to the course.

Order by selecting the student

The second way to order a course is by first selecting the student, or students, to enroll in a course. So, instead of finding the course you want to enroll the students in first, you start by finding the student and then choosing which course they should have. This method is best suited for ordering e-learning courses, as information about classroom dates or practical exercises is unavailable.

The procedure of ordering by first choosing the student, is to open the menu to the right of the student from the "Students" page and click "Enroll". If you are going to enroll several students in the same course, you can select them by ticking the boxes on the left and then clicking Enroll at the top. Note that in the menu that appears where you choose a course, the courses are not sorted by course type. Here, e-learning, classroom courses and combined courses are not grouped from each other. The positive thing about this is that it is quick and efficient to search for the course you are looking for. What can be challenging is that you need to have read about the course in advance to know what type of course it is, where it is held and whether there are any available seats. If you are going to order a classroom course or a combined one, we therefore recommend that you first choose the right course, then search for the students and enroll them in the course.

Cancelling a course

If you enroll a student in the wrong course, or if a student for various reasons is not to take the course, you must contact us to cancel it (post@ask-safety.net, 70 12 86 06). Our criteria for cancellation are as follows:

- E-learning courses cannot be cancelled if the student has started the course
- Classroom courses cannot be cancelled if there are less than 5 working days to the first course date
- Combined courses cannot be canceled if the student has started the e-learning part, but the student can be moved to another date for the classroom/practical exercises.

4. Follow-up of students, course certificates and reports

To see your students course progress, you can open their profile which will contain both their ongoing and any completed courses. The percentage under the course title illustrates the student's progress in the e-learning course, or the e-learning part of combined courses. Classroom courses are simply displayed with the date of that specific course. When the e-learning course has been completed, or after we have approved the classroom course or the combined course for the student, the text "Download certificate" will be available under the relevant course. By clicking this, you can download the course certificate for the student. The student will also have gained access to their certificate, unless otherwise agreed. If the course certificate requires information that has not already been entered in the student's profile, such as a photo or social security number, you will see a popup message asking you to enter this information before the course certificate can be downloaded.

Reports

Reports can give you an overview of the students in the system. After clicking on "Reports" in the menu, click "add new". You can then make choices depending on what information you are looking for. Once you've chosen what kind of results you need from the report, you can name and save it for later. It will then be available the next time you open the "Reports" page.

As an example, let us find out which courses my company ordered last month, and whether or not my students have completed their courses. We then select "Last month" as the date range. In the drop-down menu below we can select a specific course, but as we now want to see information about all the courses my company have ordered, I leave this as is.

Below we find the various information we can retrieve. Each of these boxes will create a separate column in the report. If we know that we have not booked any classroom or combined courses, but only e-learning courses, we can select the e-learning button at the top. If we have also booked classrooms or combined courses, we select that button, and thus get more fields to choose from. Note that if we have ordered both e-learning courses and combined/classroom courses, I would have to create two reports. One for e-learning courses and one for the two other course types.

Since we want to see if the students have completed their courses, I choose their full name and progress, which shows me the completion percentage of the e-learning. Enrollment date can also be good to include. I don't make any selections in the course box, as the report will group the results by course anyway. I select date & time and classroom status in the classroom box, so I can see if they have completed the classroom course or the combined course, as well as when the course took place.

I also want to see how much we have bought courses for, and therefore choose the price in the last box. Note that NOK shows the courses we sell in Norwegian kroner, while USD is for the courses we sell in dollars.

When I'm happy with my selections, I click "Run report" in the top right.

If there is a need for further data processing or we want to share the information with others, we can export the report to Excel, by clicking "Export to XLS".