



How to access your eLearning course: Frequently asked questions

1. I did the Data Protection eLearning previously; do I have to do it again?

As the law has now changed, this new eLearning course will provide you with the necessary update.

Completing the quiz will also mean we can provide the Information Commission Office (ICO) training records as part of our legal requirement.

2. How long does it take?

The course should take about half an hour to complete and will make sure we are doing all we should to keep people's personal data safe.

3. I've lost the email you sent me, how do I get to the eLearning?

Click this link and it will take you to the login page.

<https://mssociety.talentlms.com/index>

You will need to click 'login' which is at the top right hand corner of the browser window to bring up the login box. The icon looks like an arrow in a box.

4. What's my login? How can I reset it?

A login includes a username and password. Although some websites ask for an email address to login, this eLearning needs your username.

Username

Your invitation email included your username.

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In most cases, a username has been set up as your first initial and last name e.g Bob Smith would be 'bsmith'. In some cases, an initial, number, hyphen or apostrophe may be included.

The username is not case sensitive.

You can request a reminder of your username by pressing the question mark in a circle next to the username box and it will email you to the same address that your invitation email was sent to. Please note, it may take up to 12 hours.

If after reading this FAQ, you are still having trouble, email the **Supporter Care Team** on supportercare@mssociety.org.uk

Password

If you have never accessed our eLearning before, your password will be the same as your username.

It is case sensitive and should be all lower case. You may be prompted to reset your password once you've logged in. Follow the instructions and make sure you remember what you set your password to.

If you completed the previous eLearning, you will need to remember your last password.

If you don't remember it, you can reset your password by clicking the question mark in a circle next to the box and you'll be emailed to the same account as you used to access TalentLMS originally.

Please note, it may take up to 12 hours to arrive in your email inbox. Just click on the question mark next to the box.

If after reading this FAQ, you are still having trouble, email the **Supporter Care Team** on supportercare@mssociety.org.uk

5. How do I know I've completed and passed the course?

At the end of the course you will be asked to complete a quiz. Once you have started the quiz, you will need to finish it.

You will be told at the end of the multiple choice questions whether you have passed or not. You can retake the quiz as many times as you like.

You will also be offered the option of printing a certificate. But this isn't necessary for the records to show you have completed the course.

6. I'm having trouble passing the test, what can I do?

Without passing the quiz, you won't be given access to the systems that process personal data. Please get in touch with us if you're having difficulty completing the quiz by emailing the **Supporter Care Team** on supportercare@mssociety.org.uk