

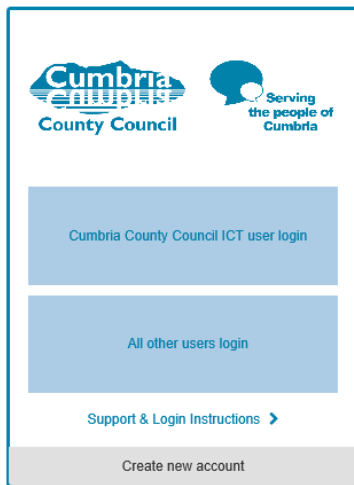
Self-Registration guide to create a learning account with Cumbria County Council

Cumbria County Council has a new learning site called 'My Learning'

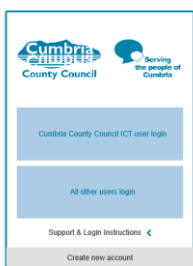
It is available to all partners who work with Cumbria County Council.

In order to create an account please follow the instructions below.

**Step 1** - Please go to [My Learning login page](https://cumbria.learningpool.com/login/index.php) (<https://cumbria.learningpool.com/login/index.php>)



**Step 2** - Click on the support and login instructions underneath the 2 blue boxes.



Council should also complete this form.

Please note, if you are not employed by Cumbria County Council and your organisation is not listed on the drop down menu on the registration page then please complete the free text option within the form.

To start your self-registration, click on the "Create new account" button below to start the registration process.

You will first receive an email containing a verification link, this must be clicked and confirmed.

You will then receive an email verifying that your account has been confirmed allowing you to log into the LMS.

If you are having any difficulties with login / registering, then please contact our team.

E: [ict@cumbria.gov.uk](mailto:ict@cumbria.gov.uk)  
T: 01228 221425 or 01768 812636

PLEASE NOTE: before you access your account and start looking for courses to complete, it may take up to 24 hours for your account to be activated.

Thank you.

Learning and Skills Team

**Step 3** – Once you have read the login instruction, then click on Create new account.

The Self-registration form contains the following details that you **are required to complete** in order to request a new account.

**All fields** are required to be completed before you submit your self-registration form.

**Username:** create your own

**Password:** welcome

**More Details**

**Email address:** please ensure you use your work email address.

**First name:** | **Surname:** | **City / Town:**

**Organisation:** – please click on the choose organisation button and a drop down list will appear. Select from the list of types of organisations that you may come under or use the search tab and look up your organisation name. If you can't find your organisation then ensure you click on the type of organisation e.g. carer or NHS. Then you must state your organisation in the free text box

**Organisation free text:** Complete this if you can't find the name of your organisation in the choose organisation section.

**Self-Registration Fields** – all fields need to be completed. If you are self-employed then place your details in the line manager section.

**Position:** Your job title

**Line Manager Details:** include, first name, surname, email address, job title and contact number.

**Organisation Billing Address**

This information is needed for potential future invoicing if you are required to pay for any attendance at training events or in the event of non-attendance.

Currently this learning site and the eLearning courses are free to all partners, however we may in future require a charge for certain training courses.

Once all fields are completed, click request account.

## The Approval Process

### Notification of account approval process

There are 3 emails that you will receive during the self-registration process. You will receive an initial email from **Support My Learning with Cumbria County Council**, informing you that a new account has been requested at 'My Learning with Cumbria County Council' using your email address.

#### Initial email

Subject: **My Learning with Cumbria County Council: Confirmation of account request**

Dear <user>,

A new account has been requested at 'My Learning' with Cumbria County Council using your email address.

Please go to this web address to confirm your request:

<https://cumbria.learningpool.com/auth/approved/confirm.php?token=hhsfapgydc5wuajmzwq0ncdcaxg8dxwt>

You need to click on the link which will take you to the login page.

#### The second email

Subject: **My Learning with Cumbria County Council: Account request confirmed**

Dear <user>, Thank you for confirming your account request at 'My Learning' with Cumbria County Council, we will keep you informed about the progress of account approval.

**The final email** - Please note this may take up to 3 working days as the approval is a manual process not automated.

Subject: **My Learning with Cumbria County Council: Account request approved**

Dear <user> A new account has been created at as requested at 'My Learning' with Cumbria County Council. You may login via the following link <https://cumbria.learningpool.com/login/index.php> Your username is: <username> If you have not specified a password on registration then this will be the word welcome on your first login.

### Account Rejection

If you have not stated your organisation and completed **all sections** of the self-registration form, then your account will be rejected.

You can re-register and complete the self-registration form again, but you must complete all fields.

#### Contact us

If you have any concerns or need to contact Learning and Development, please do so by;

T: 01228 221825 / 01768 812036

E: [ict.training@cumbria.gov.uk](mailto:ict.training@cumbria.gov.uk)

**PLEASE NOTE: before you access your account and start looking for courses to complete, it may take up to 24 hours for your account to be activated.**

#### How to navigate your way around 'My Learning'

The easiest way to find a course is to type the course title or specific word into the Search Course box, which can be found on the top right of the main page.



Search Courses



This will then automatically display all the relative courses that match.

Click or tap on the course to enter.

