



Five Top-Tips For EduCare Administrators

Five useful tips for those administering safeguarding training with EduCare. These tips include sending reminders of login details to your learners, resetting courses to allow your learners to receive the latest certificates, downloading the certificates themselves and adding & removing learners from your Team.

IMPORTANT NOTE: If your EduCare service started on or after 1st May 2019, please [click here](#) to find the correct version of this guide for you.

1. Resend learners log in details.

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You can send reminder log in details to your learners by selecting the My Team button then selecting Grades, Emails and Certificates. Once you have selected the learner you will see a resend welcome email link. The learners can also request a log in reminder by selecting forgotten password on the log in page of our website.

2. Reset Courses

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Course	Completed	Certificate	Grade	Course reset
Working with Display Screen Equipment Level 2	07/09/2017	View	58 %	
Equality and Diversity - Level 2	20/08/2018	View	80 %	

If your learners need to complete a course again the course will need to be reset. This will ensure that the learner will receive a updated certificate.

To reset a course, select the My Team button then selecting Grades, Emails and Certificates. You will then see a course reset option next to each completed course selecting the symbol will reset the course.

Please be aware that the course rest will take 24 hours to complete and the certificate form the previously completed course will no longer be available.

All past completions will show in the past completion report

3. Certificates



If you need a copy of your learner's certificates you can download them by again selecting the My Team button then selecting Grades, Emails and Certificates. You will see a view link under

certificate. This will allow you to download and print your learners' certificates. Please be aware that the view link is only visible if your learners has already downloaded their certificate.

4. Adding new learners

Adding new learners can be done by selecting the My Team button then selecting Add/ Edit Learners. Select the new button and add your learners' details. Mandatory information is first name, last name, email address and username. We recommend that the learners username is the same as their email address.

5. Removing old learners

Learners that no longer require the training should be suspended. This can be done by selecting the My Team button then selecting Add/ Edit Learners. The suspend option can be found when you select your learner then select edit. Permanent removal of old learners will be actioned once a year on your licence renewal date.