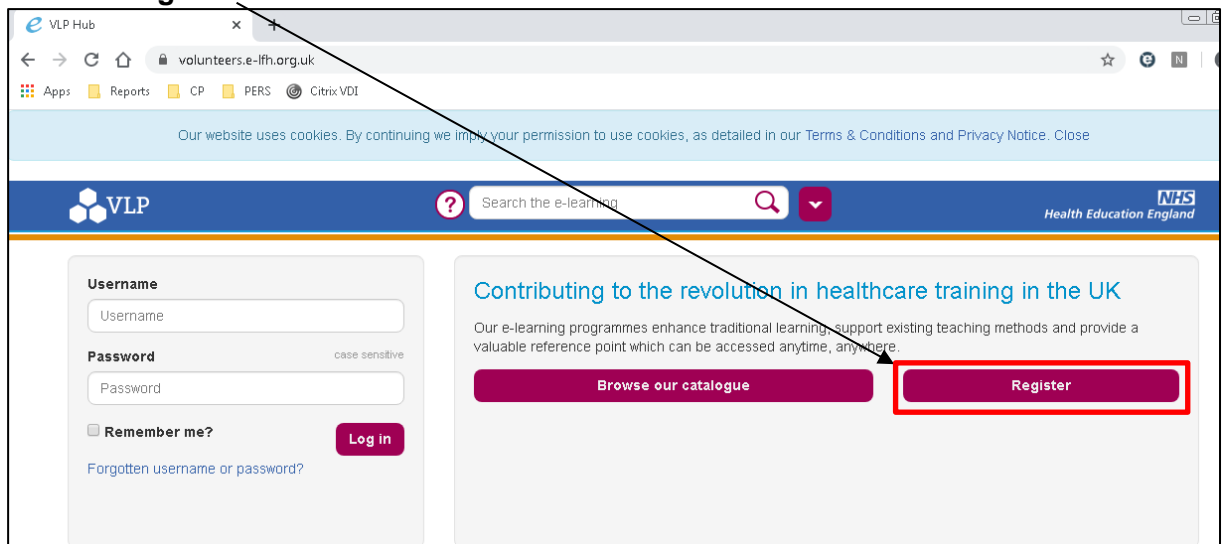


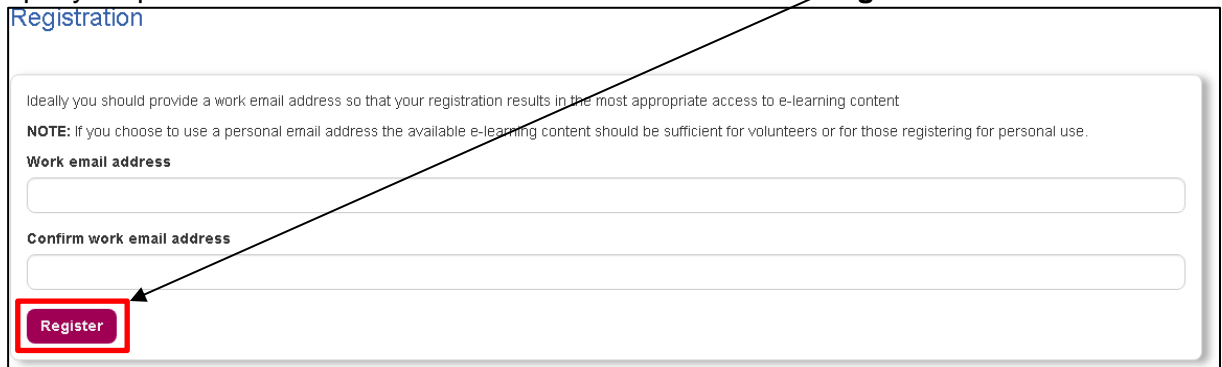
E-Learning for Healthcare - Volunteers User guide

Please ensure that you are using **Google Chrome** to access the E-Learning for Healthcare (E-LFH) website for your mandatory training.

- 1) Open Google Chrome and enter the web address <https://volunteers.e-lfh.org.uk/>.
- 2) Click the **Register** button as demonstrated in this screenshot.



- 3) Input your personal e-mail address in both fields and then click **Register**.



- 3) Select **I am an active volunteer or I am interested in volunteering** from the **About you** section and then click **Continue**.

Registration

About you

- I am registering for access to COVID-19 resources
- I work in a Dental Practice or University Dental School that provides NHS care
- I am a care worker or hospice worker
- I work within the Social Care Sector in England and have a NMDS-SC registration code
- I am eligible for an OpenAthens account
- I am a student or student tutor/supervisor
- I am an active volunteer or I am interested in volunteering
- None of the above apply to me

I am a volunteer or I am interested in volunteering

This option is for individuals who are actively volunteering or interested in becoming a volunteer and wish to access relevant training materials.

Continue

- 4) Complete the registration form and then click **Register**.

Registration Details

Your details

Email address

Secondary email address

First name

Preferred name

Last name

Country

Your Current Role

Job Role (Staff Group)

Organisation Name

Register

- 5) The **Registration Complete** screen will display.

Home

Registration

Complete

Thank you for registering with e-LfH. You will shortly receive an email notifying you of your username and temporary password.

Please be aware that at busy times, your registration email may take up to an hour to be generated and sent.

If you haven't received your registration email within an hour, please contact support - support@e-lfh.org.uk - after checking your spam and junk email folders in case the email has been diverted.

- 6) You will receive a confirmation e-mail containing your username.
Click the link in the e-mail under your username to display the **Password Maintenance** screen.
Enter a password, based on the guidance, in both fields and then click **Change Password**.

Password Maintenance

Change Password

Password must be a minimum of 8 characters, must contain at least one numeric, at least one upper case AND one lower case alphabetical characters. The Username and Password cannot match.

New password

Confirm new password

Change Password

- 7) The **Your password has been changed successfully** screen should now display, please click **Home** to return to the login page.

Home

Your password has been changed successfully.

To log in with your new credentials click here: [Log In](#)

If you need support please go here: [e-LfH Support](#)

- 8) Enter your username and password and then click **Log in**.
- 9) You will be prompted to read through, and accept, the terms and conditions.
Once you have read the terms and conditions, click **I accept these Terms and Conditions**.

Login Wizard

Please complete the following steps to ensure the initial set up of your account is fully complete.

Terms & Conditions and Privacy Notice for e-lfh.org.uk

The e-LfH Hub terms and conditions have been updated. You are required to accept these new Terms and Conditions before you are able to continue to use the Hub.

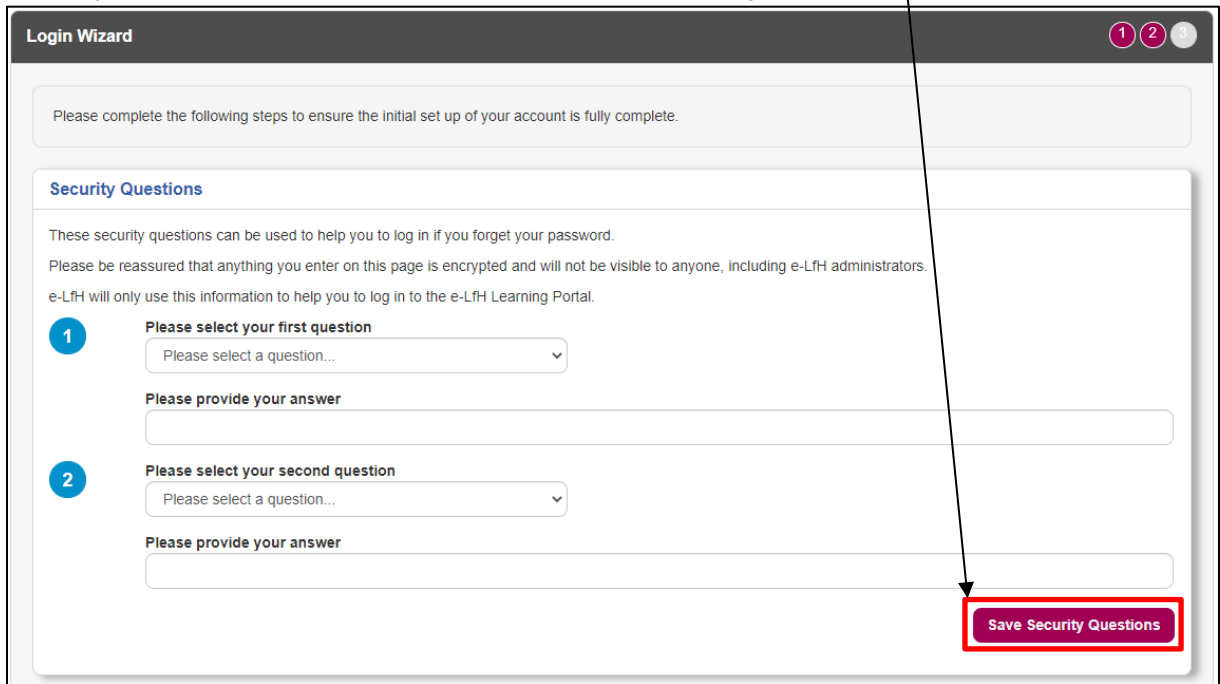
Please read the Terms and Conditions below and click the 'I accept these Terms and Conditions' button.

I accept these Terms and Conditions

The text here forms part of the terms and conditions of use that every e-Learning for Healthcare (e-LfH) user must accept before getting access to the e-LfH Hub. e-LfH has also made this text publicly available on the e-LfH web site in the interests of transparency and updated based on the GDPR EU article29 Working Party which comes into force on 25th May 2018. The text can be downloaded in pdf format if required. As e-LfH is part of Health Education England (HEE), you can view the updated HEE privacy notice here.

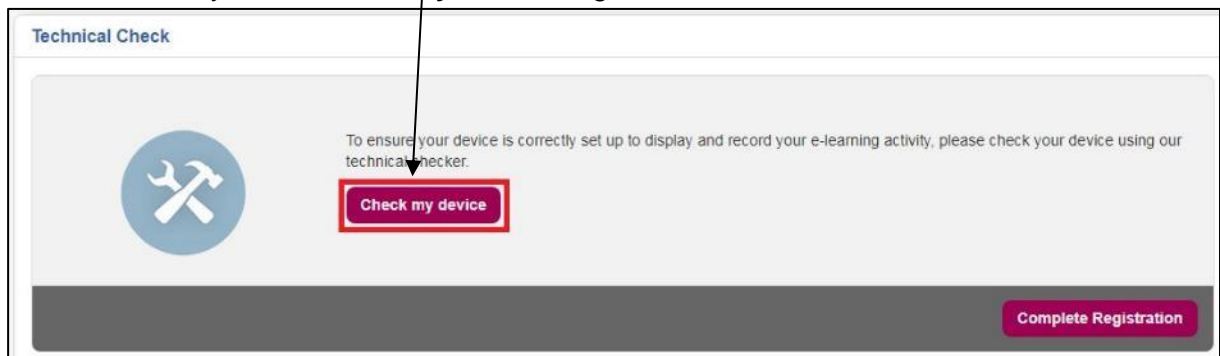
If you have any queries about any aspect of these terms and conditions, please contact enquiries@e-lfh.org.uk

- 10) The next screen is the **Login Wizard** - please select two security questions and provide answers.
This will enable you to reset your own password in future, should you need a reminder.
Check your answers are accurate and click **Save Security Questions**.



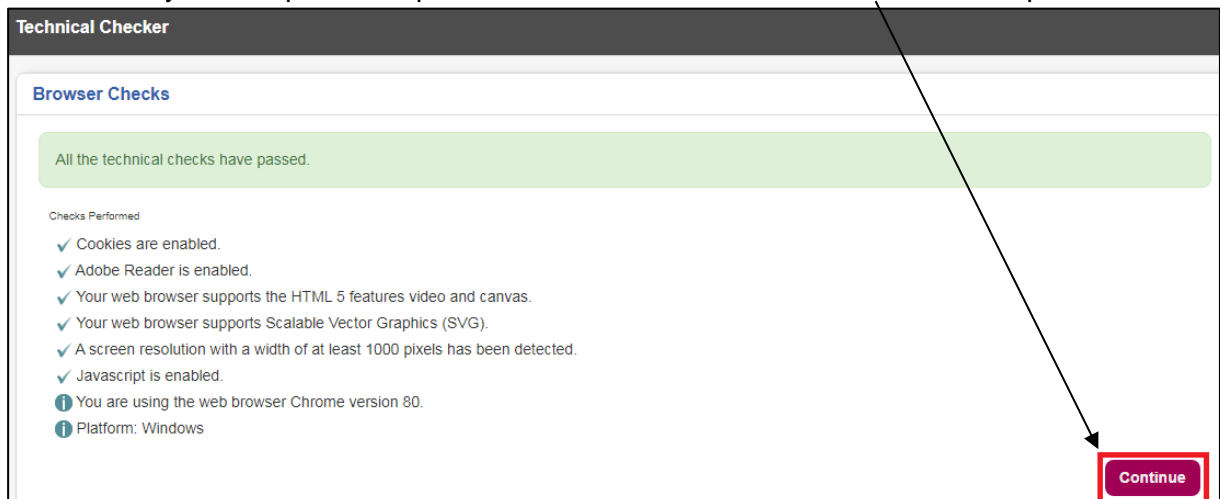
The screenshot shows the 'Login Wizard' interface. At the top, there are three numbered steps: 1, 2, and 3. Step 1 is highlighted. Below the header, there is a message: 'Please complete the following steps to ensure the initial set up of your account is fully complete.' The main section is titled 'Security Questions' and contains the following text: 'These security questions can be used to help you to log in if you forget your password. Please be reassured that anything you enter on this page is encrypted and will not be visible to anyone, including e-LfH administrators. e-LfH will only use this information to help you to log in to the e-LfH Learning Portal.' There are two numbered sections for questions. Section 1: 'Please select your first question' with a dropdown menu showing 'Please select a question...' and a text input field for the answer. Section 2: 'Please select your second question' with a dropdown menu showing 'Please select a question...' and a text input field for the answer. At the bottom right, there is a red button labeled 'Save Security Questions'.

- 11) To ensure that any e-learning you complete is recorded correctly, you will be asked to run a technical check. This will highlight any potential reasons why the e-learning might not function correctly. Click **Check my device** to get started.



The screenshot shows the 'Technical Check' screen. It features a blue circular icon with a white hammer and wrench. The text reads: 'To ensure your device is correctly set up to display and record your e-learning activity, please check your device using our technical checker.' Below this text is a red button labeled 'Check my device'. At the bottom right, there is a red button labeled 'Complete Registration'.

- 12) The **Browser Checks** page will provide guidance on any changes you need to make, or confirm that your computer has passed all technical checks. Click **Continue** to proceed.



The screenshot shows the 'Technical Checker' interface. The main section is titled 'Browser Checks' and contains a green message: 'All the technical checks have passed.' Below this, there is a list of 'Checks Performed':

- ✓ Cookies are enabled.
- ✓ Adobe Reader is enabled.
- ✓ Your web browser supports the HTML 5 features video and canvas.
- ✓ Your web browser supports Scalable Vector Graphics (SVG).
- ✓ A screen resolution with a width of at least 1000 pixels has been detected.
- ✓ Javascript is enabled.
- ! You are using the web browser Chrome version 80.
- ! Platform: Windows

At the bottom right, there is a red button labeled 'Continue'.

13) Please check your entered details, if they are all accurate click **Save Changes** or click **Existing Details Correct** if not.

Job Role

This Role

Job Role (Staff Group)
Volunteer (Administrative and Clerical)

Grade
Not applicable

Primary Specialty
Not Applicable

Place Of Work
Unknown location (Unknown)

Start Date
15 Apr 2020

End Date

Additional Responsibilities

- Caldicott Guardian
- Information Governance Professional
- Information Security and Risk Professional
- SIRO

Save Changes **Existing Details Correct**

14) In the 'search the e-learning' field at the top of the screen, enter **volunteer** and click the spyglass.

VLP

Search: volunteer

Welcome Benjamin | Log Out

Home My e-Learning

My e-Learning View full catalogue

You are not currently enrolled on any programmes or applications
Select [Enrolment](#) to add programmes to your account

15) Click **Volunteer Learning (VTW)** from the Programmes section.

Search results

Applications (0 records)

Programmes (1 records)

Volunteer Learning (VTW)

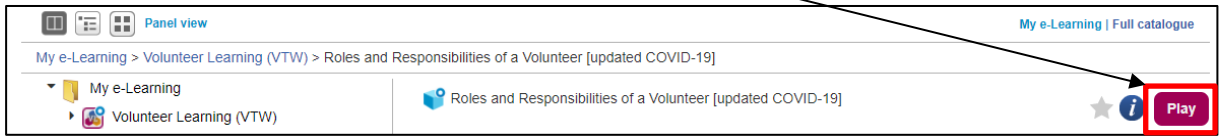
16) A list of all the topics which form part of the programme display on the right of the screen.

Panel view My e-Learning | Full catalogue

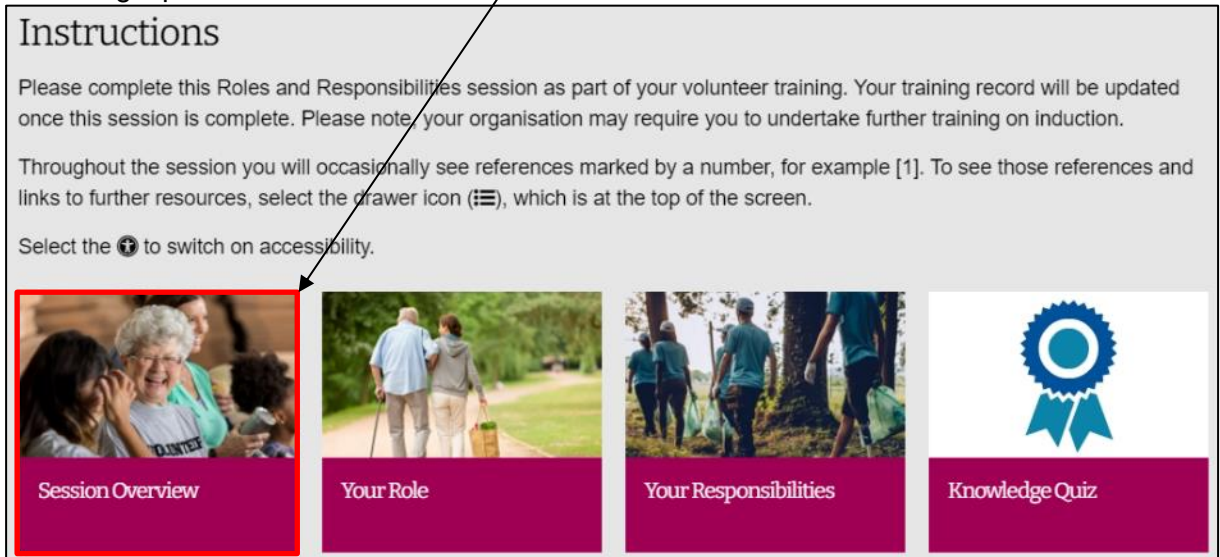
My e-Learning > Volunteer Learning (VTW)

- My e-Learning
 - Volunteer Learning (VTW)
 - Roles and Responsibilities of a Volunteer [updated COVID-19]
 - Communications for Volunteers
 - Data Security Awareness for Volunteers
 - Conflict Resolution for Volunteers
 - Equality, Diversity and Human Rights for Volunteers

17) Select the topic you wish to complete, and then click **Play** to get started.



18) Read through the instructions, click the **Session Overview** and complete each section of the e-learning topic as instructed.



19) Once completed, exit the pop-up window and the screen from point 17 will display.



20) Click **Volunteer Learning (VTW)** to return to the main screen. The date you last accessed a particular section will display.

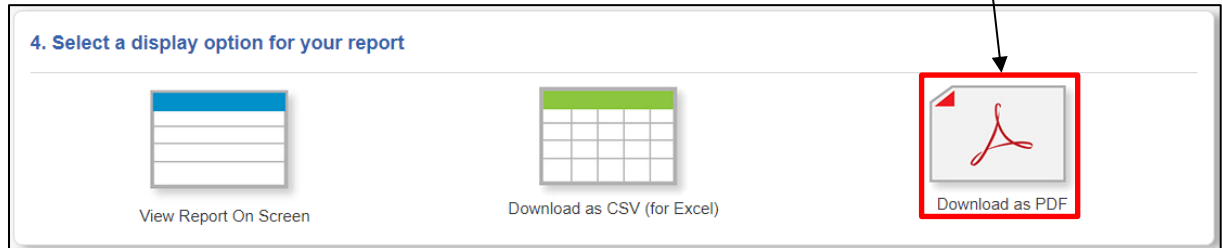


21) Repeat from step 16 above to complete any other required training.

22) Once you have completed the entire e-learning programme, click on **My Activity > Reports**.



23) The **Create a report** screen is displayed, leave the default options selected.
On section 4. **Select a display option for your report**, select **Download as PDF**.



24) Once downloaded, this PDF should be sent electronically to lorrainefox@nhs.net or hdf.volunteering@nhs.net

Contact details for the E-Learning for Healthcare Support Team:

- You can contact e-Learning for Healthcare in different ways.
- If you need support, the first place to go is our support site, which you can find at <https://support.e-lfh.org.uk/>.
- If you have a general enquiry, you can email us at enquiries@e-lfh.org.uk. Please note that this is not intended for user support queries.