Safeguarding Training Portal FAQ for Users

The Safeguarding Training Portal is run by the Church of England's National Safeguarding Team; if you have a query that isn't answered below, please e-mail the help desk at: elearning@mail.safeguardingtraining.cofeportal.org.

How do I access the training?

In order to access the online training, you will need to create an account at the following address: **https://safeguardingtraining.cofeportal.org/login/signup.php**

Once you have completed the registration, you will be sent a confirmation e-mail. Follow the link in this and your account will be activated and you will be able to log in using the details you created.

If you already have an account, you will need to log in at: **https://safeguardingtraining.cofeportal.org/login/index.php**

The training will then be accessible by clicking the *Online Courses* button on the home page, or under the *Courses* menu.

I share an email address; can I have an account?

If you will be the first person to register on the Training Portal, you will be able to do so at the following address:
https://safeguardingtraining.cofeportal.org/login/signup.php

If not, you will probably be able to use a technique called "sub-addressing" to help you register a second account:

At the end of the first part of your e-mail address, just before the "**@**" symbol, add the "**+**" symbol followed by some alphanumeric characters that will allow you to identify any e-mail messages that may be sent to it, and then continue with the rest of the address.

Please note, Yahoo users will need to use the "**-**" symbol instead of a "**+**"

An example:
John and Mary Smith share the e-mail address, thesmiths@example-couple.com, and John has already registered an account on the site. Mary would be able to register by adding **+mary** to give an address of thesmiths+mary@example-couple.com

The account-confirmation e-mail would be sent as usual, allowing the account to be activated without any new e-mail addresses having to be set up.

My log-in details aren't working, what can I do?

The first thing to do is to reload the page and try again - this can clear incomplete or incorrect data that your browser may have stored, especially if the page has been left alone for a while allowing

your session to 'time out'.

A common cause of difficulty is people trying to log in using their e-mail address rather than their user name - please check that you are using your username - often, the password being used is correct.

If you still can't log in, you can request a password-reset e-mail at the following page: **https://safeguardingtraining.cofeportal.org/login/forgot_password.php** (there are also links to this page on the home screen and log in page).

Please note: some users' e-mail security settings (either at an account or service-provider level) can prevent automatically generated e-mails, such as our password-reset and account-confirmation e-mails, reaching their inbox. Please check your junk mail folder. Adding noreply@safeguardingtraining.cofeportal.org to your safe-senders list should prevent this happening in future. If the e-mail still doesn't get through, please contact us directly.

I'm having problems with the registration process

The first thing to check is that you're not trying to register using the Log In Page - this will generate the error message: *"We have no accounts matching that combination of username and password. Please check your log in details."*

The registration form is fairly self-explanatory but there are three fields that can cause the process to stall if the submitted information doesn't match the required criteria.

1. Username

2. Password

3. E-mail Address

Other mandatory fields are highlighted with a green circle containing an exclamation mark. Instructions about the restrictions on the Username and Password fields are displayed at all times and don't indicate that there is a problem - if the contents of a field won't allow registration to be completed, this will be mentioned in a separate message once the "Create my new account" button has been pressed.

If you still have difficulty registering, please contact the help desk: elearning@mail.safeguardingtraining.cofeportal.org.

My registration was completed successfully but I didn't receive an account confirmation email

Once registration has been successfully completed, the site automatically generates an account-confirmation e-mail and sends it to the registered e-mail address. This contains a link that will need to be followed in order to activate the account.

Some users' e-mail security settings can prevent automatically generated e-mails, such as password-reset and account-confirmation e-mails, reaching their inbox. Please check your junk mail folder. If

you cannot locate the email, please contact the help desk.

The link in my confirmation email doesn't work

Often, this is because the account has already been activated - the link in the confirmation e-mail will only work once and can't be used for general logging in.
Please try logging in at the following address:
https://safeguardingtraining.cofeportal.org/login/index.php

If the account hasn't been activated, please e-mail the help desk.

How do I find my certificates?

Please note that, once you have completed a course's Final Assessment, there will still be one or two pages to work through, and the course will not be recorded as having been completed until the "Finish" button has been clicked on the final page.

Once you have successfully completed a course, you will be issued a badge that displays on your profile (click your name at the top right of the screen and select **View Profile**).
Please note: the badge may take up to ten minutes to appear.

If you click on the badge's icon, its information page will load - this contains a link which will allow you to download your certificate. Once you have downloaded the certificate, it will also appear on your "My Certificates" page, which is available either by following the link on your "My Records" page or by following the link below:
https://safeguardingtraining.cofeportal.org/mod/customcert/my_certificates.php