

# eLearning FAQs

We've made our Safeguarding course as simple and intuitive as possible. Here are a couple of tips to help you get the most out of your eLearning experience.



# 1

**“I’m having trouble viewing the modules on my computer.”**

All of the Blue Lamp Trust eLearning modules use video content and elements of interactivity in order to get the most from your eLearning.

Because of this, you will need a few items in order to successfully view the eLearning modules.

● **A fast internet connection.**

Ideally you should have a Broadband connection. Without this the video content will take a long time to load. It will work, but it will be slow.

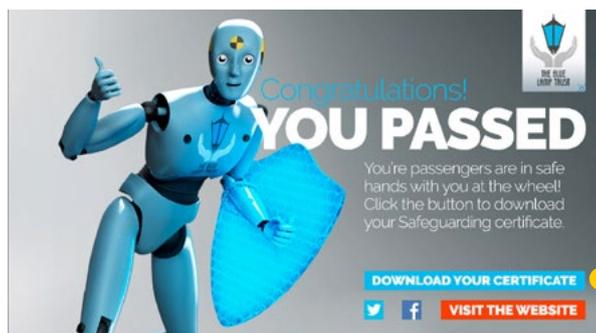
● **An up-to-date web browser**

Because our modules use HTML5, you need a web browser that supports this. Please ensure you have one of these browsers or newer: Microsoft **Internet Explorer** Version 11 or higher, **Firefox** Version 40 or above, **Google Chrome** Version 35 or **Safari** Version 8 or higher.

For more help, visit our Safeguarding elearning site at [bluelamptrust.org.uk/safeguarding-eLearning](http://bluelamptrust.org.uk/safeguarding-eLearning)

# 2

“I need to download my certificate now I’ve taken the module.”

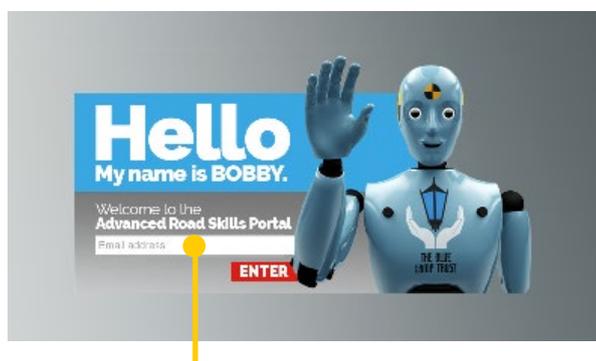


After taking a module and successfully achieving **70%** or above, you will see this screen where you can download your certificate. It will take a few seconds to generate the certificate since it is unique to you, so please be patient.

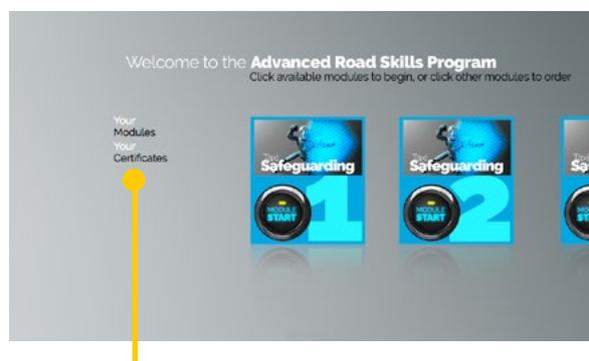
### 🚫 “I didn’t download my certificate at the time, now what?”

Don't worry, you can still get your certificate by logging into your personal eLearning portal.

Visit <http://elearning.bluelamptrust.org.uk/lms2/Login.aspx>



🚫 Type the email address you provided when you signed up for your eLearning, then press **ENTER**



🚫 Once into your eLearning portal, simply click on the 'Your Certificates' link to view them.



🚫 Click on the name of the certificate to open it in your browser, or right click to save it to your hard drive.

