

SLA Online User Guide

SLA Online User Guide

In this document you will find instructions to complete most tasks within the SLA Online system. These instructions have been produced by the School Development Team. If you have any problems the team are always happy to help you via email: **school.development@cumbria.gov.uk** or by telephone: **01228 221315, 221312 or 221316**.

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1 Registering

You will need to be a registered user to log onto the SLA Online system, we advise 1 person per setting with full access rights i.e. finance manager, they can view the financial information and check items out of the shopping basket.

If you require to be set up to use SLA Online, please email **school.development@cumbria.gov.uk** and someone from the team will be able to help. Alternatively, you can call the team on **01228 221315, 221312 or 221316**. Your registered details will be confirmed by email from The School Development Team.

2 Logging on

Once registered as a user you can now access SLA Online using the following link - **<https://secure2.sla-online.co.uk/?logo=10>**

(You can add this page to your 'Favourites' list on your own computer, or as a shortcut from your desktop)

Enter your email address and the password which the School Development Team have provided you with, then click login. When you log in for the first time, you will be prompted to change your password.

We do not require regular password changes, it's up to you and your settings own policy on how often you change it.

If you've forgotten your password, just click 'Forgotten Password?' and the system will email your password to the email address you have just entered. After three failed login attempts, the system will lock you out, but will automatically unlock your account after 5 minutes.



Cumbria School Services

Welcome to the Cumbria School Services login page.

For help logging in, or to register as a new user, please email school.development@cumbria.gov.uk

If you don't have an account, please [click here to sign up](#)

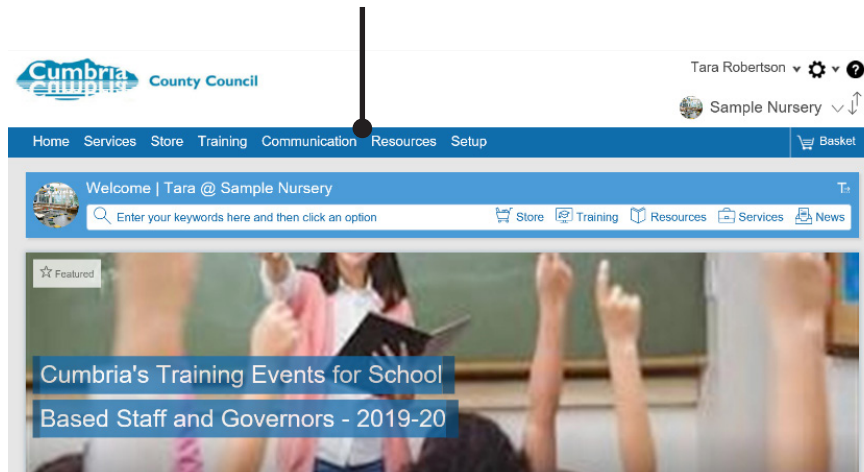
Client Login

☐ Remember my username

[Forgotten Password?](#)



Once you're logged in, the blue menu bar near the top of the screen shows menu options linking to the seven pages: Home / Services / Store / Training / Communication / Resources / Setup. As you move the cursor over items, they will be highlighted and can be clicked into.



3 Home Page

When you log in, the home page appears which shows you:

Feature Items – Picture Scrolling Box

Featured items in the pictured scrolling box will be news or documents School Development Team wish to bring to your attention. You can click to view more or to download/print any attached documents.

Upcoming Events/Calendar

The calendar is colour coded for different types of entry e.g. available training courses, booked training places. You can click to 'view full planner' you can also click into any of the calendar entries.

Featured Service

Here you will be able to see each of the services available to purchase for your setting – if a service doesn't appear here, it means that it's not currently available to your setting through SLA Online, perhaps because it's being updated or maybe it's only available to certain types of settings.

To do List

This is where you should look first – it tells you if you have new messages, whether you need to add delegate details to courses, something still to checkout of your shopping basket etc. You can click each of these items to jump directly to it. TIP: Before logging out of the site, click on the Home page and look under 'Things to Do'. If you have missed anything it will let you know here.

Bookings and News

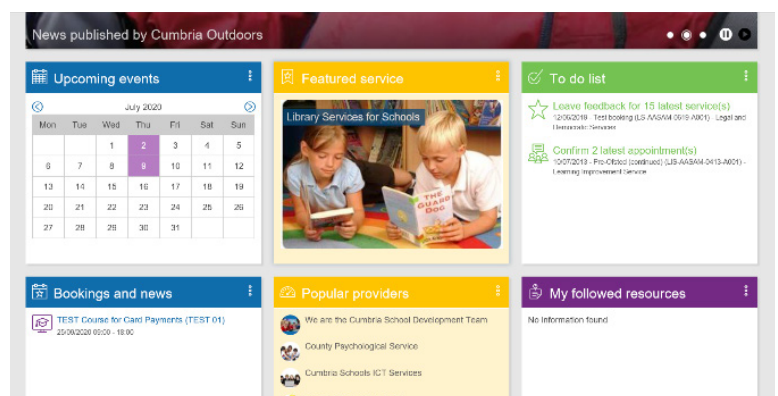
Any bookings that you have made, plus any new training events will be shown here.

Popular Providers

This section shows the most used providers for your setting.

My Followed Resources

This function is currently being developed and the User Guide will be updated in due course.



4 Training

In the system, training courses are described as Scheduled, Tailored or eLearning:

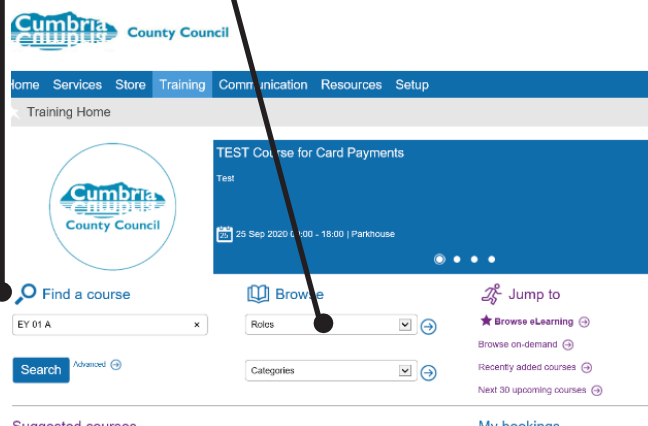
- Scheduled training has a set venue/training platform, date, and time, which a setting can book places on. This will be a common option for Early Years training. Scheduled training can either be face to face or online using Microsoft Teams or similar.
- Tailored training is delivered to a setting/group of settings at a venue, date, time and price agreed between the course provider and the setting(s).
- eLearning is delivered through the SLA Online system using videos. This will be a common option for Early Years training.

Browsing/Searching for Courses

To search for a training course, click onto the training tab which can be found on the blue menu bar near the top of the screen on the home page.

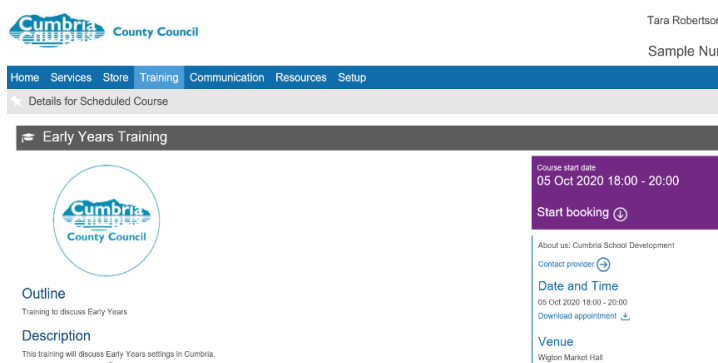
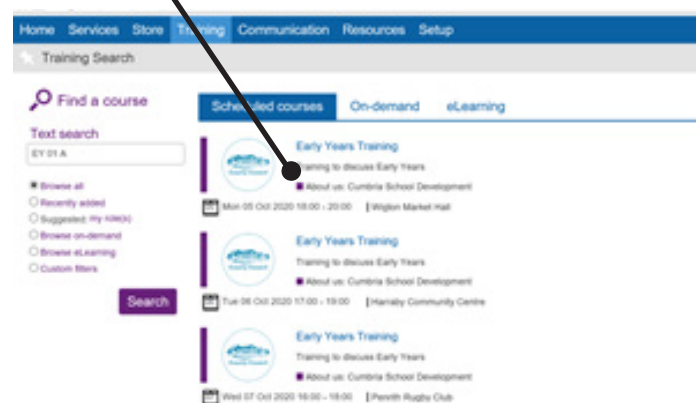


For scheduled training, you can search via 'Find a Course'.
For e-learning, please click in to 'browse e-learning'.



We advise you to search via the course code, for example: EY 01 A, making sure to put the code in exactly as it appears in the brochure (please note it is sensitive to any spaces).

This will bring up all training in that search criteria, you will need to search for the one you require. (The venue and date are shown below each course title on that page.) Once you have found the required course click on the title of the training, this will take you to the booking page.



When you click into a course you will be able to see more information about the course, e.g. venue/training platform, trainer, dates, price and an outline/description of the course. There may also be documents attached with further information as appropriate (e.g. course programme).



Manage Your Course - MH...
Training to discuss Early Years

Description
This training will discuss Early Years settings in Cumbria.

Outcomes
To understand learning in the Early Years
To receive support and information from other Early Years settings and the Local Authority

Programme

Make a Booking

*The maximum number of delegates you can book now is: 10

Select delegate from the list
CREATE NEW DELEGATE ACCOUNT

Standard price £20.00

Total price to pay: £20.00

Request

Make a Booking

At the bottom of the page there is a 'Make a Booking' section where you can book onto this training. For scheduled training, the box shows the maximum number of places available and the delegate price. Click on the drop down list to select the delegate name, if the delegate is not listed in the drop down list, click 'create new delegate account'.

Once you have clicked on 'Create New Delegate Account' you will see a set of six boxes to be completed: Forename, Surname, Job Title, Email (all delegates should all have an individual email address for the purpose of confirmations and evaluations), Telephone and Special Requirements (for any dietary requirements/access requests etc,) – enter these if applicable and click 'Request'. You can also add any other information in the 'booking comments' box by ticking it first.

Programme

Make a Booking

The maximum number of delegates you can book now is: 10

CREATE NEW DELEGATE ACCOUNT

Forename: Surname:

Job Title: Telephone:

Email:

Special requirements (saved in the user profile, which will be updated if you change them here)

☐ Add booking comments

Standard price £20.00

Total price to pay: £20.00

Request

Attachments
Flyer
There are no documents attached to this training.

Price
Charged per delegate
£20.00

Discounts
There is no discount

Course code: EY 01 A

N.B. booking comments are not checked regularly, so anything The School Development Team need to know, should be added into special requirements.

The delegate is now set up on SLA Online and is provisionally booked onto the course.

Complete Booking / Shopping Basket

Once you have clicked on the request button the image below will appear, if you require any more delegates on the training please click 'add another booking' and follow the steps as before.

You can also book delegates onto other courses before checking out by selecting 'Go to training page' and then following the steps in section 3. Once all courses have been allocated you can now checkout the bookings.

Outcomes
To understand learning in the Early Years
To receive support and information from other Early Years settings and the Local Authority

Programme

Make a Booking

The maximum number of delegates you can book now is: 10

CREATE NEW DELEGATE ACCOUNT

Forename: Tara Surname:

Job Title: Business Support Officer Telephone:

Email: tara.robertson@cumbria.gov.uk

Standard price £20.00

Total price to pay: £20.00

Confirmation

The booking process has been successfully initiated.

To complete the booking you need to commit by checking out from the shopping basket.

What would you like to do now?

[Checkout booking](#)

[Add another booking](#)

[Go to training page](#)

Trainer / Presenter
Melanie Housby

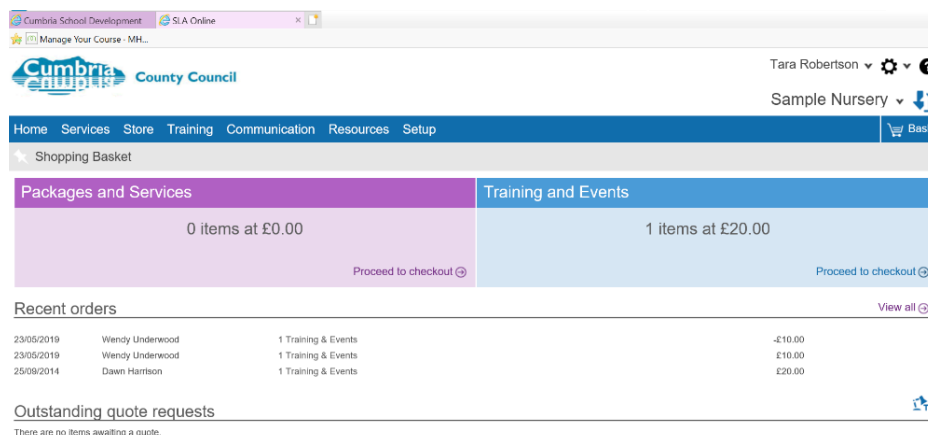
Attachments
Flyer
There are no documents attached to this training.

Price
Charged per delegate
£20.00

Discounts
There is no discount

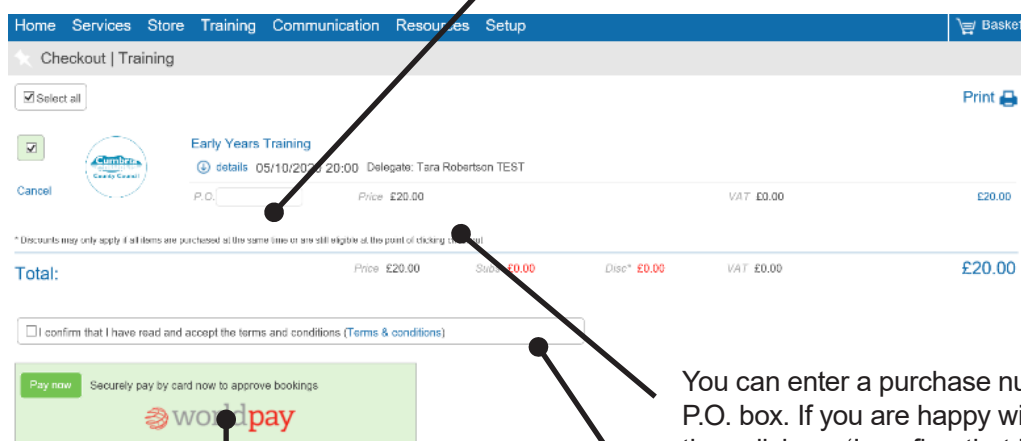
Course code: EY 01 A

Clicking on the shopping basket icon will take you to proceed to checkout link clicking on this will enable you to complete/pay for the training course(s).



You will now be in the shopping basket.

If you no longer require the place, it can be deleted clicking the 'cancel' button.



To make a payment, please click on 'Pay now' on the WorldPay box.


You can enter a purchase number in the P.O. box. If you are happy with everything, then click on; 'I confirm that I have read and accept the terms and conditions (Terms & conditions)'. The Terms and Conditions can also be downloaded from this screen.



Information on WorldPay will appear, to make a payment select your payment method i.e. Mastercard / Visa / Maestro / JCB.



Please complete the information on the Secure Payment Page and click the box 'I'm not a robot' and a green tick will appear. Occasionally, a photo will appear to verify for payment follow instructions on screen and click verify.



Secure Payment Page

TEST MODE - This is not a live transaction.

Select language English

Payment method
Description: **Visa**
*- * Early Years Training - 20.00
Amount: **£20.00**

Verified by VISA

Card details

* Indicates a required field

* Card number: 4444333311112222

Security Code: 123

* Expiry date: 04 / 2022

* Cardholder's name: Tara Robertson

Cardholder details

* Indicates a required field

* Address 1: Parkhouse

Address 2:

Address 3:

* Town/City:

Region:

Postcode/ZIP code:

* Country: United Kingdom

Telephone: 01228 221312

Fax:

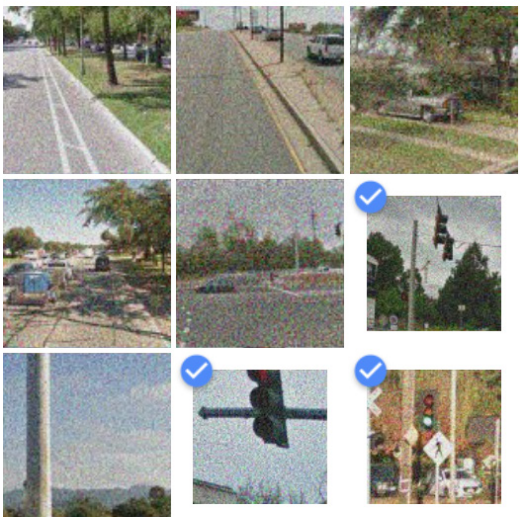
* Email address: tara.robertson@cumbria.gov.uk

Cardholder validation

Please complete this challenge to prove you are a real person:

☐ I'm not a robot

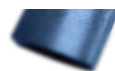
Select all images with traffic lights



Navigation icons: Refresh, Headphones, Information

VERIFY

Once the green tick appears, please click 'make payment'



Description

Amount

***- * Early Years Training - 20.00**

£20.00

VISA

Card details

* Indicates a required field

* Card number: 4444333322221111

Security Code: 123

* Expiry date: 09 / 2022

* Cardholder's name: Miss M Housby

Cardholder details

* Indicates a required field

* Address 1: Parkhouse

Address 2:

Address 3:

* Town/City: Carlisle

Region:

Postcode/ZIP code:

* Country: United Kingdom

Telephone: 01228 221354

Fax:

* Email address: melanie.housby@cumbria.gov.uk

Cardholder validation

Please complete this challenge to prove you are a real person:

☒ I'm not a robot

Start again **Make payment**

Once verified the image below will appear, ensure the dropdown box is set to 'authorised' and click 'continue' this will complete the transaction.

If a course is Free of Charge then you just need to checkout as normal and no payment details will be required.



The image shows a WorldPay Secure Test Simulator Page. It features a blue header with the WorldPay logo and the text 'Welcome to the Secure Test Simulator Page'. Below the header, there is a padlock icon on the left. To the right of the padlock, the text 'Secure Test Simulator Page' is displayed. Below this, the card number '4444*****1111' is shown. A prompt asks the user to 'Please choose one of the available responses and press Continue button'. Below this, there is a dropdown menu labeled 'Acquirer Responses:' with 'Authorised' selected. A 'CONTINUE' button with a checkmark icon is located at the bottom right. At the very bottom, it says 'WorldPay (UK) Limited © 2012'.

If the transaction is successful you will be taken to the page shown below and two emails are then generated, the first is the payment transaction confirmation, this goes to the email address used to book the place, and this should be saved as proof of booking. The second is the training booking details/confirmation, which is emailed to the delegates email address.

NB: If the same email address is used for multiple delegates they might not all receive the course details, as the system thinks it is sending duplicate emails and blocks them, this is why we request all delegates to have individual email address.



Cumbria School Services

 Your payment was successful

Print 

You will receive a copy of this information via email but you can also print this page for your records.
A summary of your order is as follows:

£20.00	Early Years Training 05/10/2020 EY 01 A TB1423238
£20.00	Total
£0.00	VAT

Cardholder: Tara Robertson
Address: Parkhouse
Carlisle
United Kingdom

Date/Time: 02/07/2020 13:29:46

[Go to home page](#) 

[Close and exit](#) 



Once the booking has been confirmed a confirmation will be automatically emailed directly to the delegate using the email address provided during the booking process.

If the training is face to face, the venue will be shown in the confirmation email.

If the training is online, the training platform can be accessed by following the link provided.

If the training is eLearning, the course can be accessed by following the link provided.

All delegates will receive a reminder containing all relevant information within 1 week of the training course.

From: Cumbria School Services <support@frontlinedata.co.uk>
Date: 3 November 2020 at 14:48:37 GMT
To: MelanieHousby9@hotmail.com
Subject: Your Booking has been Confirmed
Reply-To: school.development@cumbria.gov.uk

Dear Test Delegate

Training Course Details

Please find below details of the training course you have been booked onto.

Course Title: New [Te](#) Early Years Foundation Stage (SD 12)
Dates: 25/11/2020 13:30 - 14:30
 26/11/2020 13:30 - 14:30; 02/03/2021 13:30 - 14:30;
Delegate: Test Delegate

If the training is online, please use this link to access the training: [View meeting joining instructions](#)

If the training is eLearning or is a blended course please use this link to access the training: [View e-learning course content](#)

Venue: Microsoft Teams
Provider: *** Cumbria Continuing Professional Development
Outline: A course designed to support teachers and teaching assistants who are new to working in the Early Years Foundation Stage

Description: Dates and Times:
 This course will be delivered over three sessions. There will be an initial 'live virtual 'Teams' session, followed by a series of short pre-recorded videos which you can access at your leisure, and the final session will be again a 'live virtual Teams' session.
 Session 1: Wednesday 25 November 2020, 1.30pm – 2.30pm - Please follow the link to the joining instructions on your confirmation email
 Session 2: Delegates are asked to watch pre-recorded videos which will be available after the first session - To view the videos, please follow the link to the eLearning on your confirmation email after attending session 1. (Please see below for further information).
 Session 3: Tuesday 2 March 2021, 1.30pm – 2.30pm - Please follow the link to the joining instructions on your confirmation email

Training Platform
 Sessions 1 and 3, of this training will be held on Microsoft Teams – the link to this event will be sent in the reminder email from Cumbria School Services and Microsoft Outlook, within one week of the course date.
 Please ensure you have fully tested Microsoft Teams before the session for accessibility and understanding of the platform. This will allow all attending to make full benefit of the time available.

For session 2 of this training, delegates are asked to watch 3 pre-recorded videos.
 To view the videos, please follow the link to the eLearning on your confirmation email after attending session 1.
 Current 'users' of the system will be taken straight to the training videos, whilst 'non-users' will be asked to upgrade their account from a 'delegate' to a 'user'.
 Please follow the instructions to enable you to do this.
 Once you are logged on to the system, please select the 'Training' section from the menu bar and scroll down to 'My Bookings' where you will find the course, please select the course name and this will take you to the videos.

Kind Regards,
 The School Development Team

*** This is an automated email – please do not reply directly to this address. ***

If a Course is Fully Booked

If the course you require is full, please contact the School Development Team on 01228 221315, 221312 or 221316 and they will add your details to the waiting list, should any places become available your setting will be notified accordingly.

Cancellation Requests

If you later find that you need to cancel any of your training places, you can do this from the Training Booking page. You can find your way from the main Training page, you don't need to search for the course again, as it should be easily selected from 'My Organisation' (if you move your cursor over the course a line will appear under the course title, click there to access the course).

The screenshot shows the Training Booking interface. At the top, there are search filters for keywords, roles, and categories. Below these are sections for 'Suggested courses', 'My bookings', and 'My organisation'. The 'My organisation' section lists several courses, including 'Early Years Training (EY 01 A)'. A black arrow points from this course listing to the 'My organisation' section header.

Scroll down the page to Delegate Summary, you will see the delegate name(s) who are booked on the training, to the right of the delegate name there is a down arrow, click on 'Cancel Place'.

The screenshot shows the Delegate Summary page. It includes the Cumbria County Council logo and navigation links for Booking details, Programme, and Delegate summary. The Delegate summary section lists delegates, including Tara Robertson, with their booking status and dates. A black arrow points from the 'Cancel Place' button to the 'Delegate summary' section.



Scroll down to Cancel Booking and enter the reason for the cancellation, then click on the 'Send' button.

Additional options

Cancel Booking

If you wish to request the cancellation please enter the reason. Your request will be sent to the service provider.

Reason:

Send Send request to provider

The School Development Team will then deal with the request and issue any reimbursement due, depending upon the cancellation terms for the course.

Replace Delegates

If you need to replace a delegate who is booked on to a course with another delegate, you don't need to do a cancellation. You can simply replace a delegate name with a new one.

To replace a delegate from any of your training bookings, you can do this from the Training Booking page, click on 'Training' then scroll down and click on the title of the training course under 'My Organisation'.

Cumbria County Council

Tara Robertson

Sample Nursery

Home Services Store **Training** Communication Resources Setup

★ Training Home

Early Years Training
Training to discuss Early Years

05 Oct 2020 18:00 - 20:00 | Wighton Market Hall

Find a course
keywords
Search Advanced

Browse
Roles
Categories

Jump to
★ Browse eLearning
Browse on-demand
Recently added courses
Next 30 upcoming courses

Jul 2020						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Suggested courses
For my role(s) in my organisation

- TEST Course for Card Payments**
25 Sep 2020 09:00 - 18:00
Parkhouse
- Early Years Training**
05 Oct 2020 18:00 - 20:00
Wighton Market Hall
- Early Years Training**
06 Oct 2020 17:00 - 19:00
Harraby Community Centre

[View more suggestions](#)

Next 3 courses

- TEST Course for Card Payments**
25 Sep 2020 09:00 - 18:00
Parkhouse
- Early Years Training**
05 Oct 2020 18:00 - 20:00

My bookings
Sorry, no upcoming bookings
[View all my bookings](#)

My organisation

- Early Years Training (EY 01 A)**
05 Oct 2020 18:00 - 20:00
1
- Early Years Training (EY 01 B)**
06 Oct 2020 17:00 - 19:00
1

[View all bookings](#)

View full planner

Common actions

- [Quick course booking search](#)
- [View all my bookings](#)
- [View all organisation bookings](#)
- [Feedback results](#)
- [Legacy feedback results](#)
- [Delegate history report](#)
- [Renewal report](#)
- [Subscription summary report](#)
- [Subscription usage report](#)
- [View all training \(grid format\)](#)
- [View cancelled delegates report](#)

This will take you to the relevant course, next click on the drop down arrow, to then click on change delegate.

Early Years Training

[View course details](#)

Cumbria County Council

[Booking details](#) [Programme](#) [Delegate summary](#)

This icon indicates a delegate has special requirements. Expand the row for more details.

Delegate	Business Support Officer	Confirmed	
Tara Robertson	Tara Robertson, 01 Jul 2020 15:07	Confirmed	Change Delegate
Tara Robertson	Tara Robertson, 02 Jul 2020 13:34		Cancel Place

[Download](#)

Status: Confirmed
Date: 05/10/2020 18:00 - 20:00
Code: EY 01 A

[Contact provider](#)

Common activities
[View course details](#)
[Download delegate list](#)

Other options
[View history](#)

Attachments
There are no documents attached to this training.

This will take you to Manage Individual Delegate, from here you can select a different name from the drop down list. If the name isn't here you can create a new delegate, complete all details and save.

Manage Individual Delegate

Early Years Training

Booked delegate

Booking for: **Sample Nursery**

Delegates: **CREATE NEW DELEGATE ACCOUNT**

Special requirements: None

Special requirements are saved against the user account selected and will be updated if you change them here.

Booking comments:

[Save](#) [save delegate and special requirements](#)

Additional options

[Cancel Booking](#)

Booked delegate

Booking for: **Sample Nursery**

Delegates: **CREATE NEW DELEGATE ACCOUNT**

Forename:

Surname:

Job Title:

Telephone:

Email:

Special requirements:

Special requirements are saved against the user account selected and will be updated if you change them here.

Booking comments:

[Save](#) [save delegate and special requirements](#)



To View a Programme

If a programme is available to view, the School Development Team will email a link to each delegate who is booked onto the course; Delegates should follow this link to view or print the document.

The programme can also be viewed from the attachments section on the course details page

Cumbria County Council

Outline
Learning to discuss Early Years

Description
This training will discuss Early Years settings in Cumbria.

Outcomes
To understand learning in the Early Years.
To receive support and information from other Early Years settings and the Local Authority

Programme

Make a Booking

The maximum number of delegates you can book now is: 7
There are already 3 delegates booked. [View bookings](#)

Course start date:
05 Oct 2020 18:00 - 20:00

Start booking

About us: Cumbria School Development

Contact provider

Bookings

Date and Time
05 Oct 2020 18:00 - 20:00
[Download appointment](#)

Venue
Wigton Market Hall

Trainer / Presenter
Melanie Housby

Attachments
 1 type
There are no documents attached to this training

Price

Evaluation and Certificates

To ensure that our courses remain relevant, effective and of high quality, we encourage delegates to provide feedback.

After the signed delegate list is returned to the School Development Team by the provider, all delegates who attended the course will be emailed a link, which should be followed to input evaluation comments; this should be done within two weeks of receiving the link.

Once the feedback has been submitted a certificate of attendance will be available to download. Delegates will not receive a certificate if they do not complete the feedback. The only exception to this is the Early Years Specific Safeguarding (Formerly Level 2) – Safeguarding Responsibilities Threshold Guidance and Referral Processes where certificates will be issued as soon as the delegate list is returned to the School Development Team by the provider.

Available Reports

The Common Actions section which can be found on the right-hand side of the training page allows settings to extract reports relating to different areas i.e. View my bookings, view my organisations bookings, delegate history report in the training sections, see below.

Home Services Store Training Communication Resources Setup

Training Home

Cumbria County Council

Find a course
keywords
Search

Browse
Roles
Categories

Jump to
 Browse eLearning
[Browse on-demand](#)
[Recently added courses](#)
[Next 30 upcoming courses](#)


TEST Course for Card Payments
Test
25 Sep 2020 09:00 - 16:00 | Parkhouse


Calendar: Jul 2020


Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

By clicking on one of the tabs i.e. delegate history report, you can extract information on which courses people from your setting have booked/attended, by completing the search criteria's and filtering on them you can find out the information required.

Suggested courses
For my role(s) in my organisation


**TEST Course for Card Payments**
25 Sep 2020 09:00 - 18:00
Parkhouse


**Early Years Training**
05 Oct 2020 18:00 - 20:00
Wigton Market Hall

**Early Years Training**
06 Oct 2020 17:00 - 19:00
Harraby Community Centre

[View more suggestions](#)

Next 3 courses

**TEST Course for Card Payments**
25 Sep 2020 09:00 - 18:00
Parkhouse

**Early Years Training**
05 Oct 2020 18:00 - 20:00
Wigton Market Hall

My bookings
Sorry, no upcoming bookings.
[View all my bookings](#)

My organisation
[★ View all eLearning bookings](#)
TEST Course for Card Payments (TEST 01)
25 Sep 2020 09:00 - 18:00
1
Early Years Training (EY 01 A)
05 Oct 2020 18:00 - 20:00
2
Early Years Training (EY 01 B)
06 Oct 2020 17:00 - 19:00
1
[View all bookings](#)

View full planner
Common actions
[Quick coursebooking search](#)
[View all my bookings](#)
[View all organisation bookings](#)
[Feedback results](#)
[Legacy feedback results](#)
[Delegate history report](#)
[Renewal report](#)
[Subscription summary report](#)
[Subscription usage report](#)
[View all training \(grid format\)](#)
[View cancelled delegates report](#)

★ Delegate History Report

Options

Delegate

Search by delegate name

Provider

Search by service provider name

Training

Search by training name

Text Search

Attendance

Attended, Not attended, Not specified

Show courses for

Whole course

Course Date

☐ Today ☐ Last 7 days ☒ Last 30 days ☐ Date range

Booked Date

☐ Any ☐ Today ☐ Last 7 days ☐ Last 30 days ☐ Date range

Filter data

Filter



⑤ Overview of Other Areas

Shopping Basket

Any services that you 'Add to Basket' or training that you 'Request' will appear in the Shopping Basket which can be found towards the top right of every page.

Please ensure that you check out all items you have reserved ASAP to secure your place(s).

Shopping baskets will be monitored on a weekly basis by the School Development Team and settings will be contacted if there are outstanding item(s) left the shopping basket, these will have to be confirmed and paid for ASAP.

If you change your mind and no longer require the places they can be removed from the shopping basket by clicking 'cancel'.

Details of the requested item can be found by clicking 'Details'.

Please note that 'added by' is a record of the user who purchased the item, not the delegate who will be attending the course.

If there is more than one item in the basket and you only want to check out certain items, just select those items and 'un-tick' the others. Any items you 'un-tick' will remain in the basket.

Make sure you enter a purchase number in the PO Box and confirm that you have read and accept the terms and conditions.

Services

Under this tab on the home page, settings will be able to see each of the services available to purchase.

For further information click on any service to view more details, this is under Training Categories. There you'll see an Introduction to what the service offers, benefits of the service and any relevant documents that may have been attached by the provider, as well as more details, terms etc.

Please note these services are currently only available to schools.

Store

This tab is very similar to the Services tab, but please note as before this section is currently only available to schools.

It shows products or services available. Items to view different functions on this tab, and they are;

- Featured items that you can click on for further information, click on title of service to access this, once here it will give you an overview of the service and the option to 'available to buy now', if you require this click on 'go' to complete the action.
- Annual Order, you can use this new, simple page to quickly renew contracts and services, based on your purchases from last year.
- Browse the store i.e. bundles, contracts, services, products
- New for this year, information on new services

Communication

As on the Home page, there are featured items in the blue scrolling box which will be news or documents the School Development Team wish to bring to your attention. You can click to view more or to download/print any attached documents.

Messages

Once you have clicked in to the messages section, you will see your messages in a list. A blue heading indicates that the message has been sent from your school and purple indicates a message received, to read the message in full, click the 'Read' button towards the right of the message.

The left hand column of this page includes a filter; it allows you to search for messages by date, text, status (read, unread), type or by sender/recipient etc.

A conversation in SLA Online is displayed so that the school messages appear to the left (highlighted purple) and the service provider messages to the right (highlighted blue), with the name of the individual who sent the message above, together with the time it was sent.

Sending a Message

You can contact any of the service teams listed on SLA Online e.g. if you would like to ask if they can provide a particular service or topic of training.

Please note that there is sometimes a delay in messages reaching the School Development Team, so we always advise to contact the team either by email **school.development@cumbria.gov.uk** or by telephone on **01228 221315**, **221312** or **221316**.

Setup

The set up page is where you can view and update your settings details.

User Profile

The link to your User Profile page is in the top right hand corner, use the dropdown beside your name.

By clicking on 'My Profile', you can change your login details and personal details, including your email address and password.

School Development Team do not require users to change their password periodically; it's up to you and your organisation's policy how often you change it. Passwords are between 6 and 20 characters, should include numbers and letters and can include special characters.

Because your email address is your login name, two users cannot have the same email address.

If you update your profile, please go to the bottom of the page and click 'Save'.

User Alerts

User alerts, these alert you to activity relating to your setting, meaning you don't need to log in every day, the main alerts are as follows;

Account

You will receive emails when for example:

- User account details & status changed
- Training delegate confirmations
- Changes in items initiated by user

Alert me options - No / asap / daily / weekly

Admin

You will receive email when for example:

- User account is locked
- Message is sent to Administrator

Alert me options - No / asap / daily / weekly

If you require these set up please email **school.development@cumbria.gov.uk** and someone from the team will be able to help you.

We hope we have provided you with enough information to use the system effectively to book your training. If you have any queries, please do not hesitate to contact the School Development Team via e-mail **school.development@cumbria.gov.uk** or by telephone **01228 221315**, **221312** or **221316**, and we will be more than happy to help.



If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone 01228 226817.

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请致电 01228 226817

Jeigu norétumėte gauti šią informaciją savo kalba,
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W celu uzyskania informacji w Państwa języku proszę
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