

# Manager and Instructor Support

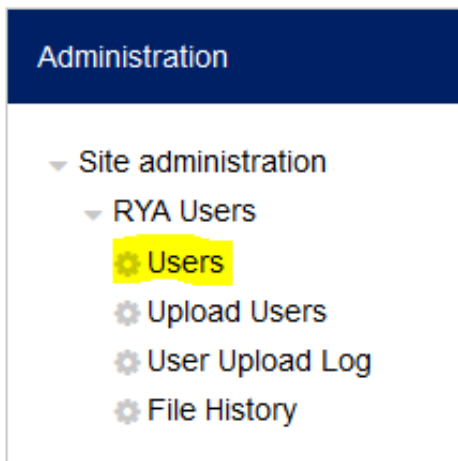
## How to sign customers up for courses

In order to take an online course, your customers need three things: a user account on this site, an enrolment on the course they have bought from you and joining instructions showing them how to get started. They cannot create their own user accounts or enrol themselves on courses - you must do it for them.

Each student only needs a single account with your centre. If someone has previously taken a different online course with you and still has an account, you can go straight to Step 2 below. If they no longer have their original account, you should set them up as a brand new user as shown in Step 1.

When they are ready to start their course, log in to your Manager account and follow the steps below:

### Step 1 - Create the User account

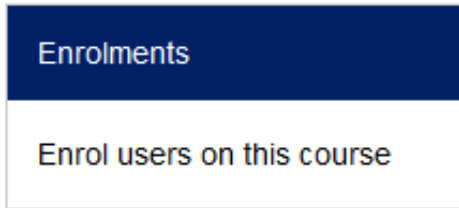


1. In the Administration block on the home page select 'Site administration' > 'RYA Users' > 'Users'
2. Search for any existing account the user may have using the filters provided.
  - If an existing account is found and you have checked it is for the same person, go to Step 2 below to enrol them on their course.
  - If there is no existing account, carry on with these instructions.
3. Select 'Add a new user' at the top of the list of names.
4. Complete the required fields: username, new password, email address, first name and surname. Set the password as **changeme** so the user is automatically prompted to pick their own password when they first log in.
5. Select 'Save Changes'. Once saved, your customer's account is automatically assigned

to your centre.

## **Step 1 - Create the User account Help Video**

## **Step 2 - Enrol the User on their course**



1. From the home page, select the course you want to enrol the student on
2. In the Enrolments block select 'Enrol users on this course'.
3. Select 'Enrol users'
4. Find the required person (use the search box if needed)
5. If you want to limit the length of enrolment to anything less than the standard 1 year enrolment, select 'Recover user's old grades if possible' and then choose the required enrolment duration from the drop down list. Ignore this step if your student needs a 1 year enrolment.
6. Select 'Enrol' next to the relevant student and then 'Finish enrolling users'

You should now see the student in the list of enrolled users.

See 'How long does an enrolment last?' for details on managing the length of students' enrolments and instructional support.

## **Step 2 - Enrol the User on their course Help Video**

## **Step 3 - Send joining instructions**

Your student will need:

- The URL for the site
- Their username and password
- Instructions to log in and set their password (if you have set the password to **changeme**)
- Instructions to complete the required fields in their profile, save the profile and go to the home page to start their course. Note: if anyone says the site is stuck on their profile page, it will be because they haven't completed all the required fields.
- Any pre-course information that wasn't included at the booking stage
- The course pack (if required for their course)

Last modified: Tuesday, 8 March 2022, 10:08 AM

Toggle Mobile Blocks

