Virtual Adult MHFA

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| **Getting ready for your course - learner checklist** | |
| **Access your MHFA manual on Online Learning Hub** | Once you have received your link sent directly from the trainer, you will be asked to create a password and login using your email address (this can be work or personal email).  Once set up you will receive an email from [onlinelearninghub@mhfaengland.org](mailto:onlinelearninghub@mhfaengland.org) to verify your account. Please click on ‘Verify your account’ within the email to activate your account.  If you have not received the email, please check junk or spam folders.  Once you have created an account and logged in, your course manual should appear in your learning space on the left-hand side.  **For all future logins please use this link to access the Online Learning Hub:**  -        <https://mhfa.echo.timetoknow.com/>  It may be useful to bookmark this link for easy access. |
| **Download the MHFAider Support App®** | As part of the MHFA course, you will receive three years of support and benefits. This includes access to the MHFAider Support App®.  The app has been developed by MHFA England to support MHFAiders®, providing you with access to exclusive resources, the ability to log reflective conversations, reminders about signposting and wellbeing support including the 24/7 text support service [**Shout**](https://giveusashout.org/).  The app is compatible with both iOS and Android devices and can also be accessed by a web browser.  You will receive an email from [mhfa.england@mhfaengland.org](mailto:mhfa.england@mhfaengland.org)  ahead of our first live session with instructions on how to access the app.  **Please download the app before your course as you will access and use the app during your training.** |

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| **Queries, troubleshooting and further support** | |
| **Setting up your login details on the Online Learning Hub** | Please watch this ‘how to’ video guide for a demonstration on [setting up your account](https://help.enabley.io/en/article/welcome-to-enabley).  If you experience any issues with setting up your account or password, please contact the enabley technical support team by emailing [mhfa.learners@enabley.io](mailto:mhfa.learners@enabley.io). |
| **Downloading and accessing the MHFAider Support App®.** | Please ensure you are using the same email to access the app as the email you used to register for your course.  If you need any further support, please visit the FAQs section of the app or contact the Customer Service team at [info@mhfaengland.org](mailto:info@mhfaengland.org). |
| **Using the Online Learning Hub** | **Help Centre**  FAQs and help articles can be found in the help centre via the green **‘?’** symbol in the bottom right-hand corner of the platform.  **Live chat**  This function can be accessed via the help centre. Scroll down and click on ‘Start a New Support Chat’.  This feature is monitored from 9-5pm, Monday-Friday.  **Email**  You can contact ***enabley***technical support via email at [mhfa.learners@enabley.io](mailto:mhfa.learners@enabley.io).  This account is monitored from 9-5pm, Monday-Friday. For urgent queries we recommend using the live chat function. |
| **Other technical issues with the Online Learning Hub** | If you are having issues accessing the Online Learning Hub, it may be due to settings on your work device which are controlled by your organisation’s IT team.  We suggest sharing the links below with your IT team to view the systems requirement and security for [Windows-macOS, and Linux](https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux) and for [iOS-iPadOS, and Android](https://support.zoom.us/hc/en-us/articles/201179966-System-requirements-for-iOS-iPadOS-and-Android). |
| **Cookies** | Cookies must be enabled to use the Online Learning Hub. To enable cookies in Chrome:   1. On your computer, open Chrome. 2. At the top right, click More   **Settings.** 3. Under "Privacy and security," click **Site settings**. 4. Click **Cookies**. 5. From here, you can **Turn on cookies**: Next to "Blocked," turn on the switch.   Please speak with your course organiser or IT department if you have any questions or concerns relating to enabling cookies via your work device. |