

# Form by Me Learning F.A.Q.'s



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# Frequently Asked Questions

## WHAT IS FORM BY ME LEARNING?

*Form by Me Learning*, is a Learning Management System (LMS) used by the Cambridge & Peterborough Independent Safeguarding Partnership Boards and other staff including Peterborough City Council staff. It is the home for face-to-face training events and e-learning/online courses.

## ACCESSING THE LEARNING MANAGEMENT SYSTEM

How do I access the learning management system as a new user?

If you don't already have a Me Learning account, and have never registered, you can register here: <https://app.melearning.co.uk/auth/validate-key?registerKey=WRDBQYJP>

When you register:

- You will receive by email an invitation to join Form by Me Learning.
- This will be addressed from **form@melearning.co.uk**
- You can be assured that this is a safe sender and should accept the invitation via the link in the email. Note that you only have 24 hours in which to accept the invitation, after which the link will expire.
- Set up your account password for your account. This must be 8 characters long and include a lowercase letter, an uppercase letter, a special character and a number.
- You will then be redirected to the login page at Form by Me Learning.
- It is important you accept the invitation at your earliest opportunity. Invitations expire after 24 hours.
- Note that you need to fill in all your details carefully. The way you input your name into your account details, will be how your name is displayed in your certificate of attendance.

After activating my profile, how will I access Form by Me Learning?

1. After your initial visit, you will access Form by Me Learning at [app.melearning.co.uk/auth/login](https://app.melearning.co.uk/auth/login).
  - Please bookmark the website to your toolbar, as this is the link you will need to login each time.

I can't remember my password - how can I reset this?

If you can't remember your password, visit the [reset password page](#). If you are still stuck, please email [safeguardingboardstraining@cambridgeshire.gov.uk](mailto:safeguardingboardstraining@cambridgeshire.gov.uk).

I'm unsure whether I already have a Form by Me Learning account, how can I check?

You will have received an email from [Form@MeLearning.co.uk](mailto:Form@MeLearning.co.uk) inviting you to join when your account is first set up.

If you want to check whether you have an account visit [this page](#) to enter your email address and then reset your password. This will only work if you have already activated your account by using the link. If not, see the answer to the next question.

[I cannot find my email to log-in](#)

Option 1:

You may have an account set up but not yet accepted the initial invitation sent via email. If you have not logged into Form by Me Learning previously, please do so using the invitation link but note if it has been more than 24 hours since the invitation link was sent to you, it may have expired.

To find the email, search for **form@melearning.co.uk** in all folders of your email (i.e. your inbox, archive, deleted and junk).

If you can't find it after these steps, contact [safeguardingboardstraining@cambridgeshire.gov.uk](mailto:safeguardingboardstraining@cambridgeshire.gov.uk) to arrange for an invitation to be resent.

On the first log-in, learners need to access via the link and set a password. (PCC staff can log in via the website, and select 'single sign on' meaning they don't need a password).

Very rarely, the link new learners are sent generates an error message. If this should happen, please contact [safeguardingboardstraining@cambridgeshire.gov.uk](mailto:safeguardingboardstraining@cambridgeshire.gov.uk) and we will help get you sorted. It's helpful if you could attach a screen shot of any error messages you may get.

[Why does the link in my invitation email not work?](#)

**If you have already used the link** to activate your account, it will no longer work. If you haven't used the link within 24 hours, it may have expired.

[Where can I access Liquidlogic / Mosaic training?](#)

**The Cambridgeshire & Peterborough Independent Safeguarding Partnership team have no involvement in Liquidlogic or Mosaic training.**

Instead, please contact the relevant local authority.

Note:

- Liquidlogic training is for Children's services and Early Help services;
- Mosaic training is for Adult Services

## HOW DO I ACCESS DIFFERENT ME LEARNING WORKSPACES?

I already have a PCC or CCC Me Learning account, how do I access different workspaces?

To see the training offered and book a place on the Cambridgeshire and Peterborough Safeguarding Partnership Boards training, you'll need to be in our Me Learning workspace and will have to ask to be invited to join it if you have not already done so.

If you already have a Form Me Learning account

If you already have a Form account - because you work for Peterborough City Council or have undertaken training with other Cambridgeshire or Peterborough services that use Form, you do not need to create a new account. Instead, please request access to the Safeguarding Partnership Board workspace via this form: <https://forms.office.com/e/veuaszsypJ>

Please note that, whilst we will do our best to respond quickly, these forms are only picked up during business hours, and in busy periods it may take 1-2 business days to action the Request form.

When you are invited to the workspace, you will be sent an email by [form@melearning.co.uk](mailto:form@melearning.co.uk), asking you to accept the invitation, which verifies your email. The invitation will expire after 24 hours. When you have accepted the invitation, you will have access to the Safeguarding Partnership Boards training programme.

When you have verified your Form account

When your Form account is set up, you will be able to register for any training available in the C & P Safeguarding Partnership Boards workspace. You can use this link to log into your Form account: <https://app.melearning.co.uk/auth/login>

That link is also available on our website: [Multi-Agency Safeguarding Training | Cambridgeshire and Peterborough Safeguarding Partnership Board \(safeguardingcambpeterborough.org.uk\)](https://safeguardingcambpeterborough.org.uk), as well as in the emails that you receive from [Form@melearning.co.uk](mailto:Form@melearning.co.uk).

There is a guide to navigating Form available here: [How to Navigate Form LMS as a Learner. – Form LMS \(melearning.co.uk\)](#) You can also find Form user guides from inside your account.

## I DON'T ALREADY HAVE A ME LEARNING ACCOUNT, HOW DO I GET ONE?

If you have never had a Form by Me Learning account

If you have never had a Form account, you can register here: <https://app.melearning.co.uk/auth/validate-key?registerKey=WRDBQYJP>

When you register, you will receive a verification email from [form@melearning.co.uk](mailto:form@melearning.co.uk). Please verify your account, via that email, within 24 hours. The link to verify your account will stop working after 24 hours and you will not be able to request a new link. This can delay the setting up of your account substantially. Please make sure that emails from [form@melearning](mailto:form@melearning.co.uk) aren't ending up in a spam/junk folder.

## LEARNING RECORDS

## What learning records will I be able to view on Form by Me Learning?

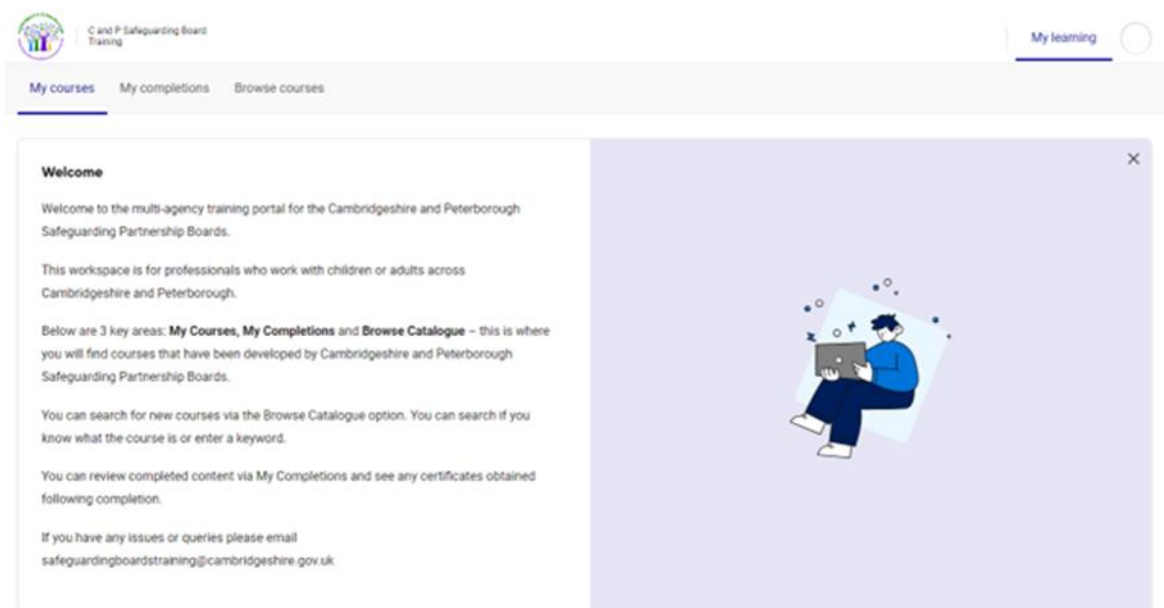
- Learning records for training courses from 13<sup>th</sup> September 2023 onwards will be shown on your learning history on Form by Me Learning.

## What learning records will I NOT be able to view on Form by Me Learning?

- Learning records **prior to 13<sup>th</sup> September 2023 are not** uploaded into Form by Me Learning accounts.

## USING FORM BY ME LEARNING TO MANAGE MY BOOKINGS

### What will I see once I have logged into Form by Me Learning?



This is how your home page will look.

- Once you have activated your Form by Me Learning account, new bookings for online and face-to-face training courses will be available.
- All face to face/virtual courses by the C&P Independent Safeguarding Partnership team are on the system, and new ones are added regularly.
- Via the Catalogue, you will be able to view what you can enrol on as follows:
  - Courses - this refers to elearning/digital courses.
  - Events – this refers to virtual or face-to-face events (digital and events).You may view these in either the list view, or the tile view (displaying hero image).



- Also via the Course Enrolments area, you will be able to see the courses you are enrolled or booked on but are still to complete.
- My completions/View completed courses – these are two areas where you can access a list of courses you have completed.

## How do I make a new booking on Me Learning?

- All courses (digital and events) are available via the 'Catalogue', which can be viewed alphabetically as a list or in tile format. You can change the view by clicking on this icon.



Please note that there are currently no Digital Courses (elearning) available for the Cambridgeshire & Peterborough Independent Safeguarding Boards, these are under development for a later date.

### Event Bookings

- To book on a virtual or face-to-face event, click on the **Course Tile** or in **View** (dependent on whether you are in tile view or list view).
- You can also search for a particular course using the search function.
- Click on **View sessions** to select a date that suits you.
- Click on your chosen session and then click on 'book on session'. You will now be booked and will receive a confirmation email from **form@melearning.co.uk**.

## How can I see courses I am enrolled on?

**My courses** My completions

Search courses  Showing 5 of 5 courses 20 per page Filter

Course	Duration	Type	Enrolment progress	Progress	
Cambridgeshire & Peterborough Safeguarding Children Partnership Board Conference	07:30	Event	In Progress	0 / 1	<a href="#">View</a>
PCC Childrens Portal - Making a safeguarding referral via the Peterborough Childrens and Families Portal	00:30	Digital	Awaiting Feedback	1 / 1	<a href="#">View</a>

- Courses (elearning) and Events you are enrolled/booked on are listed on your home page.
- To view courses/events you have attended completed or cancelled, click 'view completed courses' or 'my completions'

### Completions

[Courses](#) [Events](#) [External records](#)

Search course names  Showing: 2 of 2 courses

Name	Enrolment date	Completion date	Status	
Child Criminal Exploitation and Modern Slavery	04 Oct 2022 Time: 11:15	04 Oct 2022 Time: 11:23	CANCELLED	<a href="#">Access</a>
Cyber Security: Top Tips For Staff	03 Oct 2022 Time: 23:21	03 Oct 2022 Time: 23:28	COMPLETED	<a href="#">Access</a>

## Will I receive a certificate for attending training?

- When you have completed digital learning, or attended a face to face/virtual event **and** you have completed the feedback form, you will be able to download a certificate of attendance.



- When a certificate is available for download you will see this above icon.
- Please be aware that if you do not fill in the feedback form immediately, the date generated on your certificate will be the date that you filled the feedback form in and not the date of the course. This is something we are unable to change.

### How do I cancel a booked course?

- Log on to Me Learning and select My Courses, this will bring up the courses you are booked on to
- Next select View the Course and it will pick up that course for you to do something with it
- Now click on Details
- Once the details page has loaded, at the top right hand side of the page there is a button that says Cancel Booking
- Click on the Cancel Booking and a confirmation that you have cancelled your place will pop up. This will also generate an email to confirm that your booking has been cancelled.

## FURTHER GUIDANCE

### Where can I find support for using Form by Me Learning?

- If you have any questions on the above information, please direct these to [safeguardingtraining@cambridgeshire.gov.uk](mailto:safeguardingtraining@cambridgeshire.gov.uk).