

FAQ Thetford Academy EN

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If you have any other questions, please do not hesitate to contact academy@thetford.eu!

How to log-in?

For employees with an Office365 Thetford account:

Go to <https://thetford-academy.com/start> or search for the Thetford Academy via your 'Managed Bookmarks' in your Google Chrome browser.

Click on the 'log in with Thetford Office365 account' button to log in via Single Sign-on when you are logged in to the computer with your Thetford account.

After logging in, you will arrive at the 'My courses' page.

First time log in for employees without an Office365 Thetford account:

Visit the website <https://thetford-academy.com/start>. You will receive an email with your login details via academy@thetford.eu.

Username:	Your username is always the email address where you receive this email.
Password:	Welcome@29

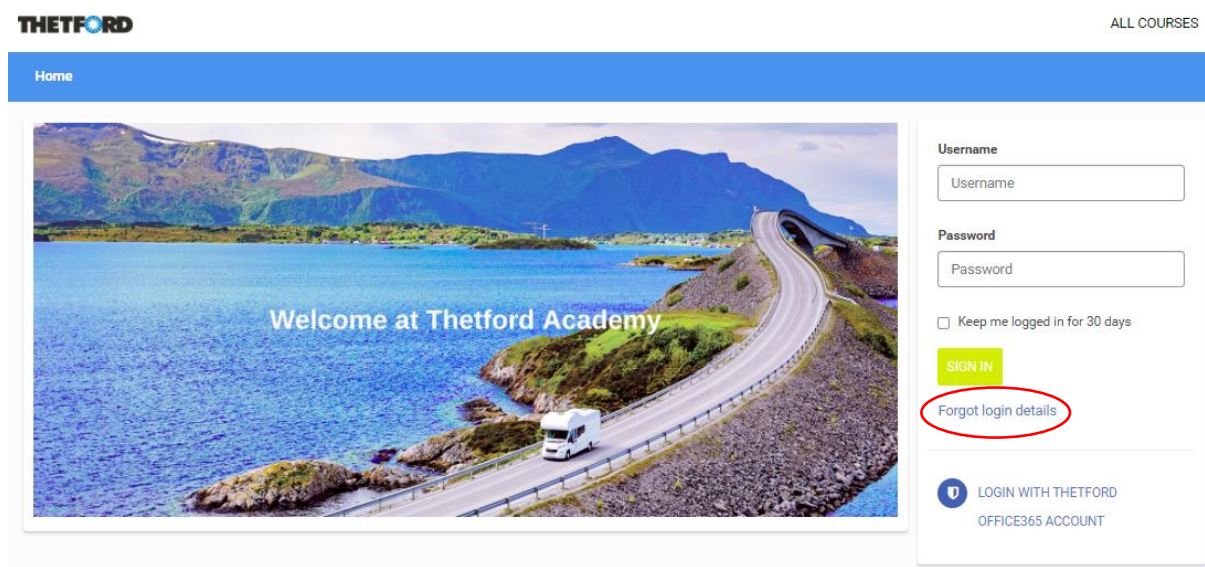
Hereafter you must set a new password yourself. This password must meet the following requirements:

- Minimum 6 characters
- Minimum 1 capital letter
- Minimum 1 digit
- Minimaal 1 special character

After logging in, you will arrive at the 'My courses' page.

What should I do if I have forgotten my password?

Click on the 'forgot login details' button. Enter your email address there. You will receive an email with a link with which you can set a new password.



THETFORD ALL COURSES

Home

Welcome at Thetford Academy

Username
Username

Password
Password

Keep me logged in for 30 days

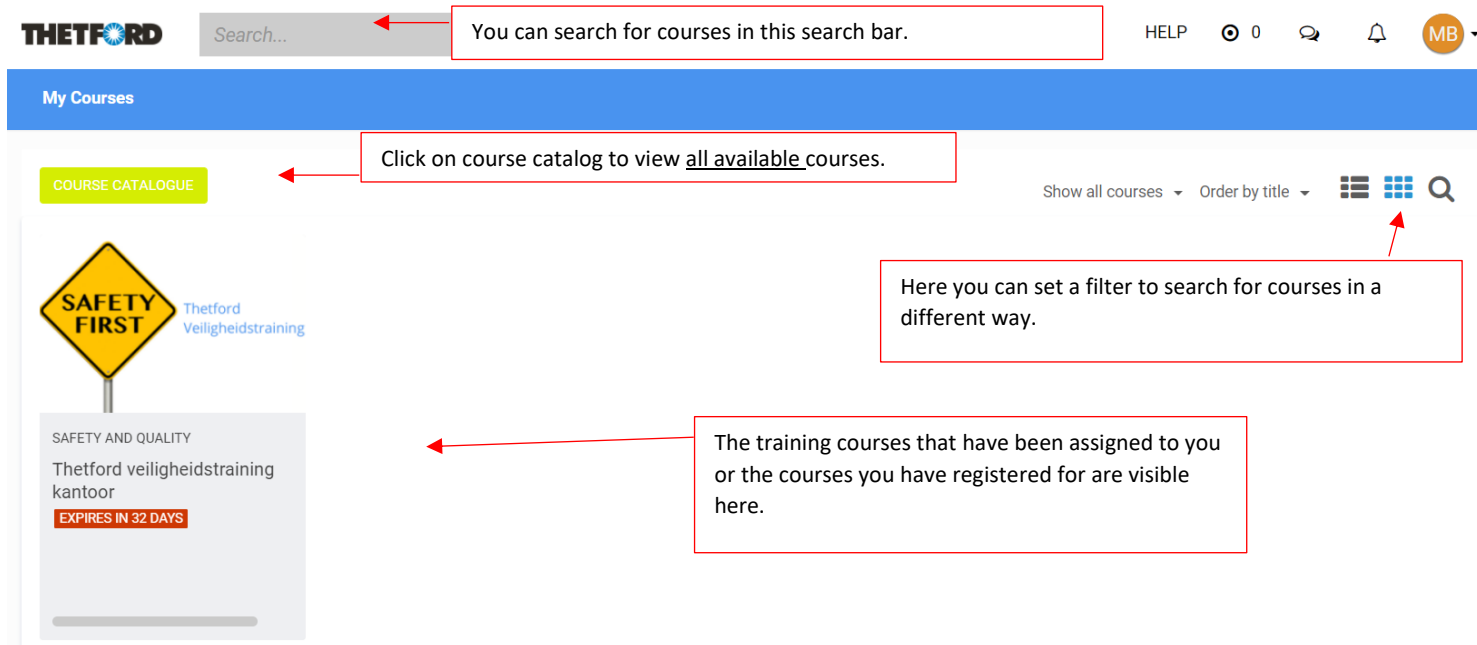
SIGN IN

Forgot login details

LOGIN WITH THETFORD
OFFICE365 ACCOUNT

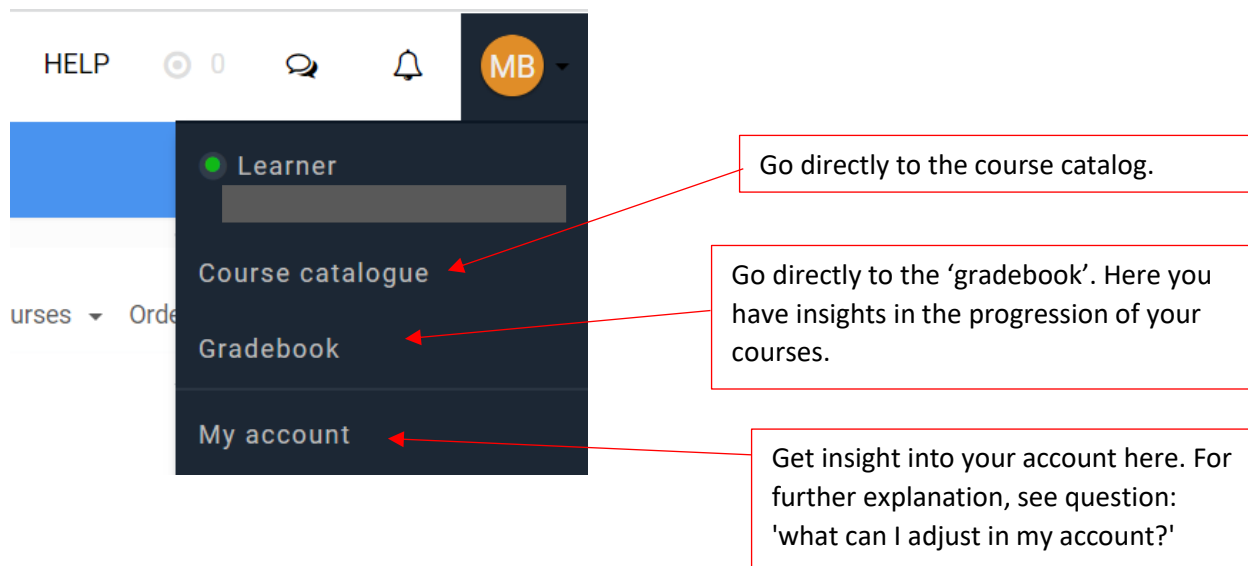
What do the buttons on the 'my courses' page mean?

On the 'My courses' page you can see the courses that have already been assigned to you directly, or the courses you have registered for. These courses are ready to be followed.



The screenshot shows the 'My Courses' page interface. At the top left is the 'THETFORD' logo. Next to it is a search bar with the placeholder text 'Search...'. A red box with an arrow points to the search bar, containing the text: 'You can search for courses in this search bar.' To the right of the search bar are navigation icons: 'HELP', a target icon, a chat icon, a notification bell, and a user profile icon labeled 'MB'. Below the search bar is a blue header bar with the text 'My Courses'. Underneath, there is a yellow button labeled 'COURSE CATALOGUE'. A red box with an arrow points to this button, containing the text: 'Click on course catalog to view all available courses.' To the right of the 'COURSE CATALOGUE' button are two dropdown menus: 'Show all courses' and 'Order by title'. To the right of these menus are three icons: a list view icon, a grid view icon, and a search icon. A red box with an arrow points to the search icon, containing the text: 'Here you can set a filter to search for courses in a different way.' Below these elements is a course card. The card features a yellow diamond-shaped sign that says 'SAFETY FIRST' and 'Thetford Veiligheidstraining'. Below the sign, the text reads 'SAFETY AND QUALITY' and 'Thetford veiligheidstraining kantoor'. At the bottom of the card, there is a red button that says 'EXPIRES IN 32 DAYS'. A red box with an arrow points to the course card, containing the text: 'The training courses that have been assigned to you or the courses you have registered for are visible here.'

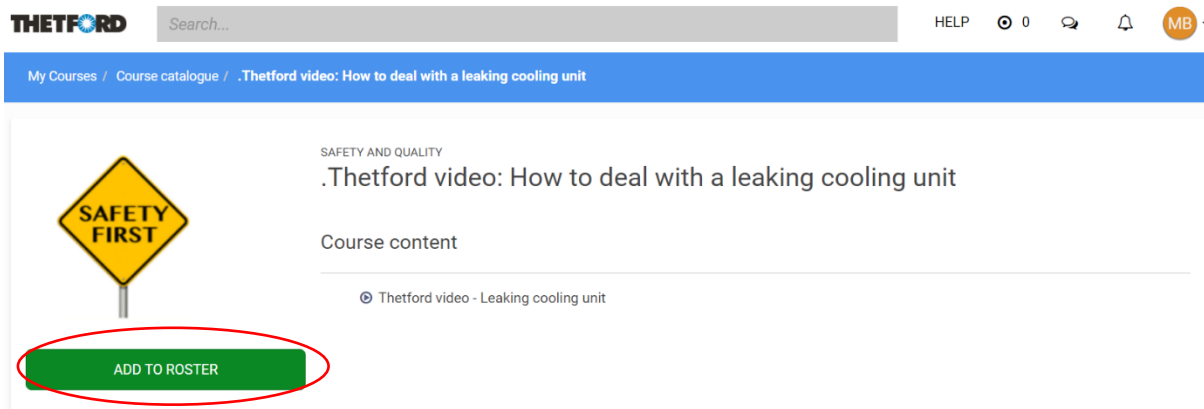
If you click on your initials at the top right of the screen, you have the following options:



The screenshot shows the user menu dropdown that appears when the 'MB' profile icon is clicked. The dropdown is dark blue and contains four options: 'Learner', 'Course catalogue', 'Gradebook', and 'My account'. Each option has a red arrow pointing to it from a text box. The 'Learner' option has a green dot next to it. The text boxes contain the following descriptions: 'Go directly to the course catalog.', 'Go directly to the 'gradebook'. Here you have insights in the progression of your courses.', and 'Get insight into your account here. For further explanation, see question: 'what can I adjust in my account?''

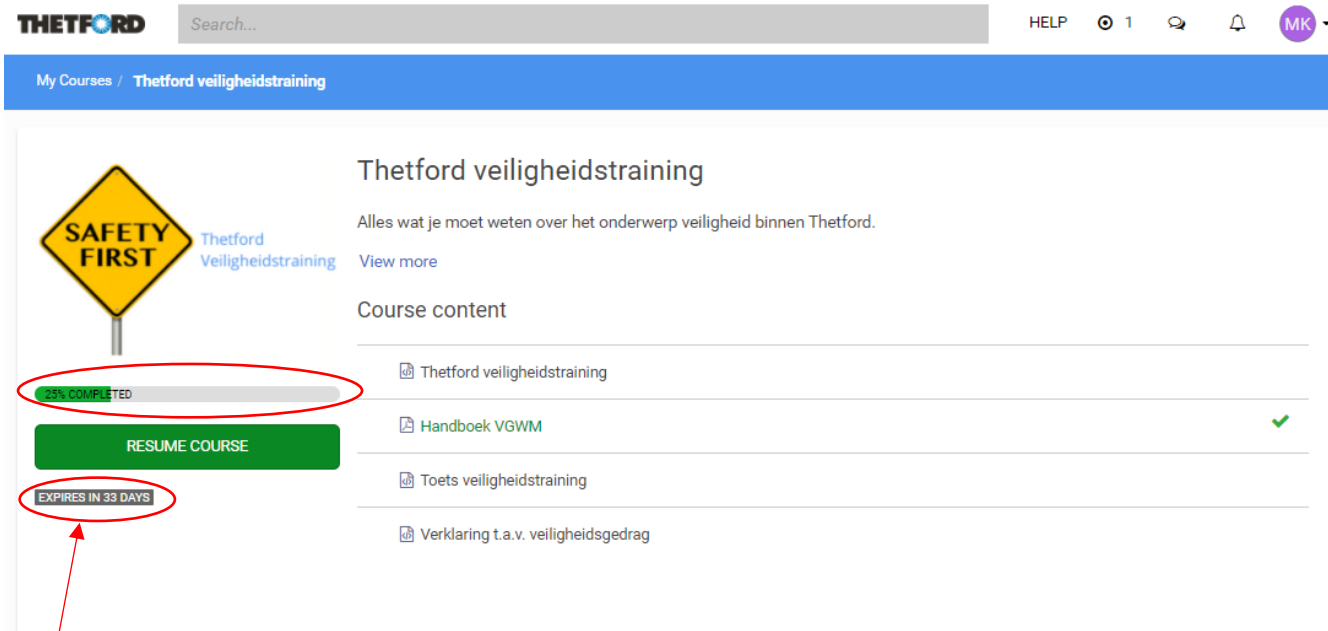
How to start a training course?

- If the course has already been assigned to you, move your mouse to the relevant training via the page 'my courses', and click on 'read'. The training page opens. Then click on start course.
- If you want to assign a training to yourself, you can do this via the 'course catalog' page. Open the course that interests you, then click add. The training will be placed under the page 'my courses'.



The screenshot shows the course page for 'Thetford video: How to deal with a leaking cooling unit'. On the left, there is a yellow diamond-shaped sign with 'SAFETY FIRST' written on it. Below the sign is a green button labeled 'ADD TO ROSTER', which is circled in red. The main content area on the right shows the course title and a 'Course content' section with a single item: 'Thetford video - Leaking cooling unit'.

Once you have started a course, you can track your progress in the progress bar.

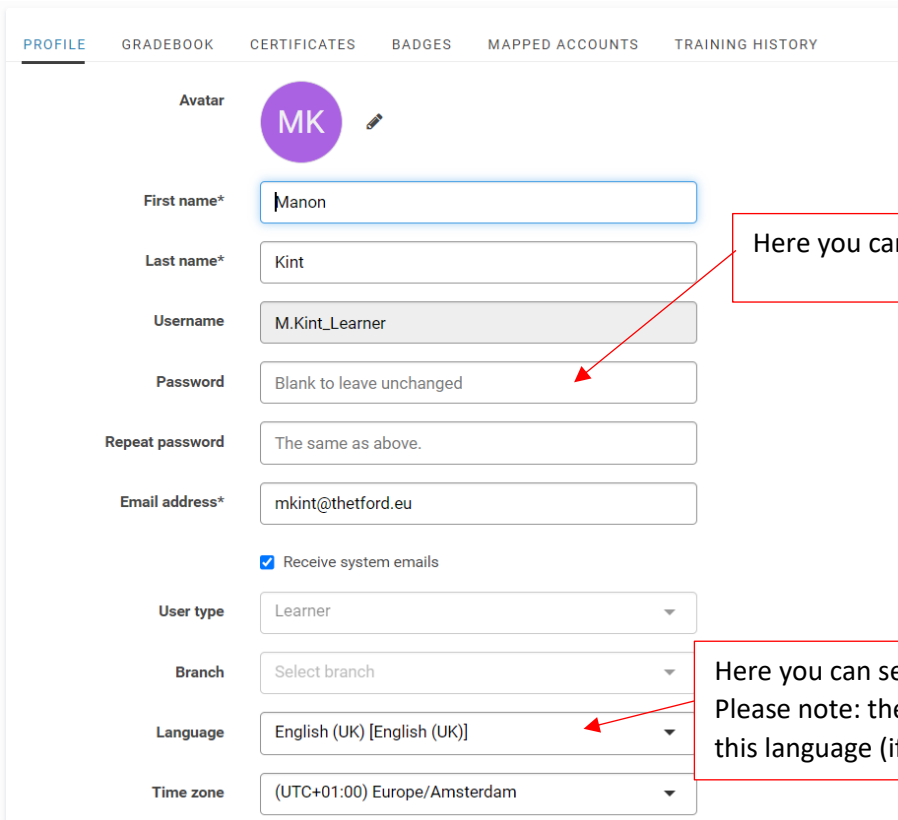


The screenshot shows the course page for 'Thetford veiligheidstraining'. On the left, there is a yellow diamond-shaped sign with 'SAFETY FIRST' written on it. Below the sign is a progress bar showing '25% COMPLETED', which is circled in red. Below the progress bar is a green button labeled 'RESUME COURSE'. Below the 'RESUME COURSE' button is a red box labeled 'EXPIRES IN 33 DAYS', which is also circled in red and has a red arrow pointing to it. The main content area on the right shows the course title and a 'Course content' section with four items: 'Thetford veiligheidstraining', 'Handboek VGWM' (with a green checkmark), 'Toets veiligheidstraining', and 'Verklaring t.a.v. veiligheidsgedrag'.


You can also see how long you have left to complete a course if it has an expiration date.

What can I adjust in my account?

If you click on 'my account' via the button with your initials at the top right of the screen, you can adjust settings and you have insight into certificates, badges and training courses.



PROFILE GRADEBOOK CERTIFICATES BADGES MAPPED ACCOUNTS TRAINING HISTORY

Avatar 

First name*

Last name*

Username

Password

Repeat password

Email address*

Receive system emails

User type

Branch

Language

Time zone

Here you can change your password.

Here you can select a different system language. Please note: the training courses will also appear in this language (if the language is available).

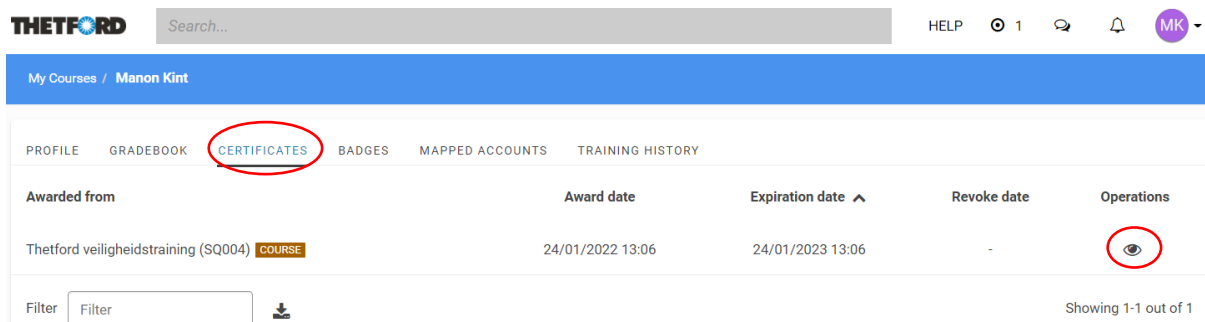
I have obtained a certificate with a training, where can I find it?

For a number of selected training courses you can obtain a certificate when you have completed the course. A certificate always remains available in your account.

Click on your initials at the top right of the screen and then go to 'my account'.

Click on the 'certificates' button.


Under operations, click on the eye next to the certificate you want to view. The certificate opens. You can download and save it.




THETFORD Search... HELP 1

My Courses / Manon Kint

PROFILE GRADEBOOK **CERTIFICATES** BADGES MAPPED ACCOUNTS TRAINING HISTORY

Awarded from	Award date	Expiration date ^	Revoke date	Operations
Thetford veiligheidstraining (SQ004) COURSE	24/01/2022 13:06	24/01/2023 13:06	-	

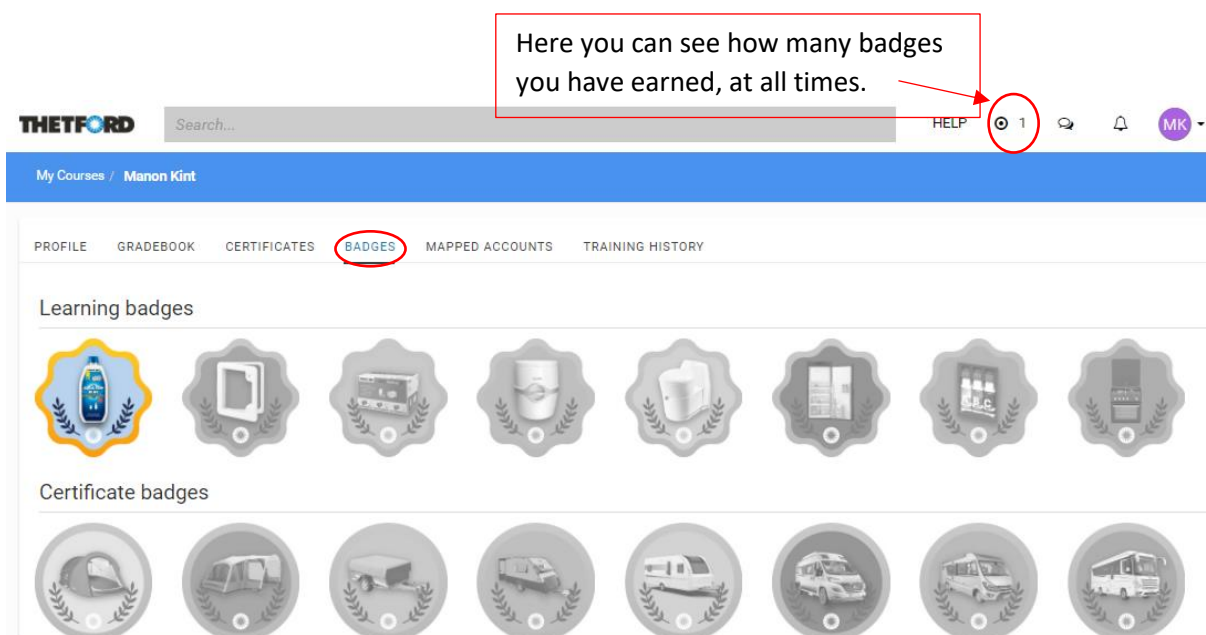
Filter  Showing 1-1 out of 1

I have obtained a badge, where can I see which badges I already have?

You can earn badges at different times. A badge is a reward for certain efforts you have made! You can earn badges based on the number of completed courses and based on the number of certificates you have obtained. If you want to see which badges you have obtained, click on your initials in the top right of the screen and go to 'My account'.

Click on the 'badges' button

Here you can see how many badges you have earned, at all times.



The screenshot shows the Thetford Academy user interface. At the top, there is a search bar and a navigation menu with 'HELP', a notification icon with '1', and a user profile icon 'MK'. Below the search bar, the user's name 'Manon Kint' is displayed. The main navigation menu includes 'PROFILE', 'GRADEBOOK', 'CERTIFICATES', 'BADGES' (highlighted in red), 'MAPPED ACCOUNTS', and 'TRAINING HISTORY'. The 'BADGES' section is divided into two categories: 'Learning badges' and 'Certificate badges'. The 'Learning badges' section shows eight badges, with the first one highlighted in yellow. The 'Certificate badges' section shows eight badges, each representing a different vehicle type.