A click-by-click guide to your Resuscitation Council training course

by Back to Life

All Resuscitation Council (RCUK) certificated training courses require the use of the RCUK's Learning Management System (LMS) to access pre-course e-learning and download your certificate upon completion of the practical training day.

This document will guide you through using the LMS at every stage, and provide possible solutions to any issues you may experience along the way.

HINT: Click on the headings to jump straight to the relevant chapter!

PART 1 – A CLICK-BY-CLICK GUIDE TO THE LMS:

- i. Activating your account via e-mail
- ii. Viewing your course modules
- iii. <u>Completing the pre-course assessment</u>
- iv. AFTER THE COURSE Completing the post-course evaluation
- v. AFTER THE COURSE Downloading your certificate

Part 2 – Troubleshooting

- vi. FAQ: Frequently Asked Questions
- vii. <u>Resetting your password</u>
- viii. Editing your profile (e.g. to change your e-mail address)
- ix. Further assistance the RCUK support system

i. ACTIVATING YOUR ACCOUNT VIA E-MAIL

As the course provider, Back to Life will create an account for you on the Learning Management System (LMS).

How we collect this information depends on who you are as a candidate:

If you book your training directly with us – We will request this information at the time of booking.

If this course has been arranged for you by your employer – This information is provided to us by your local Learning & Development contact or by your line manager.

When we create your account, you will receive an e-mail with your login information in the form of your USERNAME and PASSWORD.

NO E-MAIL? CHECK YOUR JUNK FOLDER!

Use the information contained in your e-mail to log in to the LMS:

https://lms.resus.org.uk/

SEND / RECEIVE FOLDER VIEW ADD-INS	
Up - X Q Q Meeting Delete Reply Forward More - All Respond	Image: Address Book hail ✓ Done Delete ✓ Create New Quick Steps ✓ Move Tags Find
Search Drafts (Ctrl+E) Current Folder All Unread By Date Newest ↓ 12:15	Reply Reply All Forward Thu 02/03/2023 12:13 Resuscitation Council UK <no-reply@lms.resus.org.uk> Welcome to the Resuscitation Council (UK) Learning Management System (LMS)</no-reply@lms.resus.org.uk>
Resuscitation Council UK Welcome to the Resuscitatio 12:13 Dear Philip Double.	Dear, An account has been created for you on the Resuscitation Council UK Learning Management System (LMS) because: • you have applied to attend one of our courses or • you are a Course Administrator or • you have become a member of the Resuscitation Council UK. Vour LMS account login details: LMS address: https://lms.resus.org.uk Username: Password:

Figure 1 - Account confirmation e-mail



Figure 2 - The LMS login page

The first time you log in to the platform you will be presented with a page to choose a new password:

s), at

Figure 3 - New password selection page

IMPORTANT! Ensure your new password adheres to the requirements described on this page (include at least 1 number, 1 lower case letter, 1 upper case letter and 1 non-alphanumeric character) or you will not be able to advance past this step!

After choosing your password, you will then be asked to confirm your details.

Feel free to change or update these settings accordingly, and choose if and how you would like your contact details to be used by the Resuscitation Council:

Philip Double	
General	> Expand all
Please note that all le	tters must be entered in lowercase (e.g. a letter1@lowercase.com)
Email	0
Title	Choose ♦
First name	0
Surname	0
Communication	preferences
	I am happy to receive promotional emails from Resuscitation Council UK relating to resuscitation (such as information about events, guidelines, campaigns and RCUK products and services).
Consent A	0
	I am happy to receive promotional emails from Resuscitation Council UK on behalf of other organisations that provide products, services or events relating to resuscitation.
Consent B	0
	Your information will not be passed to other organisations.
✓ Personal Inform	nation
Year of birth	0

Figure 4 - Confirming your profile

The final step in creating your account is to read and agree with the Resuscitation Council's LMS User Policy:

Consent	
Please agree to the following policies	
RCUK LMS User Policy	
The Resuscitation Council UK (RCUK) Learning Management System (LMS) User Policy	
The Resuscitation Council UK (RCUK) maintains the Learning Management System (LMS) (www.lms.resus.org.uk). The RCUK is a registered charity, number 1168914 and its office is at 5th Floor Tavistock House North, Tavistock Square, London WC1H 9HR	
By accessing the LMS, you agree to be bound by the system's user policy.	
Please refer to the full RCUK LMS User Policy if you would like to review the text.	
🛿 I agree to the RCUK LMS User Policy 😣	
There are required fields in this form marked 0 .	
Next	
Resuscitation Privacy Policy Terms	

Figure 5 - Agree to the LMS User Policy

ii. VIEWING YOUR COURSE MODULES

The default "home page" view when you are logged in to your account will display links to all of the courses you are currently enrolled on.

Courses are displayed as:

Course Code – Type of Course – Name of Course Centre – Date of Course

Click on this link to view your course:

Resuscitation Council UK	Home Resuscitation Guidelines Become a member Need help?	▲ You are logged in as	- ೧
	How do I become an instructor? Where is my certificate? Where is my course? Where is my course? Where is my course? Visit our Support System	ion?	
Му	Courses		
G14/F	;/1/BTL/24/12 - ILS - Back to Life - 20/12/24		

Figure 6 - LMS home page view

Resuscitation Home Resuscitation	Guidelines Become a member Need help?	Δ You are logged in as
G14/K/1/BTL/24/12		ILS
• .		
	ILS - Back to Life - 20/12/24	
	Welcome to Immediate Life Support e-learning course Collaps	e all
	This course comprises interactive e-learning, face-to-face lectures, workshops, practical skills, teaching simulations, and assessments.	
	Course manual:	
	Your centre course administrator should send you your course manual approximately two weeks before the course date. It is important t you read and assimilate the information from the course manual before attending the course.	hat
	Before the course:	
	Please complete all the online modules and the pre-course multiple-choice questionnaire (MCQ).	
	You must complete all the topics for each module, including the 'check your knowledge' sections (where present).	
	After the course:	
	Please complete the anonymous course evaluation form to let us know your thoughts about the course.	
	Once completed, you will be notified when your course certificate will be available for download from your LMS account.	
	V Online modules	
	M01: Introduction to the eLS course (approx. 3 mins) To dex Complete the action To dex Complete the action	

Figure 7 - Course home

Click on the Module(s) title to view them. **NB:** Not all courses have multiple modules – some have several to complete whereas others only have 1 or 2 **The modules do not need to be completed in a single sitting**. The LMS will remember your progress and gives estimates for how long each module should take to complete.

You can easily see which modules have been viewed and/or completed as they will be highlighted green depending on their status.

Resuscitation Home Resuscitation	n Guidelines Become a member Need help?		A Tou are logged in as
G14/K/1/BTL/24/12			ILS
•	Online modules		٩
	M01: Introduction to the eILS course (approx. 3 mins)	To do: View To do: Complete the activity	
	O M02: Recognising deterioration and preventing cardiac arrest (approx. 46 mins)	To do: View To do: Complete the activity	
	M03: ALS (Advanced Life Support) Algorithm (approx. 31 mins)	To det View Te det Complete the activity	
	O M04: Non-technical skills in resuscitation (approx. 13 mins)	To do: View To do: Complete the activity	
	M05: Making decisions about resuscitation (approx. 18 mins)	To dot View To dot Complete the activity	
	Pre-course assessment		

Figure 8 - Example of a course with no modules completed

Resuscitation Home Resusc	citation Guidelines Become a member Need help?		You are logged in as
C1/K/1/BTL/24/12			ILS
=	✓ Online modules		•
	M01: Introduction to the eILS course (approx. 3 mins)	✓ Done: View ✓ Done: Complete the activity	
	M02: Recognising deterioration and preventing cardiac arrest (approx. 46 mins)	Onne: View Onne: Complete the activity	
	M03: ALS (Advanced Life Support) Algorithm (approx. 31 mins)	Dene: View To do: Complete the activity	
	MO4: Non-technical skills in resuscitation (approx. 13 mins)	To do: Vizw To do: Complete the activity	
	M05: Making decisions about resuscitation (approx. 18 mins)	To do: View To do: Complete the activity	
	✓ Pre-course assessment		
	Des course MCO (Multiple Choice Questionenice) accessment (approx. 40 miles)	To do: View	

Figure 9 - Example of a course where some modules have been **viewed**, some have been **completed**, and others are still to do (not highlighted at all)

iii. COMPLETING THE PRE-COURSE ASSESSMENT

All RCUK certificated courses have a pre-course assessment that should be completed by candidates in preparation for their face-to-face practical training day.

The pre-course assessment can be found as a link under the "Pre-course assessment" heading on the course homepage. Click this link to view the quiz.

IMPORTANT: The assessment will open in a new window. If it does not open when clicked, make sure your browser is not blocking pop-ups. You may need to consult your organisation's IT team if this is being blocked on a work computer

Resuscitation Council UK Home Resuscitation Guidelines Become a member Need Nelp?	A Tou are logged in as
C1)K/1/BTL/24/12	ILS
	•

Figure 10 - Link to pre-course assessment



Figure 11 - Pre-course assessment introduction

When prompted, choose **MCQ Paper 1**. This paper has a good mixture of knowledge and scenarios applicable to many of the day-to-day working environments for our candidates.

Work your way through the pre-course assessment, confirming your answers as you go.



Figure 12 - An example question

>

You will be provided with feedback after each answer. Click the χ icon to hide the feedback.

To view the next question, click on the

icon (NB this is only visible when the feedback box is closed).



Figure 13 - Pre-course assessment completed

When you complete the MCQ, you will be given your results and the "welcome" screen will display a red heart symbol to indicate your result has been recorded. \heartsuit

IMPORTANT: Unlike previous versions of the Resuscitation Council's e-Learning, there is no certificate for completing the pre-course assessment.

You will not need to bring anything with you on the day of your course – our faculty can check this online if needs be.

iv. AFTER THE COURSE – COMPLETING THE POST-COURSE EVALUATION

Important! The evaluation should only be completed **after** you have attended the face-to-face portion of your training course.

You can access the "candidate course evaluation" from the course home page.

Resuscitation Home Resuscitat	ion Guidelines Become a member Need help?	A You are logged in as
C1/K/1/BTL/24/12		ILS
•	Pre-course assessment	•
	Pre-course MCQ (Multiple Choice Questionnaire) assessment (approx. 40 mins) Image: Comparison of the Compariso	✓ Donet View Slete the activity
	Post-course tasks:	
	Candidate Evaluation	
	🛜 Candidate Certificate	
		<u>+</u>
	Resuscitation Privacy D&I Merchandise Complaints Council UK	

Figure 14 - Link to candidate course evaluation

Resuscitation Council UK Home Resuscitation Guidelines Become a member Need help?	Ω. You are logged in as
1/BTL/24/12	
ILS E-learning Back to Life - December 2024	
Candidate Evaluation	
Please provide feedback on the following categories to ensure our courses are run to a high standard.	
1. General information	
2. The course overall	
3. The course manual 4. The programs MCO (Multiple Choice Questionnaire) assessment	
5. The elearning	
6. The course content	
7. General comments about the course	
8. Instructors/Facilitators	
9. Any other comments	
Submit Candidate Evaluation	

Figure 15 - Button to view the candidate course evaluation

When you have submitted your evaluation form, the summary page will detail what happens next:



Figure 16 - Evaluation successfully submitted

It can take up to **two weeks** following your course for your result to be recorded and for your certificate to be released.

Section 5 of this guide will detail how to access your course certificate.

v. AFTER THE COURSE – DOWNLOADING YOUR CERTIFICATE

IMPORTANT: It can take up to **two weeks** following the face-to-face portion of your course for your certificate to be released.

When our admin team have completed the necessary post-course tasks you will automatically receive an e-mail notifying you that your course certificate is available to download from the LMS:



Figure 17: e-mail notifying you that your certificate is ready

To download your certificate simply re-visit the course page and click on the link for "Candidate course certificate" under the heading "Post course tasks"

Resuscitation Home Resuscitation	on Guidelines Become a member Need help?	A You are logged in as
C1/K/1/BTL/24/12		ILS
	Pre-course assessment	4
	Pre-course MCQ (Multiple Choice Questionnaire) assessment (approx. 40 mins) Pome: View Pome: Complete the activity	
	V Post-course tasks:	
	Candidate Evaluation	
	Candidate Certificate	
		•
	Resuscitation Privacy DSI Merchandise Complaints	

Figure 18: Link to download your certificate

If you try to access your certificate before our admin team have completed the post-course tasks you will be presented with a message detailing why your certificate is not yet available. Please check back at a later date (or once you have received an e-mail from the LMS to inform you your certificate is ready).

If this message is still showing 2 weeks following your face-to-face training date please contact us via e-mail <u>admin@backtolife.co.uk</u>.

Resusc Council	itation Home Resuscitation Guidelines Become a member Need help? Q You are logged in at UK	 ∩-
C1/K/1/BTL/24/	12	ILS
	C1/K/1/BTL/24/12 / Candidate Certificate Your certificate will be available for download when: 1. you have successfully passed the course and 2. you have completed the Candidate course evaluation and 3. your Course Administrator has released your course certificate. Please allow approximately two weeks for your Course Administrator to release your certificate. If you have any questions, please contact the Course Centre directly. Back to course listing	G
		•

Figure 19: "Your certificate is not yet available"

If your certificate is available to download, the page will display a button to "Review your certificate".

Your certificate will open in a new tab and can be printed/downloaded from there.

IMPORTANT! Ensure you have pop-ups enabled or allow any prompts offered by your browser after clicking the Review button.

	8	You are logged in as	Log out
You received this certificate on: Thursday, 2 March 2023, 12:47 PM Review your certificate			
Drivney Dolley Torme			

Figure 20: Certificate download button

IMPORTANT: You can re-visit this page to access your certificate at any point in the future by logging in to the LMS and visiting "My Courses".

Q: I cannot remember my password. What is it?

A: We cannot view or change passwords. Please follow our guide to <u>reset your password</u> using your e-mail address.

Q: I have not received my e-mail login information from the LMS when I should have, what can I do?

A: Try <u>resetting your password</u> using your e-mail address. Make sure to check your junk/spam folder as well. If this does not work, please e-mail us at <u>admin@backtolife.co.uk</u> specifying your course date and we can confirm your enrolment on the course.

Q: I cannot find a certificate to confirm my pre-course e-Learning. Where can I get this?

A: The Resuscitation Council no longer provide a certificate for the pre-course (i.e. online) part of the course. You will only receive a certificate for the entire course once you complete your face-to-face training day and your instructor reports the results back to Back to Life. Instructors can view and track your online progress so we can see if and when candidates have accessed the e-learning and completed the pre-course MCQ.

Q: I have attended the face-to-face training day but when I click the link to download my certificate on the LMS it tells me it is not available. Why?

A: There are some post-course tasks that must be completed before certificates are released. These tasks can take up to 2 weeks for us to complete due to the volume of courses we hold. Please follow this guide for <u>Downloading your certificate</u>. If it has been longer than 2 weeks and you have not yet received an e-mail notification for your certificate please e-mail <u>admin@backtolife.co.uk</u>.

Q: Please can you change my e-mail address?

A: Back to Life cannot edit any information from your profile, including changing e-mail addresses. Please log in and <u>edit your profile using this guide</u>.

Q: Which MCQ paper should I complete? There is a choice of 2 when I open the online activity.

A: Please choose **paper 1**. This paper has a good mixture of knowledge and scenarios applicable to many of the day-to-day working environments for the majority of our candidates.

Q: Nothing happens when I click to view the pre-course MCQ?

A: As mentioned in the <u>guide to completing the Pre-Course Assessment</u>, the LMS uses pop-ups on their site to display the pre-course MCQ. If it is not displaying you may have pop-ups or other content blockers stopping it from doing so. Please enable all pop-ups and/or allow external apps to run in your browser if required. You may need to contact your IT team to do this for you if you are accessing the LMS from a work computer.

Q: My question is not answered in this guide. Can you help me?

A: Anything within our power to help with or change is detailed in this guide. For all other queries you can contact us on <u>admin@backtolife.co.uk</u> or, for more advanced enquiries, you can <u>raise a ticket with the</u> <u>Resuscitation Council's own LMS Support team</u>.

vii. TROUBLESHOOTING: RESETTING YOUR PASSWORD

To reset your password, visit https://lms.resus.org.uk/login/forgot_password.php

Council UK	Resuscitation Guidelines Become a member Need help?
Please enter your registered email address for the LMS in lowercase with no additional blank spaces added on either side of the entry. Your saved details may be auto-filled; please clear it and reenter the details. If your account is located, you will receive instructions to reset your password. If you cannot locate the email, please check your junk/spam folder. Search by email address Go	
Privacy D& Merchandia	se I Complaints

Figure 21: Password reset main page

Enter the e-mail address that is registered to your account in the box labelled "Search by email address" and hit the "Go" button.

After hitting "Go" you will be presented with a password reset confirmation message:

Council UK		Resuscitation Guidelines	Become a member	Need help?
Home > Log in > Forgotten password				
	If you have supplied a username/email that exists on this system, then the passwor	rd reset email will be sent.		
	Please also check your spam/junk folder for the email.			
If you still have not received the email, please contact <u>RCUK</u> .				
	Continue			

Figure 22: Password reset confirmation

Next, please log in to your e-mail provider and check your inbox.

IMPORTANT! Also check your junk/spam folder as your e-mail provider may have filtered your password reset e-mail to there.

Click the link in your e-mail to reset your password and you will be taken back to the LMS to choose an new password

Choose your new password.

IMPORTANT: There are a number of stipulations for the characters required when choosing your new password. Please ensure you have at least 1 upper case letter, 1 lower case letter, 1 number and 1 non-alphanumberic character or else you will receive an error message at this stage.

C Resuscitation		Resuscitation Guidelines	Become a member Need help?
🗸 Council UK			👌 (Log in)
ome > Log in > Forgotten passwo	ord		
ease enter your new password belo	ow, then save changes.		
Set password			
Username	e		
	The password must have at least 8 characters, at	t least 1 digit(s), at least 1 lower case letter(s), at least	1 upper case letter(s), at least 1 non-
	alphanumeric character(s) such as as *,-, or # Passwords can be reused after 5 changes		
New password	0		
New password (again)	0		
	Save changes Cancel		

Figure 23: Choose your new password

After saving the changes you can use your new password to log in to the LMS.

viii. TROUBLESHOOTING: EDITING YOUR PROFILE

Once logged in to the LMS you can update your personal information (including your e-mail address) by editing your profile.

First, view your Profile by clicking anywhere on the text that says "you are logged in as (your name)" on the top right-hand side of the screen.

Select "Profile"



Click on the button to "Edit Profile" and make any adjustments. When you are finished, scroll to the bottom of the page and click the button to "Update Profile".

Resuscitation Council UK	Home Resuscitation Guidelines	Become a member Need help?	۵	You are logged in as	Ω
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				٥.	
			\Rightarrow	Edit profile	
c	Seneral			_	
1	Email	phile Andrew Production (1996) is other course performed.			
1	First name	This .			
	Surname	1			
F	Personal details				
3	> Communication preferences			_	
3	> Personal Information				
	Membership information				

Figure 26: The "Profile" page, and button to "Edit profile"

ix. TROUBLESHOOTING: FURTHER ASSISTANCE – THE RCUK SUPPORT SYSTEM

For more advanced queries (e.g. merging accounts if you have more than 1 in your name, accessing an account if you no longer have access to the e-mail address it is linked to, etc.) the Resuscitation Council have a separate support platform:

https://support.resus.org.uk/support/home

On this site you can find the answers to more common problems, and create an account to "raise a support ticket" if you need direct assistance from one of the administrators for the LMS.

IMPORTANT: Support tickets can take a minimum of 7 days to be resolved, please bear this in mind when contacting the support team.