

ACC Learn Guide: Logging in and Accessing courses

This is a guide for users on how to access, log in, and navigate your new online learning portal

Accessing the system

To access ACC Learn, click on the Internet explorer or Microsoft Edge internet application on your Aberdeen City Council device.



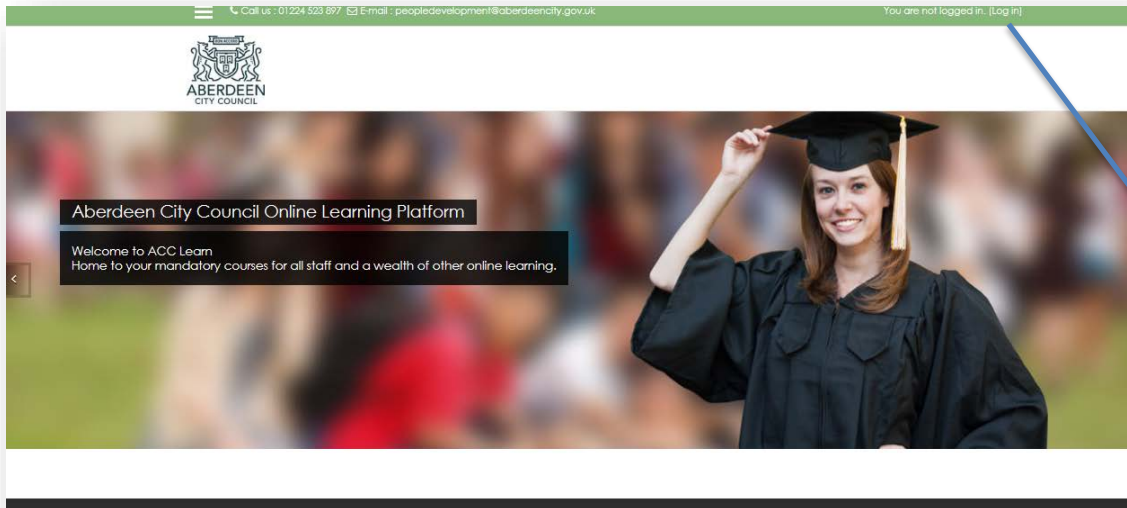
Then, type in the web address :

<https://learn.aberdeencity.gov.uk/>

Logging in

You will be presented with this screen.

To log in to ACC Learn, click on the words **Login in** at the top right of the screen.



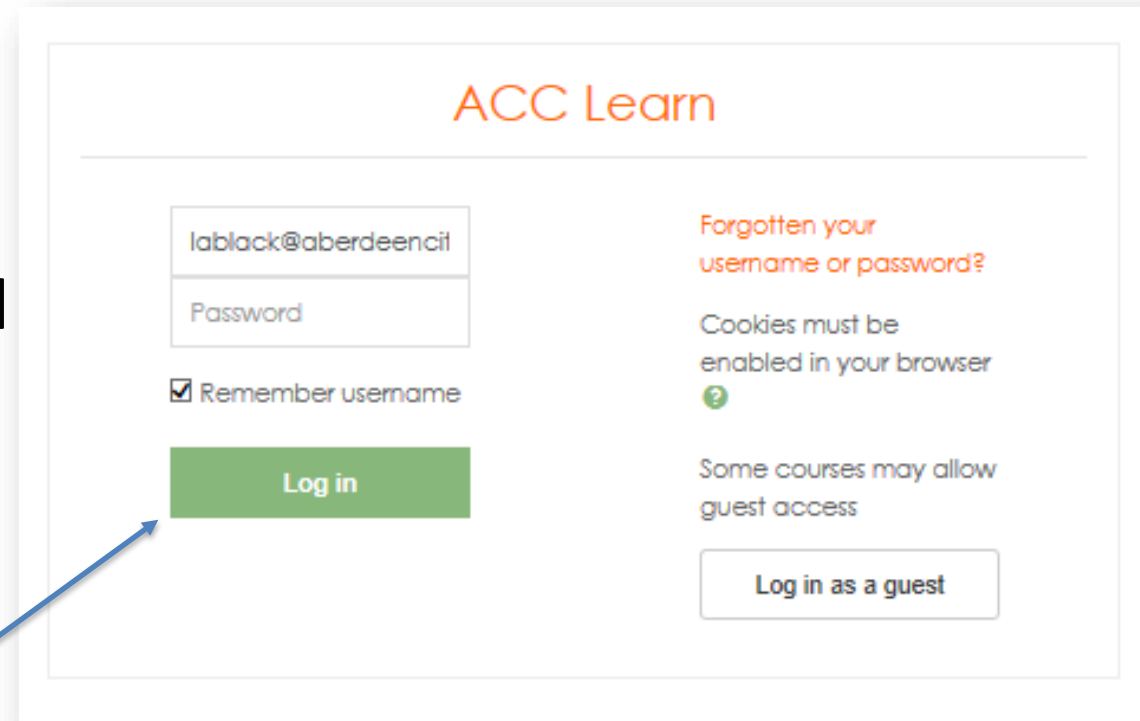
You are not logged in. (Log in)

Logging in

This screen will then appear.

To log in to your account all you need to do is enter the **email address and password** you already use to login to your Aberdeen City Council computer/laptop device.

When you have done that, click



ACC Learn

lablack@aberdeencil

Password

Remember username

Log in

Forgotten your username or password?

Cookies must be enabled in your browser ?

Some courses may allow guest access

Log in as a guest

Your profile and dashboard

When you first log in to the system you may be presented with a screen which has your name and is blank in the email address section. Please enter your email address, and you should not be asked to do this again.

In future logins, your dashboard will appear. This contains a list of the courses you have enrolled on to, and will also show the percentage you have completed for each course in the circle area



test account

▼ General

First name !

Surname !

Email address ! x

- Required

test account

Timeline Courses

In progress Future Past

0% Freedom of Information (FOI)	0% PREVENT - Preventing Terrorism
0% Customer Service Training	0% Fire Safety

Home screen



Clicking on the Aberdeen City Council logo at the top left of your screen will take you straight to the home.

You can do this any time you need access to the home screen.



Accessing online learning

When you are on the home page, **scroll down the page** to see a list of the various online courses you have access to.

As an example, let's click on the **Mandatory Training** category to see the list of courses you are required to take as an employee of Aberdeen City Council.



Course categories

▼ Collapse all

- ▶ Mandatory Training (10)
- ▶ Managers mandatory training (2)
- ▼ Service Specific Training
 - ▶ Education (8)
 - ▶ Children's Social Work training (10)
 - ▶ ELC Continuous Professional development Forum (8)
 - ▶ Health, Safety and Wellbeing (1)
 - ▶ Customer Service (2)

Enrolling on to a course

After you have clicked on the Mandatory Training section you will be presented with a list of courses that you will need to enrol yourself on to.



Enrolment options

 Equality and Diversity



▼ Self enrolment (Student)

No enrolment key required.

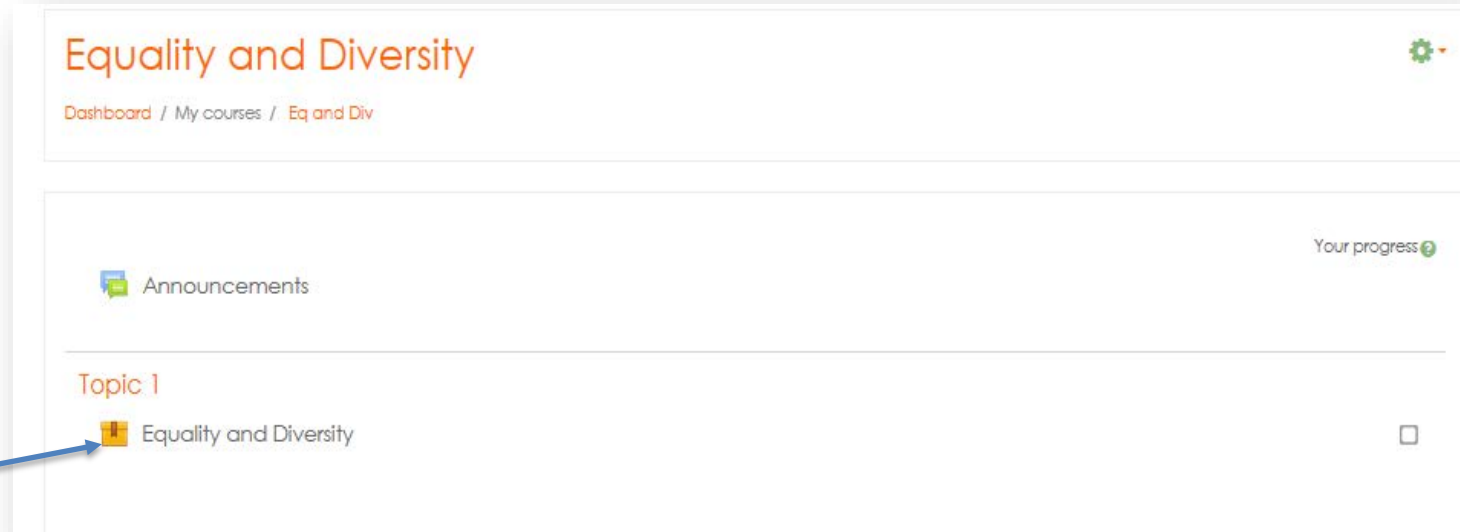
Enrol me

Enrolling on to a course basically allows you to access the content of that course and means you can be updated if any changes are made to the course in the future.

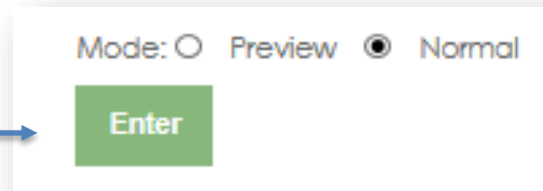
To enrol yourself, all you do is click on the course you want to access (for example, Equality and Diversity training) and then click '**Enrol me**'

Accessing course content

1) After you have clicked to enrol onto a course, you will have full access to its content. For some courses (like Equality and Diversity), the online course is contained in one file. To view it, click the title beside the box icon



2) Another page will load, and you then click **Enter**



3) A pop up window will appear, and you then launch the course



By clicking on **Customer Service training** within the Mandatory courses category, you can see another example of how a course can be laid out in ACC Learn.

Instead of accessing the course through a link, all the learning materials are contained within the one page. This may contain PDF, Microsoft Word, or other external documents on this page for you to read, and may link you to other external sites.



Customer Service Training

Dashboard / My courses / Customer



Your progress

Announcements

Customer Experience

Our vision for **customer experience** across Aberdeen City Council.

Customer Experience

What is the type of customer experience we strive to deliver to our customers?

We CARE Charter & Commitments

We CARE is our commitments to our customers on the experience they should receive, when they engage with any of our services.

We Care Charter & Commitments

We CARE Charter & Commitments

Here you can see our **We CARE Charter & Commitments** in full.

Customer Feedback

It's important for all employees of Aberdeen City Council to understand the value of customer feedback and how we manage complaints.

Customer Complaints

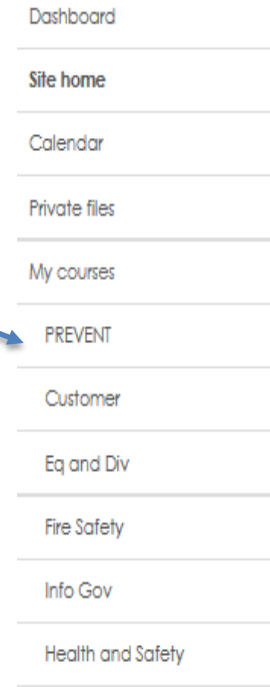
Managing our customer feedback well; from complaints, compliments, comments and suggestions, helps us to understand, who our customers are, how they are experiencing our services and what, if anything, we can do to improve upon that experience.

Top tips

You can get quick access to any courses you have enrolled on to through your home screen.

To do this, you click the three lines icon at the top left of the home page. A side bar will then appear, and under 'My courses' a list of the courses you are enrolled in will show. You simply click on the relevant course, and you are taken straight to it's page.

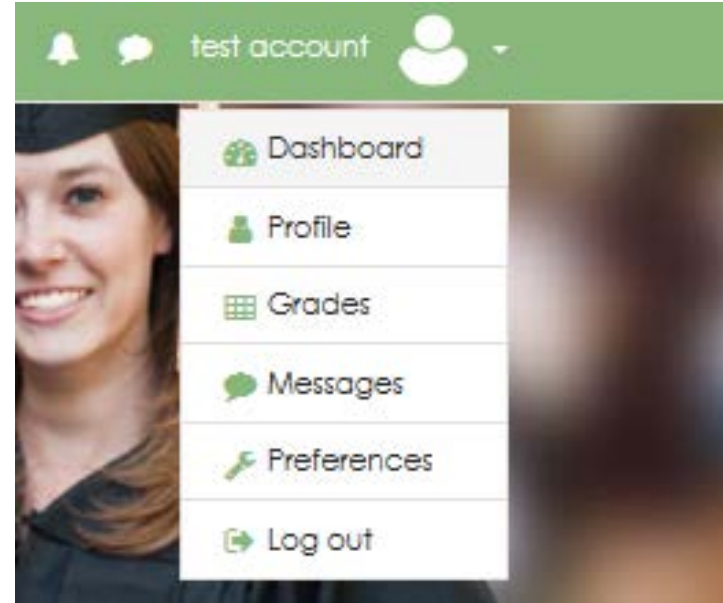
Alternatively, there is also a search bar at the bottom of the home page which allows you to search for courses quickly using key words.



Logging out

When you are ready to log out of ACC Learn, you do this by:

- 1) Clicking on your name at the top right of your screen
- 2) Selecting '**Log out**'





Needing some assistance?

If you have any issues with accessing the system or any of the courses, please email : peopledevelopment@aberdeencity.gov.uk

The team would be more than happy to help you out !