

The following step-by-step guide shows you how to log into your account on the [Blended Learning system](#) using your Trust network account. If you do not have an LTHTR network account then refer to the [Non-LTHTR Staff Login Guide](#).

There is a [glossary](#) of key terminology at the end of this guide.

## HOW TO LOG ON

1. Navigate to the [Blended Learning system](#) (<https://elearning.lthtr.nhs.uk>).

The first screen asks you to select between **LTHTR Staff** and **Non-LTHTR Staff** using buttons on the right-hand side.

2. Select the **LTHTR Staff / OneLSC Staff** button if you have a LTHTR network account. It does not matter if you are working on a Trust PC or a Personal Computer.

3. If you are logging into *Blended Learning* for the first time or are using a computer that you have not used before you will be asked to authenticate into your account by signing into your LTHTR network account.

When asked to *Sign In* enter your **Trust email address** in full and then select **Next**.

If you are asked whether you want to *Stay signed in?* you can select **Yes** so browser saves your *username* and *password*. **Warning:** If you are logged into a *Generic LTHTR account* or your personal computer is used by other people you should select **No** otherwise your *Blended Learning* account and the information it contains is at risk.

4. You will then be logged into your Blended Learning account and will be taken to your Dashboard.

The next time you sign on using the *LTHTR Staff / OneLSC Staff* button you should be taken straight to your dashboard (skipping the authentication step) this is referred to as **Single Sign On**.

**LTHTR Staff / OneLSC Staff**  
Select here to sign in with SSO.

**Non-LTHTR Staff**  
Select here to sign in below.

**LTHTR Staff / OneLSC Staff**  
Select here to sign in with SSO.

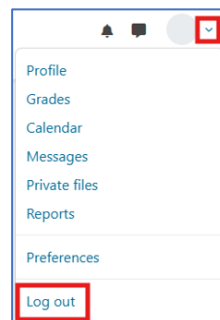
**Non-LTHTR Staff**  
Select here to sign in below.



**Note:** If you are using a Trust PC and are logged into a generic account, you will be asked to *Sign in* every time (see step 3 above). If you are taken into someone else's *Blended Learning* account you should immediately log out, see the [Logging out of a Blended Learning Account](#) & [Clearing a Signed In Account](#) sections.

## LOGGING OUT OF A BLENDED LEARNING ACCOUNT

If you need to log out of a *Blended Learning* account, select the down arrow next to the account's name and then select **Log out**



## TROUBLESHOOTING

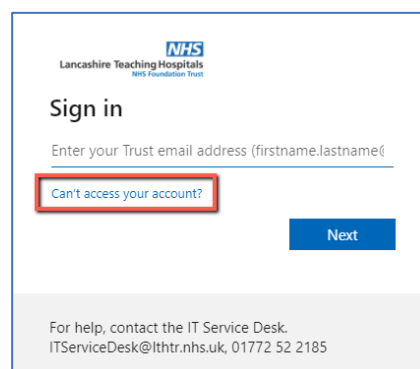
### Password Reset

#### Resetting your LTHTR Network Account's Password

As your *Blended Learning* account is linked to your LTHTR network account it does not have its own password.

If you need your LTHTR network account's password to be reset, use the **Can't access your account** link on the *Sign in* screen and then follow the on-screen instructions.

**Since May 2023 changing your Windows password yourself via Multi-Factor Authentication (MFA) will be the Trust's preferred method for password resets.**



### Multi-Factor Authentication (MFA)

The Trust has now transitioned to Microsoft Office 365. An essential prerequisite to this change, was improving Cyber Security and the roll-out of **Multi-Factor Authentication (MFA)**. This is required to help protect the Trust and patient data against cyber-attacks and allow for users to access email and other applications securely from any device.

MFA gives an additional level of security confirming your identity. This is like many personal email accounts and other online accounts that require a text message, phone call or security questions to confirm your identity.

The [O365 Intranet Page](#) contains more information and various support guides.

Please refer to the guide below for further information:

- [Authenticate via Microsoft Multi-Factor Authentication \(MFA\)](#)

### User Self Service Password Reset

Further details can be found in the [Self Service Password Reset \(SSPR\) User Guide](#) or [SSPR FAQ](#)

### Further Assistance

For further assistance with using MFA and SSPR please contact the **IT Service Desk** (01772 52 2185, option 1)

## Clearing a Signed In Account

If you are logged into a computer using a generic network account and selecting either the **LTHTR Staff** or **Non-LTHTR Staff** buttons keeps taking you into someone else's *Blended Learning* account, you will need to clear the browser's cache and cookies. The exact steps to this will depend on the browser you are using.

To clear the cache and cookies in **Microsoft Edge**

1. Select the **menu** button situated in the upper right corner



2. Select **Settings**
3. Select **Privacy, search and services**
4. Select **Clear browsing data**
5. Select a **Time range** and **what to clear**.
6. Select **Clear now**

## GLOSSARY

Before we get started, we need to define a couple of terms used throughout this guide:

<b>Trust PC</b>	A computer connected to the LTHTR network either directly on site or via VPN software. You will have logged in using a <i>username</i> and <i>password</i> .
<b>Personal Computer</b>	A personal computer (Windows, Apple etc) or mobile device which is connected to the internet.
<b>LTHTR Staff</b>	A member of staff with an LTHTR network account (this is the account used to log into Trust computers to access systems, emails etc).
<b>Non-LTHTR Staff</b>	A member of staff who does not yet have an LTHTR network account. Their <i>Blended Learning</i> account will have been set up to use details such as a personal email address as the <i>username</i> .
<b>Generic LTHTR account</b>	This is a generic account used in certain departments such as wards to log into Trust PCs