#### 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. <u>Viewing your course modules</u>
- 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. <u>Further assistance the RCUK support system</u>

### 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 - Delete Reply Reply Forward More - All Reply Re	Email Done & Done & Done & Done & Create New Quick Steps Quick Steps Gram Move Create New Create New Cre
<ul> <li>Search Drafts (Ctrl+E)</li> <li>All Unread</li> <li>By Date * Newest ↓</li> <li>12:15</li> </ul>	GReply @Reply All @Forward     Thu 02/03/2023 12:13     Resuscitation Council UK <no-reply@ims.resus.org.uk>     Welcome to the Resuscitation Council (UK) Learning Management System (LMS)</no-reply@ims.resus.org.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: 9 you are a Course Administrator or 9 you have become a member of the Resuscitation Council UK. Your LMS account login details: LMS address: https://ms.resus.org.uk Username:

Figure 1 - Account confirmation e-mail

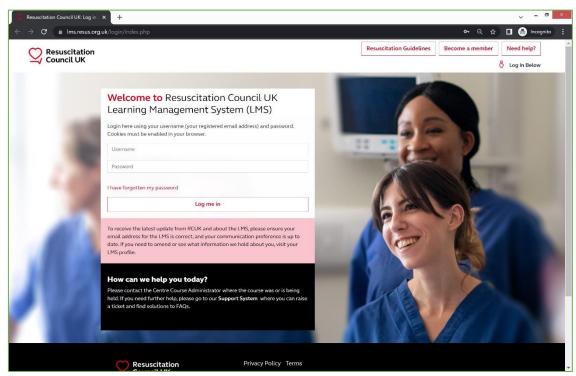


Figure 2 - The LMS login page

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

Resuscitation				<b>Resuscitation Guidelines</b>	Become a member	Need help?
🗸 Council UK				8 You	u are logged in as	Log out
ome > My profile > Chang	e password > Preferences > Us	er acco	ount > Change password			
Navigation	You must change your pa	sswor	d to proceed			×
	Tou must change your pa	330010				
Home	Change password					
Y My profile	Username					
View profile	Username					
Edit profile			The password must have at le			
Change password			least 1 upper case letter(s), at Passwords can be reused afte		aracter(s) such as as *, -,	or #
				5		
	Current password	0				
	New password	0				
	New password (again)	0				
			Save changes			
	There are required fields in t					

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:

Resuscitation		Resuscitation Guidelines Become a member Need help?
		👌 You are logged in as 🛛 🕹 Log out
ome > Dashboard > Prefere	nces > User account > Edit profile	
Navigation	Philip Double	
Home		> Expand all
> My profile	✓ General	
> My courses	Please note that all letters i	must be entered in lowercase (e.g. a.letter1@lowercase.com)
	Email	0
	Title	Choose •
	First name	0
	Surname	0
	✓ Communication pref	erences
		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 Information	n
	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:

Home > Policies and agreer	rents
Navigation	Before continuing you need to acknowledge all these policies.
<ul><li>✓ Home</li><li>&gt; My profile</li></ul>	Consent
> My courses	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

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:

*Type of Course – Name of Course Centre – Date of Course* 

Click on this link to view your course:

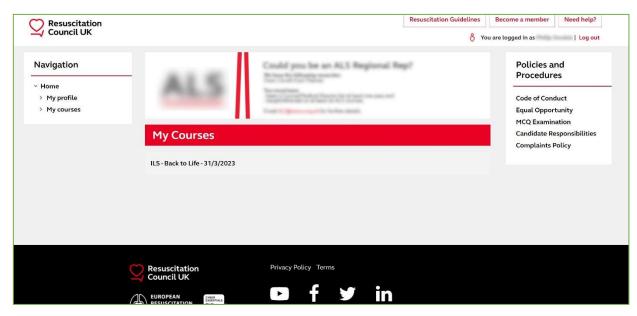


Figure 6 - LMS home page view

C Resuscitation		Resuscitation Guidelines	Become a member	Need help?
🚄 Council UK		8 You are logged in as I Log		
lome > Current course > K/BTL	23/5660/1			
Navigation	Back to Life - 31/3/2023 - 31/3/2023			
<ul> <li>Home</li> <li>Current course</li> </ul>	Welcome to eILS (eLearning Immediate L	ife Support) Course	<u> </u>	LS
~ K/BTL/23/5660/1				
> eLearning modules	This course comprises e-learning and face-to-face practical skills,	teaching simulation and assessments.		
<ul> <li>Pre-course assessment</li> </ul>	Your course manual will be mailed approximately two weeks befor read and assimilate the information from the course manual and			
> Post-course tasks:	Before attending the course, you must also access all e-learning	-		
> My profile	multiple-choice-questionnaire (MCQ) assessment. To complete			
> My courses	within the e-module, including the 'check your knowledge' section as 'complete'.	ns (where present), to record your e-module p	progress	
	Upon successfully completing the course, please complete the course certificate.	course evaluation form to enable the release	e of your	
	Please note, you will have access to this course page for a further	20 days from the course end date.		
	eLearning modules			
	♡ M01: Introduction to the elLS course (approx, 3 mins)			
	M02: Recognising deterioration and preventing cardiac arre	st (approx. 46 mins)		
	M03: ALS (Advanced Life Support) Algorithm (approx. 31 m	ins)		
	M04: Non-technical skills in resuscitation (approx. 13 mins)			
	M05: Making decisions about resuscitation (approx. 18 mins)	3	П	

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.

After you complete a module, the boxes on the right will fill red to indicate your progress has been recorded

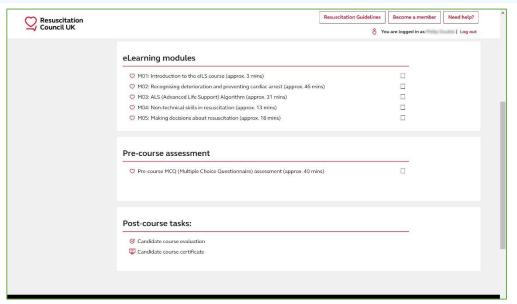


Figure 8 - Example of e-ILS course with no modules completed

Resuscitation		Resuscitation Guidelines	Become a member	Need help?
Council UK		8 Yo	ou are logged in as	Log out
	eLearning modules			
	M01: Introduction to the eILS course (approx. 3 mins)			
	M02: Recognising deterioration and preventing cardiac arrest (approx. 46 min	ns)		
	M03: ALS (Advanced Life Support) Algorithm (approx. 31 mins)			
	M04: Non-technical skills in resuscitation (approx. 13 mins)			
	M05: Making decisions about resuscitation (approx. 18 mins)			
	Pre-course MCQ (Multiple Choice Questionnaire) assessment (approx.40 min	3)		
	Post-course tasks:			
	𝞯 Candidate course evaluation			
	Candidate course certificate			

Figure 9 - Example of e-ILS course with all modules completed

### 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		Resuscitation Guidelines	Become a member	Need help?
Council UK		8 Yo	ou are logged in as	Log out
	eLearning modules			
	M01: Introduction to the eILS course (approx. 3 mins)			
	M02: Recognising deterioration and preventing cardiac arrest (approx. 46 mins)			
	M03: ALS (Advanced Life Support) Algorithm (approx. 31 mins)			
	M04: Non-technical skills in resuscitation (approx. 13 mins)			
	M05: Making decisions about resuscitation (approx. 18 mins)			
	Pre-course assessment			
	Pre-course MCQ (Multiple Choice Questionnaire) assessment (approx. 40 mins)			

Figure 10 - Link to pre-course assessment

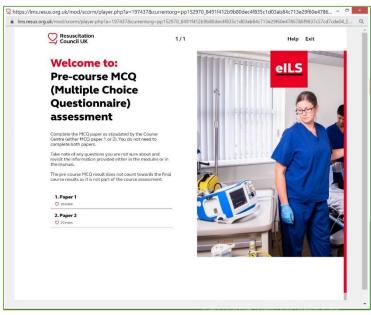


Figure 11 - Pre-course assessment introduction

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.

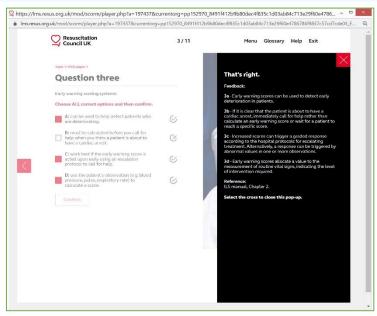


Figure 12 - An example question

>

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).

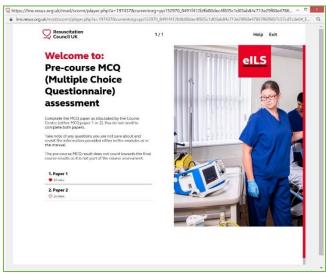


Figure 13 - Pre-course assessment completed

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.  $\heartsuit$ 

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.

esuscitation	Resus	citation Guidelines	Become a member	Need help?
Council UK		8 Y	ou are logged in as	Log ou
	eLearning modules			
	T MD1 introduction to the old course (approx.) minut			
	PH2 Recepting Anytomias and prosetting cardiac areat (approx. R. 1994)			
	Q 1933, ALS (Indexecut) (Ar Support) Algorithm Supprox, 37 minu)			
	PHOE New-Inclusional addls in researchables: Supprise, 12 related			
	PHE Haling decisive about resulcitation (approx. 10 min).			
	Q Processes PCC (Pulliple Choice Quantizerative) assessment (append 40 minu)			
	Post-course tasks:			
	Candidate course certificate			

Figure 14 - Link to candidate course evaluation

me > Current course > K/BTL/	23/4461/1
avigation	Candidate course evaluation
Home ~ Current course ~ K/BTL/23/4461/1	Overview
<ul> <li>eLearning modules</li> <li>Pre-course assessment</li> <li>Post-course tasks:</li> <li>My profile</li> <li>My courses</li> </ul>	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 pre-course MCQ (Multiple Choice Questionnaire) assessment 5. The e-learning 6. The course content 7. General comments about the course 8. Instructors/Facilitators 9. Any other comments
	Complete 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:

Resuscitation Council UK			Become a member u are logged in as	Need help?
lome > Current course > K/BTL	23/4461/1 > Complete a feedbackresus	<ul> <li>100</li> </ul>		
Navigation	Candidate course evaluation			
~ Home	Thank you for taking the time to complete the course evalua	ation form. Your course certificate will be ava	ilable for downloaded w	hen:
<ul> <li>Current course</li> <li>K/BTL/23/4461/1</li> <li>eLearning modules</li> </ul>		ssfully passed the course, and strator has released your course certificate.		
<ul> <li>&gt; Pre-course assessment</li> <li>&gt; Post-course tasks:</li> </ul>	Please allow approximately <b>two weeks f</b> or your Centre Course Adminis t	strator to complete the post-course tasks. If y them directly.	vou have any questions,	please contac
> My profile		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.

<u>Section 5</u> 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		Resuscitation Guidelines Become a member Need help
🛶 Council UK	eLearning modules	👌 You are logged in as 🔰 Log c
	<ul> <li>MEL Introduction to the old S course (approx. S mins)</li> <li>MEL Recogniting detectoration and proceeding conflict arent (approx. M min)</li> <li>MEL REC (International On Support) Rignition (approx. St mins)</li> <li>MEL Rise technical ability in rescalation (approx. St mins)</li> <li>MEL Rise technical ability in rescalations (approx. St mins)</li> <li>MEL Rise technical ability in rescalations (approx. St mins)</li> </ul>	
	Pre-course assessment	
	Post-course tasks:	
	Candidate course certificate	

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>.

Resuscitation Council UK		Resuscitation Guidelines	Become a member	Need help?
		8 Ya	ou are logged in as	Log ou
lome > Current course > K/BTL,	23/5660/1			
Navigation				
~ Home				
Current course	Your course certificate will be available for download once you have completed the	course evoluction form AND	uour contro courco adm	inistrator bas
K/BTL/23/5660/1	authorised its relea		your centre course aum	in listrator rias
> eLearning modules				
<ul> <li>&gt; Pre-course assessment</li> </ul>	The course evaluation form is within the course a	rea, under <b>'Post course admi</b>	n'.	
> Pre-course	The course evaluation form is within the course a If you have any questions, please contact your			
> Pre-course assessment		centre's course administrator.		

Figure 19: "Your certificate is not yet available"

If your certificate is available to download, simply click the 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.

Resuscitation Council UK	Resuscitation Guidelines         Become a member         Need help?
	👌 You are logged in as 🔰 Log out
Home > Current course > K/BTL/23/4461/1	
Navigation	You received this certificate on: Thursday, 2 March 2023, 12:47 PM
~ Home	Review your certificate
<ul> <li>Current course</li> </ul>	Review your certificate
~ K/BTL/23/4461/1	
> eLearning modules	
> Pre-course assessment	
> Post-course tasks:	
> My profile	
> My courses	

*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 **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 <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 <u>https://lms.resus.org.uk/login/forgot\_password.php</u>

Resuscitation Council UK		<b>Resuscitation Guidelines</b>	Become a member	Need help?
				👌 (Log in )
Home > Log in > Forgotten password	9			
o reset your login, please enter your r	egistered email address.			
he system will email you with simple	instructions to reset your password.			
Note that it could take some time to lo	cate your details on the database. Please allow 5-10 minutes before checkin	ng your email account.		
Please also check your junk folder as th	ne email could have been filtered in there if not found in your inbox.			
Search by username				
Username				
	Go			
Search by email address				
Email	4			
ENTER YOUR EMAIL HERE!				
	Go			
	-			

Figure 21: Password reset main page

Enter the e-mail address that is registered to your account in the "Email" box (leaving the Username box blank) and hit the "Go" button.

**IMPORTANT:** If you enter something for both Username and Email you will receive an error message. You can only proceed to the next step with one of these boxes completed.

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

Council UK		Resuscitation Guidelines	Become a member Need h	elp?
🛶 Council UK			<mark>8</mark> (L	og in )
Home > Log in > Forgotten password				
If you have supp	plied a username/email that exists on this system, then the pa	assword reset email will be sent.		
	Please also check your spam/junk folder for the e	mail.		
	If you still have not received the email, please contac	t <u>RCUK</u> .		
	Continue			

Figure 22: Password reset confirmation

Please check your e-mail 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:

SEND / RECEIVE FOLDER VIEW ADD-INS	
re n Up - Delete Reply Reply Forward The More - All Team Email	Read - Up -
Delete         Respond            Search Drafts (Ctrl+E)         O         Current Folder *           Hoffic         All Unread         by Date *         Newest ↓           Sackto         Resuscitation Council UK: P         12:25	Caulick Steps     Tags     Find       Reply     Reply     Reply     Reply       Resuscitation     Council UK (via LMS) <no-reply@lms.resus.org.uk>       Resuscitation     Council UK: Password reset request</no-reply@lms.resus.org.uk>
d offe Notife	Dear , A request to change the password for @ on the RCUK Learning Management System (LMS) has been made for your account. To confirm you made this request, and to set a new password for your account, click on the link below. The link below is active for 60 minutes from when the email was sent by the system. https://ms.resus.org.uk/login/forgot_password.php?token= If the link doesn't work, copy and paste the link into the address line at the top of your web browser window. If you did not request a new password and have received this email in error, please let us know immediately by raising a ticket on our <u>Support System</u> . Best wishes, Resuscitation Council UK

Figure 23: Password reset e-mail

Click the link in your e-mail to reset your 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.

Resuscitation Council UK		Resuscitation Guidelines	Become a member	Need help?
V Council UK				👌 (Log in )
me > Log in > Forgotten passw	rd			
ease enter your new password bel	w, then save changes.			
Set password				
Username	@			
	The password must have at least 8 characters, at least 1 c alphanumeric character(s) such as as *,-, or # Passwords can be reused after 5 changes	ligit(s), at least 1 lower case letter(s), at least	: 1 upper case letter(s), a	at least 1 non-
New password	0			
New password (again)	0			
	Save changes Cancel			
ere are required fields in this form	marked 0			

Figure 24: Choose your new password

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

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

Access the Edit Profile page from the "Navigation" bar on the left-hand side of the screen.

Select "My profile" > "Edit profile"

Resuscitation Council UK	Resuscitation Guidelines Become a me	mber Need help?
🛶 Council UK	8 You are logged in as	Log out
Home > Current course >		0
Navigation	INVESTIGATION CONTRACTOR	
Home     Current course		8.5
<ul> <li><u>My profile</u></li> <li>View profile</li> </ul>	and a second	
Edit profile Change password		
Notes > My courses		

Figure 25: Link to edit your profile

Make any changes or amendments you want and click on the button to "Update changes" to save them.

Navigation	Philip Double	
Home		> Expand all
> My profile	🗸 General	
> My courses	Please note that all le	etters must be entered in lowercase (e.g. a.letter1@lowercase.com)
	Email	0
	Title	Choose •
	First name	0
	Surname	0
	✓ Communication	n 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 0

Figure 26: The "Edit profile" page

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.