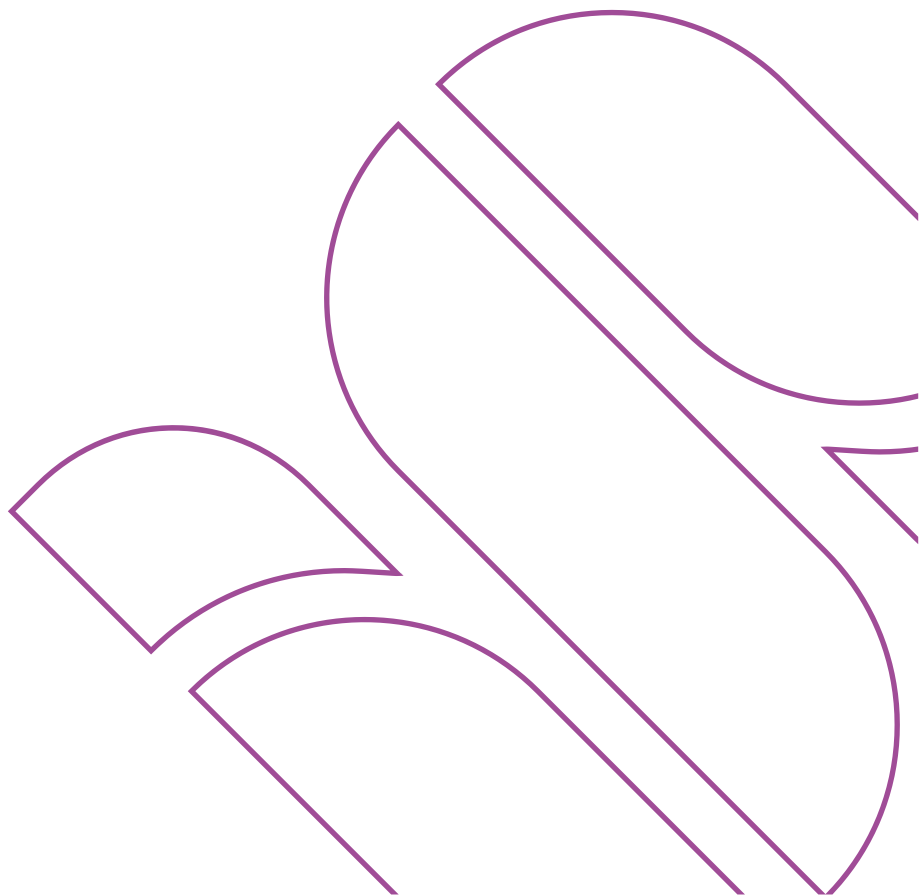


Online Academy

Frequently Asked Questions





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What is my username?

Your username for the Online Academy will be your employee ID number. You can find your ID number by accessing the self-service on Exelsys or speaking to a member of the HR team.

I've forgotten my password. How can I reset it?

- Use the [Forgotten Password](#) function on the Online Academy. It will ask you to enter your employee ID number or work email. Both can be located by accessing the self-service on Exelsys.
- Manual reset - Contact ssg.training@sureserve.co.uk or your local compliance team and ask for a password reset.

I have exceeded my attempts on the knowledge check.

If you do not pass after three attempts at the quiz, you can request an attempt reset. Contact ssg.training@sureserve.co.uk stating which courses you need reset. You will receive an email back confirming that the reset has been completed and you will then be able to try again.

How will I know if a course is due to expire?

The system will send a reminder to your work email address when a course is outstanding or due to expire within the next month. You can also review the date of the badge on your Academy profile. We encourage you to log in and complete the courses as soon as possible to ensure you remain compliant.

How will I know that I have successfully completed a course?

On the Online Academy most courses will feature a lesson and knowledge check. When both are completed you will be awarded a Badge. You can review the badges you have earned and the dates of expiration on your [Dashboard](#) or Profile page.

How do I know which courses are mandatory?

You will be enrolled onto courses that are relevant to your job role however not all of these are mandatory. The courses that are mandatory will appear in your course list with a star (*) at the beginning of their name. For example: [*Diversity and Inclusion](#) and [*Asbestos Awareness](#).

I do not think the courses I have been assigned are relevant to me.

You will be enrolled onto courses that are relevant to your job role however if you have any queries please contact ssg.training@sureserve.co.uk or your local compliance team, and we can review them.

For additional support and assistance with your online learning please contact the training mailbox at ssg.training@sureserve.co.uk, Lizz Love lizz.love@sureservegroup.co.uk or your local compliance team.

