



School/Provider

**Your Quick Guide to ServiceIQ's
Blended Training Packs**

Introduction

Welcome to your ServiceIQ Quick Guide for using our blended training packs. This will help you purchase the packs and allocate the online products to your students using ServiceIQ's Shop and Portal.

Need help?

If you have any questions or need help using ServiceIQ's online services, please contact your ServiceIQ Training Advisor. Or you can contact the ServiceIQ Customer Experience team on: **0800 863 693** or email **intel@serviceiq.org.nz**

Your school/provider online account

To purchase and access ServiceIQ's blended training packs you must first have an online account with us.

If you are already a customer purchasing products from our online shop, then you have an online account with us and can move onto the next section.

If you don't have an online account with us, you will need to set one up. To set up an account simply contact us at **intel@serviceiq.org.nz** and request an account setup for your school/provider.

How to purchase blended training packs

Simply go to www.ServiceIQ.org.nz/elearning and scroll down to 'Blended Training Packs'. Here you will find all of the packs we are offering to schools and providers.

1. Find the pack you would like to purchase and click '**Purchase Pack Now**'. This will take you to the product in the ServiceIQ shop.
2. Add the number of products you want to purchase into the quantity field and click '**Add to Cart**'. Remember, be sure to read the pack description.
3. Click on '**Shopping Cart**'
4. Read and accept ServiceIQ's terms and conditions.
5. Click on '**CHECKOUT**'.
6. **Login** – If you are not logged in already, you will be asked to login to your ServiceIQ shop account.
7. Complete the required checkout process.

What happens next?

Once you have successfully completed the purchase, three things will happen automatically:

- ▶ The paper assessments will be couriered to you from us within 7-10 working days.
- ▶ Any PDF Tutor Guides that are included in the pack will be available in your '**Downloadable products**' area within your shop account.
shop.serviceiq.org.nz/customer/downloadableproducts
- ▶ The online learning material will now be available in your ServiceIQ Portal account, ready for you to allocate to your students.

How to access the Tutor Guides

Once you have purchased a 'Blended Training Pack', you will be able to access the Tutor Guides by going into your '**Downloadable products**' area within your shop account.
shop.serviceiq.org.nz/customer/downloadableproducts

IMPORTANT:

- ▶ Remember to make sure you are logged into your account.

How to allocate online learning material to your students

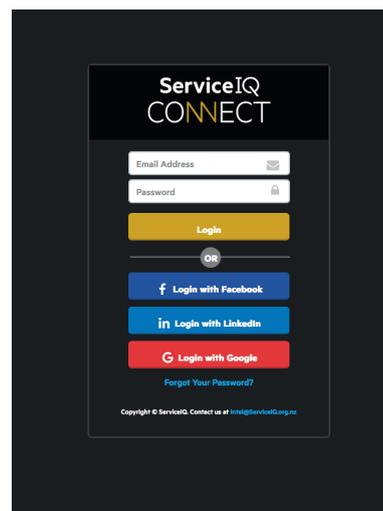
To allocate the online products you have purchased you must log in to your ServiceIQ Portal.

Logging into your ServiceIQ Portal

There are a few ways you can log in to your ServiceIQ Portal:

- ▶ Once logged into the shop, you can go to the **'My account'** area and click on **'Portal login'** in the sidebar menu.
- ▶ Go to the ServiceIQ website www.ServiceIQ.org.nz and click on the button in the top right hand corner labelled **'Login'**.
- ▶ Alternatively, you can go to <https://portal.serviceiq.org.nz> and click on **'Login to Portal'**.

REMEMBER: If you are already registered on the ServiceIQ Portal, you need to login using the same information and password that you were first provided or were previously supplied by ServiceIQ.



IMPORTANT:

Your online school/provider portal dashboard is for all school/provider staff to use and access. It is not just your individual dashboard. This is important because if other teachers/tutors purchase online products these will be displayed here too.

Forgotten your password?

If you have forgotten your password, you can reset it by clicking on **'Forgot your password?'** on the login page.

Allocating online products to your students

Once you have logged into your account, Click on 'Allocate/Manage Online Products' in the sidebar menu. Then follow these simple steps:

Select the product

1. Select the product you want to allocate from the dropdown field under '**Select Product**'. All products purchased for the school/provider will display here. The number in brackets next to the product's name, tells you how many of that particular product you have available to allocate to your students.

IMPORTANT:

- ▶ Once you have purchased the product from the shop, please allow a few minutes for it to show in the list to allocate.

Your student's details

2. Add the student's details into the required fields and click '**Add to List**'. This will add that student to the allocation list.

Send learning material to your students

3. Review the student's details that are listed. If you notice you have made a mistake, just click '**Remove**' next to that student's details, then re-enter the correct details and add them back to the list. Once you are happy the list is correct then click '**Submit**' to allocate the learning material.

Once you have successfully submitted a product, your student will receive an automatic email notification from ServiceIQ. This contains a link for your student to click on to create an account and access their online learning material.

IMPORTANT:

▶ Double-check email addresses

Please make sure that all student email addresses are for that individual, and not a shared mailbox. Shared mail boxes cannot be used.

▶ Double-check details

Before you click '**Submit**', make sure you have checked that all details, including spelling, are correct. If you need to make changes, please use the remove button and re-enter the correct details for the student.

Other helpful information

- ▶ To allocate multiple products to the same student you need to enter these separately into the allocation list.
- ▶ If a student already has a ServiceIQ account, just follow the same process and the student will be sent the same email notification. They will simply need to click on the link and login to their account to access the learning material.

How to manage online learning material you have assigned

Once you have logged into your account, Click on '**Allocate/Manage Online Products**' in the sidebar menu and then click '**Manage assigned products**' in the tab menu near the top of the page.

Unclaimed products

The unclaimed products area shows any online products that have been sent to students but have not been claimed yet. If they have not been claimed, you have the option to revoke the product allocation.

If you have sent the product to the student, but they haven't received an email from ServiceIQ with the details then they should check to see if it went into their junk folder. If it isn't in there, then please make sure you have entered the correct email. Not entering the correct email address is the most common reason why a student hasn't received an online product email.

If you have entered an incorrect email address, simply click '**Revoke**' to remove the product allocation for that student from the '**Unclaimed products**' on the '**Manage assigned products**' page. Once you have done this you can then re-assign it to them with the correct email address.

Claimed product history

The claimed product history area shows you the history of products that have been claimed, when they were claimed, and who allocated it to them.

How students access their online learning material

For a student to access their online products, you must first allocate them the product via your ServicelQ portal. Once you have allocated the product to the student, they will receive an email containing a link to claim their online learning material and create their ServicelQ account.

Student's first time with ServicelQ's eLearning platform?

If the student is accessing ServicelQ's eLearning for the first time, this is what will happen:

- ▶ When they click on the link in the email from ServicelQ to claim their online course, they will be asked to create an account.
- ▶ Once they have created their account, they will be taken to their ServicelQ Student Portal account, where they can access their online learning material by clicking '**eLearning Platform**' in the sidebar menu.

IMPORTANT:

If the student clicks the link to claim their online course and they don't create an account straight away, then the next time they click the link it will take them to the ServicelQ login panel.

What the student must do now to create their account:

- ▶ Click '**Forgot Your Password?**' and enter the email address that was used to allocate the product to. This will then send the student an email to reset their password. (Note that they aren't actually resetting their password, but rather creating their password.)
- ▶ Once they have done this, they can login to their account using their login details and access their online products by clicking '**eLearning Platform**' in the sidebar menu.

If your student already has a ServicelQ online account

If you want to allocate online learning material to a student who already has a ServicelQ online account, simply follow the same process, making sure to use the exact same email address your student uses for their ServicelQ online account.

Frequently Asked Questions (FAQ)

If you still have any questions, then please check out the FAQs section we have created on our website. Here you will find the most frequently asked questions about our eLearning platform for schools and providers. www.serviceiq.org.nz/elearning/faqs

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