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:

PART 2 – TROUBLESHOOTING

Back to Life
Web: www.backtolife.co.uk   e-Mail: admin@backtolife.co.uk   Phone: 01372 361 206

last updated: October 2024

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:

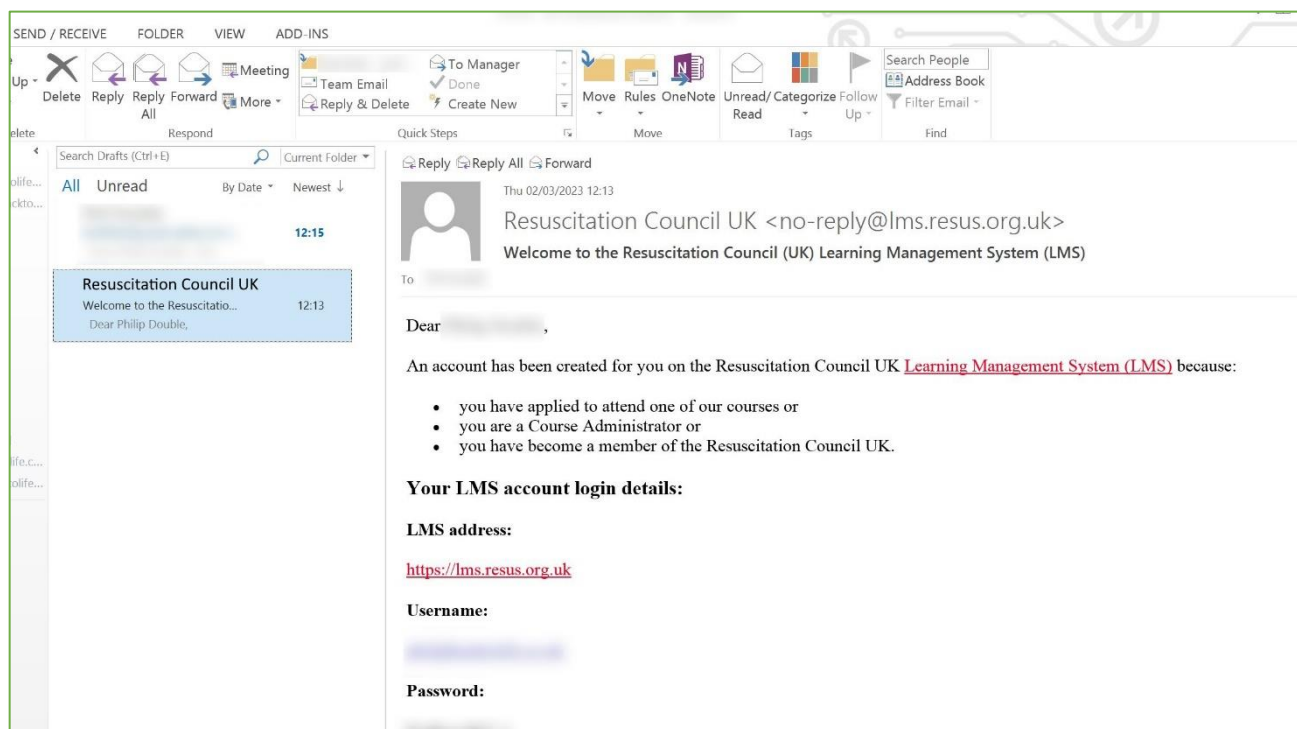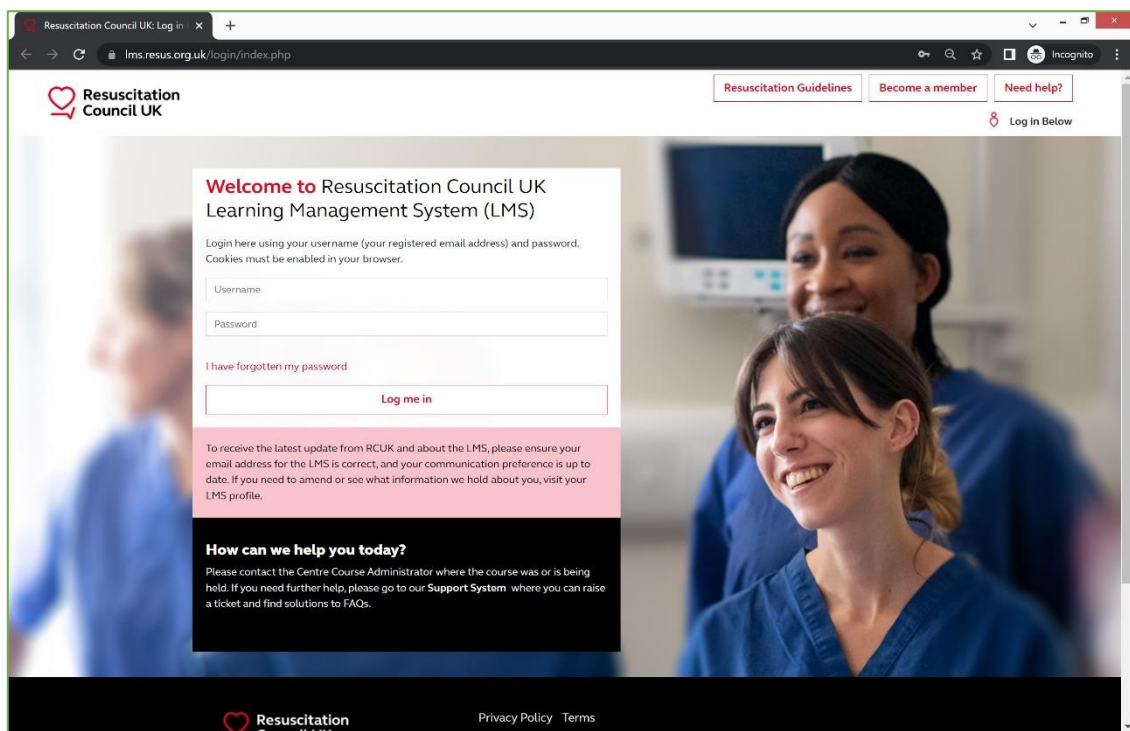### https://lms.resus.org.uk/

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:

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:

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:

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

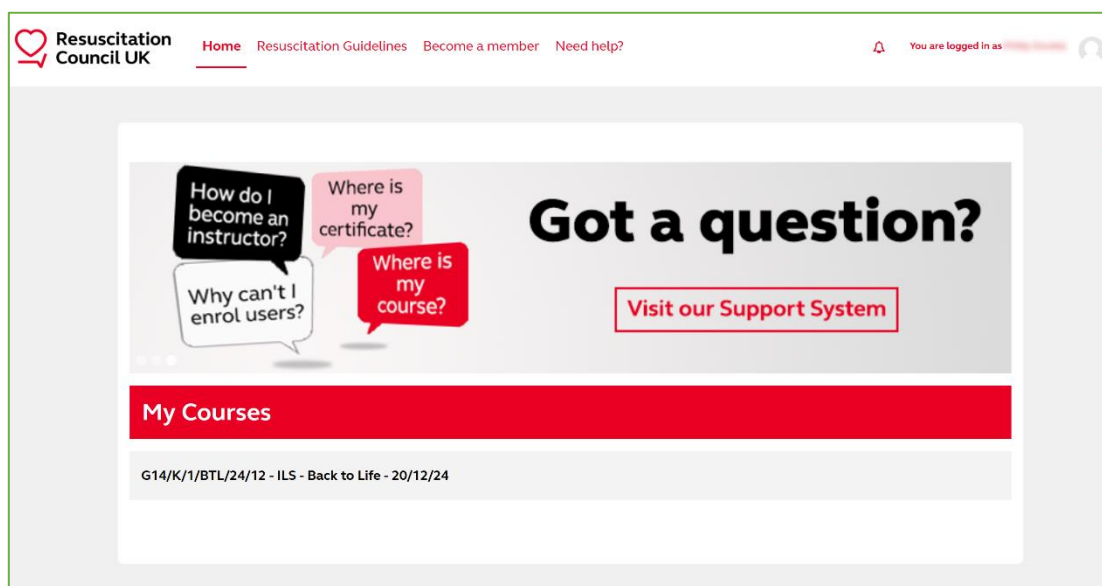*Click on this link to view your course:*

Figure 6 - LMS home page view
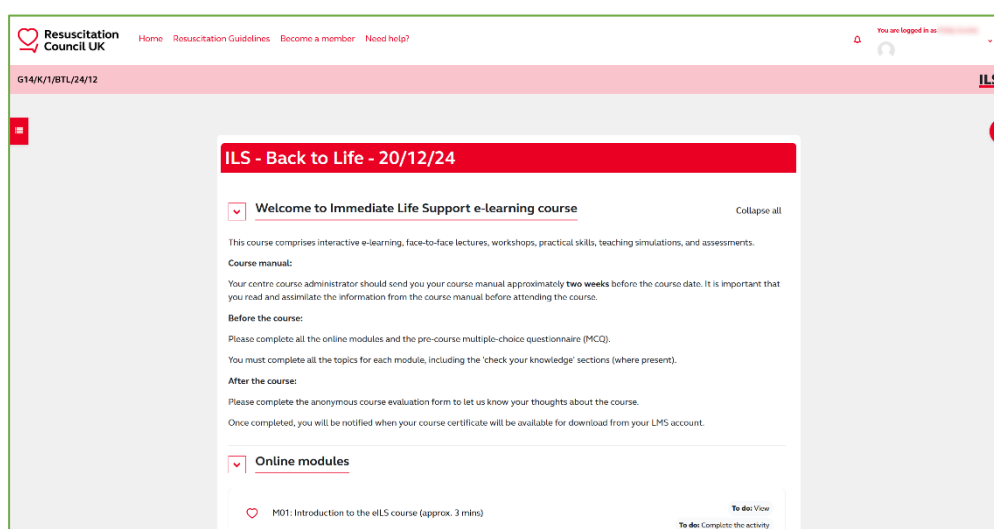
Figure 7 - Course home

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.

Figure 8 - Example of a course with no modules completed

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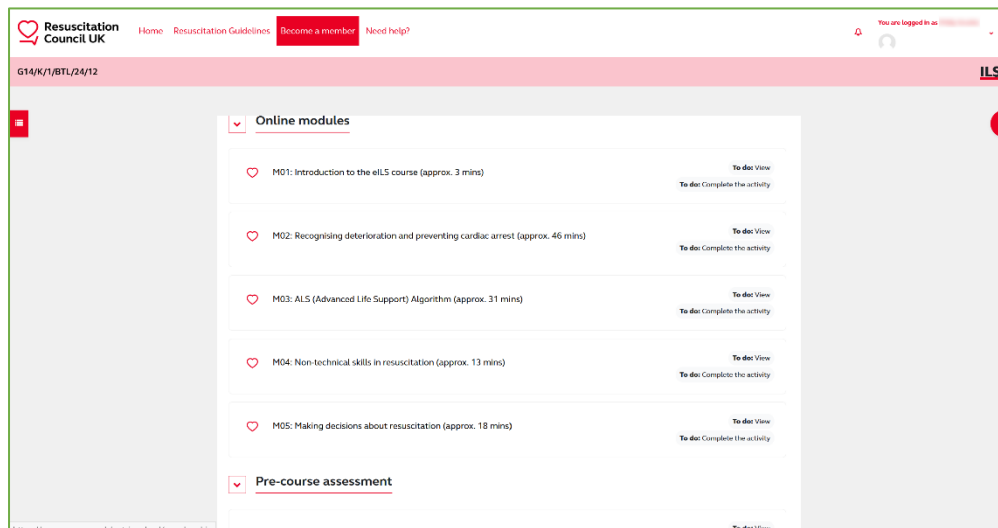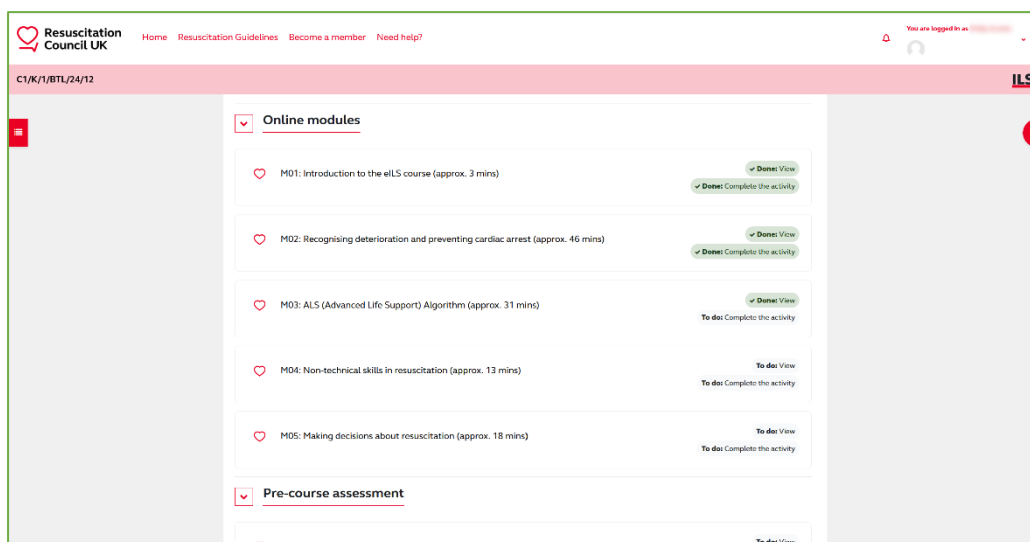
All RCUK certificated courses have a pre-course assessment that should be completed by candidates in preparation for their face-to-face practical training day.

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
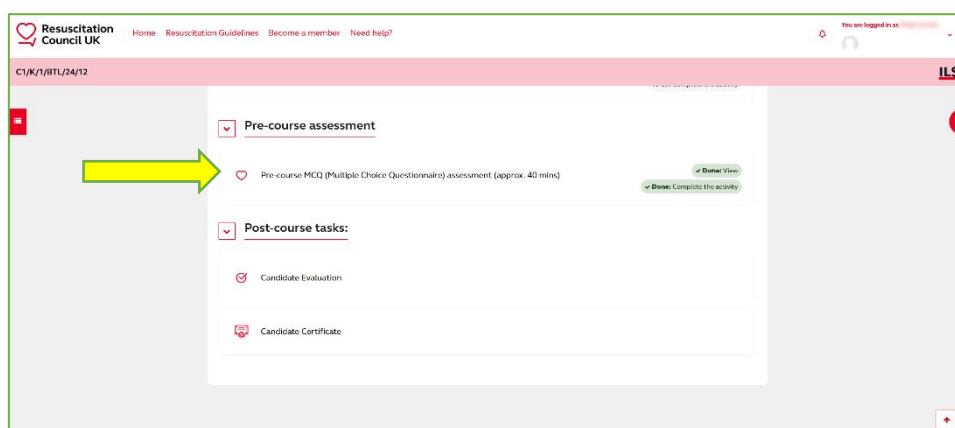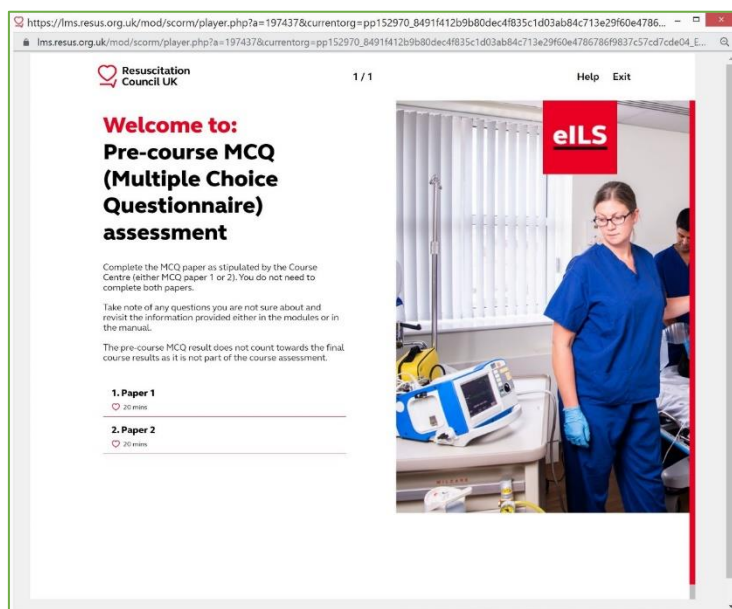

Figure 10 - Link to pre-course assessment

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.
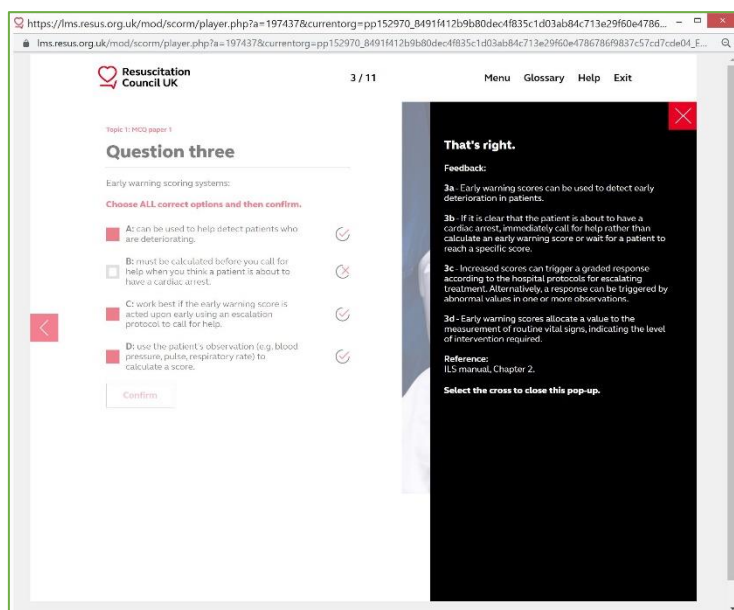

Figure 12 - An example question

You will be provided with feedback after each answer. Click the **X** 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).
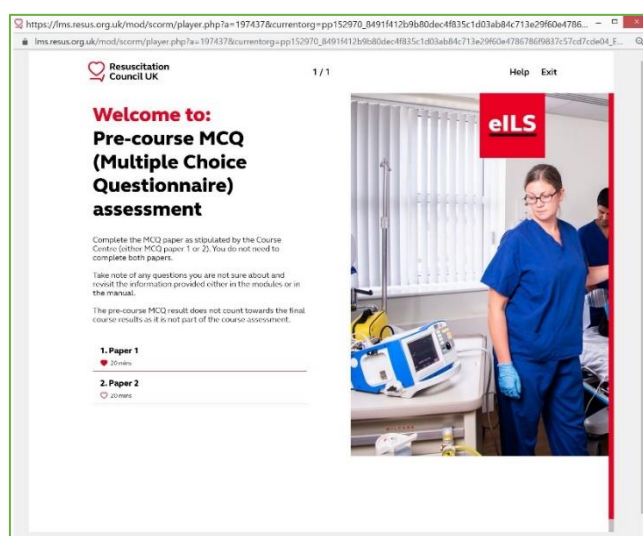
Figure 13 - Pre-course assessment completed

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. ❤️

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.

Figure 14 - Link to candidate course evaluation

Figure 15 - Button to view the candidate course evaluation

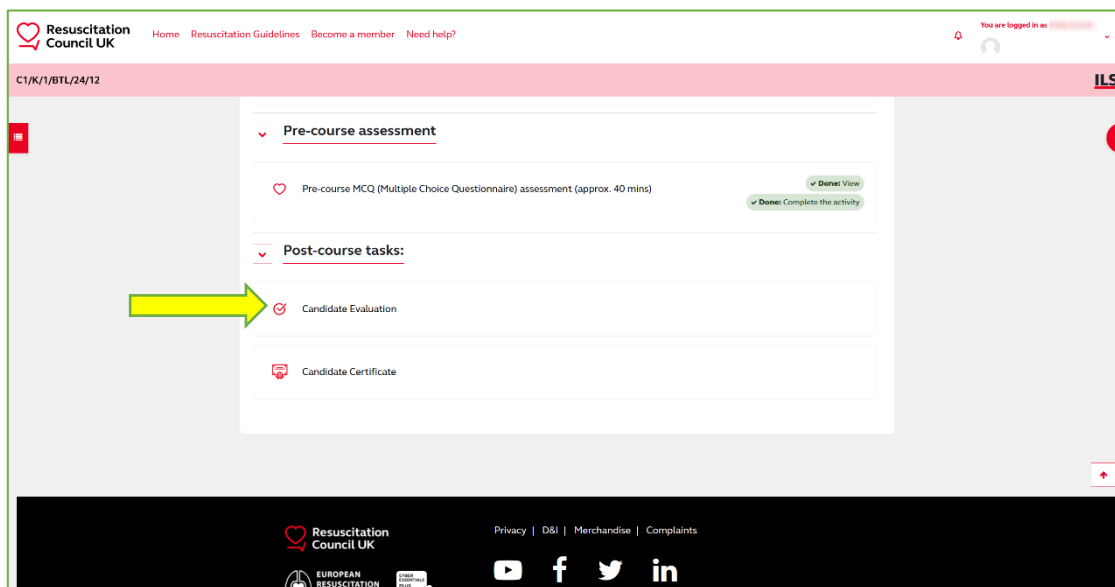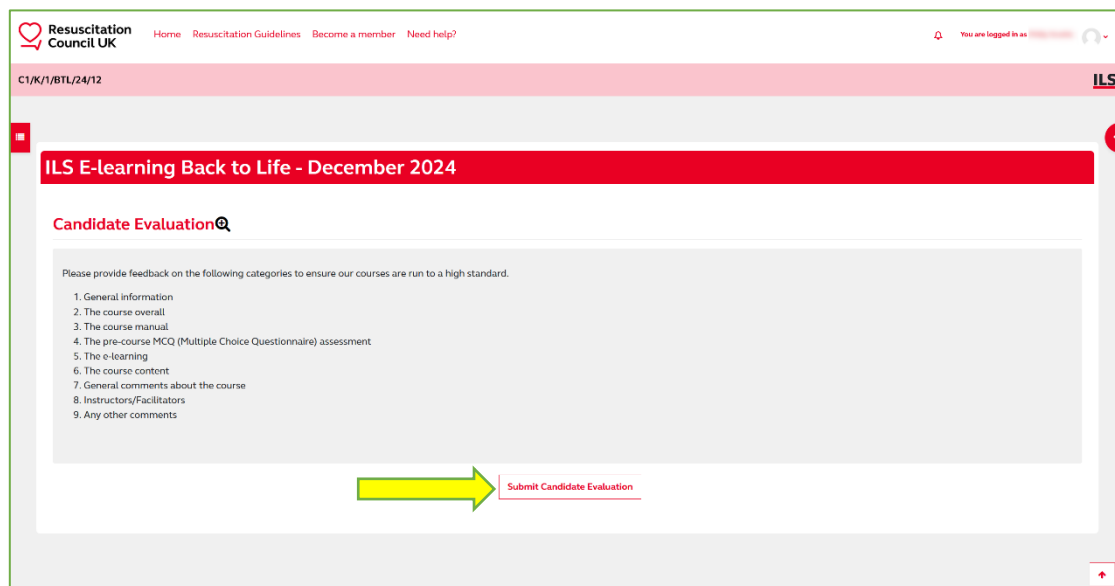When you have submitted your evaluation form, the summary page will detail what happens next:
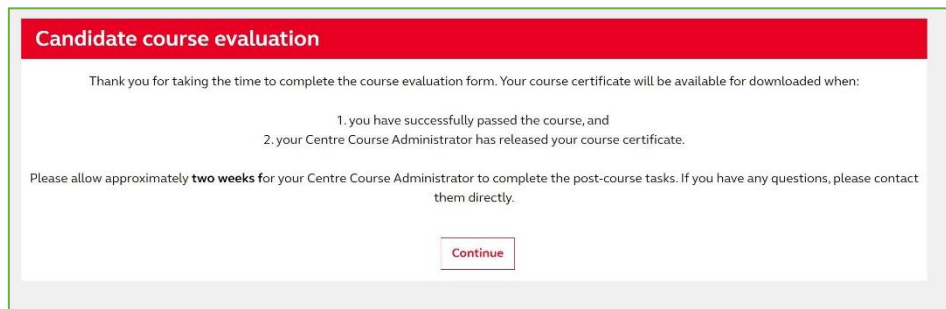
Candidate course evaluation

Thank you for taking the time to complete the course evaluation form. Your course certificate will be available for downloaded when:

1. you have successfully passed the course, and
2. your Centre Course Administrator has released your course certificate.

Please allow approximately **two weeks f**or your Centre Course Administrator to complete the post-course tasks. If you have any questions, please contact them directly.

Continue

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"
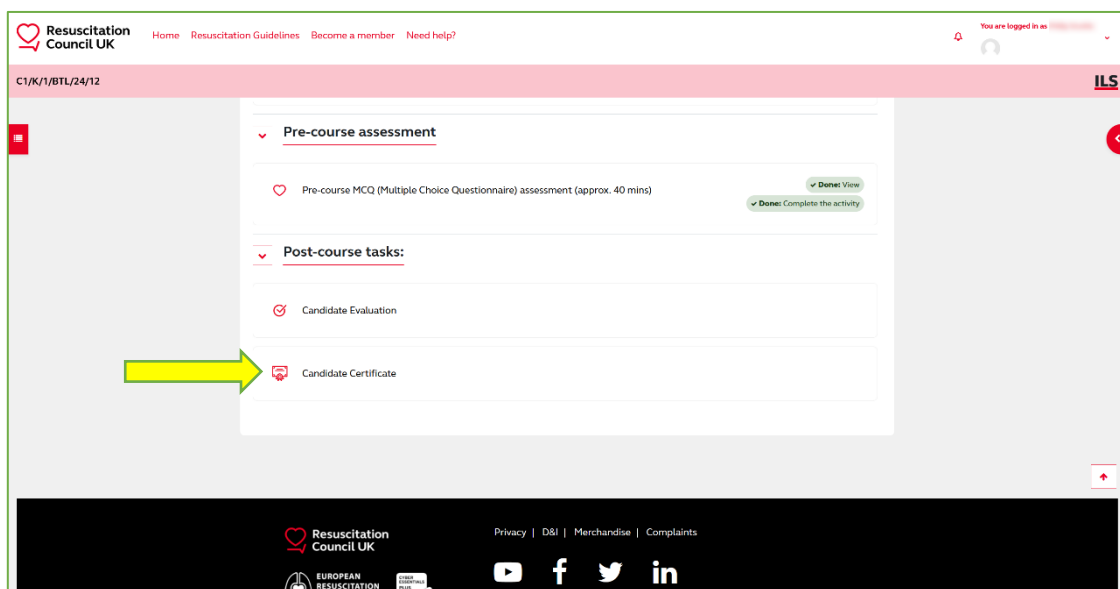

Figure 18: Link to download your certificate

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 admin@backtolife.co.uk.
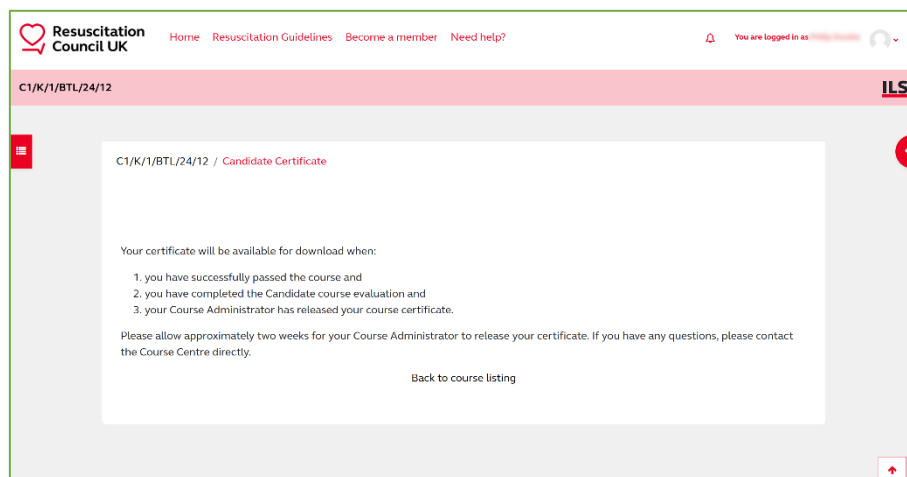
Figure 19: "Your certificate is not yet available"

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.

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".

vi.   TROUBLESHOOTING: FAQ (FREQUENTLY ASKED QUESTIONS)

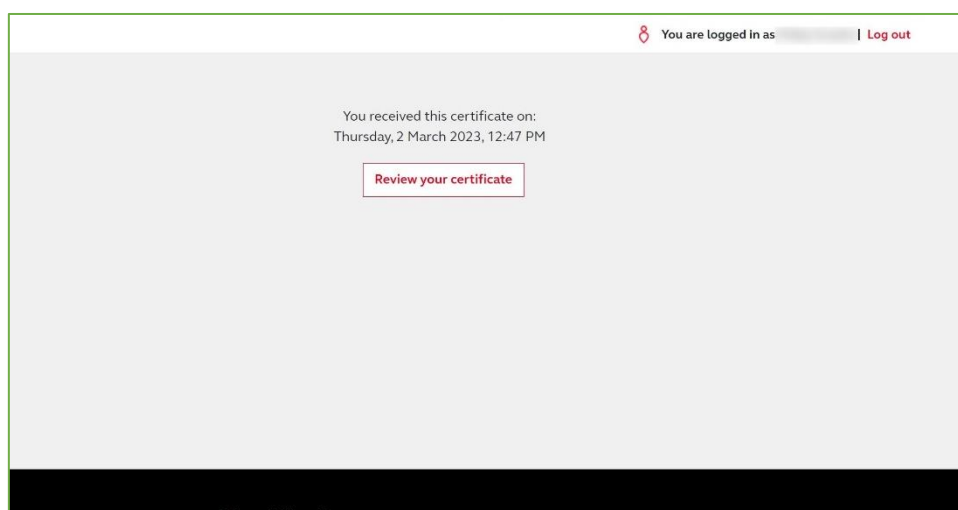**Q:** I cannot remember my password. What is it?

A: We cannot view or change passwords. Please follow our guide to **reset your password** 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 **resetting your password** 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 admin@backtolife.co.uk 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 **Downloading your certificate**. If it has been longer than 2 weeks and you have not yet received an e-mail notification for your certificate please e-mail admin@backtolife.co.uk.

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 **edit your profile using this guide**.

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.

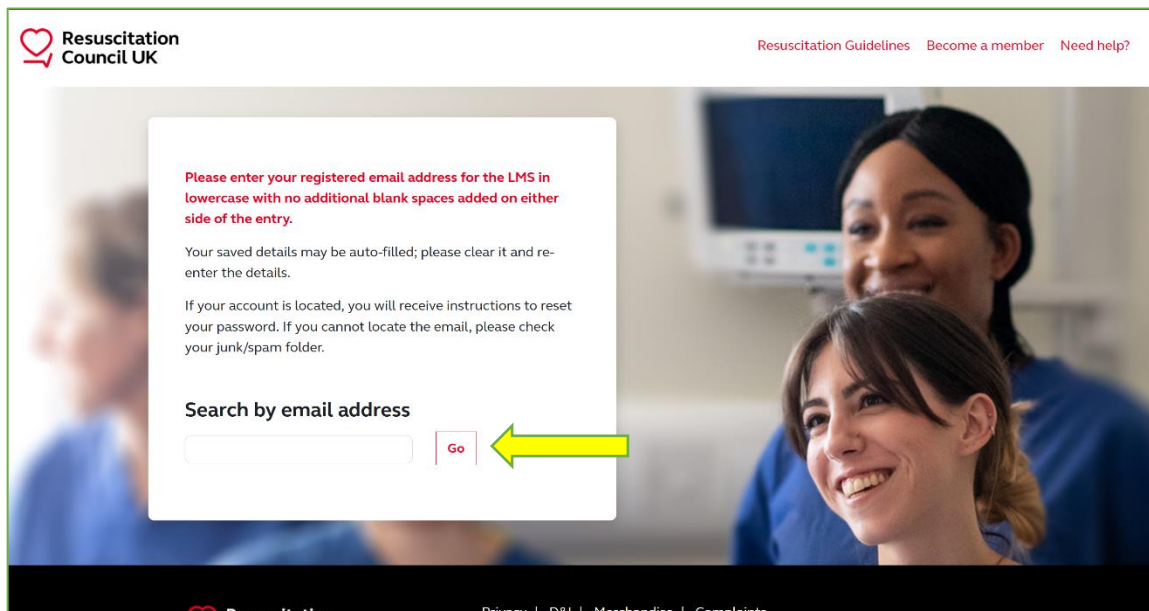**Q:** Nothing happens when I click to view the pre-course MCQ?

A: As mentioned in the **guide to completing the Pre-Course Assessment**, 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 admin@backtolife.co.uk or, for more advanced enquiries, you can **raise a ticket with the Resuscitation Council's own LMS Support team**.

vii.   TROUBLESHOOTING: RESETTING YOUR PASSWORD

To reset your password, visit https://lms.resus.org.uk/login/forgot_password.php
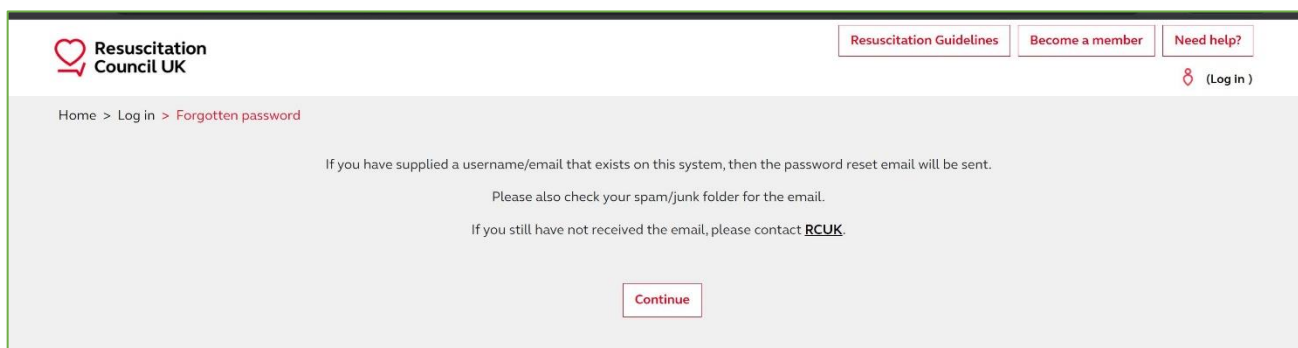
Figure 21: Password reset main page

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:

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.

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.
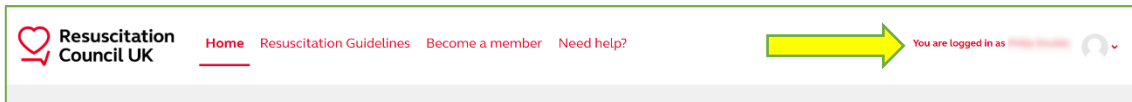
Select "Profile"

Figure 25: Link to view your 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".
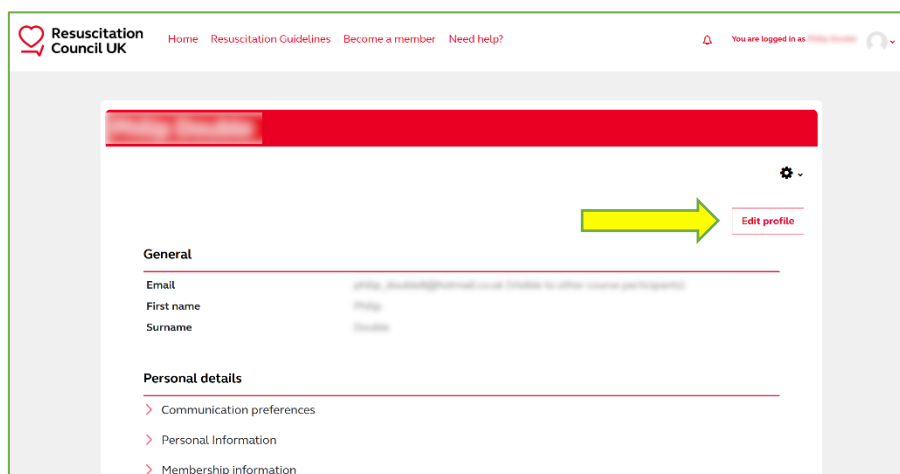

Figure 26: The "Profile" page, and button to "Edit profile"

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.