Royal Voluntary Service
Learning site - Handy hints and tips

Having trouble logging in ?

Your **Volunteer / Employee number** can be found on the front of your ID card - just use the numbers (**don't include the 'LM' or 'E' at the start**).

Your **password** can be found in your Induction Handbook, or obtained from your manager.

Have you just joined Royal Voluntary Service as a Volunteer or an Employee?

We **upload new users every morning** so if you can't log in yet, please try the following day after you've joined.

Can't find the course you're looking for ?

Once you log in to the Learning site, you will need to **scroll down the main Dashboard page to find either "I'm a Volunteer" or "I'm an Employee"**, depending on your role at Royal Voluntary Service. When you enter your category you will find all of the modules and content available to you.

Want to access the modules on a tablet / mobile / iPad?

The majority of modules on the Learning site are available for you to access via mobile devices such as tablets, mobile phones, iPads, etc. However if you have some issues we don't offer technical support for this. So if you don't have a computer, please discuss with your manager to find another solution to complete the training.

If you're able to work through the modules comfortably using this method then by all means go ahead, but we recommend using a desktop computer or laptop if possible.

Having trouble loading a module / just seeing a blank screen?

Some of our modules use the software **Adobe Flash Player** to play**.** Your software may need updating. Follow the steps below to solve the problem.

1. **Perform a test to find out if you need to update your software.** There's a link on the main dashboard of the E-learning site, under the "*Welcome to the new modules*" video, to test your version and update it if necessary.
Alternatively, type the following into your browser: http://helpx.adobe.com/flash-player.html.

2. Next, if you are using **Internet Explorer** you may need to 'enable' Flash Player.
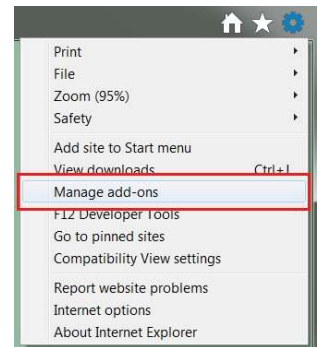
3. To do this you'll need to:

   - Click the '**Tools**' button at the top right (the little cog). If you can't see it, the keyboard shortcut to open it (while Internet Explorer is in use) is '**Alt + X**' (press both keys together).
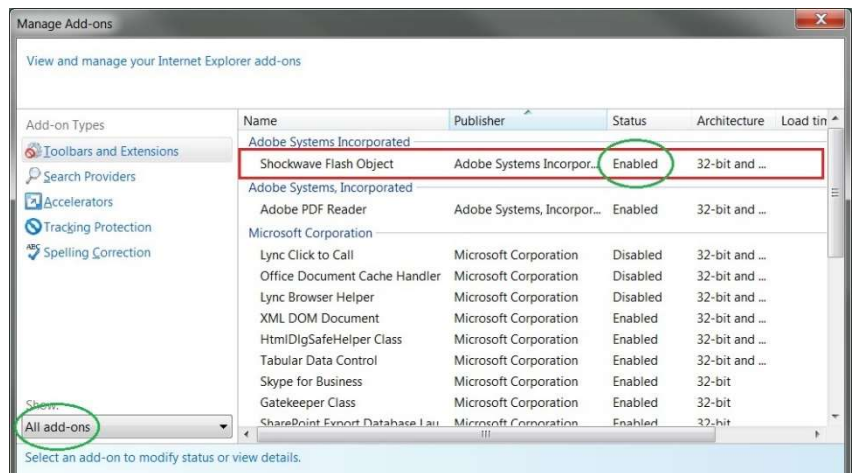
- You'll then need to select '**Manage add-ons**' from the list that appears.

- Find '**Shockwave Flash Object**' from the right hand side and make sure it's '**Enabled**' (see right).

  You may need to select '**All add-ons**' from the drop down menu to be able to view it (see right).

- Hopefully that will solve the issue.

Note: If you're using a Royal Voluntary Service computer and the software is out of date, **please contact IT Service Desk** – servicedesk@royalvoluntaryservice.org.uk

Still having trouble? Contact Learning at Royal Voluntary Service:

Email: learning@royalvoluntaryservice.org.uk