

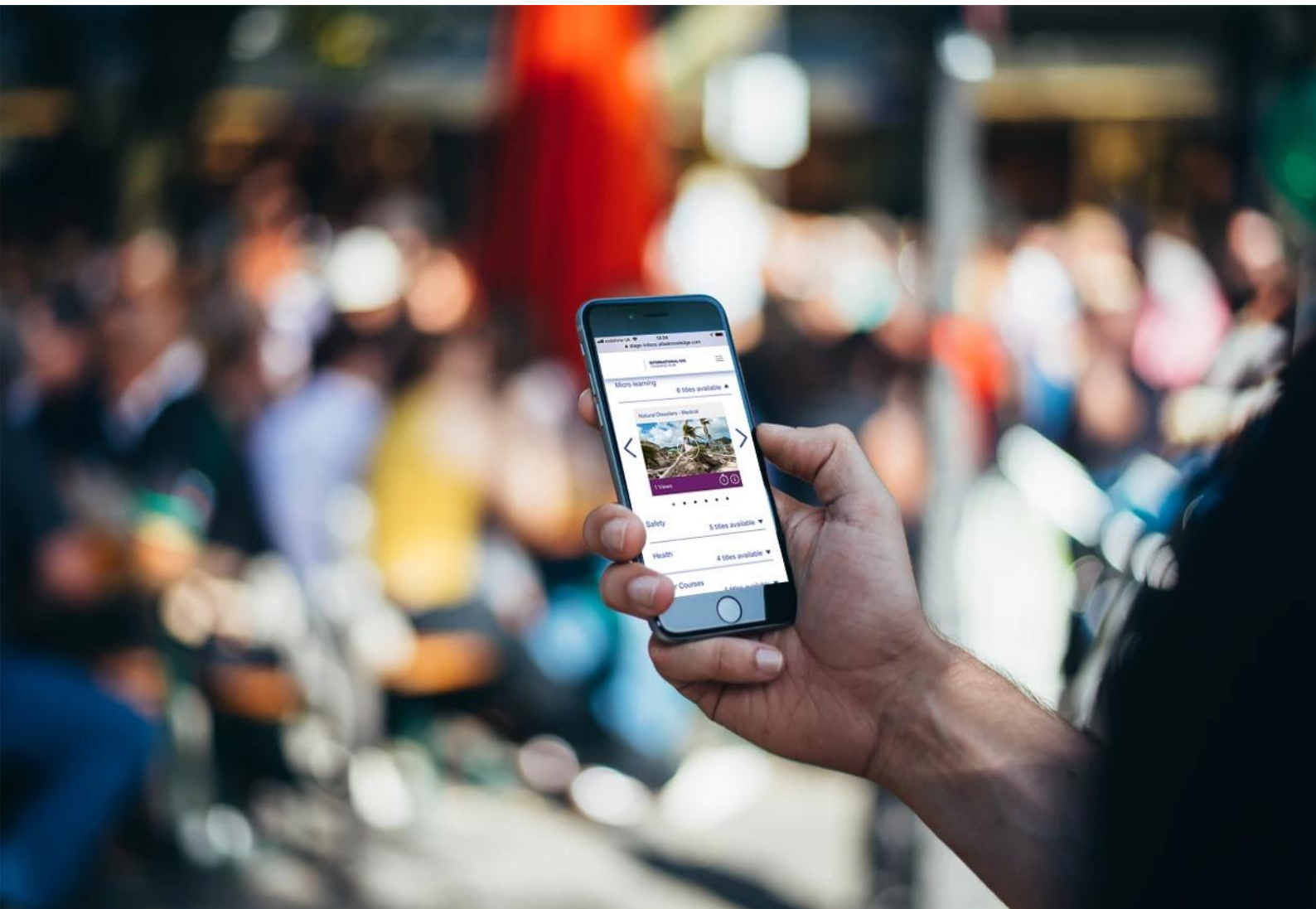


# International SOS

## Digital Learning Portfolio (DLP)

### LEARNER GUIDE

Version 3.0



**WORLDWIDE REACH.  
HUMAN TOUCH.**

© 2020 International SOS, all rights reserved. No text contained in these materials may be reproduced, duplicated or copied by any means or in any form, in whole or in part, without the prior written permission of International SOS.

The only controlled copy of this document is maintained electronically. If this document is printed, the printed version is an uncontrolled copy.



**WORLDWIDE REACH.  
HUMAN TOUCH.**

© 2020 International SOS, all rights reserved. No text contained in these materials may be reproduced, duplicated or copied by any means or in any form, in whole or in part, without the prior written permission of International SOS.

The only controlled copy of this document is maintained electronically. If this document is printed, the printed version is an uncontrolled copy.

## TABLE OF CONTENTS

1.	Digital Learning Portfolio (DLP) on Intl.SOS Training Hub .....	4
1.1.	Steps to login .....	4
1.2.	Registering for an account.....	4
1.3.	Activate a new account.....	5
1.4.	Introduction to the landing page menu .....	5
1.5.	Account profile settings .....	6
1.6.	Resetting your password .....	6
1.7.	System language settings .....	6
1.8.	Search function.....	6
1.9.	Overview of the content categories .....	7
1.10.	Change content category view .....	7
1.11.	Tips for using digital courses .....	8
1.12.	Completion certificates .....	9
1.13.	Reminder notifications .....	10
1.14.	Course enrolment .....	10
2.	Getting help .....	11
2.1.	Help FAQs .....	11
2.2.	Contact support .....	11
3.	Technical support.....	11
3.1.	Trouble logging in .....	11
3.2.	Resetting your password .....	12
3.3.	Disable a pop-up blocker .....	12
3.4.	Browser compatability.....	12
3.5.	Supported devices .....	12
3.6.	Bandwidth .....	13
3.7.	Contact support .....	13

# 1. Digital Learning Portfolio (DLP) on Intl.SOS Training Hub

## 1.1. Steps to login

1. Accessing the Training Hub via Portal pages

You can access the Training Hub by a URL link or from your International SOS Portal page. Visit your portal URL and select the **Training**



**Hub icon.**

This then opens your company login page.

## 2. Training Hub login page

If you already have an account, it is easy to log in.

- i. indicate preferred **system** language
- ii. insert your email address (or Employer ID) as username
- iii. insert **password\***
- iv. Select '**LOG IN**'

## 1.2. Registering for an account

### 1. Self-register for an account

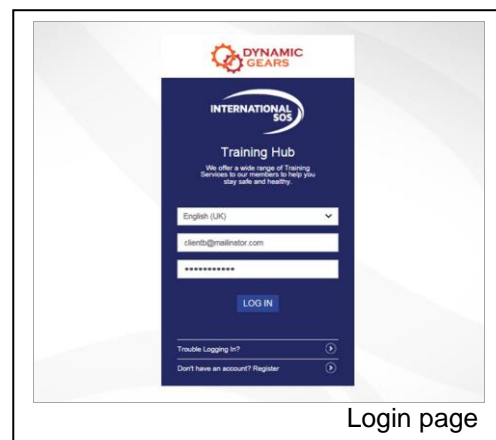
If your company has allowed self-registration, you are permitted to create your own account.

To register for an account:

- i. At the bottom of the login page, **select the link:**  
**Don't have an account? Register**
- ii. The self-registration form will open.
- iii. Add your **name\***, **family name\***, **home country** and **email address\*** and **password\*** to the form.  
We recommend using your work email address rather than a personal email account.  
**Anything marked with an (\*) is mandatory**
- iv. If present, indicate if you are a **'traveller'** or a **'non traveller'**. This is so the system can show you the correct content view.
- v. Set a password\* (10 digits & characters)
- vi. Read and agree the terms & Conditions
- vii. Click '**SUBMIT**'
- viii. A confirmation advises that a link has



Intl.SOS Portal Page example



Login page

Self registration form

First Name \*  
Sam

Family name \*  
Ward

Email \*  
samward@company.com

Re-type email \*  
samward@company.com

Country \*  
France

Preferred language  
French

Password \*  
\*\*\*\*\*

Re-type password \*  
\*\*\*\*\*

Company: cardno cardno

Terms of Use

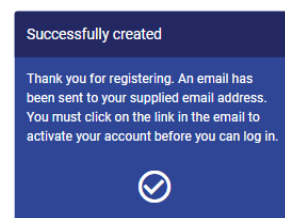
By registering, you agree to the 'Terms of Use'. See full details on the page link located below. You should periodically review the Terms & Conditions because they govern your use of this Web Site and are binding upon you. International SOS Group (Intl. SOS) may modify these Terms and Conditions at any time at its discretion by updating this posting.

Terms of Use > Privacy Policy > Warranty Disclaimer >

I have read and understand the Terms of Use

SUBMIT CANCEL

Complete self-registration details



Confirmation message

been sent to your email address.

- ix. **Check your email** and activate your account as soon as possible before the token expires.

**i** \*Passwords must be of 10 characters and have a mixture of upper & lowercase letters & numbers and to include special characters.

### 1.3. Activate a new account

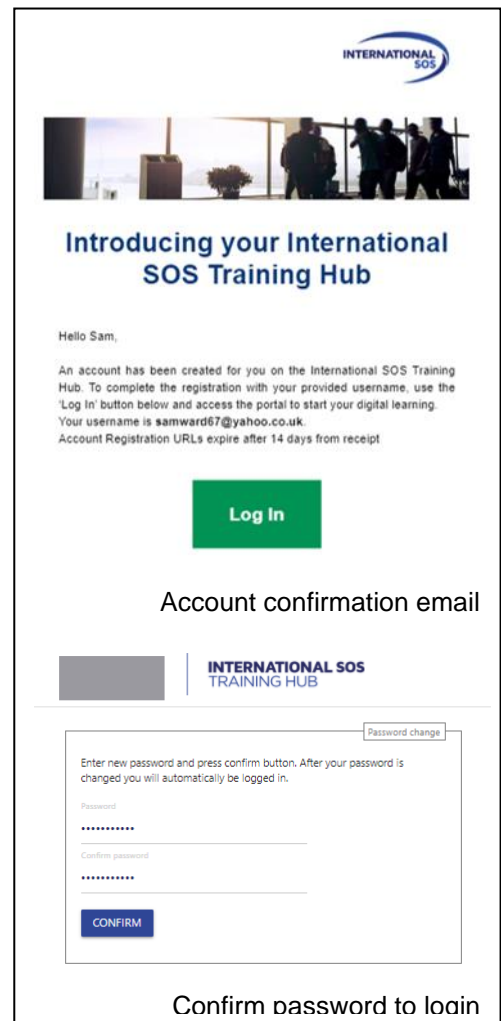
1. **Access your email** and open the email sent from [onlinehelp@internationalsos.com](mailto:onlinehelp@internationalsos.com)
2. Select the Login button
3. A browser will open, you can complete the remainder of the registration form.
4. Now add:
  - a. **Unique password** (Passwords should be at least 10 characters; include a mixture of letters and numbers, including upper & lowercase and special characters).
  - b. Select the **Terms of Use** checkbox
  - c. Complete registration by selecting **'Submit'**.

Registration is complete; you are logged in and can access the landing page to launch content.

**i** If you don't receive an email in a few minutes, please check your junk mail folder.

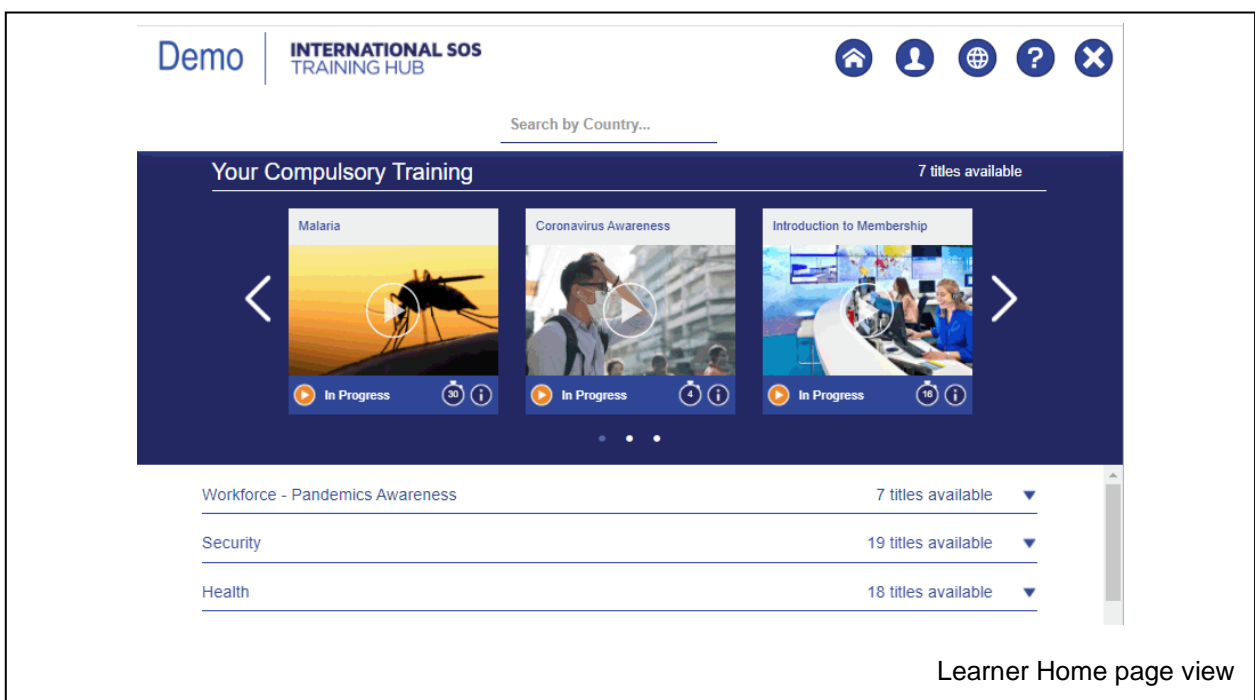
### 1.4. Introduction to the landing page menu

All available digital learning courses are automatically assigned to you when your account is first created.



Account confirmation email

Confirm password to login



Learner Home page view

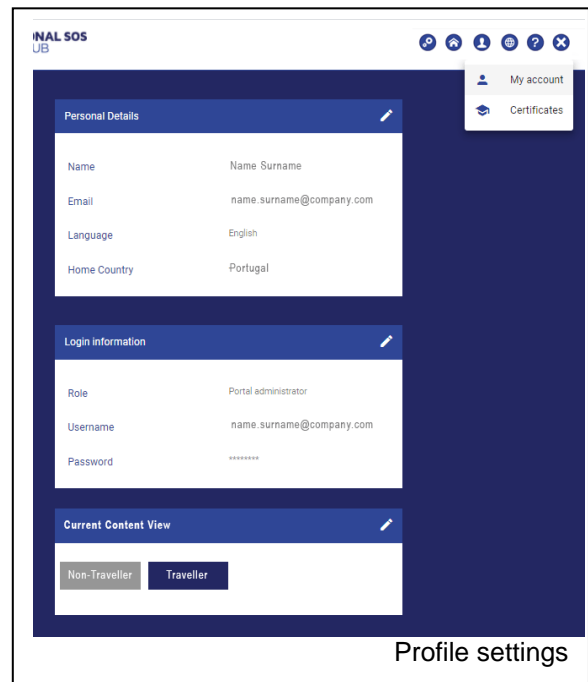
## 1.5. Account profile settings

### 1. Viewing/editing your account profile

You can view and/or edit some of your personal information by selecting **Profile** from the menu icons.

- You may set your **language preference**, and your **country location**.
- You can reset your login **password**
- You can switch your **current content view** (participating clients only).  
Those users who can, will see a **'Change View'** toggle.

Choose either **'Traveller'** or **'Non-Traveller'** button to change the content catalogue view on the **Home** page.

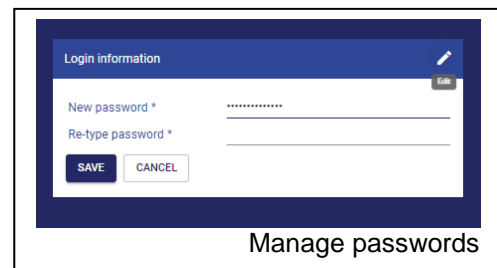


**i** If you need to change your Login information (maybe Email address or Employee ID) please submit a change request via Help? - Contact support.

## 1.6. Resetting your password

### 1. Managing your password

If you want to reset your password, select the **Profile icon**. In the **Login Information** section, select the edit icon and in the fields insert a new password.



**i** Passwords should be 10 characters and have a mixture of upper & lowercase letters & numbers and include special characters.

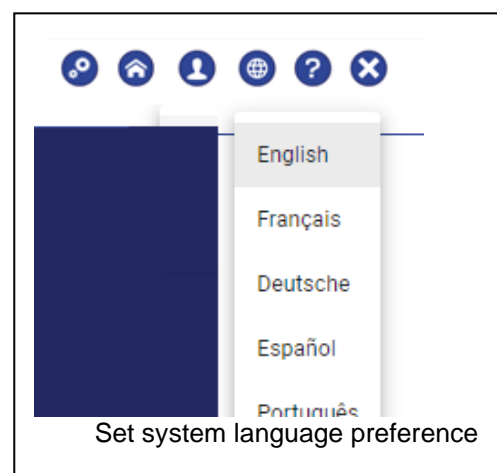
## 1.7. System language settings

The system is displayed in English as default and is translated to 10 core languages.

### 1. Setting your preferred system language

To change the default system language, select the **globe icon** and then select your language. The system will refresh and show screen information your chosen language.

**i** Note: this system language setting does not affect the courses. On course launch, you choose from the list of translated languages available.



## 1.8. Search function



A search function makes it easier for you to find recommended courses depending on your interests or destination.

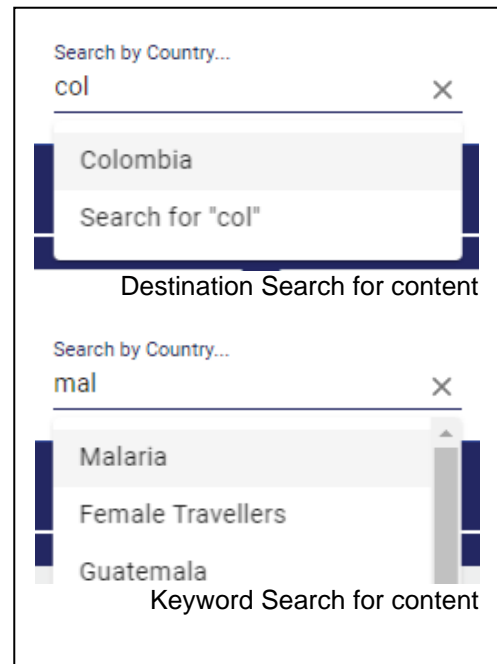
### 1. Search for destination

Type in your **\*country of destination** in the search bar and then select it on the pick list displayed. Type and many as needed for multi-destinations.

**\*City destinations are not available.**

The system view will be refreshed to show the courses we think you may want to take to prepare yourself.

### 2. Search by keyword or course title.



## 1.9. Overview of the content categories

To make it easier to help you find relevant training, some intuitive default system categories are displayed.

### 1. Your compulsory training

The top blue carousel menu is where all suggested 'compulsory training' is assigned. Ideally you should try to complete these recommended courses as a minimum.

**Please check with your line manager if you are not sure which courses you should complete in the compulsory training section.**

### 2. Your company's categories

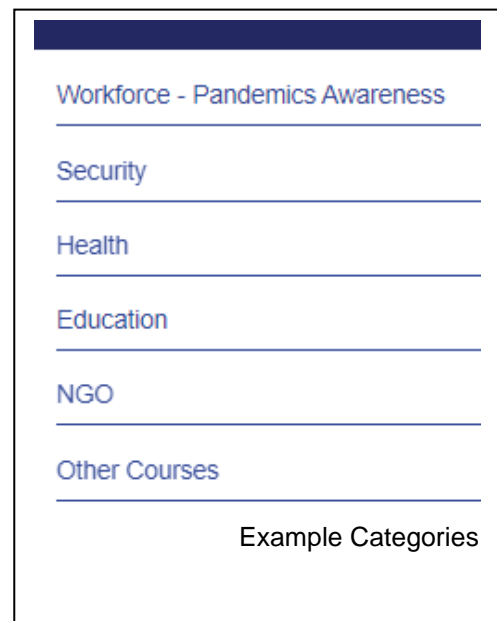
Immediately below the top blue carousel, you will see any categories created by your company administrator. You should focus on the content linked to these.

### 3. Default Intl.SOS content categories

The default Intl.SOS category folders fall directly underneath your company created categories. There are categories called: 'Safety', 'Health', and 'Other Courses'.

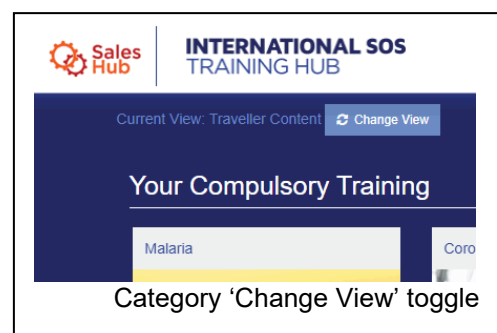
- University clients see an additional folder displayed: 'Scholastic' or 'NGO'.
- Non-Government Organisation (NGO) clients see an additional folder displayed: 'NGO'.

**Categories available may differ depending on your company set up.**



## 1.10. Change content category view

Those clients who have signed up to the



Workforce Resilience content package will see a **'Change View'** toggle on the landing page.

Select **'Change View'** and then choose either **'Traveller'** or a **'Non-Traveller'** button in your profile settings. Select the **'Home'** icon, from the landing page you will see either:

- **Traveller** view – access to the full Digital Learning Portfolio (DLP)
- **Non-Traveller** view – sees limited DLP (non-traveller related content).

**i** If you don't see the toggle, then only one category view is visible for your organisation.

## 1.11. Tips for using digital courses

### 1. Viewing course description and duration information

You can view the course duration, pass mark, description, score and certificate. To view the course information, select the information icon.

### 2. Launching a digital learning course

Any course that is visible maybe launched by you. You use a licence as soon as you launch a course. You can then launch as many courses as you like within the licence period.

To launch a course, select the tile or 'play button' from the course landing page.

The course is opened in a new browser tab. All browser types are supported.

On first launch **choose your preferred course language**. The list shows all available translations.

**i** **Not all courses are translated across all languages. Try not to select the wrong language by mistake, as you may need to complete the course in an unfamiliar language.**

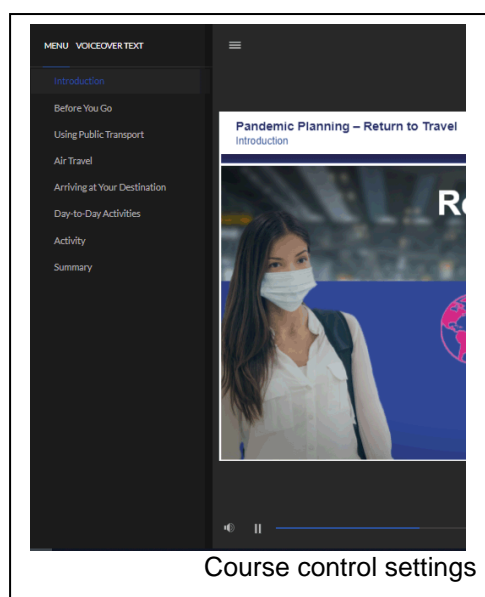
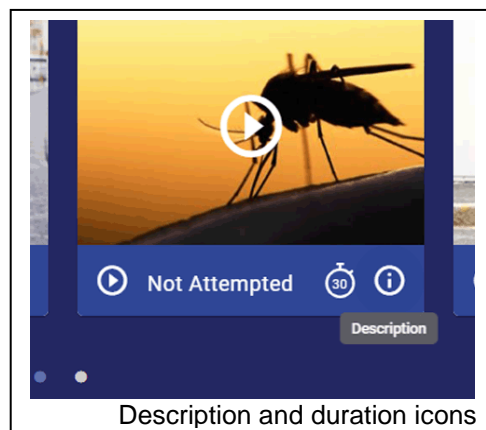
**i** **If a course fails to launch, you may have a pop-up blocker enabled, or you may need to amend the browser zoom level.**

### 3. Course navigation

Each course is divided into intuitive **sections** or **topics**. A short description and an indicator of your progress is provided. You can complete the topics in any order you choose.

- The course will be marked **completed** when you have done all sections.
- The course will be marked **passed** when you have completed all sections and gained above 80% in an assessment.

Use the **button icons** to move around the





course (Next, Previous, Restart, etc)

- Take the actions as instructed on each screen.
- Choose to **Mute** or unmute the course audio
- View a transcript to read the audio or **Voiceover Text**.

#### 4. Accessing additional resources

In many courses, additional downloadable documents and links to useful websites are provided. From the menu, select the '**Resources**' icon to access these useful extras.

#### 5. Leaving a course

You can exit a course at any time. When you do, the course will save a bookmark so on next visit you are automatically returned to the last location marker and can continue on.

To leave a course, **select the Exit icon**. You will see a confirmation message like: *You have left the course. Please close this browser window/tab.*

**Close the browser tab.** The course then saves your progress details and you are returned to the Training Hub landing page.

### 1.12. Completion certificates

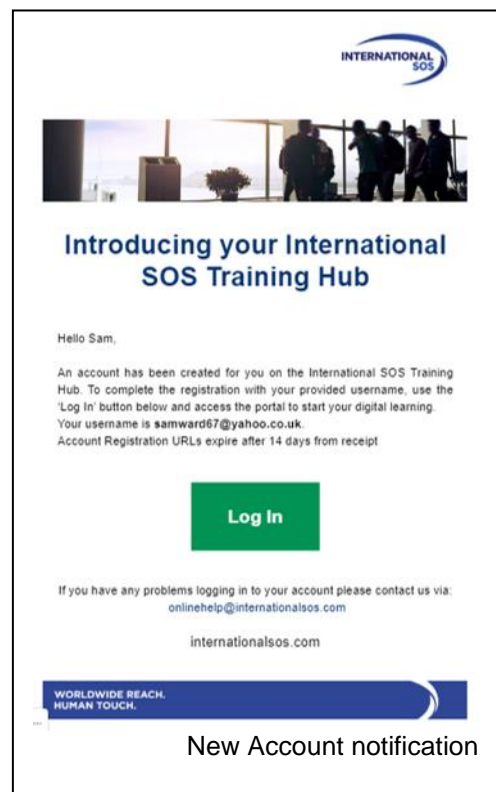
#### 1. Viewing, emailing and/or printing your certificate

When you have completed all topics in a course it will be marked as completed and a certificate will become available.

To view and/or print your certificate(s) **access your Profile** and select **Certificates** from the menu.

You may choose to display, print your certificates. You can also email all certificates to your registered email address.

You can choose **DOWNLOAD ALL** to receive and save a .zip file.



### 1.13. Reminder notifications

From time to time the system may send you an automated notification. This could be a reminder to login and complete the course before it expires, or notification of a previous certificate needing to be retaken to gain recertification.

Open the email reminder and follow the instructions.

These are the default system notifications.

All will be sent from: [onlinehelp@internationalsos.com](mailto:onlinehelp@internationalsos.com)

- New account verification.
- Password reset
- Content assigned
- Certification due

 **If you do not receive an expected notification email, check in your junk mail folder, or contact support.**

### 1.14. Course enrolment

When you are first assigned an account, all available courses will be immediately visible on login. If a new course is released, you can choose to self-enrol.

#### 1. New course releases

When a new course is released you will see a green 'enrol' banner indicating it is new. To enrol on the course, simply click the **play icon** to launch the content.

#### 2. Course recertification

For compliance and refresher training, your employer may require you to retake a course on a regular basis.

When your course certification period has lapsed the system will send you a re-certification reminder.

The course will be marked with an indicator: **'ENROL – Resit available'**.

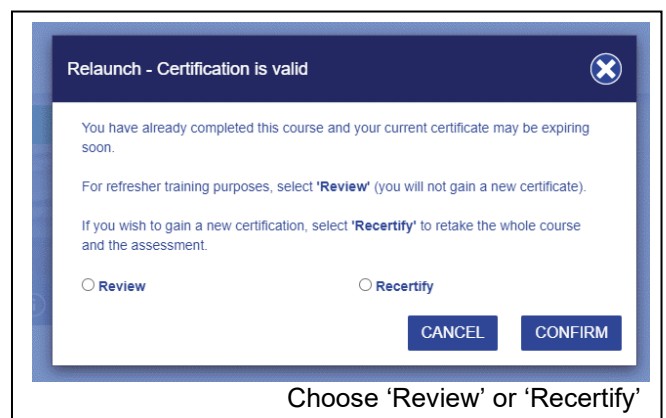
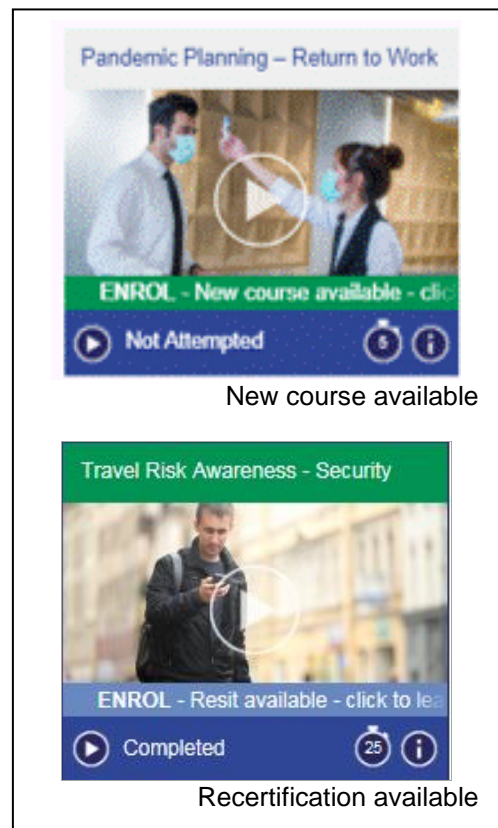
You can **self-enrol** onto the course by the **play icon**. A pop-up will open, choose the **'RESIT'** option.

When your company membership is renewed, we will **expire** your existing certificate

completions so that you can restart the course if you need to recertify for a new licence period.



**Check with your Line Manager to confirm if you need to recertify for a course.**



## 1. Refresher training

If you relaunch a completed course a pop up will ask if you wish to review to take **refresher training**, or to **recertify** (to gain a new certificate).

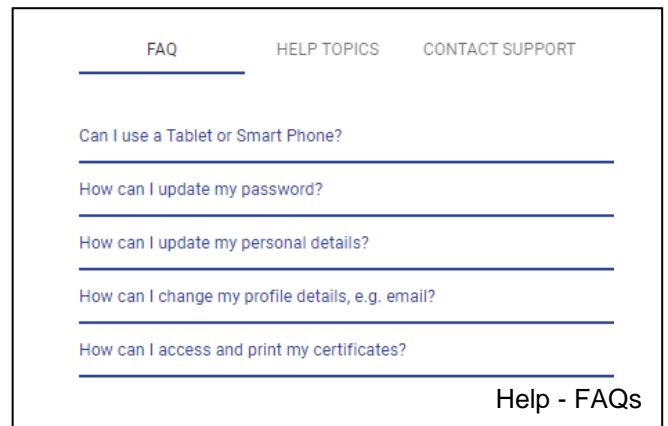
Select radio button for:

- **Review** to remind yourself of the course content and to keep your current certificate.
- **Recertify** to retake the whole course to gain a new certificate.

## 2. Getting help

You can access support whilst logged into Training Hub. Navigate the menu to **Help?** and choose from one of the sections

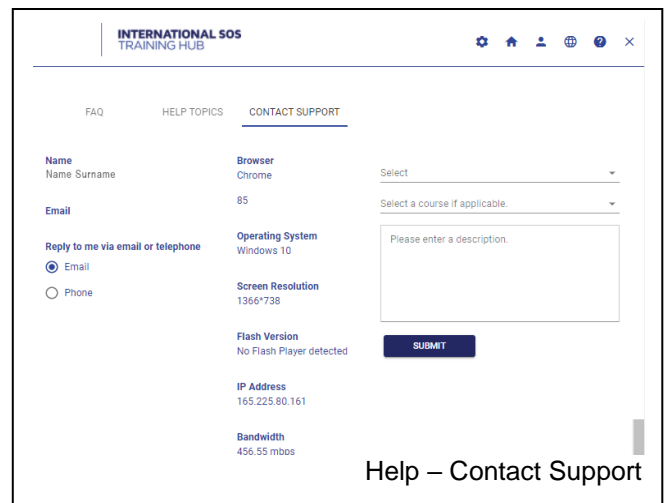
- FAQ (Frequently Asked Questions)
- Help Topic
- Contact support



### 2.1. Help FAQs

For self-help, the FAQs section answers common most support queries. Login to see the full list.

- Select the **Help? Icon** from the top menu and select **FAQs**. Full details enclosed in the dropdown.
- Choose from a list of common FAQs like
  - Can I use a tablet or smartphone?
  - How can I update my password?
  - How can I access and print my certificates?



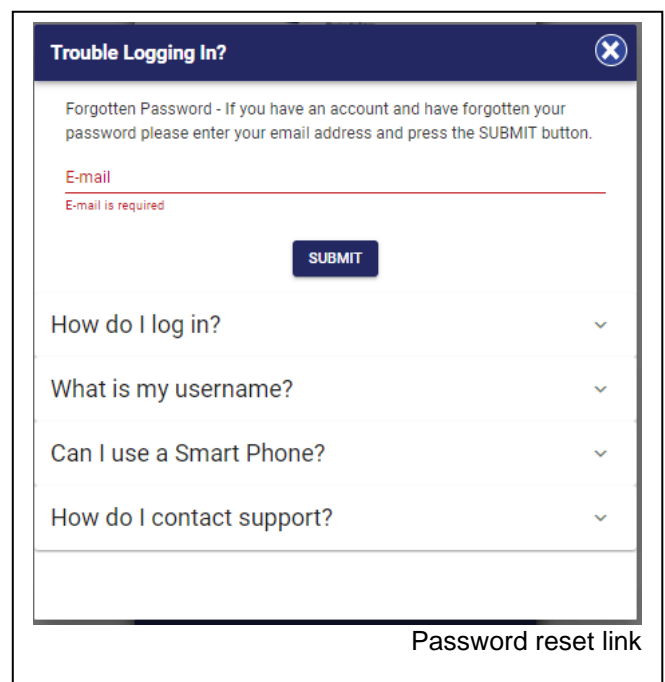
### 2.2. Contact support

- To raise a ticket, select the **Help? Icon** from the top menu and select **Contact support**
- Complete the online form, select if email or telephone is preferred response and add full details of your issue.
- Select **'Submit'** and a ticket will be sent directly to the helpdesk team.

## 3. Technical support

### 3.1. Trouble logging in

If you have an active account and have forgotten your password, you can use the 'Trouble logging in' link to self-reset your



password and gain access.

A list of self-help FAQs is provided, including how to Contact support.



**If you have never logged in and never activated your account, you cannot reset your password. Contact us.**

### 3.2. Resetting your password

From the login page, select the **Trouble Logging in?** link.

- Type in your **email address** and select **'Send'**.
- A unique encrypted password reset token will be sent immediately to your email address.
- You have 48 hours to verify the link before the token expires.

Access your email account. On the email. Select **'Login'** to be redirected back to the Training Hub to change your password.

- On the prompt screen, type a new password\*, one that you have not previously used. Confirm your new password
- You are logged in and can access the landing page to launch content.

**Passwords should be 10 characters and have a mixture of upper & lowercase letters & numbers and include special characters**



### 3.3. Disable a pop-up blocker

If a course does not launch, you may have a pop-up blocker enabled.

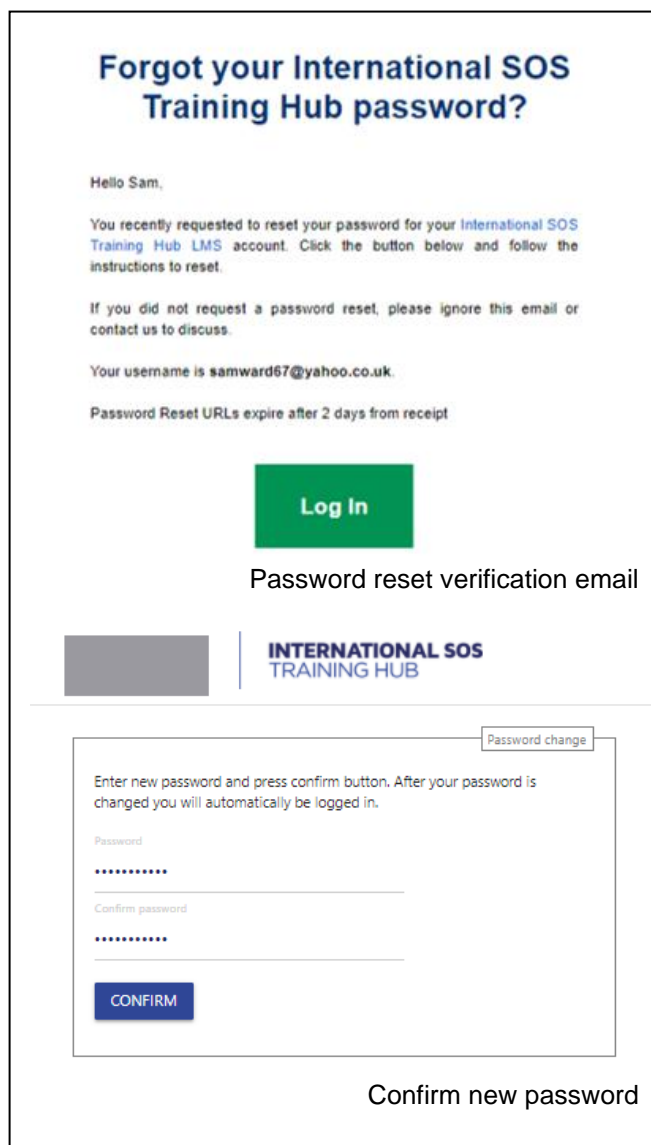
The minimum screen resolution for International SOS courses needs to be 1024 x 672. If you have a lower default resolution, then you need to adjust your settings.

### 3.4. Browser compatability

Try to use a modern browser like chrome, Safari, Edge or Firefox.

### 3.5. Supported devices


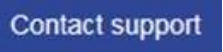
You can use any handheld device or PC machine to access to content. We design the content in HT<ML5 so that it will resize tot eh screen you are using.



### 3.6. Bandwidth

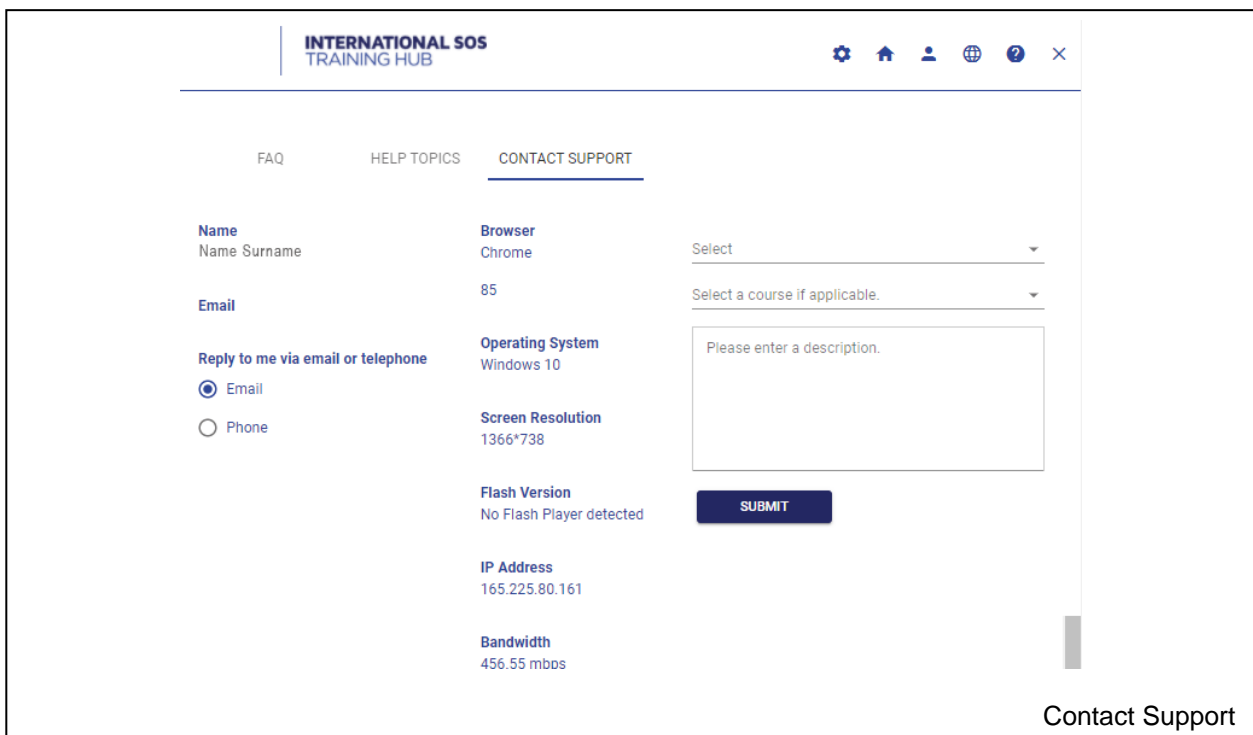
Please make sure you're on a good internet connection, with video codecs up to date. You'll need 512 Kbps or above for an optimal experience. You can measure your bandwidth here: [www.speedofme.com](http://www.speedofme.com)

### 3.7. Contact support

If your issue is not addressed in this guide, login to Training Hub and via the menu, contact us using Help  and then 

Complete the online form and select '**SUBMIT**'

This action sends useful issue information to us via an email containing your contact details, machine settings and your bandwidth speed at the time of the incident.



The screenshot shows the 'CONTACT SUPPORT' form in the International SOS Training Hub. The form is titled 'CONTACT SUPPORT' and is part of a navigation menu that includes 'FAQ' and 'HELP TOPICS'. The form fields are as follows:

<b>Name</b> Name Surname	<b>Browser</b> Chrome	Select
<b>Email</b>	85	Select a course if applicable.
<b>Reply to me via email or telephone</b> <input checked="" type="radio"/> Email <input type="radio"/> Phone	<b>Operating System</b> Windows 10	Please enter a description.
	<b>Screen Resolution</b> 1366*738	<b>SUBMIT</b>
	<b>Flash Version</b> No Flash Player detected	
	<b>IP Address</b> 165.225.80.161	
	<b>Bandwidth</b> 456.55 mbps	

The form is titled 'CONTACT SUPPORT' and is part of a navigation menu that includes 'FAQ' and 'HELP TOPICS'. The form fields are as follows:

**Name**  
Name Surname

**Browser**  
Chrome

Select

**Email**

85

Select a course if applicable.

**Reply to me via email or telephone**  
 Email  
 Phone

**Operating System**  
Windows 10

Please enter a description.

**Screen Resolution**  
1366\*738

**Flash Version**  
No Flash Player detected

**SUBMIT**

**IP Address**  
165.225.80.161

**Bandwidth**  
456.55 mbps

Contact Support

You can send us an email to: [onlinehelp@internationalsos.com](mailto:onlinehelp@internationalsos.com)

We try to respond to emails within 24 hours of receipt on a normal working day. We are not able to respond on Sundays.

Alternatively, you may telephone our help desk:

- US: +1 646-259-0477
- France: +33 157324976
- UK: +44 20 35644536
- Singapore: + 65-68185590