

Learning Zone for Isle of Wight Schools Frequently Asked Questions & Where to Get Help

Login queries

1. I have already been set up with a Learning Zone account but don't have my User ID/password details to log in.

You can use the Forgot User ID or Forgot your password links on the [Learning Zone login page](#).

Alternatively if you do not have either of these, please contact Samantha.Jakeman@hants.gov.uk to request this information.

2. I have my user ID and password but am unable to log in

If the forgotten user id/password links do not work, please contact Sam Jakeman Samantha.Jakeman@hants.gov.uk with details of your EXT number and a description of the issue.

3. A number of school staff do not have a Learning Zone account. What do they need to do and how is the relevant Manager attached to their user record?

If **new staff members** have joined the school since the original data upload in summer 2019, or your school did not supply the details for the bulk upload of users, these individuals will need to register individually for a Learning Zone account. Please refer to page 4-5 of the Learning Zone guidance for details of how to do this. Once new users have registered for an account, they will need to email Sam Jakeman (Samantha.Jakeman@hants.gov.uk) with details of their EXT number in order to request that the relevant Manager is added to their user record so that they appear in the Manager's Employee list.

Manager set-up queries

1. I don't know who in my school has been set up as a Manager

Please contact Samantha.Jakeman@hants.gov.uk to request this information.

2. The 'wrong' person has been set up as a Manager. How do I change this?

Please contact Samantha.Jakeman@hants.gov.uk with details of the changes that need to be made.

As a short term solution we recommend that the current Manager delegates their Manager functionality to the correct member of staff. This will enable you to book training on behalf of other members of staff at your school and will also give you access to run reports. Please refer to **page 27** of the attached Learning Zone User Guide for details of how to set this up.

Please note however that delegated managers **will not** receive booking notifications (these will still be sent to the original Manager). To get round this you can ask the original Manager to set up a Rule in Outlook to automatically forward all emails from the Learning Zone directly to your email address. Please note that Learning Zone emails are sent from the following email address: no-reply@hants.gov.uk. Guidance on how to set up rules in outlook can be found [here](#).

4. Can a school have more than one Manager?

It is possible to give Manager functionality to more than one person in a school. We do not envisage that this will often be required, however if you do have a specific request, please email Sam Jakeman.

You will need to supply the name and EXT number for the additional Manager to be set up as well as the names and EXT numbers for all members of staff so that the new Manager can be added to their user records.

5. A number of staff have now left our school but I can still see them in the Manager's Employee list. How can we get them removed?

Please raise a request to make their account inactive. You will need to supply their name, school and EXT number details. Email: Samantha.Jakeman@hants.gov.uk.

Additional contact details

Michelle Hammerton, HTLC Team Leader (Michelle.Hammerton@hants.gov.uk) is also available to assist with any queries you have regarding accessing the Learning Zone and Manager functionality.