

## Frequently asked questions



### Some common questions we are asked are:

**1. Can I access the courses via my iPad or tablet?**

Yes, providing you have an internet connection (we recommend a 2mb connection (minimum). Every course is available in HTML5 or flash to ensure compatibility with your chosen device.

**2. What happens if I want to add further users after my contract has commenced?**

Your system administrator can add users up to the license limit. Once the license limit is reached you'll need to contact Alcumus and purchase further licenses.

**3. Can I download courses to view offline?**

No. You'll need an internet connection to view the eLearning courses. We recommend a 2mb connection (minimum).

**4. What happens if I forget my password?**

You can reset your own password from the login page under 'forgotten password?'. Your system administrator can also reset this in the event you have forgotten your username.

**5. Can further courses be added to the eLearning platform?**

The Express system contains the standard library only. Clients using the Enterprise (bespoke) solution may purchase add-ins which allows course uploads.

**6. Does Alcumus Academy eLearning support Single Sign On?**

For Alcumus clients who use our software (for example, HS Guard, HR Guard, Sypol CMS and Info Exchange), single sign on capability to allow you to one click access to our eLearning system from our other systems will be available from September 2014.

**7. Who will set up our users (licenses) once we have signed up with you?**

Setting up users is quick and simple and will be carried out by your system administrator – a simple video tutorial is available to help.

**8. Where can I get help on administrating and using the Learning Management System Platform?**

Most clients find that our step by step video tutorials and user journey documents are simple and clear enough to mean that administrating the system doesn't require additional help. However, our eLearning administration team are only a phone call away and happy to talk you through any questions you have. They can be reached on 0113 357 0589 during office hours.

**9. What are the technology credentials of the Alcumus eLearning system?**

Our eLearning LMS has successfully passed a full-scale independent penetration test and is securely hosted with Rackspace – a Global and well known web hosting provider – providing assurance on the reliability, security and accessibility of this SaaS based solution.

#### **10. How does the Alcumus eLearning system help me to manage risk in my business?**

One of the key benefits of our system is the ease with which your administrator can identify, assess, manage and report upon potential risk related to health, safety and compliance. Every course has a risk checklist built in that can be fully edited and personalised by your system administrator. Each user will be assigned a risk rating dependent on the answers they give when completing a course. Using a simple traffic light system, you can assess risk by individual, course or department and take appropriate actions to eliminate or minimise these risks.

#### **11. Do users get a certificate on completion of a course?**

Yes – each course includes a self-test and if an 80% pass rate or higher is achieved, the user will be able to access and print a certificate. 80% is an industry standard pass rate, however your system administrator has the ability to modify this if required.