**Q. How do I access the online courses?**

A. Click on the link in our online training library page, the first time you select an online eLearning to complete you will need to create your own log on. To do this you will need your membership number, if you do not know this either ask one of your trustees/clerk or call/email us and we will be able to help.

**Q. How often do I need to complete an online course to keep up to date?**

A. The system will send you an email reminder within 2 years after you have completed the course letting you know that it is due to be refreshed. The exception to this is ‘An Introduction to Almshouses’ which does not need to be completed again after 2 years.

**Q. Am I limited to the number of online courses I can complete?**

A. No, you can complete all of them if you need to for your role within your charity.

**Q. How many different people from a charity can complete these courses?**

A. As many as needed, you are not limited to the number of different people within your charity that can create logons and complete the courses.

**Q. How do I navigate around this system, is there any help?**

A. Yes, once you’ve logged into the system click on the drop-down arrow next to the question mark which is in the top right-hand corner of the screen, this will bring up options to open either; ‘Getting started guide’ or ‘User Guides.’

**Q. I have recently taken over the clerk’s role and I am unable to log on as the system says the email address is already in use? Am I able to use the same email address as the previous clerk?**

A. Yes, you can. Please email us at [admin@almshouses.org](mailto:admin@almshouses.org) detailing the email address on the account, membership number and the name you are using.

**Q. Is there a certificate?**

A. Yes, on passing an online course there is an option at the end to download your certificate.

**Q. I have lost/did not download my certificate, is it possible to get another one?**

A. Yes, you can. Please email us at [admin@almshouses.org](mailto:admin@almshouses.org) detailing your name, email address, membership number and the course you have completed.

**Q. Can we share a log on?**

A. No, each person needs their own individual log on and password. This way the training completed is accurate and linked to the correct person.