

The following step-by-step guide will show you how to log into your account on the [Blended Learning system](#).

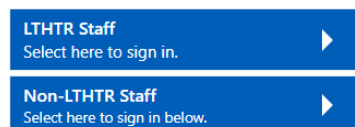
TERMINOLOGY

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

Trust PC	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> .
Personal Computer	A personal computer (Windows, Apple etc) or mobile device which is connected to the internet.
LTHTR Staff	A member of staff with an LTHTR network account (this is the account used to log into Trust computers to access systems, emails etc).
Non-LTHTR Staff	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> .
Generic LTHTR account	This is a generic account used in certain departments such as wards to log into Trust PCs

HOW TO LOG ON

The first screen on the [Blended Learning system](#) asks you to select between **LTHTR Staff** and **Non-LTHTR Staff** using buttons on the right-hand side.



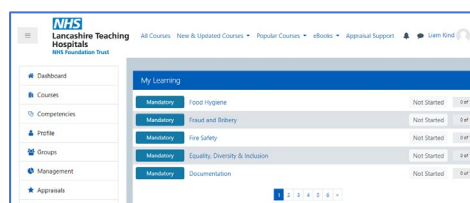
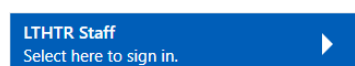
LTHTR Staff

Select the **LTHTR 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.

LTHTR Staff using a Trust PC

1. Select the **LTHTR Staff** button
2. If you are using a computer connected to the LTHTR network (either directly on site or via VPN software) you will be automatically logged into your Blended Learning account and will be taken to your Dashboard.

This is referred to as **Single Sign On**



Note: If you are not taken straight into your Blended Learning account the first time you select the **LTHTR Staff** button then you will need to follow the steps outlined in the [LTHTR Staff using a Personal Computer / Generic LTHTR account](#) section below.



Note: If you are using a Trust PC and are logged into a generic account you will be asked to Sign in using your own LTHTR email address and password (see steps under the [LTHTR Staff using a Personal Computer / Generic LTHTR account](#) section below)

LHTR Staff using a Personal Computer / Generic LHTR account



Warning: Staff who are using a computer logged in using a generic network account should always access the *Blended Learning* system using the *Microsoft Edge* browser.

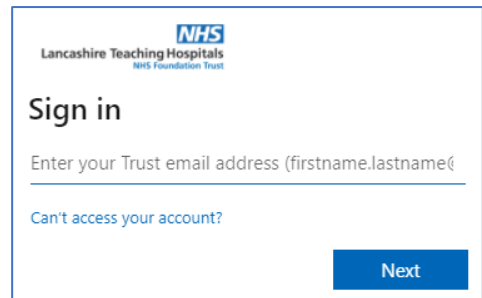
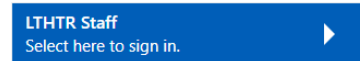


1. Select the **LHTR Staff** button
2. If you are either using a personal computer (not connected to the LHTR network) or a computer logged in using a generic network account, you will be asked to *Sign In*.

Enter your **Trust email address** in full and then select **Next**

Note: If you are logged into a computer using a generic network account and are taken into someone else's *Blended Learning* account you should immediately log out, see the [Logging out of a Blended Learning Account](#) section for details.

3. You will see a message advising you that you are being taken to your organization's sign-in page.

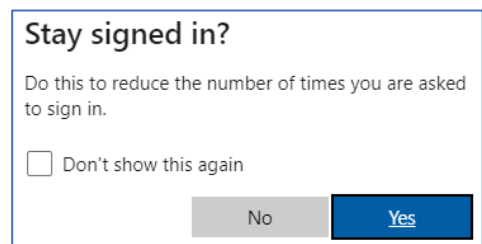
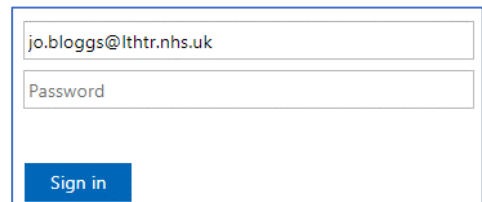


4. Enter your own LHTR network account's **Password** and select **Sign in**

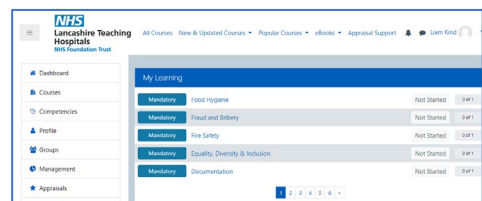
If you cannot log into your LHTR network account please see the [Resetting your LHTR Network Account's Password](#) section below.

5. You will then asked whether you want to *Stay signed in?* If you select **Yes** your browser will save your *username* and *password* so the next time your select the **LHTR Staff** button you will be taken straight into your *Blended Learning* account.

Warning: If you are logged into a *Generic LHTR account* or your personal computer is used by other people you should select *Don't show this again* and then **No** otherwise your *Blended Learning* account and the information it contains is at risk.



6. You will then be taken to your Blended Learning account's Dashboard.



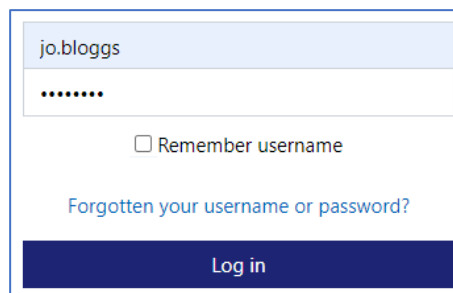
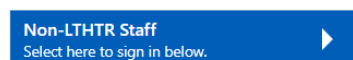
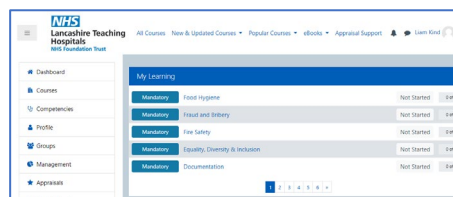
Non-LTHTR Staff

If you do not have an LTHTR network account and have been issued with account details, you will select the **Non-LTHTR Staff** button and then enter your *Blended Learning* account's username and password.

1. Select the **Non-LTHTR Staff** button
2. Enter your *Blended Learning* account's Username and Password and then select **Log in**

If you cannot log into your Non-LTHTR account please see the [Resetting your Non-LTHTR Staff Blended Learning Account's Password](#) section below.

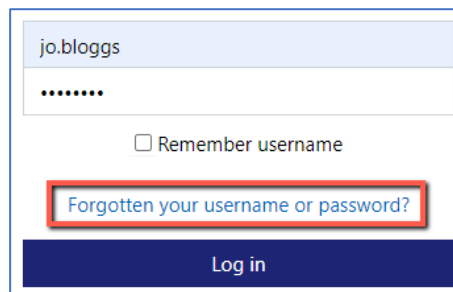
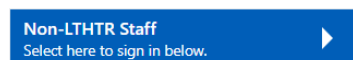
3. You will then be taken to your Blended Learning account's Dashboard.

A login form with a text input field containing "jo.bloggs", a password field with six dots, a "Remember username" checkbox, a link "Forgotten your username or password?", and a "Log in" button.

Resetting your Non-LTHTR Staff Blended Learning Account's Password

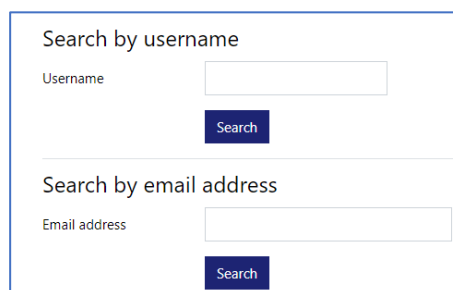
If you have a *Blended Learning* account that is not linked to an LTHTR Network account, you can reset your own password.

1. Select the **Non-LTHTR Staff** button
2. Select the **Forgotten your username or password?** link

A login form identical to the one above, but with the "Forgotten your username or password?" link highlighted by a red rectangular box.

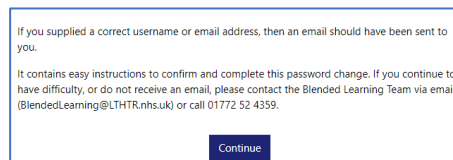
3. To reset your password, you need to enter either your *username or email address* and then select **Search**

If the system can find you in the database, an email will be sent to your email address, with instructions how to get access again.

A search form with two sections: "Search by username" with a "Username" input field and a "Search" button; and "Search by email address" with an "Email address" input field and a "Search" button.

4. If you supplied a correct username or email address, then an email should be sent to you that contains easy instructions to confirm and complete this password change.

If you continue to have difficulty, or do not receive an email, please contact the Blended Learning Team via email (BlendedLearning@LTHTR.nhs.uk) or call 01772 52 4359.

A message box with the text: "If you supplied a correct username or email address, then an email should have been sent to you. It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, or do not receive an email, please contact the Blended Learning Team via email (BlendedLearning@LTHTR.nhs.uk) or call 01772 52 4359." and a "Continue" button.

Logging into your Blended Learning Account v1.4

- The *Password reset request* email will include a link for you to set a new password.

Select the **reset** link.

Note that the link is only valid for 30 minutes from the time the reset was first requested.

From: Admin User (via sstest) <noreply@sstest.dynamicbusiness.co.uk>
Date: Wed, 14 Apr 2021 at 14:41
Subject: Blended Learning: Password reset request
To: Jo Bloggs <jobloggs@gmail.com>

Hi Jo,

A password reset was requested for your account 'jo.bloggs' at Blended Learning.

To confirm this request, and set a new password for your account, please go to the following web address:

https://sstest.dynamicbusiness.co.uk/login/forgot_password.php?token=fJDSAKqC1gcaUWAFCTURkQLc8Ks7u8tI

(This link is valid for 30 minutes from the time this reset was first requested)

- Enter and confirm a *New password* and then select **Save changes**

Note: Non-LTHTR Staff account passwords must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as *, -, or #

Please enter your new password below, then save changes.

Set password

Username **jo.bloggs**

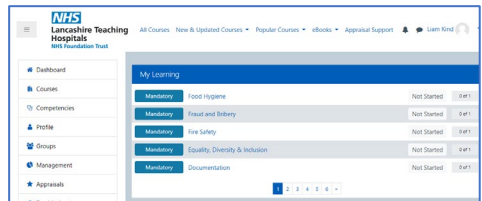
The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as *, -, or #

New password

New password (again)

Save changes Cancel

- You will then be taken to your Blended Learning account's Dashboard.



Warning: This process will not work if you have a Blended Learning Account linked to an LTHTR network account.

If you have an LTHTR network account please refer to the [Resetting your LTHTR Network Account's Password](#) section below.

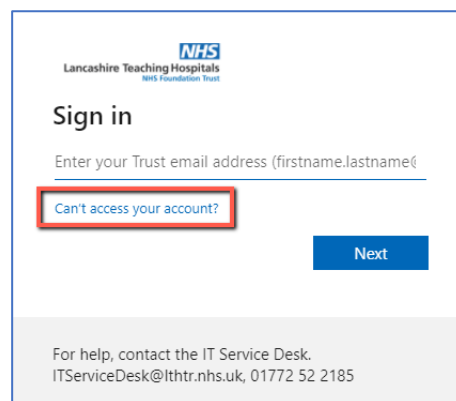
TROUBLESHOOTING

Resetting your LTHTR Network Account's Password

If you require your LTHTR network account's password to be reset do not use the **Can't access your account** link on the *Sign in* screen.

To reset your LTHTR network account's password contact the **IT Service Desk**:

- ITServiceDesk@lthtr.nhs.uk
- Ext. **2185** (01772 52 2185)
- [IT Self-service Portal](#)



Multi-Factor Authentication (MFA)

The Trust is moving away from Microsoft Office 2010 and transitioning to Microsoft Office 365. An essential prerequisite to this work is 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.

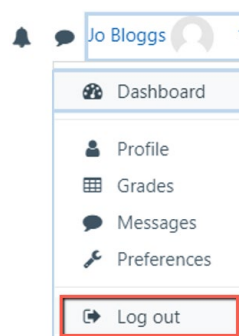
Please see the [O365 Intranet Page](#) for the support guides that outline the steps required to register for Multi-Factor Authentication.

For additional support with MFA please contact the **IT Service Desk**

- ITServiceDesk@lthtr.nhs.uk
- Ext. **2185** (01772 52 2185)
- [IT Self-service Portal](#)

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**



Clearing a Signed In Account

If you are logged into a computer using a generic network account and selecting either the **LHTR Staff** or **Non-LHTR 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. Under **Clear browsing data** select **Choose what to clear**.
5. Select **Clear now**

LHTR Staff Requiring a Temporary Password for their Blended Learning Account

If you have an LHTR network account, you will need a temporary password for your *Blended Learning* account if any of the following apply:

- You are working off-site without access to a computer connected to the LHTR network who has either:
 - Locked their LHTR network account
 - Forgotten their LHTR network account's password
 - Had their LHTR network account's password reset by the *IT Service Desk* but have not yet been into a Trust site in order to log into a Trust PC
- You are a new member of LHTR Staff, a Locum, a student etc who is needing to complete eLearning before their first visit to an LHTR site to log into their LHTR network account on a Trust PC.

As a member of LHTR Staff your *Blended Learning* account will, by default, share the same password as your LHTR network account. To obtain a temporary password you will need to contact the Blended Learning team on either BlendedLearning@LHTR.nhs.uk or extension **4359** (01772 52 4359). Once you have received confirmation that your *Blended Learning* account's password has been set to a temporary value you can log in as follows:

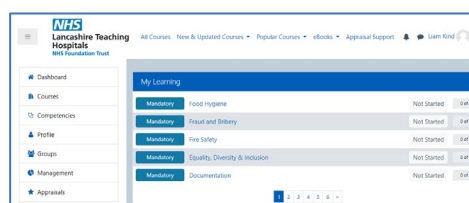
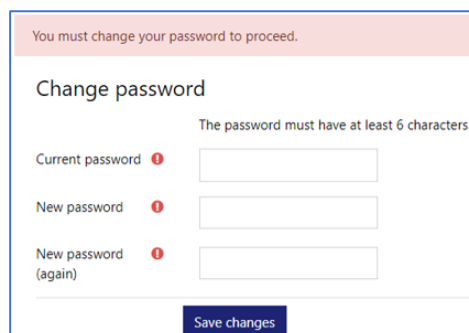
1. Even though you are an LHTR member of staff you will need to select the **Non-LHTR Staff** button to circumvent the default link to your LHTR network.
2. Enter your **Trust email address** in full into the *Username* field. This needs to be entered in lowercase.
3. Enter the temporary *Password* that has been issued to you and then select **Log in**



4. You will then be prompted to set your own temporary password by entering:
 - a. Your *Current password* (which is the one set by the *Blended Learning* team)
 - b. A new password*
 - c. Confirming your new password

* **Note:** Non-LHTR Staff account passwords must have at least 6 characters.

5. When you are notified that your password has been changed select **Continue**
6. You will then be taken to your Blended Learning account's Dashboard.



The temporary password (set in step 4 above) will last until the next system update which will take place every Monday morning. So, the following Monday morning your *Blended Learning* account will automatically revert to using the same password as your LHTR network account meaning you can again use the *LHTR Staff* button to log in. If at this time you still have not been able to log into your LHTR network account but still need to continue to access your *Blended Learning* account from off-site you will need to repeat the above process by contacting the *Blended Learning* team for another temporary password.

Should you need to reset your *Blended Learning* account's password before the Monday morning update you can do this yourself by following the steps outlined in the [Resetting your Non-LHTR Staff Blended Learning Account's Password](#) section.