



LTS training portal - Frequently Asked Questions

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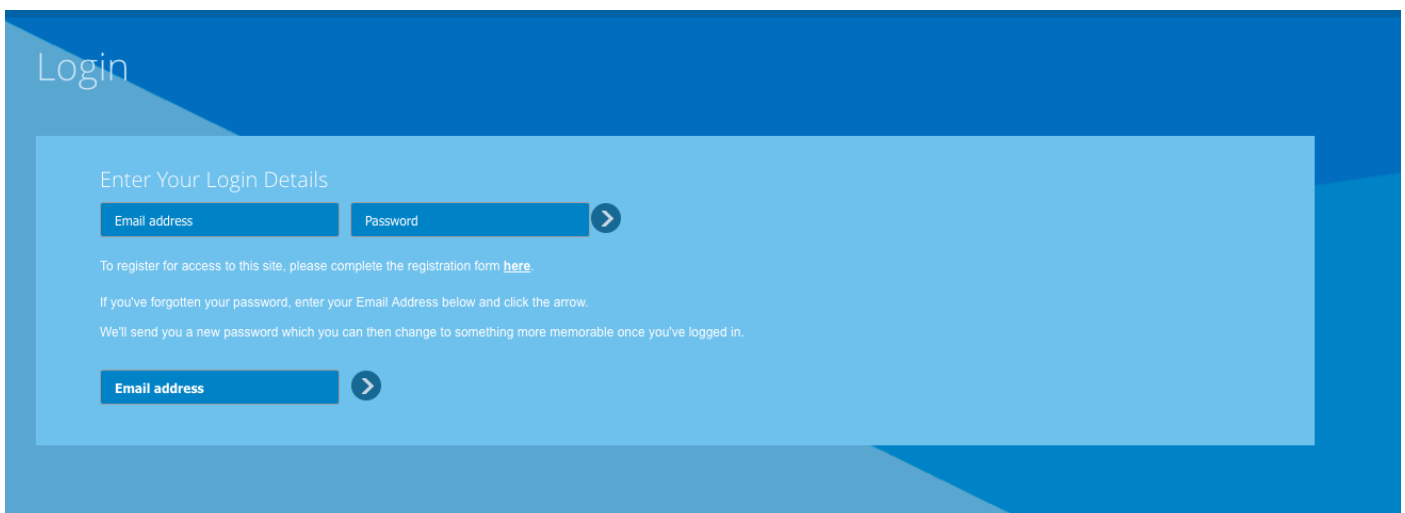
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LTS Communications

- Please ensure you're reading all correspondence from the LTS central team and the automated e-mails (website@londonts.org.uk)
- Do not respond to automated e-mails
- If you have a question or query please contact Ben (ben.searle@londontradingstandards.org.uk) with Susie copied in, otherwise it may be missed
- Please ensure you are always checking your junk folder for e-mails from the training portal and you have added the e-mail address to your trusted list
- If you are not receiving e-mails it is likely your firewall is blocking them, and you will need to raise this with your IT department

How do I register to use the site?

Navigate to the website: <https://londonts.org.uk> where you will find the landing page to the training portal. Under the first two boxes, you will find the sentence "to register for access to the site, please complete the registration form here" (as depicted below). Click on the word "here" which is hyperlinked and fill out the registration request.



Login

Enter Your Login Details

Email address Password

To register for access to this site, please complete the registration form [here](#).

If you've forgotten your password, enter your Email Address below and click the arrow.

We'll send you a new password which you can then change to something more memorable once you've logged in.

Email address

If you change LAs you will need to re-register for the site. Please contact Ben and it can be done manually.

If you are not a new member of staff but are not sure if you are registered for the site, please complete the *forgotten password* box on the main landing page. A new password will be automatically issued. It will arrive immediately, please ensure you check your junk folder. If this does not work then register for the site, or contact Ben.

What should I do if I haven't received my log in details?

Firstly, please double check your junk folder. If you can't find your log in details here, then email Ben who will issue you some new details.

What should I do if I am unable to log in?

Firstly, please check that you are using the correct log in details; the password box is case and space sensitive. If this does not work, please complete the *forgotten password* box. The e-mail will arrive immediately, please check your junk and your firewall if it doesn't come through.

It is also worth noting that the site is not very compatible with Internet Explorer. Therefore, if you're having problems with the site, please try logging in using a different browser, such as Google Chrome, Firefox or Safari.

You can also try accessing the site on other devices like your phone to test this. You can use any device whether on the network or not, to log in to the portal.

If you have done all of these steps, then but are still unable to gain access then please contact Ben.

How do I change my password?

Once you have signed into the training portal you will be taken to the home screen. There you will find a banner at the top of the page (as shown below). Simply click on the "reset password" option.

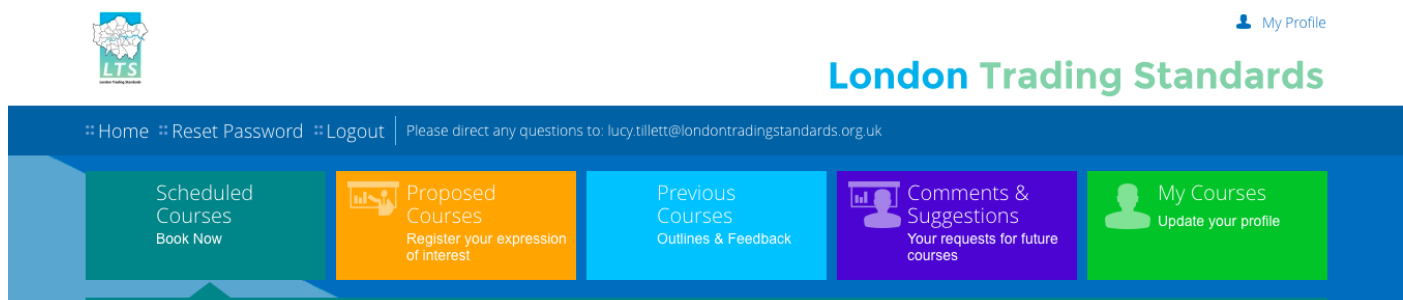


You can also use the *forgotten password* box if you forget your password. Once this has been completed a new password will be automatically issued via email. It will arrive immediately. Ensure you check your junk mailbox.

If you input the wrong password more than five times you will be locked out of your account and will need to e-mail Ben or Susie. If you are unsure of your password, you can request a new one at any time, so it is always worth doing this, rather than locking your account.

How do I navigate the training portal?

Use the five coloured boxes at the top of the screen (as shown below) to visit each section of the training portal.



How can I see a list of available courses?

Once logged into the portal you will find five coloured square boxes at the top of the page. Please click on the dark green box on the left entitled "scheduled courses". Here you will find a list of all the courses.

How do I book a place on a course?

Once you have navigated to the "scheduled courses" part of the website please click on the "book" button (depicted below) on the right-hand side next to the course you would like to book.

London Trading Standards Training & Development



Wed 19 Sep 2018		Regulation of Investigatory Powers Act 2000 (RIPA) - MORNING SESSION	This course aims to ensure Trading Standards Officers are up to date on changes to RIPA, as well as relevant best practice, case law and guidance and how to covertly monitor a suspect's web presence. Note: limited capacity	4	Walbrook Wharf, London	Mike Neuman	Free (for LTS members)	BOOK >
		Course Outline						
Wed 19 Sep 2018		Regulation of Investigatory Powers Act 2000 (RIPA) - AFTERNOON SESSION	This course aims to ensure Trading Standards Officers are up to date on changes to RIPA, as well as relevant best practice, case law and guidance and how to covertly monitor a suspect's web presence. Note: limited capacity	4	Walbrook Wharf, London	Mike Neuman	Free (for LTS members)	BOOK >
		Course Outline						
Thu 11 Oct 2018	Law and Evidence	Open Source Intel (Foundation)	This course will give Trading Standards Officers (TSOs) a sound knowledge of Open Source Subject Profiling, to facilitate intelligence lead investigations. Note: limited capacity	6	Walbrook Wharf, London	Malcolm Buchanan	Free (for LTS members)	BOOK >
		Course Outline						

When you book onto a course you and the TS Manager for your LA will receive an e-mail confirmation immediately. Please ensure you are checking your junk for this. You can also find the information for your booked courses under the *My Courses* tab on the site.

When you book onto a course please ensure you are clicking through on all the boxes. You should click *Next* until you get to the confirmation window shown below.

Can more than person from my local authority attend LTS courses?

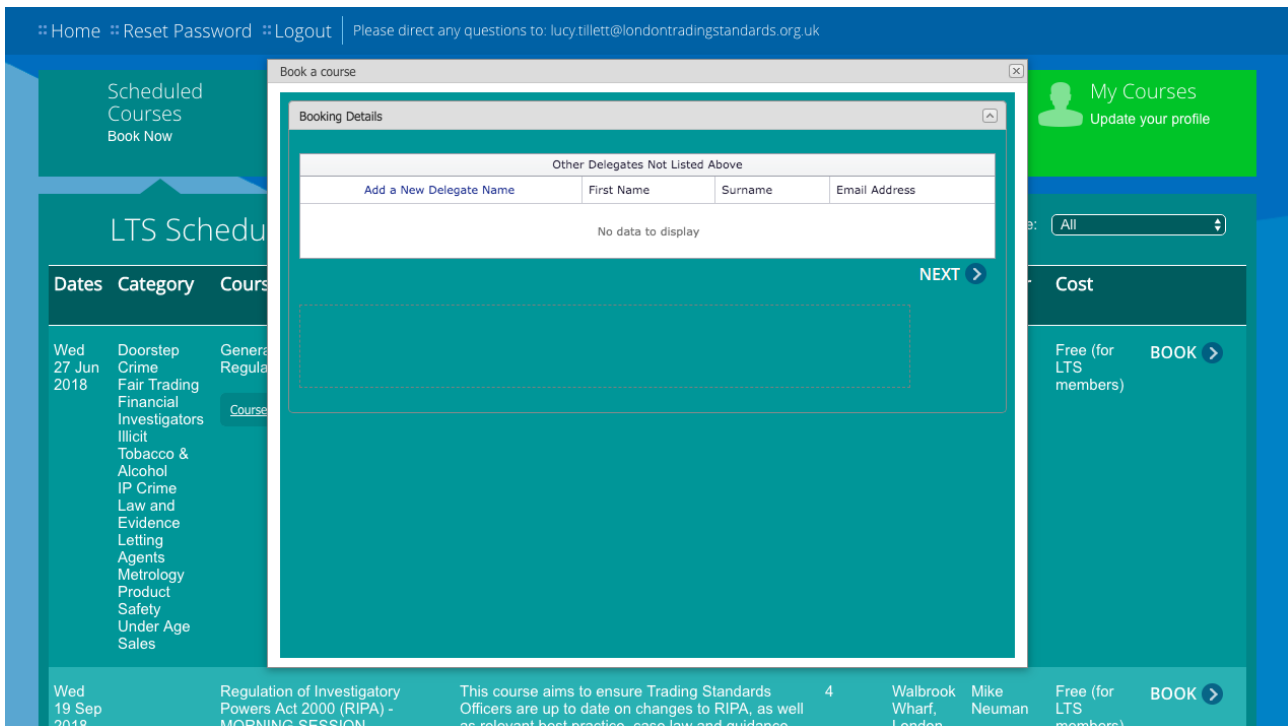
In order to ensure fair access to courses, there will usually be a limited number of spaces available for each LA; each course may be different. You can find the details of the restrictions for each LA on the course outline. The system automatically implements the restrictions, so you shouldn't be able to sign up if all the spots for your LA are taken.

Can I book a place on a course for a colleague?

Yes, you can book a space for a colleague as long as they are within your own LA. As you would do for booking yourself onto a course, navigate to the "scheduled courses" page and select "book" next to the course you wish to sign up someone up for.

Can I book a place on a course for a guest?

You can easily book a space for a guest who is not registered on the training portal. First navigate to the "scheduled courses" page and select "book" on the course you wish to sign up for. Then click through until you find the box which is entitled "other delegates not listed above" (depicted below) and click "add delegate name". Continue through the rest of the booking process and then your guests will be booked onto the course. Please note, guests will count towards your LA's limit for each course. Please contact Ben if you believe you have specific reason(s) to request an exception.



Home Reset Password Logout Please direct any questions to: lucy.tillett@londontradingstandards.org.uk

Scheduled Courses Book Now

LTS Schedule

Dates	Category	Course	Cost	Book			
Wed 27 Jun 2018	Doorstep Crime Fair Trading Financial Investigators Illicit Tobacco & Alcohol IP Crime Law and Evidence Letting Agents Metrology Product Safety Under Age Sales	General Regulation		Free (for LTS members)	BOOK		
Wed 19 Sep 2018	Regulation of Investigatory Powers Act 2000 (RIPA) - MORNING SESSION	This course aims to ensure Trading Standards Officers are up to date on changes to RIPA, as well as relevant best practice, case law and guidance.	4	Walbrook Wharf, London	Mike Neuman	Free (for LTS members)	BOOK

How do I cancel a course booking?

If you would like to cancel a booking you will need to email Ben.

Are the courses free of charge?

Yes, all courses are free of charge to LTS members unless stipulated in the “cost” column or in the course outline. For delegates outside of LTS, please contact Ben directly to confirm costs.

How can I see a list of proposed courses and register my interest for proposed courses?

Once logged into the portal you will find five coloured square boxes at the top of the page. Please click on the orange box entitled “proposed courses”. If you would like to register interest, click on the “register” button (depicted below). You are only able to register interest for yourself and not your colleagues.

30 Oct 2018	Law and Evidence	Disclosure	We are still awaiting final confirmation on the course outline. This course will provide Trading Standards Officers with knowledge of how to conduct an investigation whilst staying compliant with the Criminal Procedure and Investigations Act 1996 and Common law. Up to two spaces per local authority and four per shared service - until the capacity has been reached.	Miles Bennet	Free (for LTS members)	Register
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How can I join the reserve list for a course which is full?

When a course is fully booked it will show as *full* on the website where it would usually say *book*. To join the reserve list please click the *full* link and choose to be added to the reserve list.

When a place becomes available due to a cancellation, an email will automatically be issued to all users who on the reserve list informing them that a place is now available. It is a first come first served basis so please make sure you book on as soon as you received the email.

If I am on the reserve list, will I automatically be given a space if one becomes available?

No, however you will be notified when spaces become available.



How can I find information on previous courses?

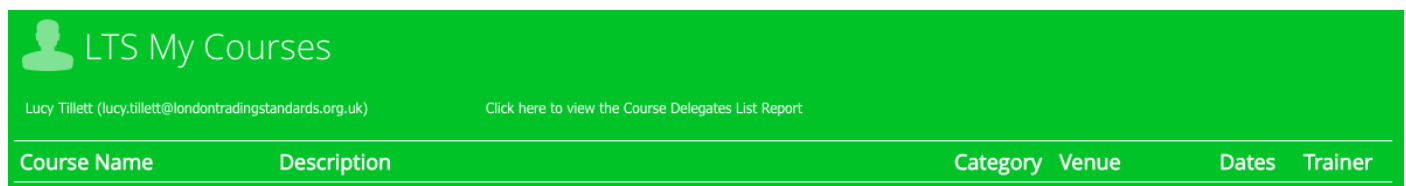
Once you have logged into the portal you will find five coloured square boxes at the top of the page. Please click on the blue box entitled “previous courses”. Here you can find an archive of every previous course we have run along with all the training outlines.

How can I suggest an idea for a future training course?

Once you have logged into the portal you will find five coloured square boxes at the top of the page. Please click on the purple box entitled “comments and suggestions”, then complete and submit the online form. Your comment or suggestion will be sent to the site administrators, who will e-mail back follow up questions as appropriate.

How can I see what courses colleagues from my Local Authority are booked onto?

Navigate to the *My Courses* screen. In small font you will find a link which says *click here to view course delegate list report* as shown below.



The screenshot shows a green header bar with a user profile icon and the text "LTS My Courses". Below the header, there is a link that says "Click here to view the Course Delegates List Report". Below the link, there is a table with the following columns: Course Name, Description, Category, Venue, Dates, and Trainer.

This will generate a report where it displays all the delegate bookings made by colleagues within your LA. By default, scheduled and previous courses will be listed along with any/all delegate bookings and cancellations.

The data on the report can be sorted, filtered, grouped and exported. You can sort and filter the data by typing or selecting the boxes at the top of each column. To group the data, drag the field header of the data you wish to group by to the field above the column headings e.g. Course. The report will now show all delegate records grouped by Course. To see the detail of the delegate records, click the '>' to expand that group. To export the data, simply select the option you wish e.g. PDF or MS Excel spreadsheet.

How do I get a CPPD certificate?

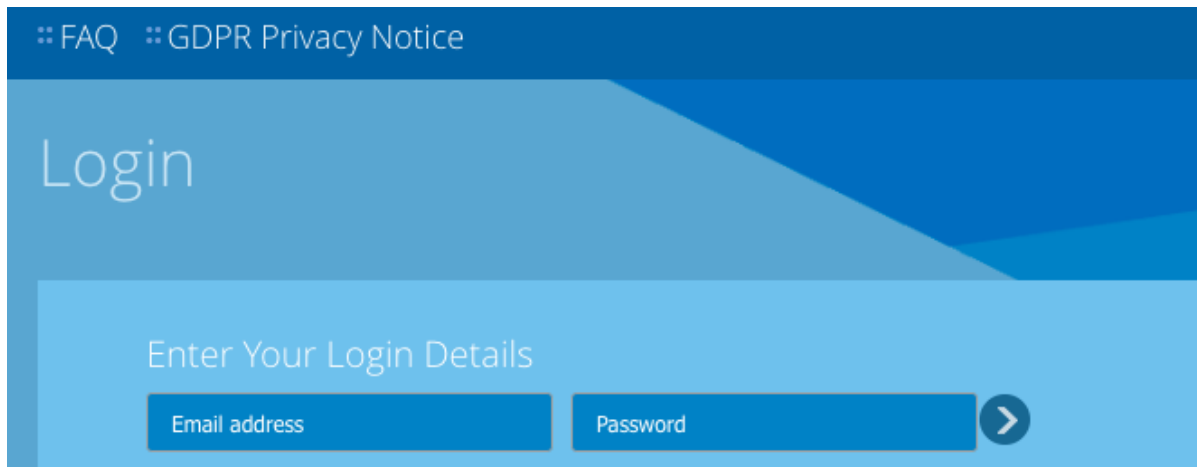
Once your training course is completed and you have been marked as “attended” you will be sent an automated e-mail with a link to a feedback form to complete. You will also be able to find this survey in the “my courses” section of the site. Once this feedback form is completed, your CPPD certificate will be generated and sent to you via e-mail, and again, will also appear in the “my courses” section of the site.

Where can I find all the information on my past courses and future courses?

Once logged into the portal you will find five coloured square boxes at the top of the page. Please click on the light green box entitled “my courses”. Here you can find all the information on past courses (including issued CPPD certificates) and all the information on future courses.

Trouble shooting and how to report a problem

Please ensure you and your colleagues have read through the FAQs provided on the site and circulated separately to managers. You are advised to consult these in the first instance if you have any problems. You can access the FAQs on the site, even if you are not logged in.



The screenshot shows the LTS login interface. At the top, there are links for 'FAQ' and 'GDPR Privacy Notice'. The main heading is 'Login'. Below this, the instruction 'Enter Your Login Details' is displayed. There are two input fields: 'Email address' and 'Password'. A blue arrow button is positioned to the right of the password field.

If you do encounter problems which are not covered by the FAQs, please e-mail Ben, with Susie copied in.

When you raise a problem, you must be specific and ensure you mention key information. Every step you have taken to get to the point of problem should be mentioned so the issue can be solved as quickly as possible. For example:

- How many times you've tried to log in
- Which browser you're using
- If you've tried other browsers or devices
- Whether you've managed to log in the past
- If you have an error message

Please provide screenshots where you can, so we can get a clear picture of what is going on.

What are Ben's contact details?

Ben.searle@londontradingstandards.org.uk