

## Standard Users and Frequently Asked Questions

### Getting Help

If at any stage, you get stuck or want to know more about anything that isn't covered in this guide, you can access additional assistance in the following ways via the **Help** section of your dashboard.

**1. Engage Quick Guides** – a comprehensive list of Quick Guides all designed with you in mind. These Quick Guides target specific areas of the system, we encourage you to check these out as required.

**2. Support Request** – designed to assist you in situations where additional assistance is required and this information is not already covered in our Quick Guides.

**Please note:** all tickets to the support desk are monitored. Dependant on your enquiry, it may be directed back to Learning & Capability for resolution. As such please ensure your answer is not readily available within one of our Quick Guides.

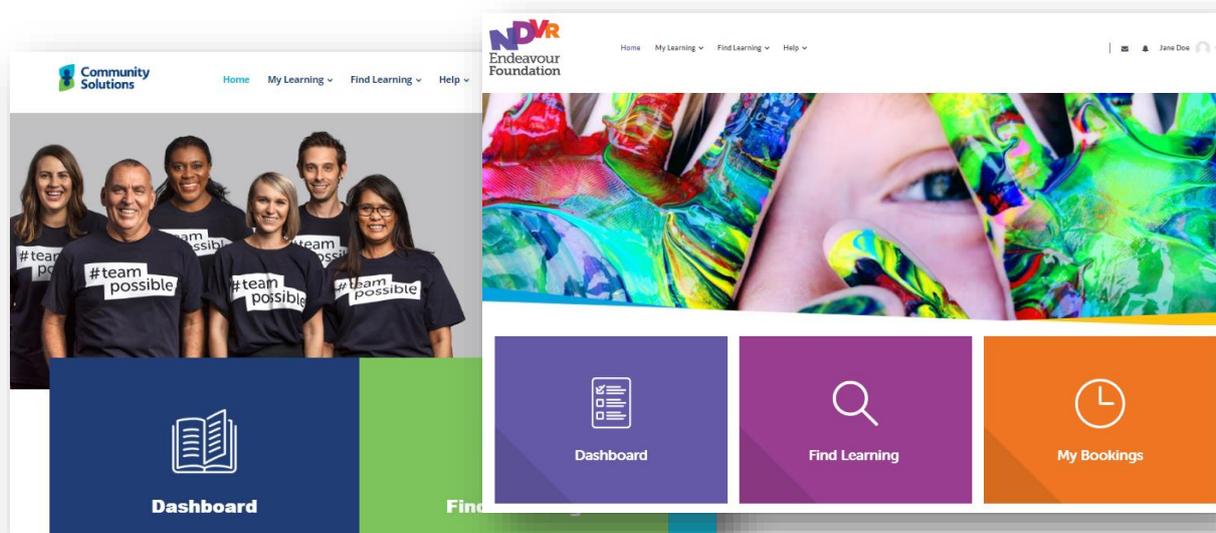
### What is Engage?

Engage is a Learning Management System (LMS) which provides a single location for staff to undertake, manage, record and report on a wide range of learning events including online, face to face, trackable documents, assessments and surveys. Engage is available across all devices, including your smart phone – this means training can now happen anywhere, anytime.



### How do I access Engage?

Engage can be accessed via the dedicated portal on the Endeavour Foundation Staff Intranet. As a cloud based system, Engage can be also be access via any PC, laptop or smart device with internet access via <https://engage.endeavour.com.au/login/index.php>



**Sign in**

Engage is utilised across a broad range of users of Endeavour Foundation, the Community Solutions Group, volunteers, contractors and even external training participants. This means we need to know who you are before you login to ensure the correct views, permissions and dashboards are applied.

Please **select** your organisation from the below options:



**I'm an Apprentice/Trainee, Volunteer, or Labour Hire employee?**

You will need to reset your password the first time you access Engage, to do this:

1. Visit <https://engage.endeavour.com.au/login/index.php> from your PC/laptop or any smart device  
Click the *Forgotten your username or password?* link on the login screen
2. Enter your *Username*
3. Click Search
4. An email will be sent to you with instructions on resetting your password

**Note:** your *Username* is typically the first 4 letters of your last name, followed by the first 3 letters of your first name, all lowercase e.g. John Smith = smitjoh

**Trouble logging in?**

Contact [learning@endeavour.com.au](mailto:learning@endeavour.com.au) for assistance if you experience any login difficulties.

**I am an Endeavour Foundation or Community Solutions Group Staff Member?**

- If you are on Endeavour Foundation network you will be signed in automatically
- If you are not on our network, a screen will now appear where you will be asked to provide your login credentials. The correct format is as follows:

**Username:** endeavour\your network Username  
**Password:** your network password

**Trouble logging in?**

Contact the Endeavour Foundation Help Desk if you have forgotten your network login.

**Home page**

Navigating Engage is simplified by using the Menu bar on your home page. You can access everything you need directly from your **Menu bar** which is available on all screens regardless of where you are located.

**Home**

- Click Home to return to your home page from anywhere in the system

**My Learning**

Includes

- **Dashboard**: a central hub displaying your outstanding items, alerts and upcoming events
- **Mandatory Learning**: learning that you are required to complete  
**Note**: this menu item will only appear if you have outstanding mandatory items.
- **Record of Learning**: a list of all courses currently underway or previously completed
- **My bookings**: displays your future and past seminar bookings.

**Find learning**

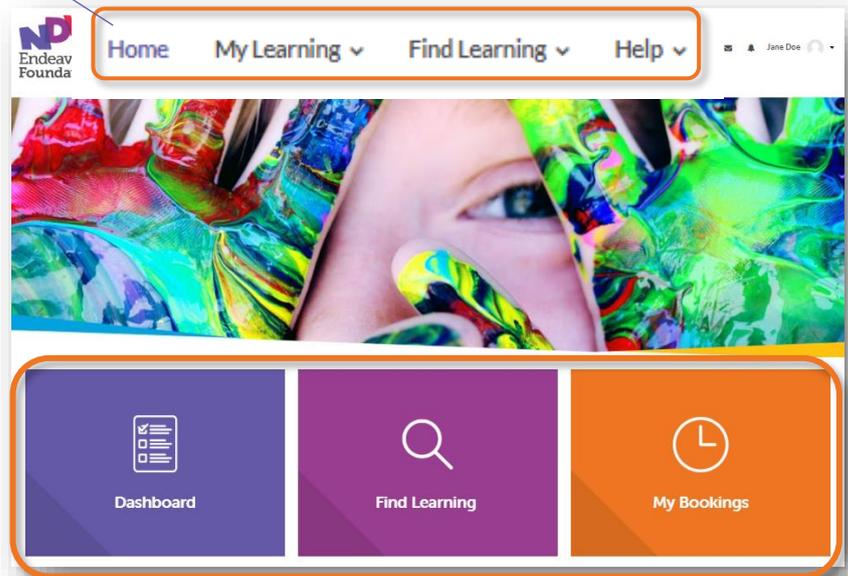
Includes

- **Catalogue**: displays a list of learning items in Engage.

**Help**

Includes

- **Browser Check**: this process will scan and verify that your computer meets the minimum requirements to operate Engage effectively.
- **Engage FAQs**: a comprehensive list of Quick Guides covering all facets of the system.
- **Support Request**: submit a request you may have regarding the system via this option



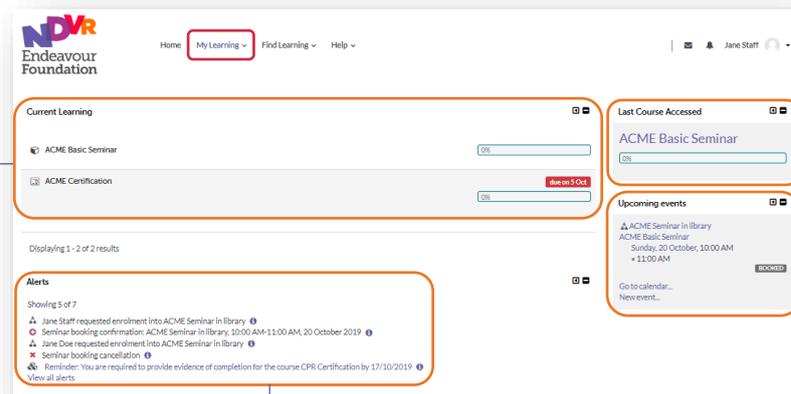
**Dashboard**  
 Takes you directly to your *Dashboard* where you can view all outstanding items, Alerts, and upcoming events related to your account.

**Find Learning**  
 Takes you to our *Catalogue* where you can access our vast range of professional development courses, available free, anytime.

**My Bookings**  
 What seminars am I attending or have requested to attend?  
 Click *My Bookings* to find out.

**My Learning > Dashboard**

The Dashboard acts as a central hub for all outstanding items or alerts within the Engage platform. Please take the time to familiarise yourself with all features as it will display all critical items you need to focus on to maintain your training compliance.



**Current Learning**  
Your outstanding learning will display here. **Click** any item to get underway.  
  
*Make sure you pay special attention to all due dates.*

**Last Course Accessed**  
Hop back into your most recent learning item here

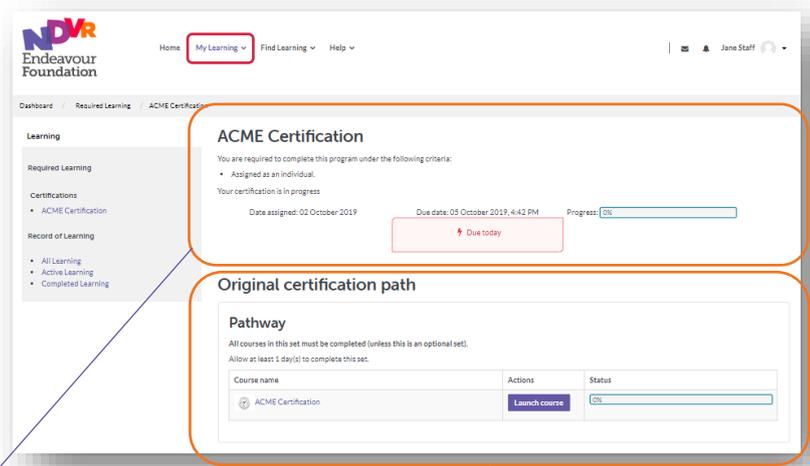
**Upcoming events**  
Want to know what session you are booked into? Check them out here  
  
**⚠️ Top Tip:**  
Click **Go to Calendar** to see all Seminars, you have either booked into or requested attendance in

**Alerts**  
A consolidated list of alerts related to your account sent from the system to Outlook.  
**⚠️ Top Tip:** Click **i** to see additional information.

**My Learning > Mandatory Learning**

If you can see this menu item it means you have outstanding mandatory learning on your profile. These items are typically assigned either at an organisation or role level. Mandatory courses in Engage are wrapped around a certification.

**Certifications** = mandatory learning items that have a due date & expiry date, and *may* have to be completed again to ensure compliance is maintained. The system will re-enrol you if an item is required to be re-completed.



**Enrolment Details**  
Critical information regarding your enrolment, is located here.

**Certification Pathways**  
The first time you are required to complete a mandatory learning item it will appear under the **Original certification path**. Subsequent enrolments will then appear as a **Recertification path**. Click **Launch Course** to commence.

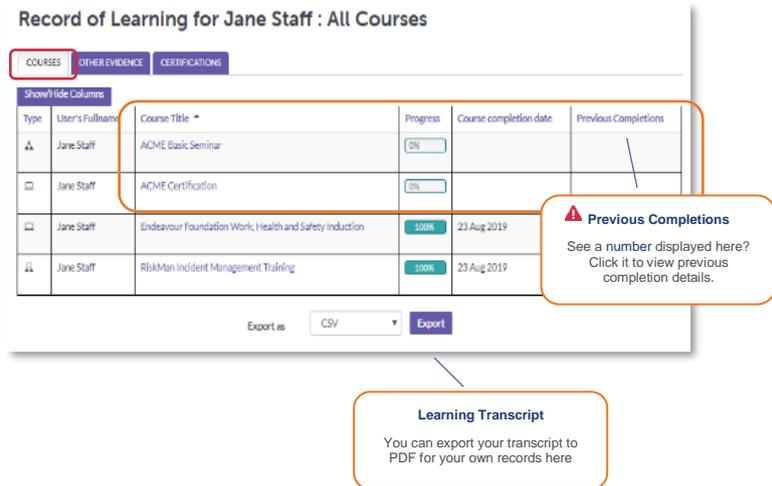
**My Learning > Record of Learning**

Here we can access our training records which are sorted across three main categories: *Courses, Other Evidence, and Certifications.*

**Courses** – a comprehensive list of all courses previously completed or still underway. The information here displays *Course Title, Progress, Course Completion Date, and Previous Completions.*

This section will also display any historical training records migrated from previous systems.

*If there is something you believe is missing from your transcript that you think we should have a record of, let us know via [learning@endeavour.com.au](mailto:learning@endeavour.com.au)*



**Record of Learning for Jane Staff : All Courses**

Type	User's Fullname	Course Title	Progress	Course completion date	Previous Completions
▲	Jane Staff	ACME Basic Seminar	5%		
□	Jane Staff	ACME Certification	0%		
□	Jane Staff	Endeavour Foundation Work, Health and Safety Induction	100%	23 Aug 2019	
▲	Jane Staff	Risk-Map Incident Management Training	100%	23 Aug 2019	

Export as: CSV Export

**Learning Transcript**  
 You can export your transcript to PDF for your own records here

**Previous Completions**  
 See a number displayed here? Click it to view previous completion details.

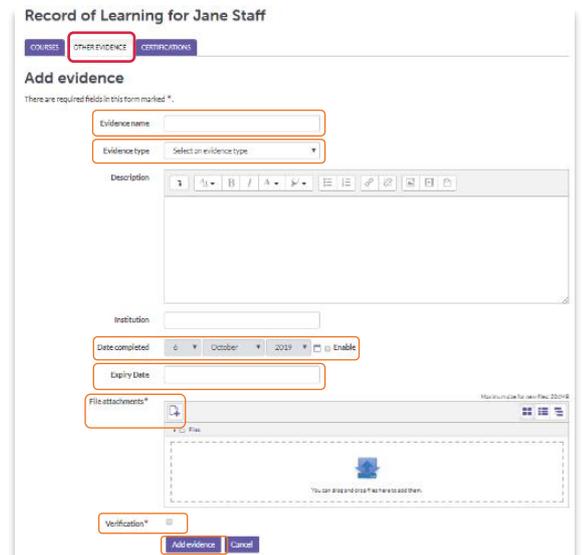
**Other Evidence** – Completed professional development and would like it recorded in Engage? Upload your completion record here.

Required information –

- Evidence name
- Evidence type
- Date Completed (please check 'Enable')
- Expiry Date (if applicable)
- File attachment
- Verification (please check this box)

Click *Add evidence*

*Please note: do not upload any mandatory learning items here such as First Aid or CPR. We ask that you continue to forward these to [learning@endeavour.com.au](mailto:learning@endeavour.com.au) in order to ensure they are recorded in the correct system/location.*



**Record of Learning for Jane Staff**

**Add evidence**

There are required fields in this form marked \*

Evidence name:

Evidence type: Select an evidence type

Description:

Institution:

Date completed: 0 October 2019  Enable

Expiry Date:

File attachments\*:

Verification\*

Add evidence Cancel

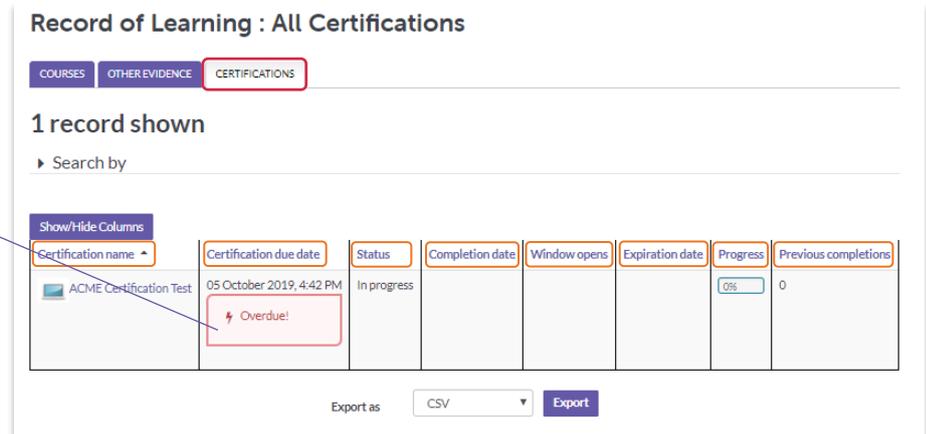
**Certifications** – a list of all mandatory learning items that are required to be completed based on your organisation and your role.

**Certification name:** click the item name to get underway.

**Certification due date:** pay special attention to when items are due, the system will provide visual markers for items that require urgent action.

**Status:** lets you know what stage you are at related to this completion.

**Completion Date:** the date the item was completed.



Certification name	Certification due date	Status	Completion date	Window opens	Expiration date	Progress	Previous completions
ACME Certification Test	05 October 2019, 4:42 PM ⚡ Overdue!	In progress				0%	0

**Window opens:** typically, a 30 day period before an item expires in which you may have to recertify.

**Expiration date:** the date the item will be considered expired.

**Progress:** what percentage of the item has been completed, this will typically remain at 0% until the item has been fully completed.

**Previous completions:** how many times previously have you completed this item.



### **A note regarding Certifications**

**Remember:** Certifications are mandatory courses that have a due date & expiry date attached to them which may have to be completed again to ensure compliance is maintained.

You may also notice that your *Courses* tab will display very similar items to *Certifications*, this is normal and not something to be alarmed by.

We recommend using the *Certifications* tab to keep track of your compliance training, and using the *Courses* tab for professional development course access or if you need a copy of your Transcript.

**Manage Learning > My Bookings**

Some staff will have face to face workshops (or “Seminars”) assigned to their profile as part of their role. All staff can manage their own attendance at available sessions associated with this event.

*My Bookings* displays a list of future as well as past seminars you have either requested to attend, are attending, or have attended previously.

**Seminar Name:** clicking here will take you to a full list of this this course seminar offerings.

**Room Name:** click here to display venue information.

**Session Start:** date/time the session will occur.

**Session Finish:** date/time the session will end.

**Trainer:** displays the session trainers name

**Status:** pay special attention here as will display whether your attendance has been approved or not. Please note you are not permitted to attend any sessions without prior approval in Engage.

**Managers only: Approval Requests:** Manager use only, no information will display here for Basic users.

Seminar Name	Room Name	Session Start	Session Finish	Trainer	Status	Managers only: Approval Requests
ACME Basic Seminar	Bokarina Training Room - Level 1, Room 2, 100 Sportsman Parade Bokarina Qld 4575	20 October 2019, 10:00 AM Australia/Melbourne	11:00 AM Australia/Melbourne	Melissa Bayly	Booked	Manage approval

**How do I book into a Seminar that is required as part of my role?**

**To book into a face to face seminar:**

1. Locate and click on the Seminar name via Dashboard > Current Learning



**Can't locate the item you are after on your Dashboard?**

Contact [learning@endeavour.com.au](mailto:learning@endeavour.com.au) and we will ensure it is assigned to you.

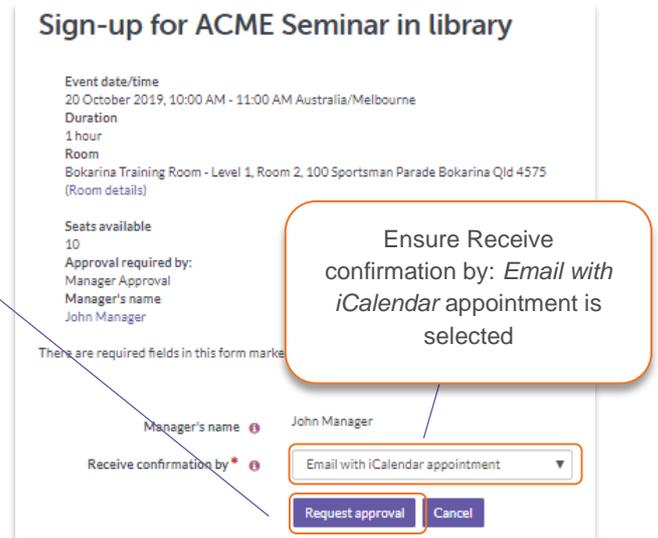
2. Locate an appropriate session and select 'Request Approval'

**Can't locate a session near you?**  
 Contact [learning@endeavour.com.au](mailto:learning@endeavour.com.au)

Use the filter to quickly locate a venue near you

Date	Time and Time Zone	Room	Seats available	Status	Sign-up period	Options
20 October 2019	10:00 AM - 11:00 AM Australia/Melbourne	Bokarina Training Room - Level 1, Room 2, 100 Sportsman Parade Bokarina Qld 4575 (Room details)	10	Booking open		Request approval
25 October 2019	10:00 AM - 11:00 AM Australia/Melbourne	Bendigo Training Room, 35 - 43 Piper Lane Bendigo Victoria 3550 (Room details)	10	Booking open		Request approval
30 October 2019	10:00 AM - 11:00 AM Australia/Melbourne	Ayr Anzac Memorial Club Training Room, 101 Burke St Ayr QLD 4807 (Room details)	10	Booking open		Request approval

3. Review the booking sign-up to ensure you have selected the correct event date/venue.
4. Select 'Request approval'
5. Your request will now be sent to your manager for approval. You will be advised by email once your booking request has been actioned by your manager.



**Sign-up for ACME Seminar in library**

Event date/time  
 20 October 2019, 10:00 AM - 11:00 AM Australia/Melbourne

Duration  
 1 hour

Room  
 Bokarina Training Room - Level 1, Room 2, 100 Sportsman Parade Bokarina Qld 4575  
 (Room details)

Seats available  
 10

Approval required by:  
 Manager Approval

Manager's name  
 John Manager

There are required fields in this form marked with an asterisk (\*)

Manager's name

Receive confirmation by

Ensure Receive confirmation by: *Email with iCalendar* appointment is selected

The Seminar page will now be updated.

**Status:** will denote the booking you have requested attendance in

**Options:** the session you have requested attendance in or are booked into will display as 'More info' and Cancel Booking'.

You can only request attendance into one session at a time, the remaining cells in the Options column will display as 'Already signed up'

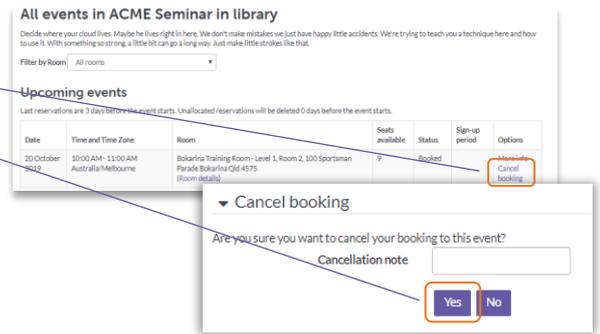
Status	Sign-up period	Options
Requested		More info Cancel booking
Booking open		Already signed up
Booking open		Already signed up

**Cancelling a booked session**

If your circumstances change and you need to cancel your attendance at a session you have been confirmed to attend, complete the following steps:

1. From *My Learning* > *My Bookings* locate and click on the applicable *Seminar Name* located in the *Future Bookings* tab.

2. Locate the session you are booked to attend, from the *Options* column > select '*Cancel Booking*'.
3. Review the cancellation details and select 'Yes'.
4. Your booking has now been cancelled. You and your manager should immediately receive a cancellation email.



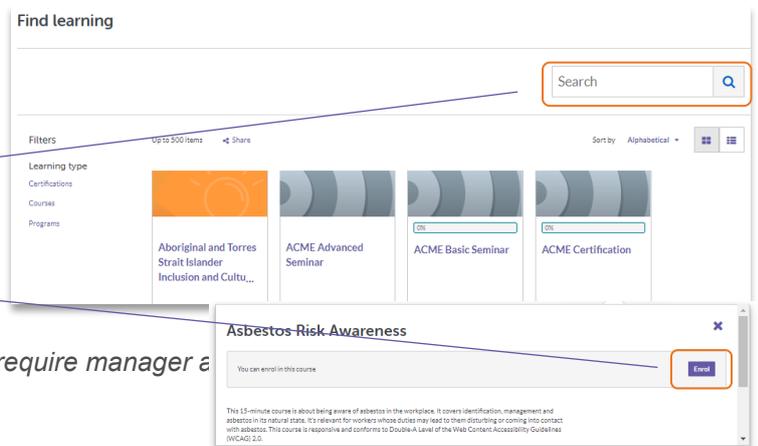
**Find Learning > Catalogue**

Our catalogue contains over one hundred professional development titles, accessible anytime, at no cost. Make sure you check out what's on offer.

Instructions:

1. *Search* the catalogue and click on the applicable item
2. Click '*Enrol*' or '*Go to Course*' to commence your learning item

*Some learning items, such as face to face seminars require manager approval prompts to complete the sign-up process.*



**Please note:** the catalogue should be used for optional professional development training only. Any mandatory training required as part of your role is assigned to you automatically and is available via *My Learning > Mandatory Learning*

# Frequently Asked Questions

## **I'm new to the organisation, when will I have access to Engage?**

Access to Engage is an automated process based off regular payroll and user data reports. Once your LMS account has been established, you will begin to receive enrolment alerts advising you of the various training items that are required to be completed.

If you have not received any Engage alerts in a timely manner however, please contact [learning@endeavour.com.au](mailto:learning@endeavour.com.au)

## **Will the LMS notify me of events?**

The system will notify you of any upcoming or overdue training assigned to your profile. It will also send various other emails pertaining to face to face workshops you are required to complete. If you are a line manager, additional notifications that require you to action them will also be sent to you.

All of these emails will be sent directly to your work email address.

## **I am receiving emails from [noreplyendeavour@androgogic.com.au](mailto:noreplyendeavour@androgogic.com.au), is this spam?**

No, these are legitimate notifications. Our LMS vendor is named Androgogic; they ensure our LMS is running as it should and oversee the Support Tickets raised through the platform. Please contact [learning@endeavour.com.au](mailto:learning@endeavour.com.au) however if you have any concerns regarding system alerts.

## **I have received notifications to complete training in 2027 and above, why?**

You or your staff may have received several notifications from Engage pertaining to previously completed programs denoted by due dates well into the future. As part of our migration to Engage, over 50,000 historical training records, of both active and past employees of Endeavour Foundation and our subsidiaries, this process has triggered these notifications.

It is critical we retain and have full visibility of our training records in order to meet our legislative requirements and satisfy any requests from the Royal Commission, however we acknowledge this may have caused some confusion.

Please be advised that while most of these items do not require any action **it is critical that you continue to complete any outstanding training which can be found in Engage via**

***My Learning > Mandatory Learning.***

**Important:** if you have already completed the **NDIS Worker Orientation** and provided it to [learning@endeavour.com.au](mailto:learning@endeavour.com.au) you do not need to provide this again. You can check the status of this certificate via **Engage > My Learning > Record of Learning > Certification.**

#### How can I learn to use Engage?

The user interface is fairly intuitive and is designed to be as simple as possible. Our Quick Guides such as this one provide an in depth overview of the system. In addition webinars, delivered by the Learning and Capability team will also be available.

The easiest way to get to know your way around Engage however, is to practice! You can't 'break' the system, if you enrol in something by mistake or feel you've made an error – let us know via [learning@endeavour.com.au](mailto:learning@endeavour.com.au) and we'll fix it!

#### I have forgotten my password, how do I reset it?

##### Are you an Endeavour Foundation or Community Solutions Group staff member?

If yes, Engage utilises Single Sign-On technology. This means that Engage utilises the same network credentials you use to log into our other systems such as Citrix and PeopleSoft. Please contact the Endeavour Foundation IT Help Desk on 1300 742 212 if you have forgotten your network login details.

##### Are you a volunteer, Acclaim Apprentice/Trainee, Edmen support worker?

If so, please utilise the [Forgotten your username or password?](#) Link on the login screen to have your password reset. **Remember:** your *Username* is typically the first 4 letters of your first name, followed by the first 3 letters of your last name, all lowercase e.g. John Smith = smitjoh

#### What if there is training data missing from my profile?

We have migrated all training records that existed in Learn Connect over to Engage. If, after reviewing your profile you notice any learning items missing, please let us know via [learning@endeavour.com.au](mailto:learning@endeavour.com.au)

#### What if there is training listed on my profile that is not required?

We are happy to remove any training no longer required for your role from your list of outstanding training. Please just let us know via [learning@endeavour.com.au](mailto:learning@endeavour.com.au) so we can assist.

#### I am completing online training and I cannot locate the Next button, or it is not letting me progress, what do I do?

1. Complete a [Browser Check](#) via [Help](#) on your dashboard. This process will scan and verify that your system meets the minimum requirements to operate Engage effectively. Any issues that are required to be resolved will be highlighted.
2. Check your screen resolution as the course may be too large for your current browser. Hold the Ctrl key down whilst spinning the wheel on your mouse down to reduce the screen resolution. The course should now appear correctly.
3. Citrix is a known cause of application errors. As a cloud based system Engage does not require Citrix and can be accessed from any browser by visiting [engage.endeavour.com.au](http://engage.endeavour.com.au)
4. Have you reduced your screen size, are working on a PC outside of Citrix in Internet Explorer, but the issue remains? Please utilise an alternative browser such as [Google Chrome](#) or [Firefox](#).

**I have completed training but it is not displaying as such on my profile.**

Please advise us as soon as possible via [learning@endeavour.com.au](mailto:learning@endeavour.com.au) so we can investigate. This is typically an easy fix for system admin, as such please do not repeatedly repeat courses unnecessarily without letting us know.

**I have completed external training, how can I upload this to Engage?**

**Is it mandatory training for your role e.g. First Aid/CPR?** If so please provide a copy of your certificate in a reply email in order for it to be processed and reflected on your Engage profile.

If it is not deemed mandatory training for your role you can upload your record of completion directly to the system via **My Learning > Record of Learning > Other** Evidence tab.