



Let's Talk Learner Management System User Guide

This guide addresses common challenges users might experience while participating in the Let's Talk Facilitator online training. Should you need any technical support please email support@letstalk.org.za or complete the online technical support form, which you can find here: <https://letstalk.org.za/support/>

Frequently asked questions

How do I register?.....	2
How do I log in?	4
What should I do if I forget my password?	5
How can I update my profile?.....	5
How do I find my course?	6
How do I navigate through the course?.....	8
Can I stop an e-learning session and continue later?	9
What should I do when I finish the e-learning session?	9
How do I complete the training evaluations?.....	10
When do I get my certificate?.....	10

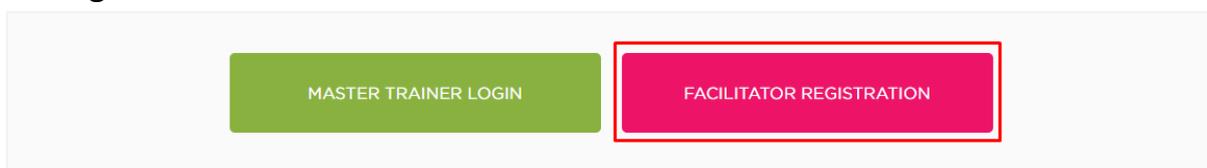


How do I register?

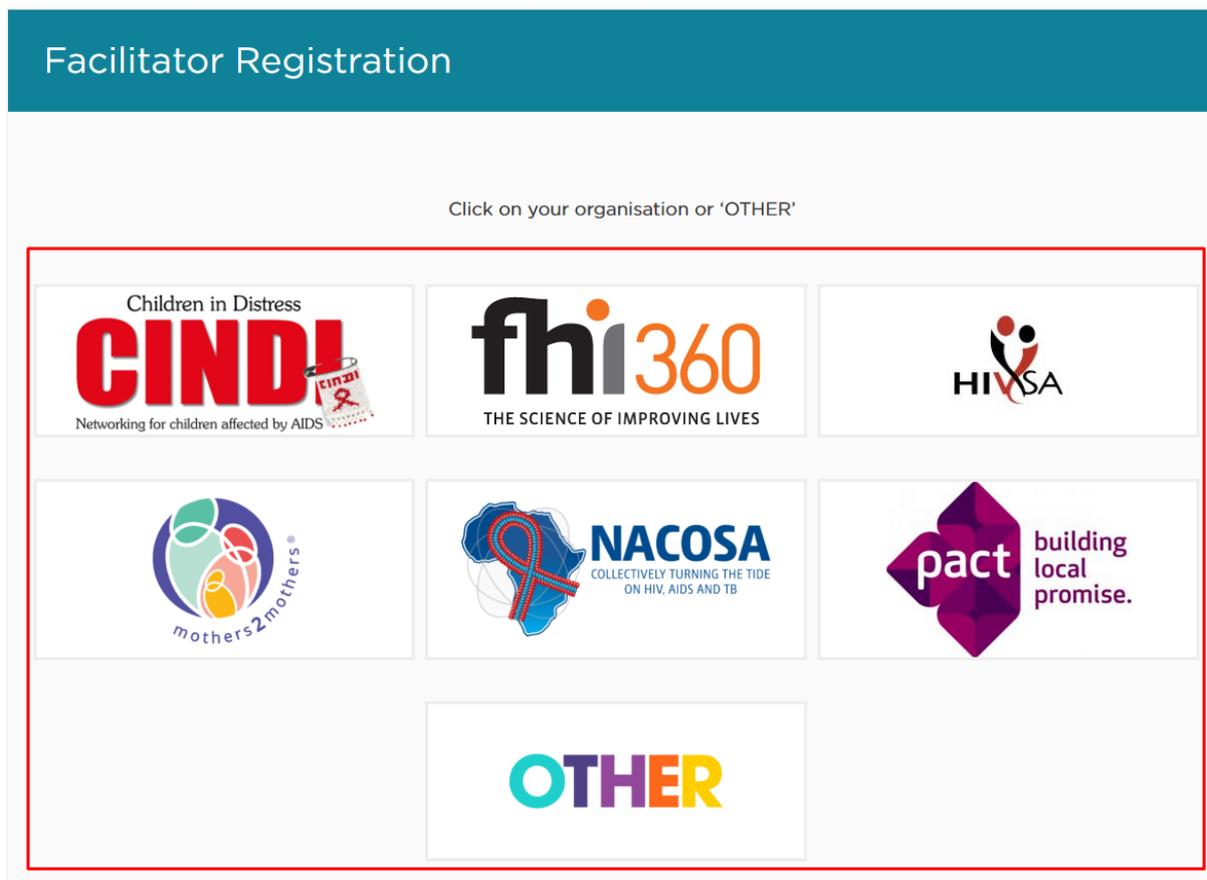
First, you need a valid email address to register as a user. Then click on **TRAINING** on the top of the website.



Then go to the **PINK BUTTON** and click on **FACILITATOR REGISTRATION**.



Then select the organisation that you are affiliated with (e.g. PACT) and enter the registration password your organisation provided. If you do not know the registration password, check with your organisation.



Next you will see the registration form. Enter your email address then choose a password you will remember. You will enter both whenever you log on. Please answer each question and click 'register' at the end.



TIP:

Please be sure to select your correct group. This is very important so that we know who fits in where. If you are not sure which group you're in, please check with your organisation's master trainer.

Next you will be asked to confirm your group. It might take a few seconds for this process to complete and the page to load. If you aren't sure what group you're in, check with your organisation's Master Trainer before making a selection.

Click on the "Join Group" button to start your e-Learning journey.

Please note that this process might take a few seconds to complete.

Course Groups
Let's Talk Programme: Phase 1 - OTHER - JC Group 1
Let's Talk Programme: Phase 1 - OTHER - JC Group 2
Let's Talk Programme: Phase 1 - OTHER - JC Group 3

Next you will see the screen below. You are now ready to start your course; click on **MODULE 1** to get started!

Let's Talk Programme: Phase 1

Course Status: In Progress

Course Content

Expand All

Collapse All

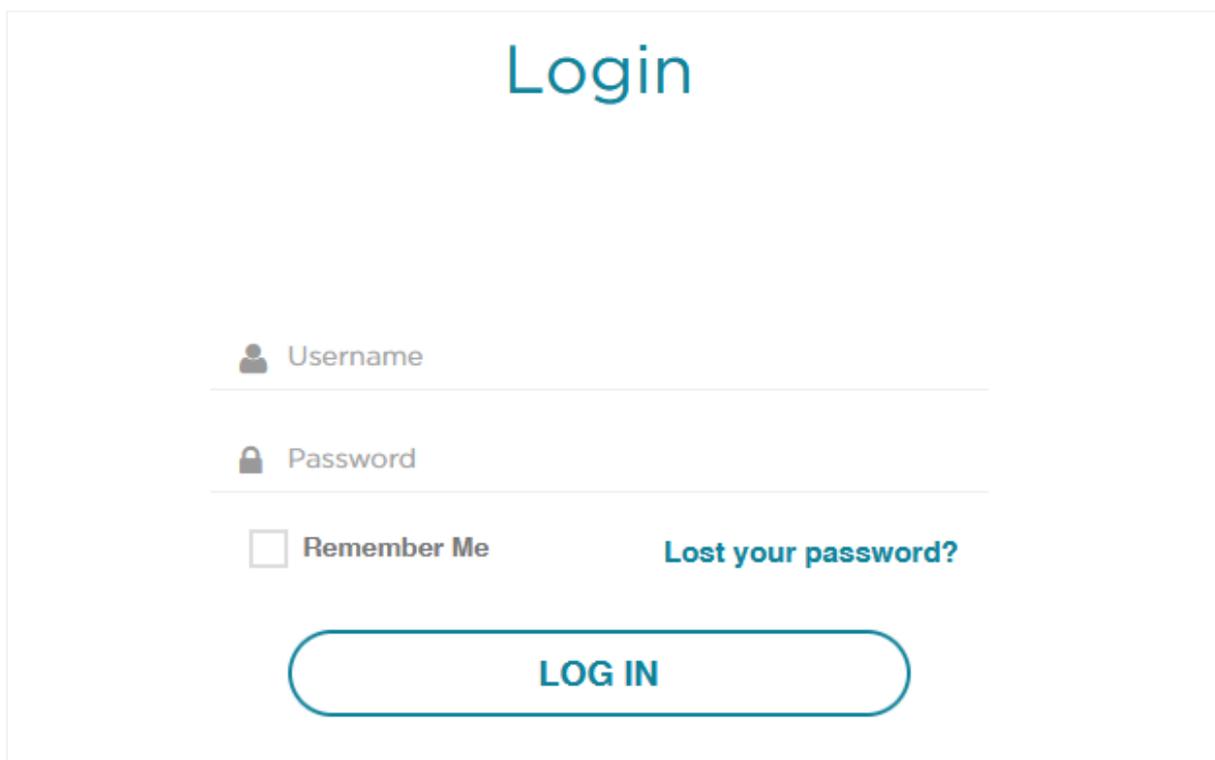
MODULES	STATUS
1 Module 1: Let's Talk Overview	✓
✓ Lets Talk Overview e-learning session (+- 60min)	
✓ Additional reading materials	
✓ Training evaluation	
2 Module 2: Group Facilitation	✓
✓ Group facilitation e-learning session (+- 50min)	
✓ Additional reading materials	
✓ Training evaluation	
3 Module 3: Working with Adolescents	✓
✓ Working with adolescents e-learning session (+- 60min)	
✓ Additional reading materials	
✓ Training evaluation	

How do I log in?

Click on **TRAINING LOGIN** at the top of the website.



Which brings you to this screen. Enter your email address into the 'username' box and the password you chose when you registered (this is different from 'registration password' your organisation gave you).

A screenshot of a login page. At the top, the word 'Login' is displayed in a large, teal font. Below this, there are two input fields. The first field is labeled 'Username' and has a person icon to its left. The second field is labeled 'Password' and has a lock icon to its left. Below the password field, there is a checkbox labeled 'Remember Me' and a link that says 'Lost your password?'. At the bottom of the form, there is a large, rounded rectangular button with a teal border and the text 'LOG IN' in teal capital letters.

What should I do if I forget my password?

If you forget your password, click on **TRAINING LOGIN** at the top of the website.

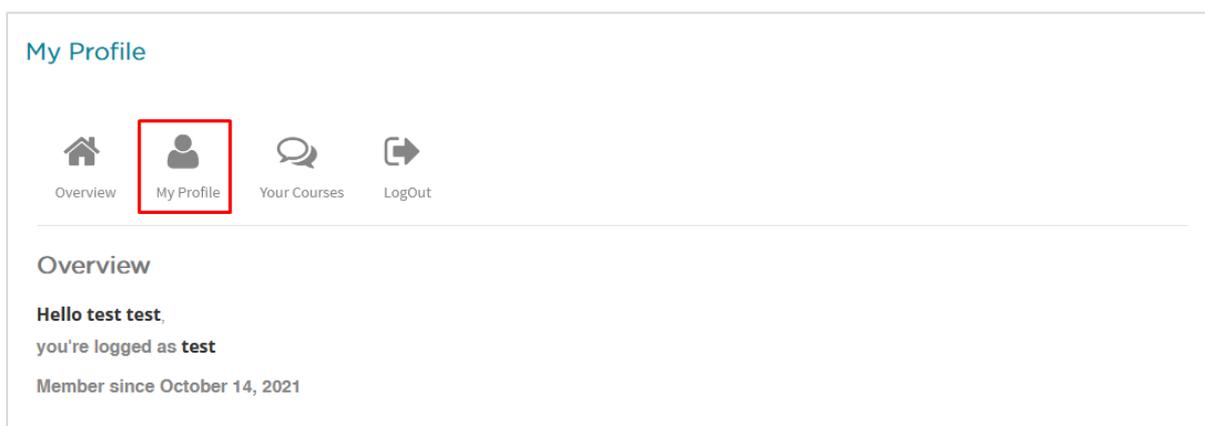


Then click **FORGOT YOUR PASSWORD?** and enter your email address; then check your email for the password reset link (if you don't see it, check your junk / spam folder).

The image shows the login page with the word 'Login' at the top. Below it are two input fields: 'Email Address' and 'Password'. There is a 'Remember Me' checkbox and a 'Forgot your password?' link. The 'Forgot your password?' link is highlighted with a red rectangular box. At the bottom of the form is a large 'LOG IN' button.

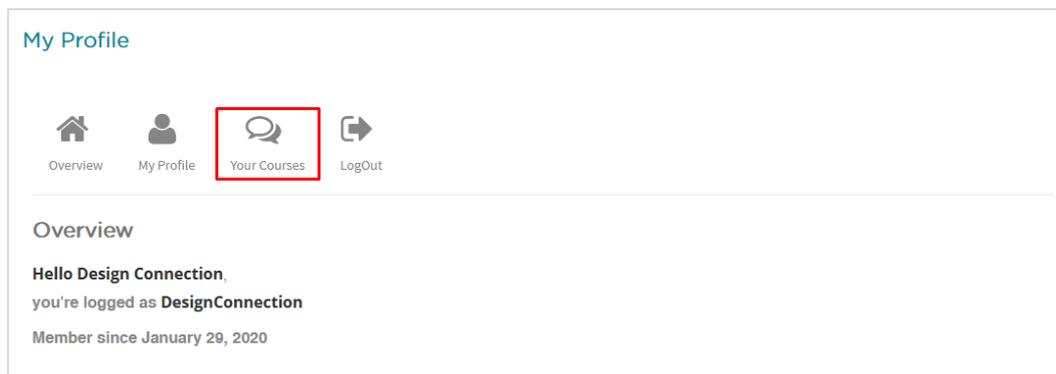
How can I update my profile?

Should you wish to update your registration information, simply login, select profile and update your details. Make sure to click **SAVE CHANGES** when you are done.

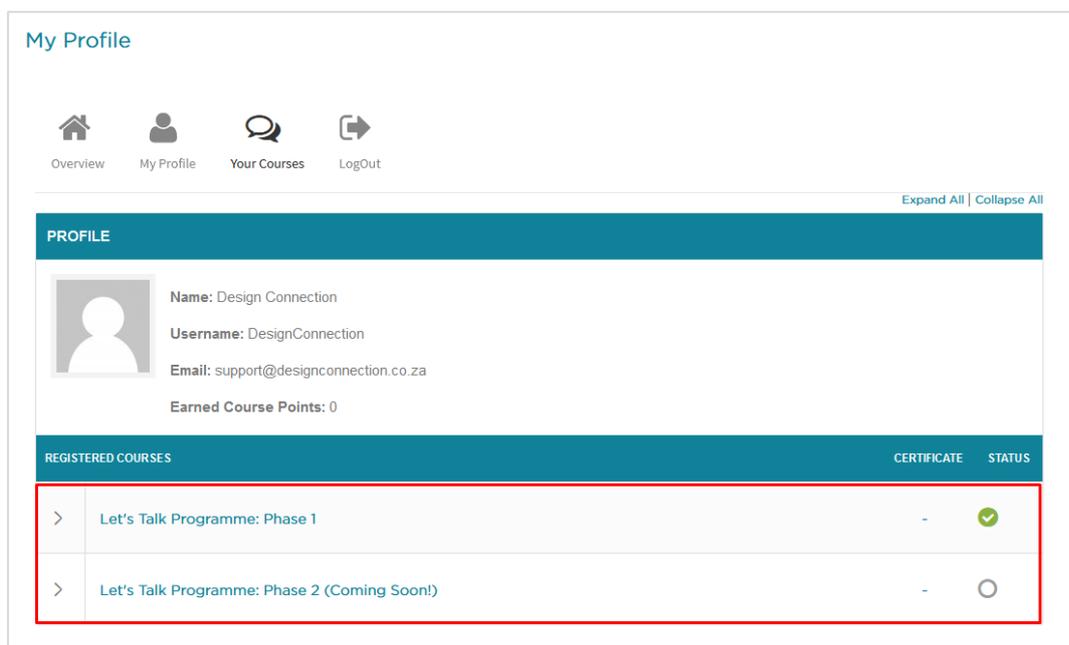


How do I find my course?

After logging in, click on **YOUR COURSES**.



Then you will see your courses; click on 'Let's Talk Programme: Phase 1' or 'Let's Talk Programme: Phase 2' to begin your course or continue where you left off.



Next, click on the module you wish to start (or continue). The green ticks indicate which modules you have completed.



Each module has three parts: the e-learning session, a reading assignment, and a brief training evaluation. You must complete all three steps in order to proceed to the next module.

Module 1: Let's Talk Overview

MODULE TASKS
<input type="radio"/> Lets Talk Overview e-learning session (+- 60min)
<input type="radio"/> Additional reading materials
<input type="radio"/> Training evaluation

Click 'Let's Talk Overview e-learning session', then click on the course **LAUNCH BUTTON** on the next screen to begin. The e-learning session will open in a new tab; you will need to keep both open while you are doing the course.

Module 1: Lets Talk Overview e-learning module (time commitment +- 60min)

Topic Progress: ✔ ✔ ✔

[← Back to Lesson](#)

Launch 

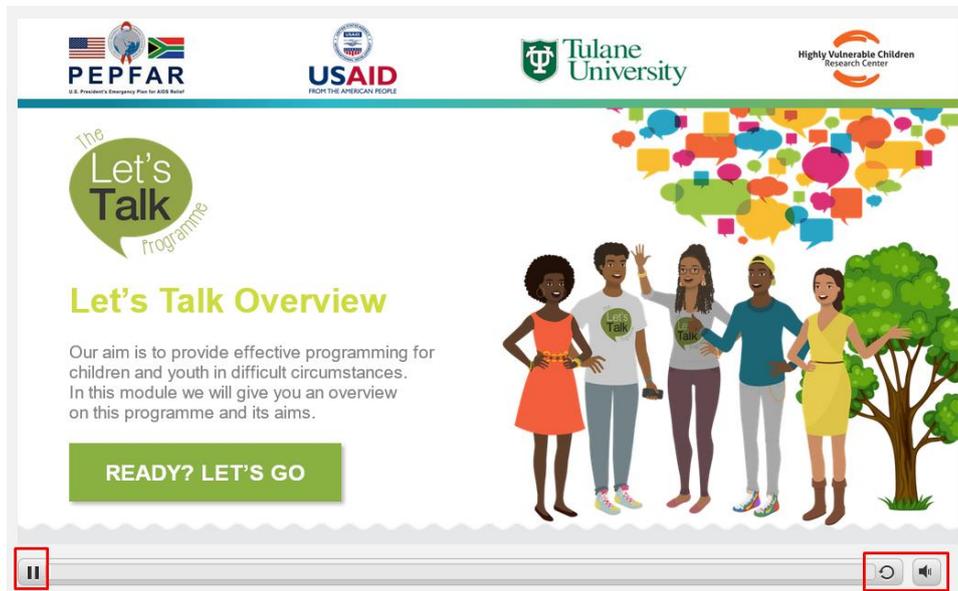
To launch the module please click on the "launch button". The module will open in a new tab/window. Please keep this page open. Once you have completed and passed the module you will see the "mark complete" button appear below the launch button.



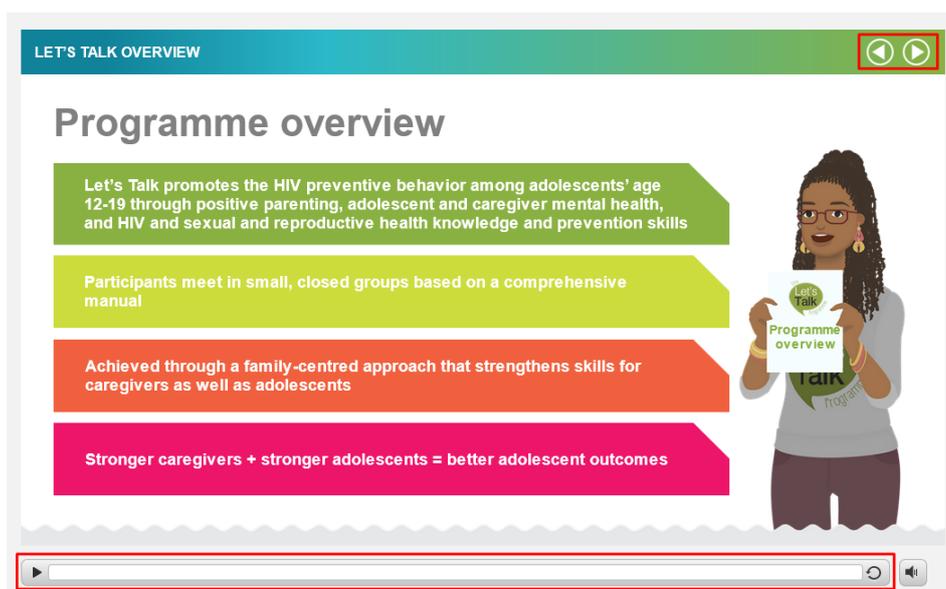
TIP:
We recommend that you do each e-learning module in one sitting. There will be a quiz at the end that you need to complete in order to move forward. If you don't pass, you can take it again.

How do I navigate through the course?

There are several controls to help you navigate through the course. There is a pause button (see below, left) that lets you pause the audio and slide activity. The refresh button (see below, right) allows you to redo a specific slide and the last button controls your volume.



When you are done with a slide, click the right-facing arrow at the top of your screen to move to the next slide. If you want to go back and review slides you've already seen, click the left-facing arrow. You can check the slide's progress on the bar at the bottom.

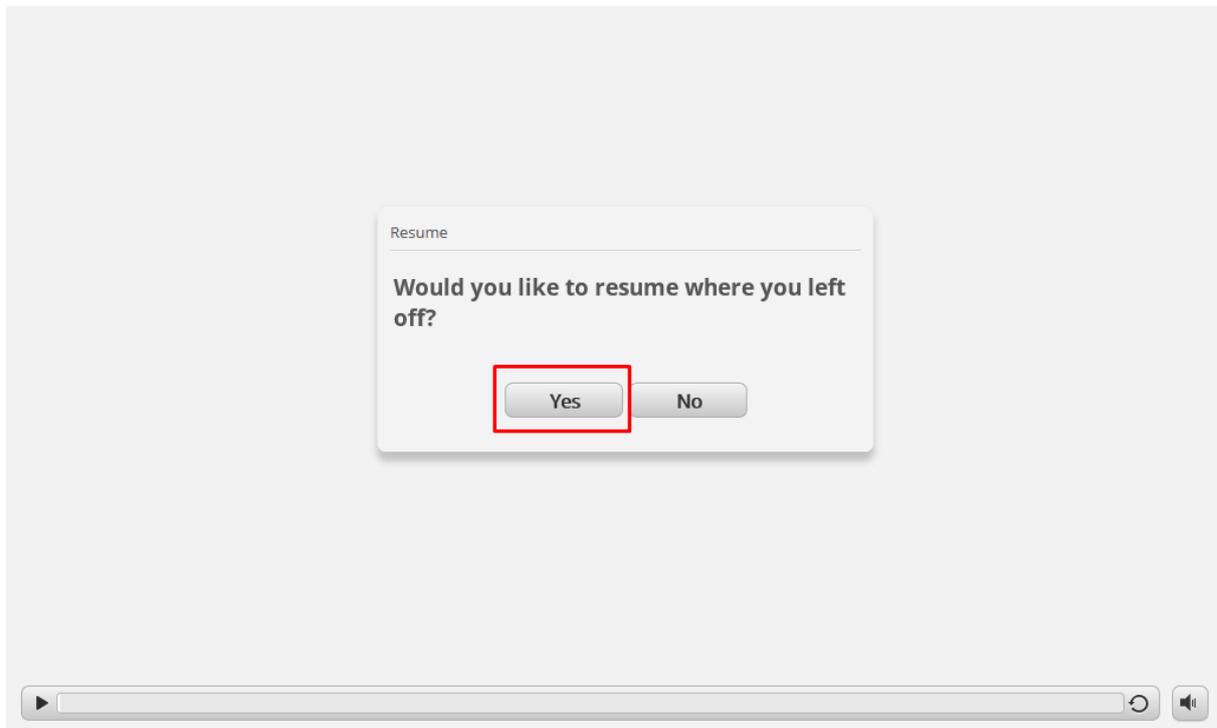


TIP:

The e-learning sessions feature a mix of content, audio, and activities. You need to listen to all the narration and do all the activities on the slide before the next button will appear. If the next arrow does not appear, refresh the page, listen to all of the audio and do all the activities on the slide and the next arrow will appear.

Can I stop an e-learning session and continue later?

You can stop your module at any time. Once you log back in, you will be asked if you want to continue where you left off—click **YES**. If you click **NO** you will lose your progress and will need to start from the beginning of the session.



What should I do when I finish the e-learning session?

Once you complete the module, the window will close automatically (if that does not happen, you can close the window).

Next, click the **MARK COMPLETE** button to complete the lesson and be taken to the next step.

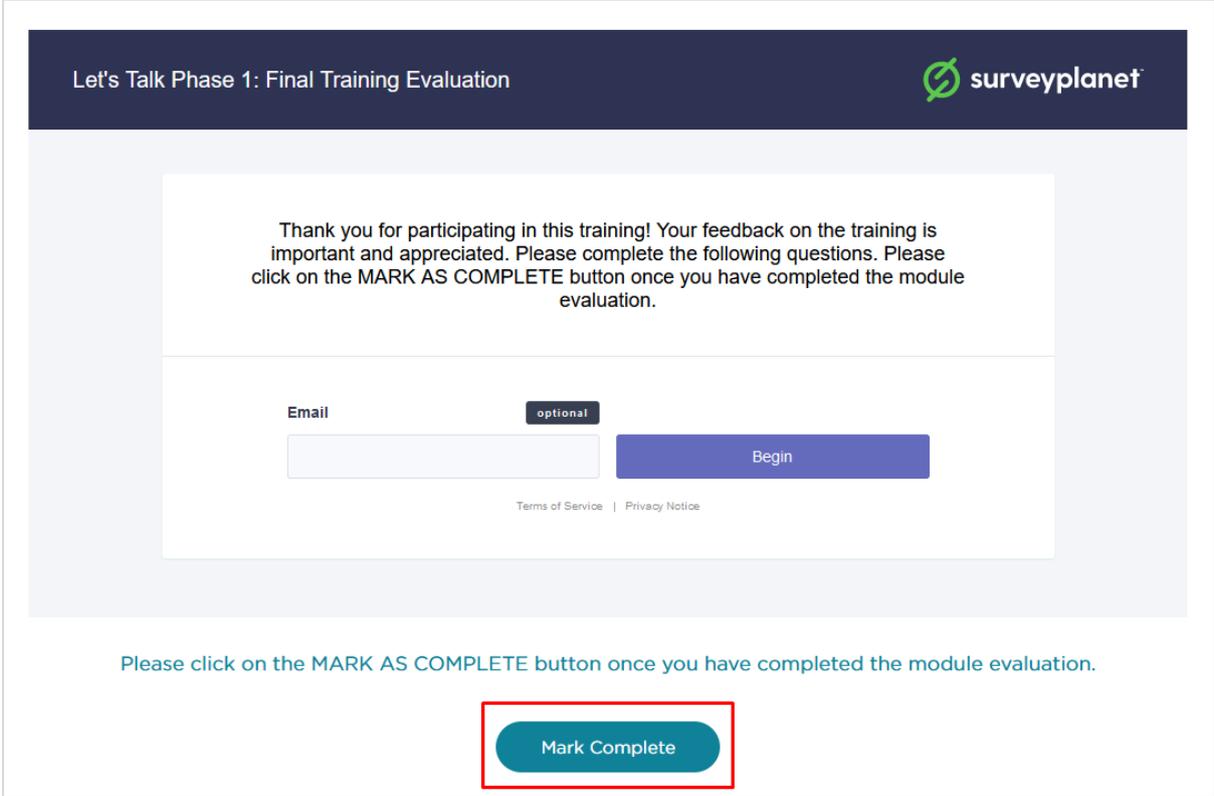


TIP:

If for some reason the **MARK COMPLETE** button does not display, please log out and log back in and then click the e-learning lesson again and click “close”. If that does not work, please contact support to investigate.

How do I complete the training evaluations?

Your feedback is very important, so we will ask you to take a few minutes and complete a brief evaluation after each module. Once you have completed it, click the **MARK COMPLETE** button to proceed to the next step.



The screenshot shows a survey form for 'Let's Talk Phase 1: Final Training Evaluation' by SurveyPlanet. The form includes a thank-you message, an optional email input field, a 'Begin' button, and a 'Mark Complete' button. The 'Mark Complete' button is highlighted with a red box.

Let's Talk Phase 1: Final Training Evaluation surveyplanet

Thank you for participating in this training! Your feedback on the training is important and appreciated. Please complete the following questions. Please click on the MARK AS COMPLETE button once you have completed the module evaluation.

Email optional

Begin

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Please click on the MARK AS COMPLETE button once you have completed the module evaluation.

Mark Complete

When do I get my certificate?

You will need to pass each e-learning module, complete all the readings and training evaluations, and attend each video training and practice session to successfully complete the course. Your Master Trainer will then issue you with a certificate; please keep it safe.

Should you need any technical support please email support@letstalk.org.za or complete the online technical support form, which you can find here: <https://letstalk.org.za/support/>

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