

User Guide for Learners

The purpose of this document is to guide learners in the Learning Management System (LMS), used for the administration, documentation, tracking, reporting, and delivery of online and classroom courses.

Clients who use the Pegasus LMS may have their own environment, or they may use an environment that is collective, such as our Rail Industry Worker LMS, to host their own online and classroom courses. As a learner, this means you may be invited to a number of LMS's depending on the Pegasus client you work for.

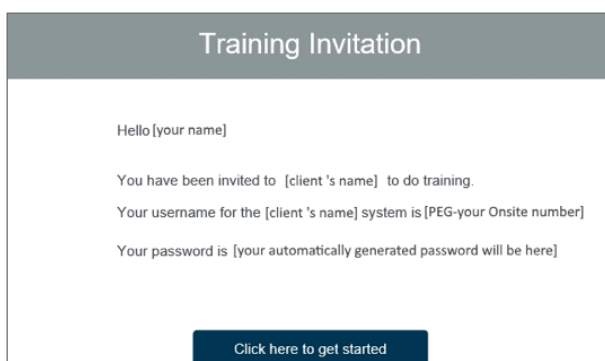
AS A LEARNER, WHAT CAN I DO IN EACH LMS?

- Complete online training courses
- Re-visit completed courses
- View the details of classroom courses, such as the location, time and date
- View your certificates from completed online courses
- Update your personal details, including your email and password

HOW DO I KNOW IF I HAVE ACCESS TO AN LMS?

You will only have access if you are booked into an online and/or classroom course by your company administrator.

1. If they do this, you will be sent an email with all the details about how to login to this environment, such as the one below.
2. Click the link in the email and fill in the required information. You will be logged in and have access to the courses booked for you.
3. To return to the client's LMS later, bookmark the URL.



EMAIL NOT RECIEVED

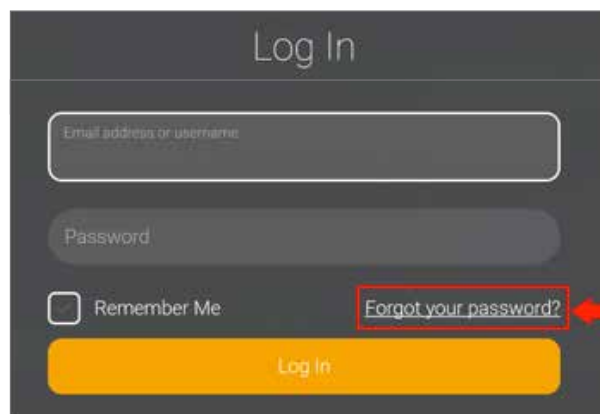
Haven't received an email inviting you to your courses?

- The email could be in your junk folder. Please check there first. The email will come from support@poweredbyonsite.com
- If your email goes to your work email address, your organisation's spam filter may have blocked it. Please contact your IT department and ask them to allow emails from support@poweredbyonsite.com
- Your email address may have been entered incorrectly when your courses were booked by your company administrator. Please contact them and check your email address.

WHAT IF I CAN'T LOGIN WITH MY PASSWORD?

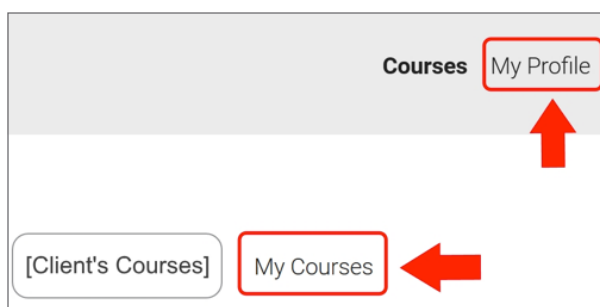
If you can't remember your password, or the password you entered is not working, click Forgot your password?

This will send a password reset link to the email address connected to your account. If you do not receive this reset link, follow the points listed in the 'EMAIL NOT RECEIVED' instructions above.



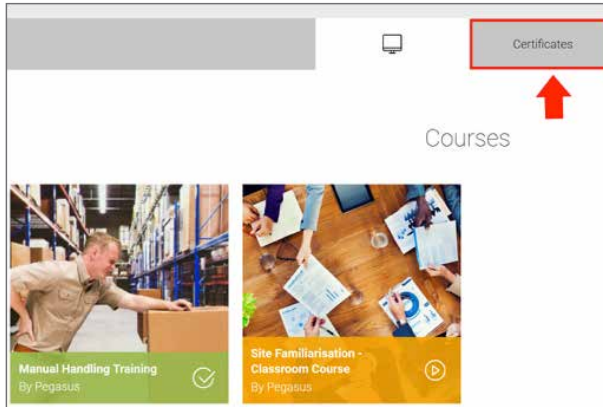
HOW TO START A COURSE

1. Once logged in, select either My Profile or My Courses tab to find the course you wish to complete.
2. Select the Launch button next to the course.



HOW DO I VIEW MY CERTIFICATES?

Your certificates can be viewed by clicking the My Profile tab, scrolling to the bottom and selecting My Certificates. You will only see the Certificates tab once you have completed a course.



WHAT DOES THE COLOUR OF THE COURSES MEAN?

Your progress is indicated by the colour of the courses. All courses for the Pegasus client's LMS will be listed under your My Profile tab. Here, you can see all courses from all Pegasus clients, not just the client's LMS that you are currently logged into.

- Orange indicates in progress or not yet started courses
- Green indicates passed courses
- Red indicates failed courses

HOW DO I CHANGE MY EMAIL OR PASSWORD?

Login, click My Profile and select Change email or Change password.

Email Example@gmail.com	Change email
Password *****	Change password

If changing email address, you will receive a verification email to your new email address. To complete the process, click on the link in the verification email.

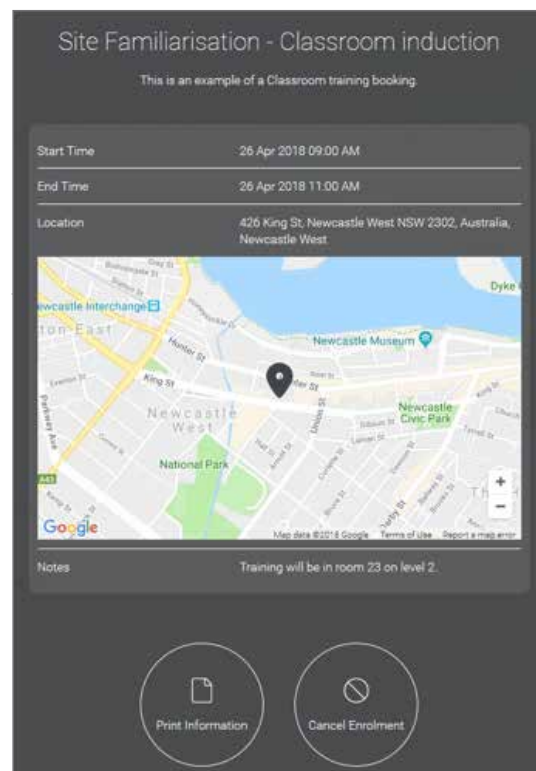
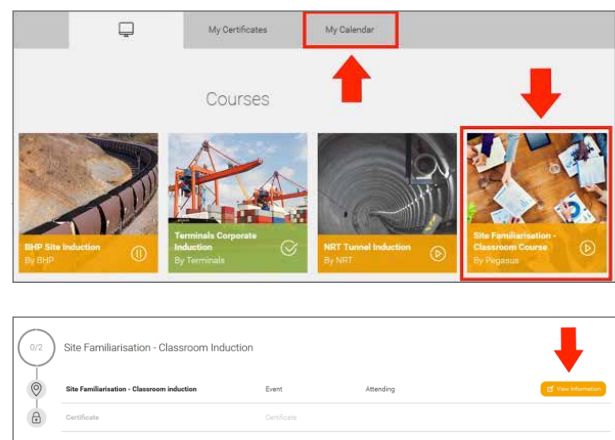
To change your password, you must first enter your current password. If you can't remember your current password, logout and follow the Forgot your password? process on the login page.

CAN I COMPLETE A COURSE ON MY MOBILE DEVICE?

The Pegasus LMS is designed to work on mobiles, tablets and desktop computers, however, whether you can complete it on your mobile depends on the author of the course.

WHERE CAN I SEE DETAILS OF MY CLASSROOM COURSE?

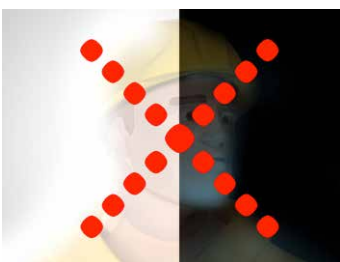
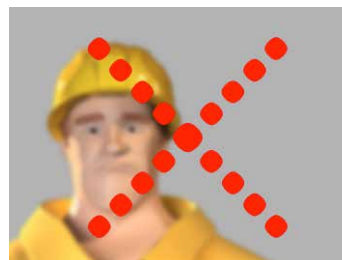
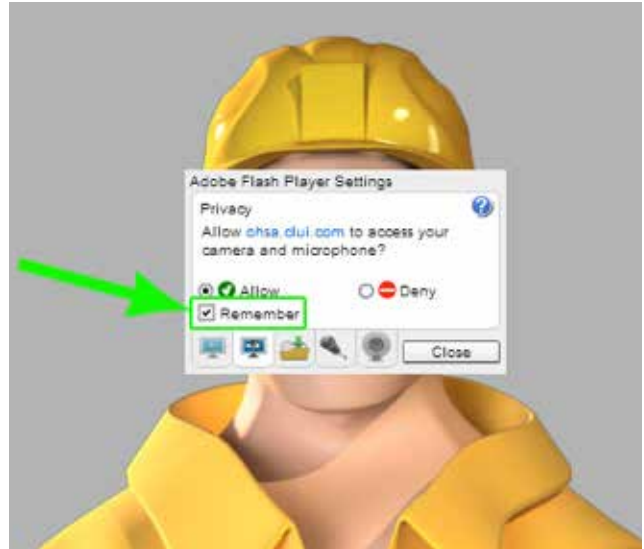
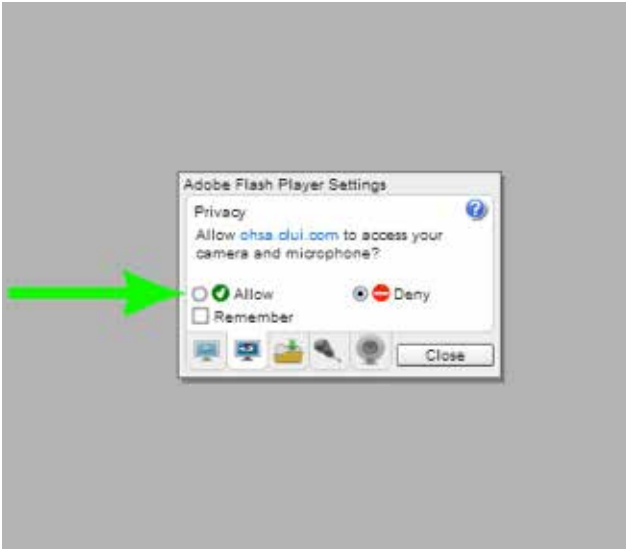
If you are enrolled in a classroom course, you will see the My Calendar where the date of the course will be listed. You can also click on the course and select View Information to find its details.



WEBCAM

Some courses require a webcam to verify that the correct person has completed a course without the assistance of others.

If you can't use a webcam, or choose not to, you may be required to submit additional documentation. Follow these steps if you are using a webcam:



BROWSER TROUBLESHOOTING TIPS

Please try the solutions below if you're having trouble launching or interacting with a course, or if the videos in the course won't load.

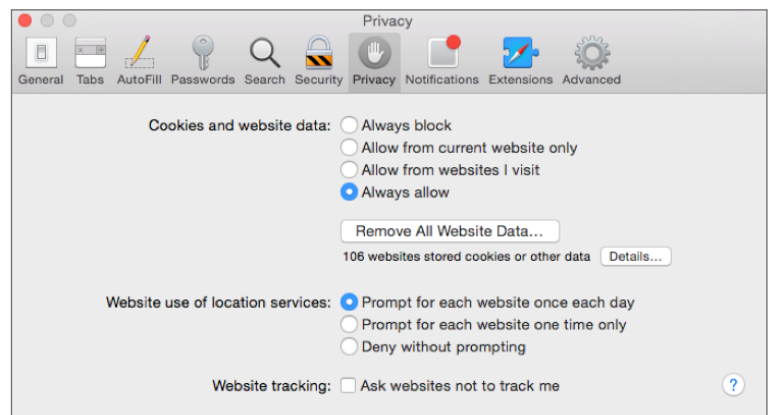
Enable third party cookies

The message Content Authorisation Failed is usually caused by the cookie settings in your browser. Depending on your browser, complete the steps below, then refresh the page and launch the course again. Once you can access and complete the course, you can undo the changes to your settings.

SAFARI

1. Go to Safari Preferences (⌘,)
2. On the Privacy tab, set cookies and website data to Always allow
3. Return to the course page and refresh

If you still can't complete the course, try exiting your browser, ensuring it has been completely closed, and then reopen it to launch the course.



INTERNET EXPLORER

1. Go to Tools > Internet Options (try pressing alt then t then o), or click the cog icon
2. Click the Privacy tab
3. Click the Advanced button
4. Click the checkbox for Override automatic cookie handling
5. Make sure First & Third-party cookies are set to Accept
6. Click OK
7. Click OK
8. Refresh the page to relaunch the course



GOOGLE CHROME

1. Click the menu icon at the top-right of the window
2. Click Settings
3. Click Show Advanced Settings (at the bottom of the page)
4. Under Privacy click Content Settings
5. Ensure Block third-party cookies and site data is not checked
6. Click Done
7. Refresh the page to relaunch the course

BLACK SCREEN IN CHROME?

Try these steps:

1. Go to Settings
2. Show advanced settings
3. Privacy > Content Settings
4. Flash – select Allow sites to run Flash
5. Clear your cache and cookies.
(CTRL+F5 on Windows, CMD+R on Mac)
6. Try a different web browser or computer

FIREFOX

1. Click the menu icon at the top-right of the window
2. Click Options
3. Under the History section, select Use custom settings for history in the dropdown menu
4. Make sure Accept third-party cookies is set to Always
5. Click OK
6. Refresh the page to relaunch the course

Check that your Flash player is up to date:
<https://helpx.adobe.com/flash-player.html>

If your course still won't load, please call us on
1300 441 433 or email info@pegasus.net.au for help.

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For questions or assistance please call 1300 441 433
or email sales@pegasus.net.au

pegasus.net.au