

## FAQs

Welcome to our Frequently Asked Questions section. If you can't find the answer you need please don't hesitate to contact [support@learningpool.com](mailto:support@learningpool.com).

### Can I use my old account to access the site?

Yes. If you login using your original username and password. If you happen to forget any of these click on the forgotten password option on the front page.

### I'm a first time user, how do I log in?

If you are a first time user

- Type in your username, this is normally your email address.
- You should have received a password via email. (If not please use the default password of welcome).
- Once you have logged in for the first time, you will immediately be asked to change your password to something more memorable.

### I haven't received a password

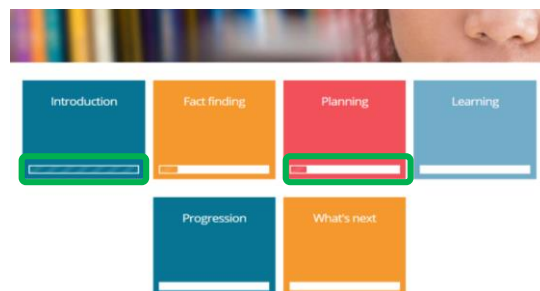
If you have not received a first time log in password, please contact [support@learningpool.com](mailto:support@learningpool.com), who will issue you with one.

### What is the LMS?

The LMS (Learning Management System) is designed to provide you with access to a range of on-line courses, legal updates, development tools and techniques.

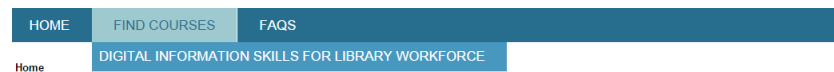
### How do I know if I have completed a section of a course?

As you work through the different sections of the course you will be able to see from the Menu page the sections you have completed, the sections half-completed and those still to do. See the image below.



## How should I go about choosing a course?

Usually you should discuss the courses that will most benefit your personal development and those that meet your performance management objectives with your line manager. Some courses are designed as quick refreshers or as a point of reference. You may wish to browse through the courses on offer by going to the **Find Categories** menu option and clicking on the desire category link.



## How can I find out if I have any incomplete courses?

The **My Courses** box is available on the left hand side once you have logged in. By clicking on **My Complete Courses**, you will see a list of courses you have completed. By clicking on **My Incomplete Courses**, you will see a list of courses that are still incomplete. Once a month the LMS will send you an email notifying you of any courses that are still incomplete.

## Can I access the LMS from home?

Yes, the LMS can be accessed from home. However, you should always agree with your Line Manager which courses and when/how they should be completed.

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