

Information Sharing and MARAM Online Learning System Frequently Asked Questions (FAQs)

This guide supports users to troubleshoot common access and technical issues in the Information Sharing and MARAM Online Learning System (online learning system).

More information on this training can be found at [Training for the information sharing and MARAM reforms | vic.gov.au](#) and [Create an Information Sharing and MARAM online training account | vic.gov.au](#).

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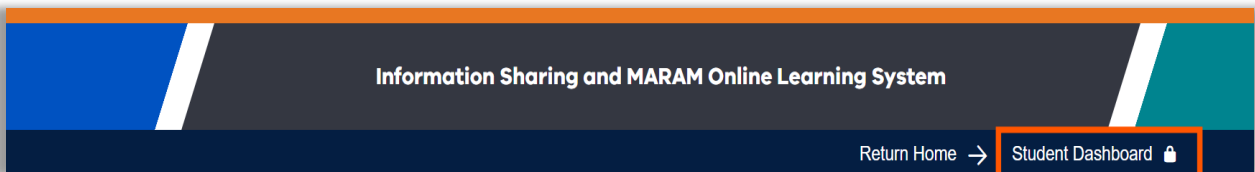
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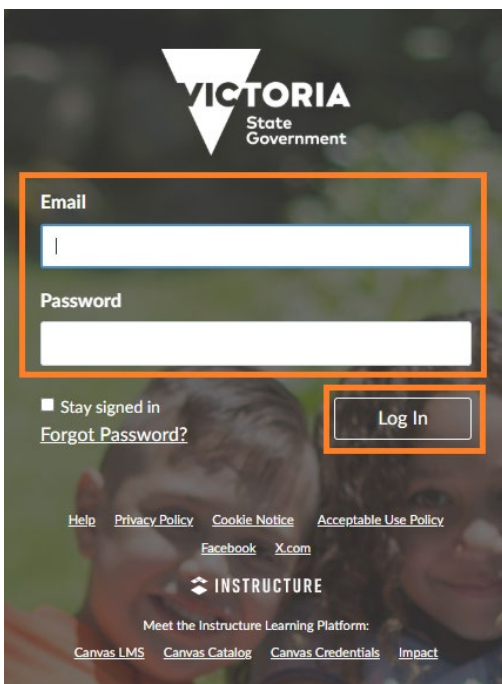
How do I log into my account on the online learning system?

Before you can access training, you will need to create a new account. For guidance on how to do this, visit [Create an Information Sharing and MARAM online training account | vic.gov.au](https://training.infosharing.vic.gov.au)

- ▶ Go to the Information Sharing and MARAM Online Learning System at <https://training.infosharing.vic.gov.au> On the home page click '**Student Dashboard**' on the banner.

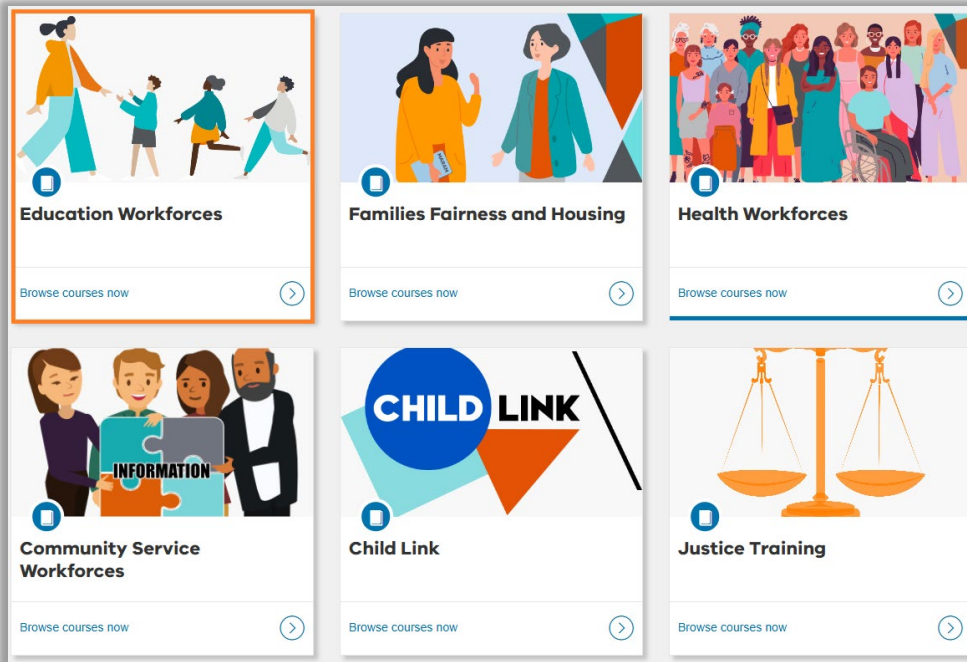


- ▶ Log in to your account. Enter your email and password then click the 'Log In' button.

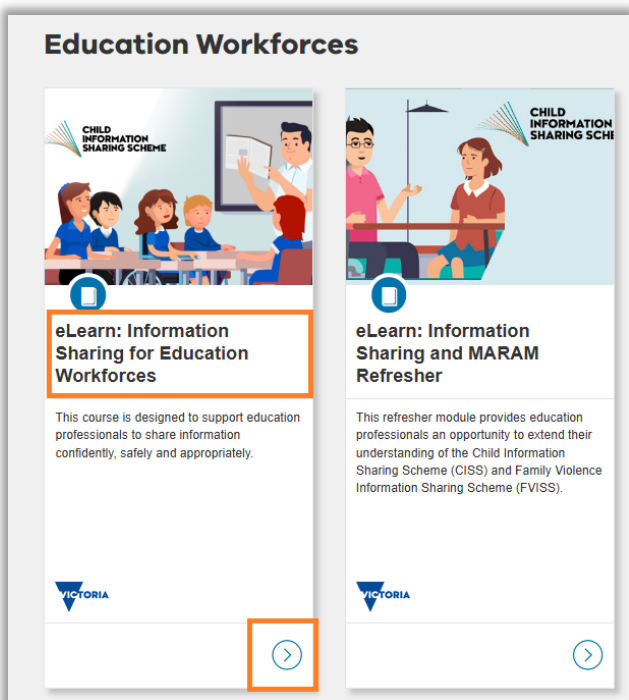


How do I access a course?

- ▶ Go to the Information Sharing and MARAM Online Learning System at <https://training.infosharing.vic.gov.au>
- ▶ On the home page, click on a **workforce or category** to view available training courses.



- ▶ On the workforce course page, select the training course you would like to access. For example, 'eLearn: Information Sharing for Education Workforces'.



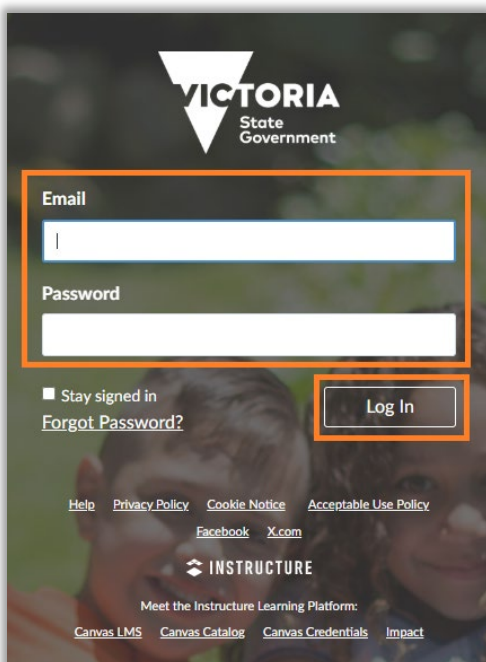
- ▶ On the course page, click the **Login/Enrol** button.



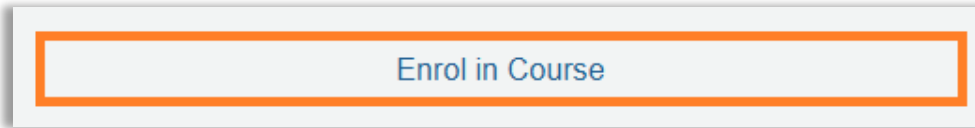
- ▶ Then click the **Login to Enrol** button.



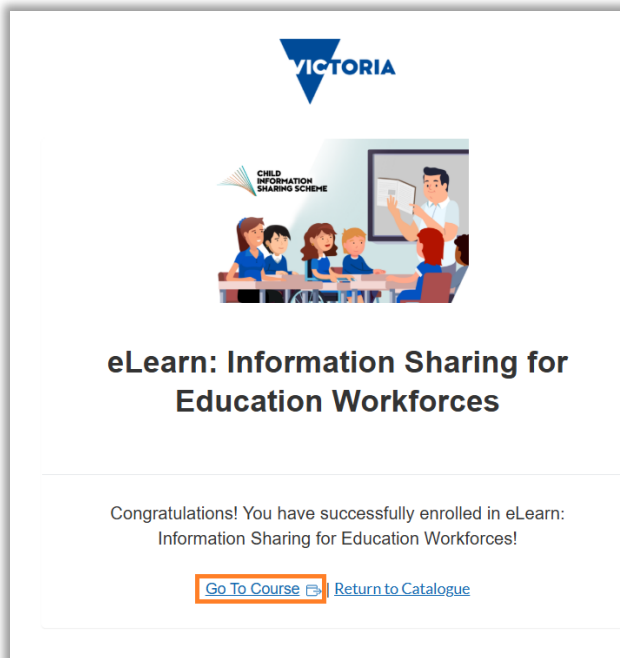
- ▶ Enter your email and password then click the **'Log In'** button.



- ▶ Scroll to the bottom of the page and click **'Enrol in Course'**

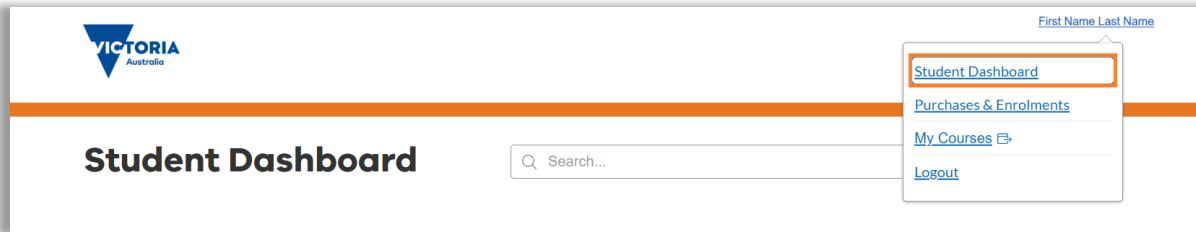


- ▶ Once you have successfully enrolled in a course click **'Go to Course'** to start the course.

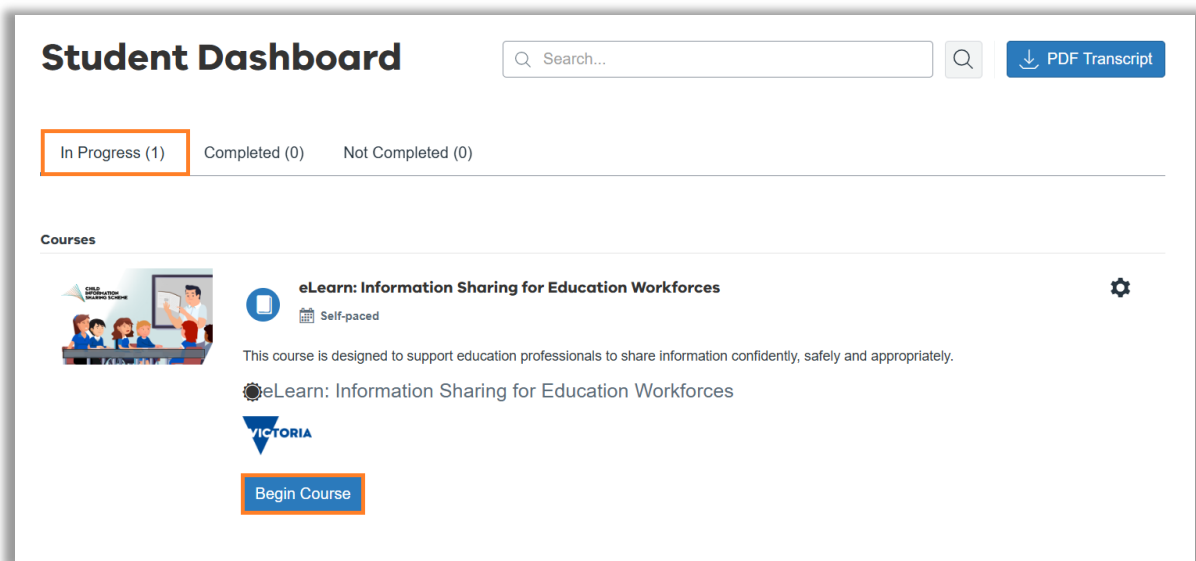


How do I find the courses I have enrolled in?

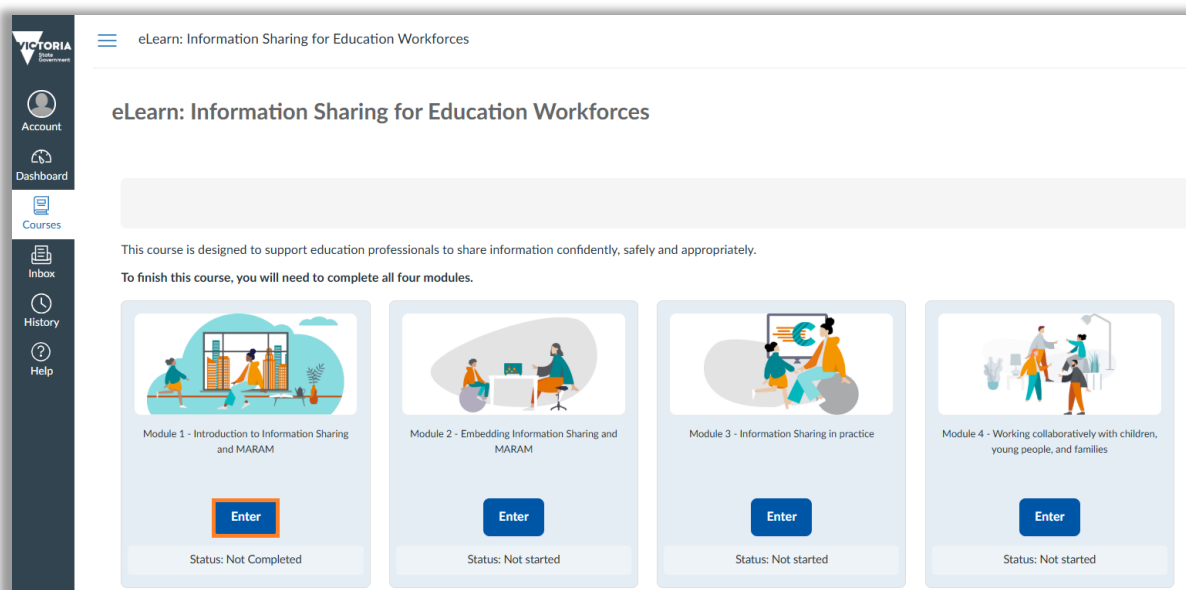
- ▶ If you are already logged in you can access your courses by clicking on your name in the top right-hand corner of the course enrolment page and selecting **'Student Dashboard'**.



- ▶ Select the **'In Progress'** tab to see all courses you are enrolled in.
- ▶ Find the course you would like to complete and click **'Begin Course.'**

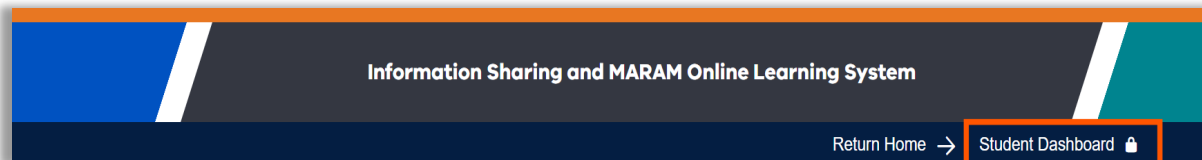


- ▶ Click the **'Enter'** button to start a module.

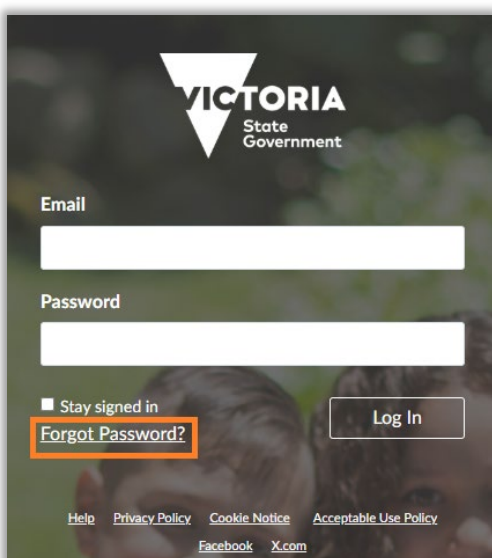


How do I reset my password on the online learning system?

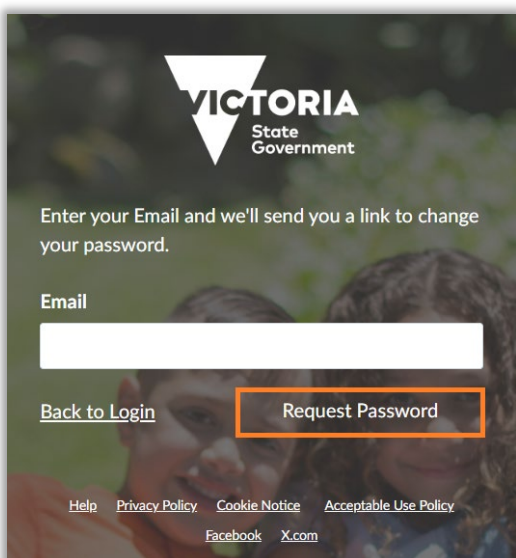
- ▶ Go to the Information Sharing and MARAM Online Learning System at <https://training.infosharing.vic.gov.au>
- ▶ On the LMS home page click **'Student Dashboard'** on the banner. Note: You must be **logged out** of your account to reset your password.



- ▶ Click **'Forgot Password?'** under the login fields.



- ▶ On the reset screen, enter your email address.
- ▶ Click **'Request Password'**.
- ▶ Check your email inbox for a reset link. Open the email and follow the instructions to set a new password. Don't forget to check your **junk or spam folder** if you don't see it.

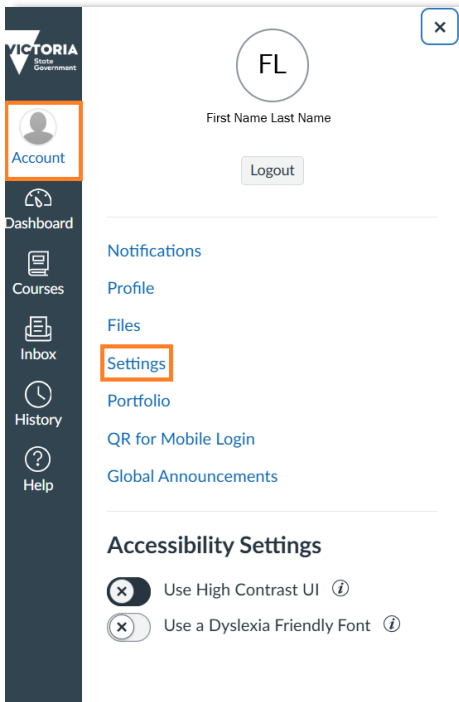


How do I change my login password in my user account?

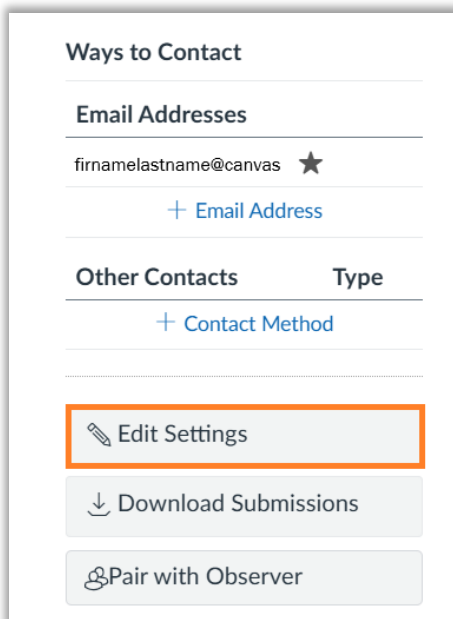
When changing your password please refer to the information below or in the following link: [How do I change my login password in my user account? - Instructure Community](#)

Note: You will need to be already logged in before you can change your password.

- ▶ From your student dashboard click on '**Account,**' then click the '**Settings**' link.



- ▶ Then click the '**Edit Settings**' button.



- ▶ In your settings click the **'Change Password'** checkbox to create a new password.
- ▶ Type your old password in the **'Old Password'** field.
- ▶ Then type your new password in the **'New Password'** field and type your new password again in the **'Confirm Password'** field.
- ▶ To finish click the **'Update Settings'** button.



The screenshot shows a 'Password' settings form. At the top, there is a checkbox labeled 'Change Password' which is checked. Below this, there are two lines of instructions: 'Must be at least 8 Characters in length' and 'Must not use words or sequences of characters common in passwords (ie: password, 12345, etc...)'. A dropdown menu labeled 'Password For:' is present. Below the dropdown are three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. The 'Old Password:', 'New Password:', and 'Confirm Password:' fields are highlighted with an orange border. At the bottom right of the form, there are two buttons: 'Cancel' and 'Update Settings', with the 'Update Settings' button highlighted with an orange border.

Password guidelines to follow:

- ▶ Use at least eight characters (the more the better), but most people will find anything more than about 15 characters difficult to remember.
- ▶ Use a random mixture of characters, upper and lower case, numbers, punctuation, spaces and symbols.
- ▶ Do not use a word found in a dictionary, English or foreign.

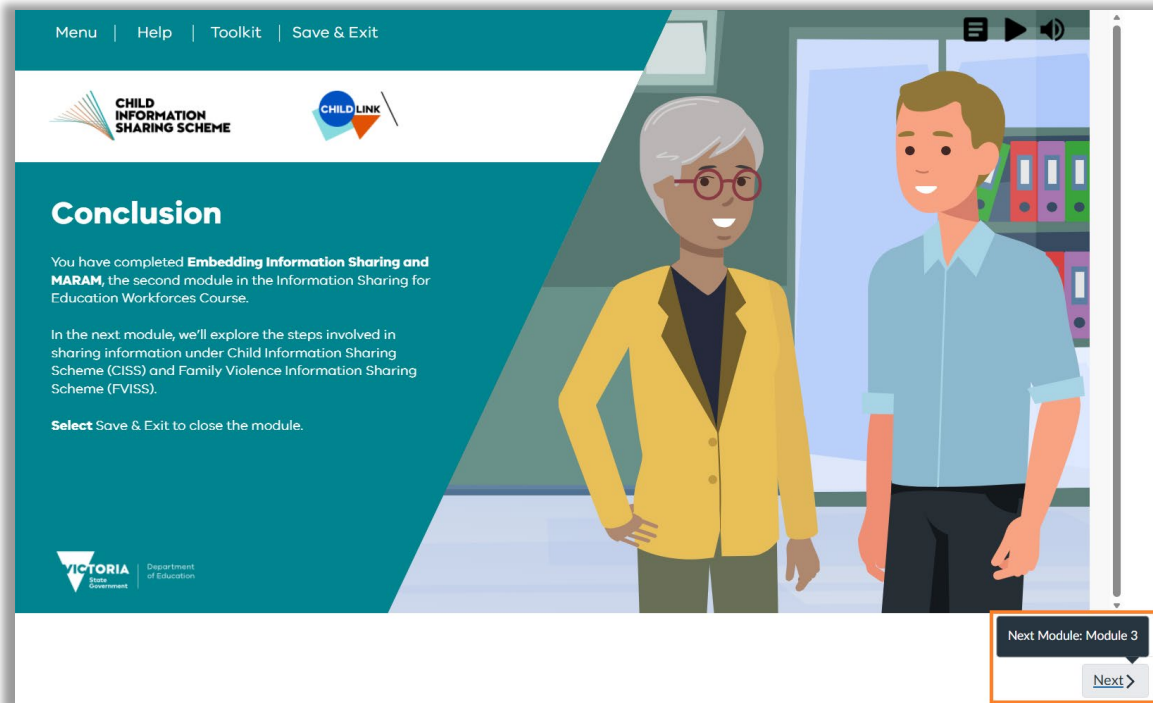
How do I get to the next learning module?

- ▶ To progress through a learning module, you must open and then close each content tab to reveal more information. For example, look out for:
 - **bold coloured text** that opens small text boxes or
 - **icons, shapes or symbols** that open text boxes.

- ▶ When the page is complete, select **Next** to continue.

- ▶ Once a tick appears next to each section title, click **Conclusion** to complete the module.

- ▶ Once all sections have been completed, the 'Next' page arrow will appear in the bottom-right corner of the screen. You must select this arrow to progress to the next learning module.



How do I progress through the Information Sharing Schemes eLearn for Department of Families, Fairness and Housing / Department of Health / Community Services workforces?

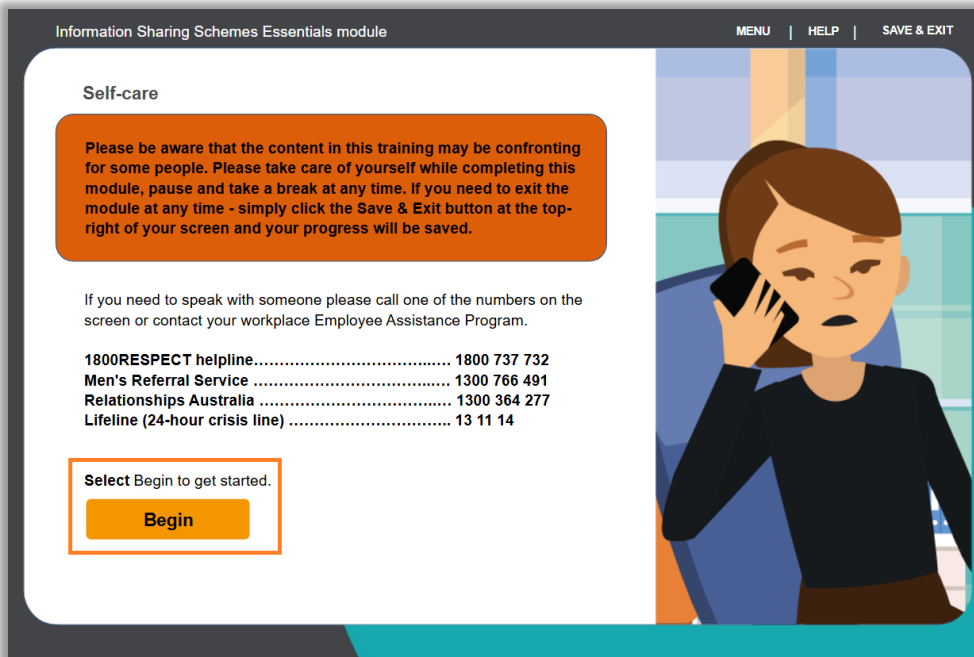
There is content after the videos in each module to work through, please ensure you close the videos after you have watched them using the cross (x) buttons at the top right-hand corner of the page to unlock remaining content.

See below for example from **Module 1**:

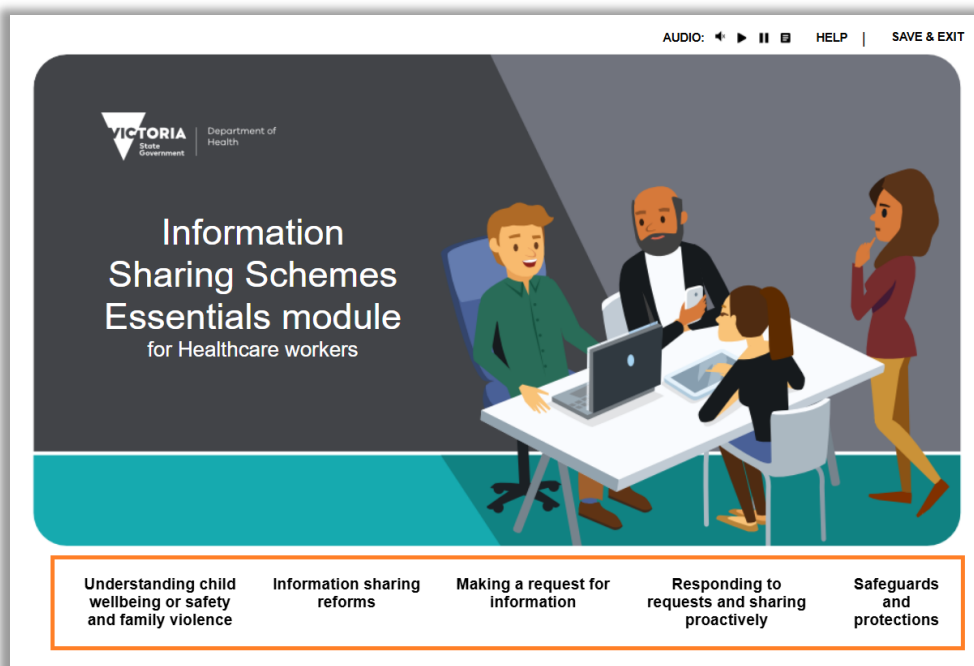
- ▶ Click the **'Play'** button to watch the video.

- ▶ Once the video has finished, click the orange circle with white **cross (x)** in the top right-hand corner.

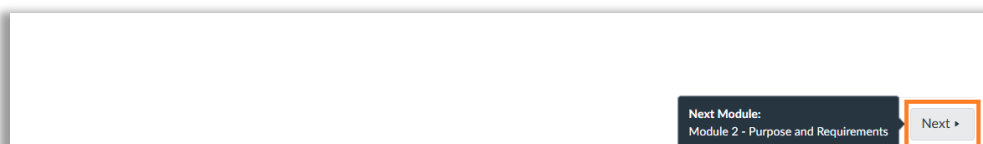
- ▶ On the next page, click the **'Begin'** button.



- ▶ You will then see a contents page showing five chapters to complete; after you complete each one, a tick should appear under each chapter as you complete them.



- ▶ Once you have completed all the chapters in Module 1, you can progress to Modules 2 and then 3 by pressing the **'Next'** button in the bottom right-hand corner.

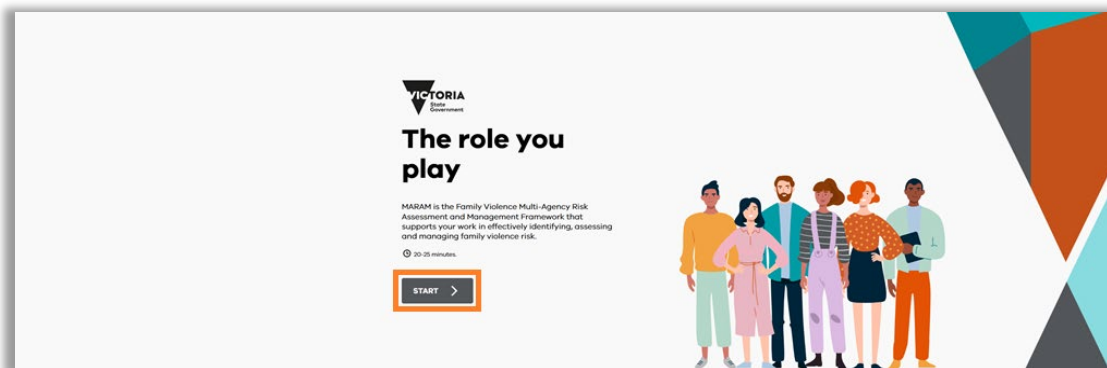
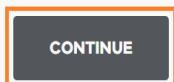


How do I progress through the MARAM Victim Survivor Identification eLearn for Department of Families, Fairness and Housing / Department of Health / Community Services workforces?

- ▶ To begin this training watch the introduction video, the slides you will need to work through will be available after the video is finished.
- ▶ If you have already watched the video you may select '**Skip**' in the bottom right-hand corner.



- ▶ After the video click 'Start' to enter the module
- ▶ Press '**Continue**' on all four following slides, these will be:
 - You are in a safe learning space
 - Acknowledgment of Country
 - Acknowledgement to victims and victim survivors
 - Acknowledgement of language



- ▶ You will then be prompted to add in your name, which will be used to engage with you throughout the module.

Hi! What's your name?

Your name / nickname

OK >

- ▶ Select you the most relevant service that applies to your line of work.

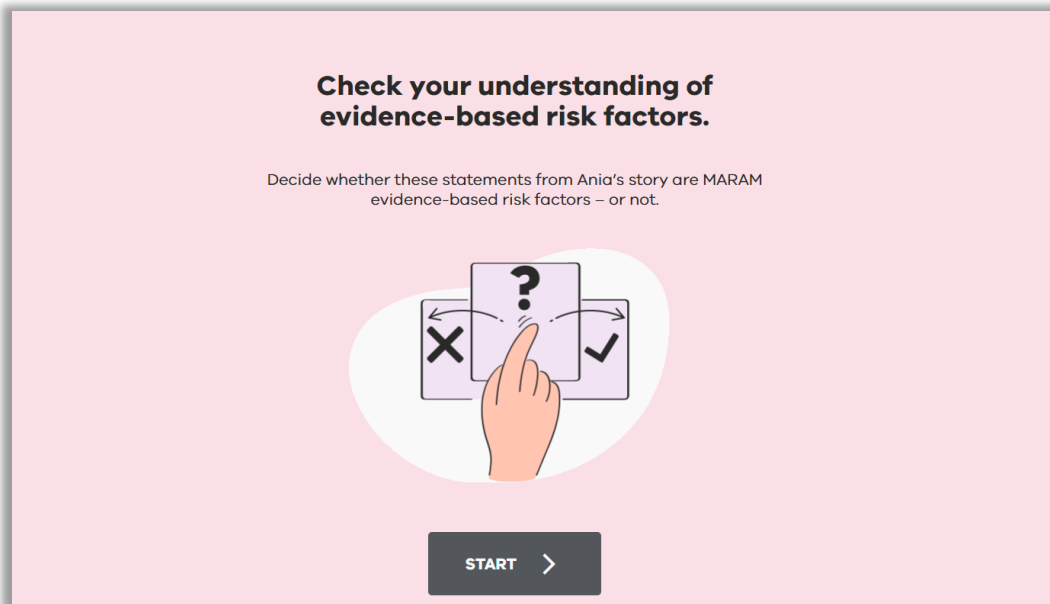
 <p>Health services and MCH</p>	 <p>Care Services</p>	 <p>Parenting Services and Supported Playgroups</p>
 <p>Housing Services</p>	 <p>Triage or Intake Services</p>	 <p>Other Services</p>

- ▶ To begin the module press **'Start'** to meet with a colleague.

Meet with a colleague...

Start

- ▶ To progress through the module, you will need to engage with all multiple choice, interactive icons and videos displayed.
- ▶ You will then be prompted to check your understanding of content learnt in the module. See below example from module one.



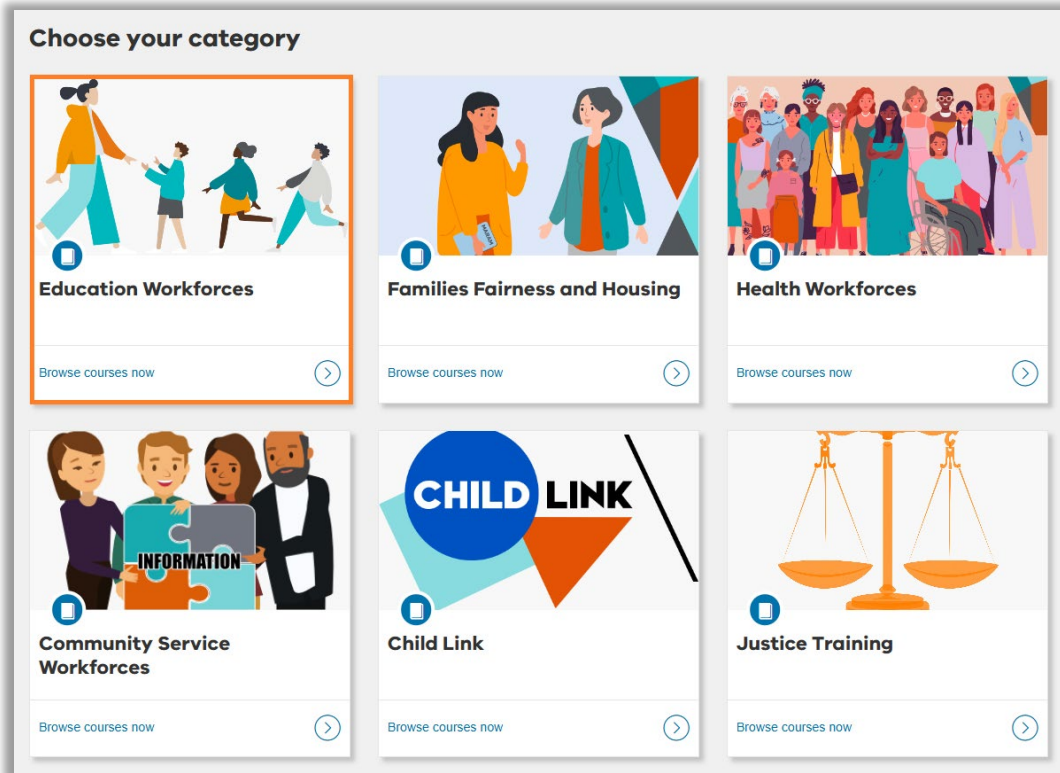
- ▶ At the end of the module return to the course page, the status of your completed module will be displayed. You can then progress to complete the following modules.



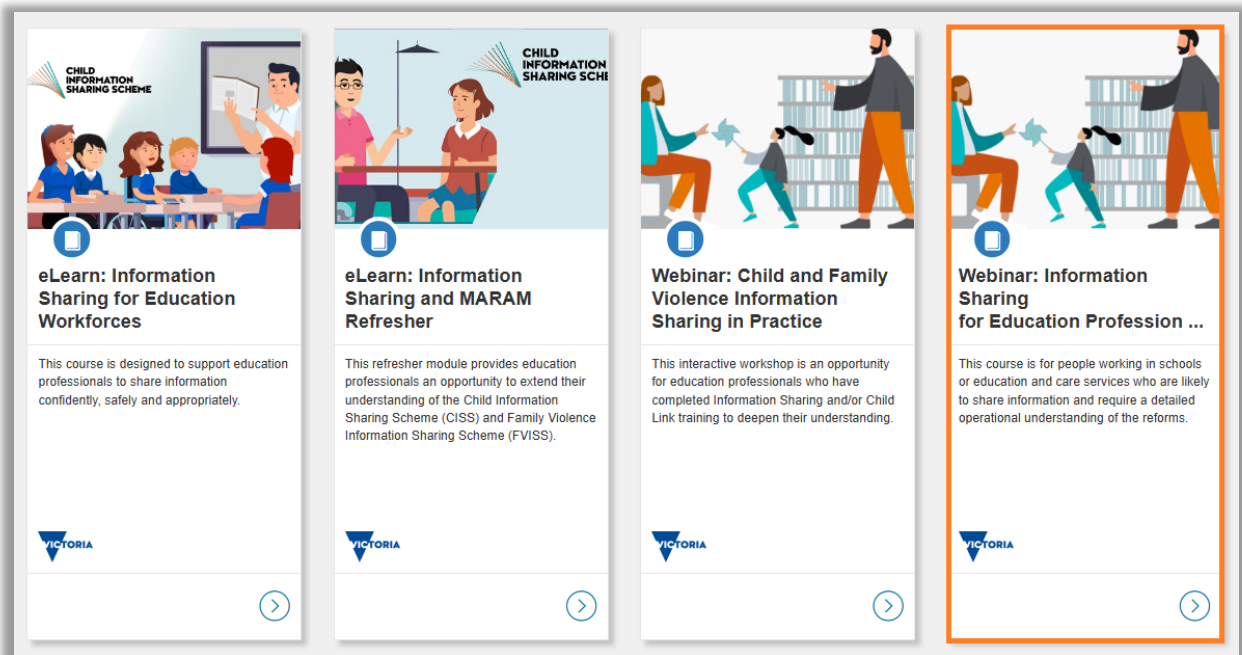
- ▶ To finish this course, you will need to complete all three modules. After that, you will receive a completion certificate within 24 hours.

How do I register for a webinar?

- ▶ On the home page, click **on a workforce or category** to view available webinars (if available).



- ▶ To sign up for a webinar, select the course tile, for example, **Webinar: Information Sharing for Education Professionals**.



- ▶ Select the **Login/Enrol** button to create an account or login.

Note: You will need to create a new account when first accessing courses on this online learning system.

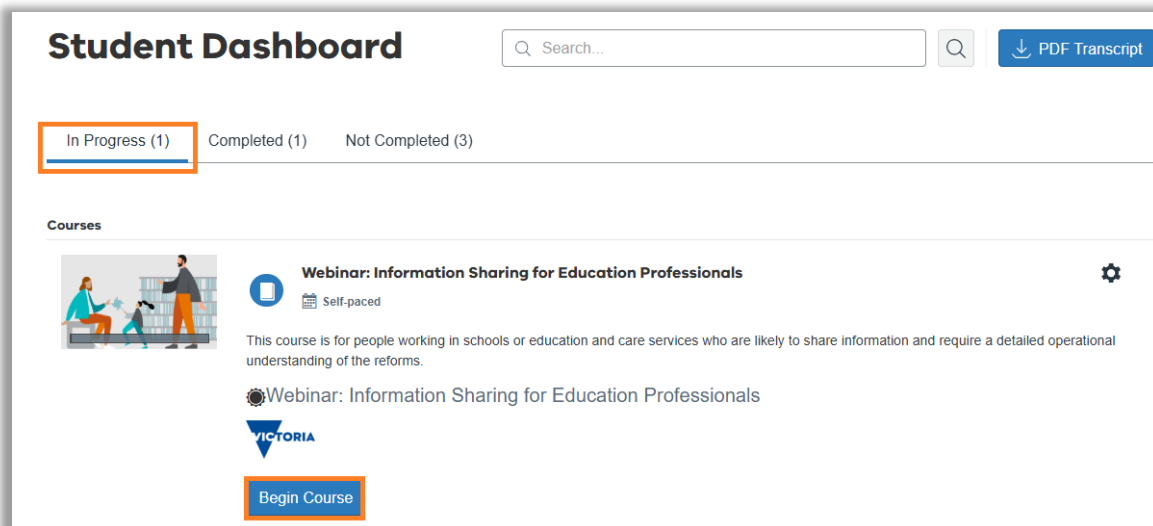


Webinar: Information Sharing for Education Professionals

Login / Enrol

If you need to create an account, please follow the steps as outlined in the [Create an Information Sharing and MARAM online training account guide](#).

- ▶ After confirming your account, you will be taken to your **Student Dashboard**. Click the button '**Begin Course**' button to access the course page.
- ▶ Reaching this step does **not** mean you are registered to attend a session.



Student Dashboard

Search... PDF Transcript

In Progress (1) Completed (1) Not Completed (3)

Courses

Webinar: Information Sharing for Education Professionals Self-paced

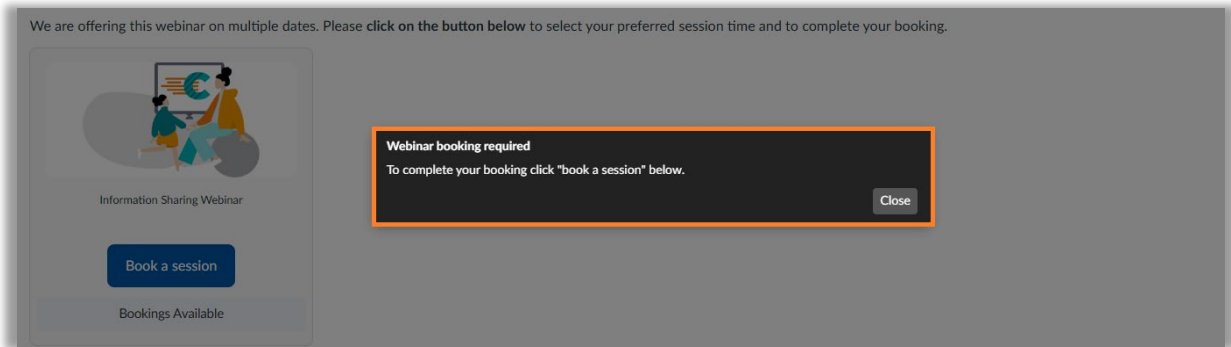
This course is for people working in schools or education and care services who are likely to share information and require a detailed operational understanding of the reforms.

Webinar: Information Sharing for Education Professionals

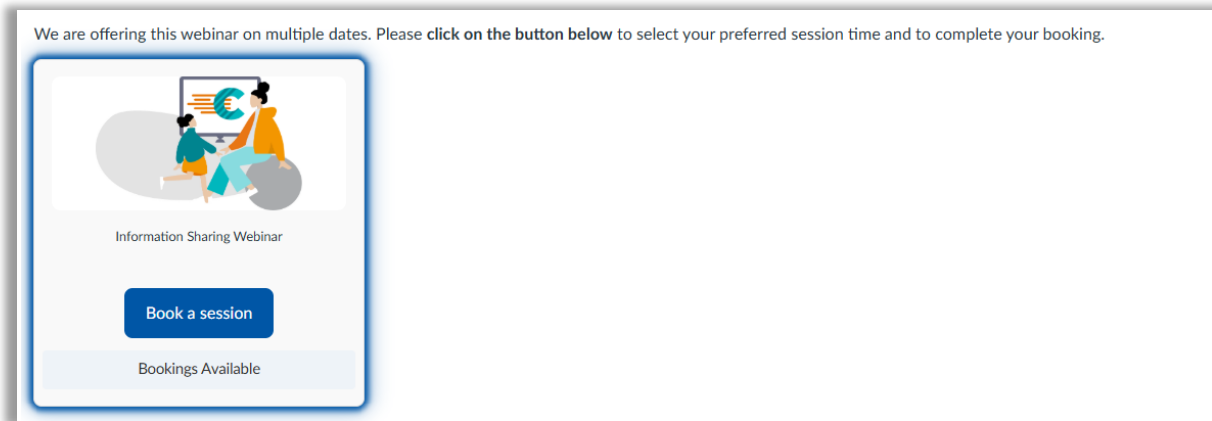
Begin Course

Please follow the steps on the following page for guidance on how to book a webinar session.

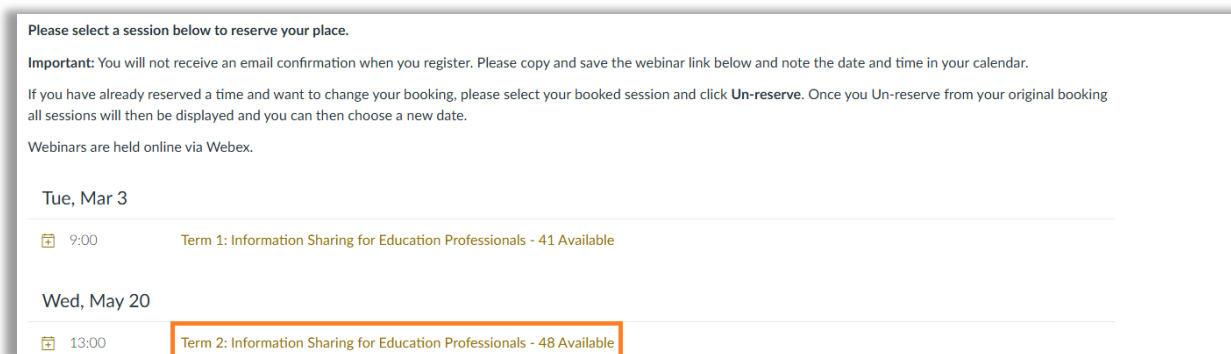
Step 1: On the course page a pop-up will appear reminding you to book a session. To exit click **'Close'** or outside of the box space.



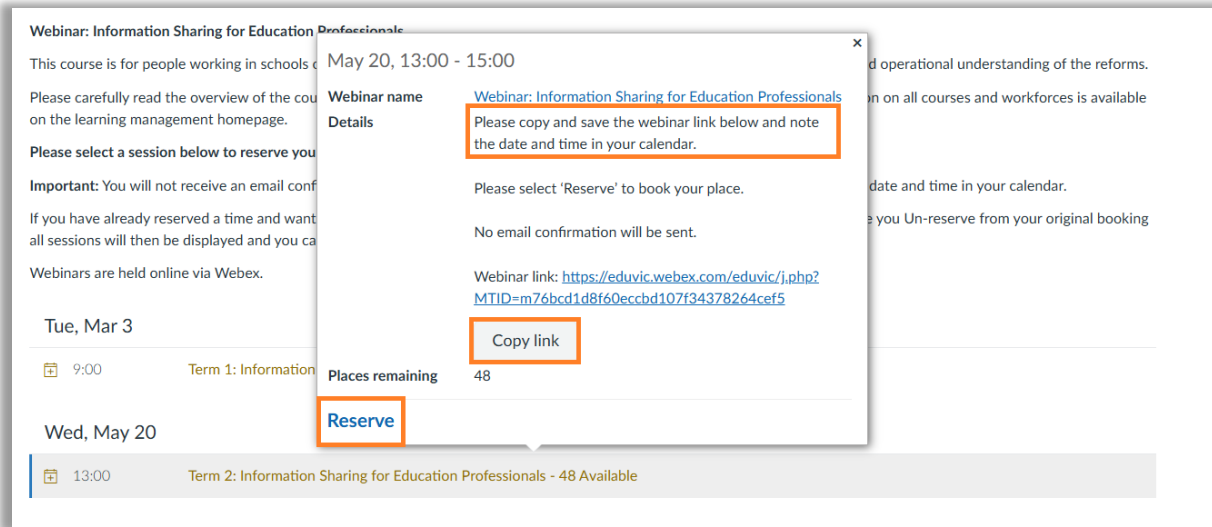
Step 2: The **Webinar: Info Sharing and Child Link User Training** tile will be highlighted, prompting you to click **'Book a session'**.



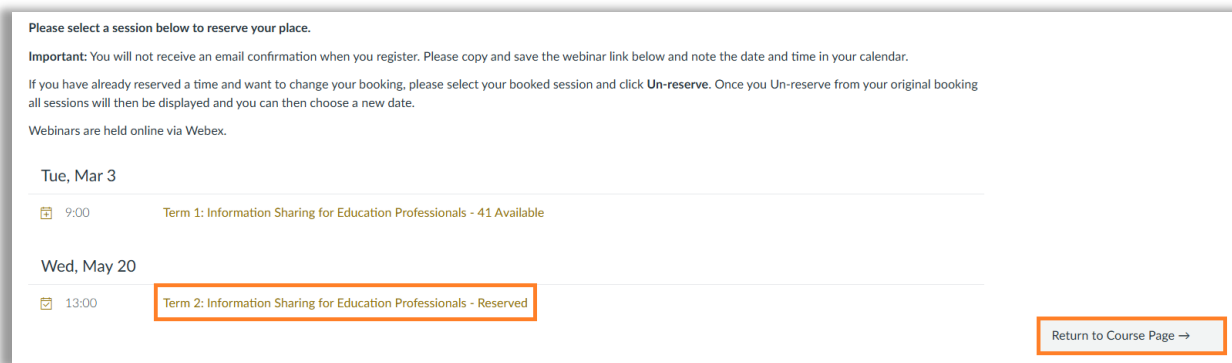
Step 3: You will then be directed to a page which lists all available webinar sessions. To book a session, click on the session name.



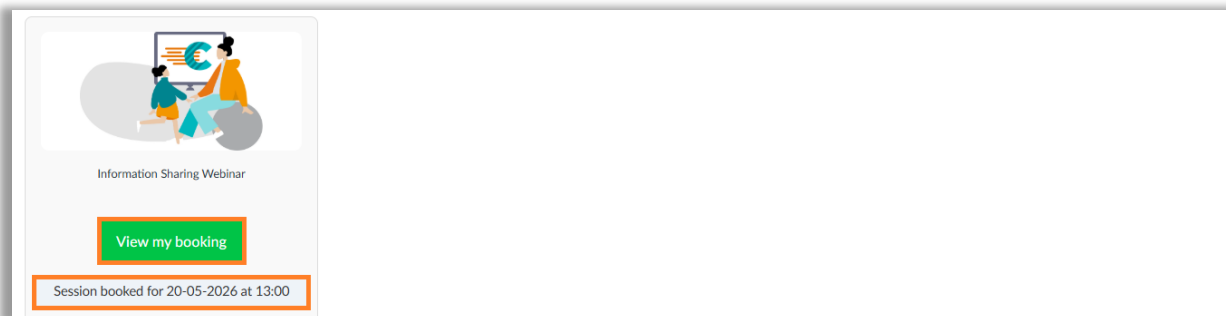
Step 4: A pop-up will appear prompting you to copy and save the webinar link, as well as note the date and time. Make sure to do this before clicking **'Reserve'**.



Step 5: After reserving a place in the webinar, the pop-up box automatically disappears. The status of the session you're booked into will now change from **'Available'** to **'Reserved.'**

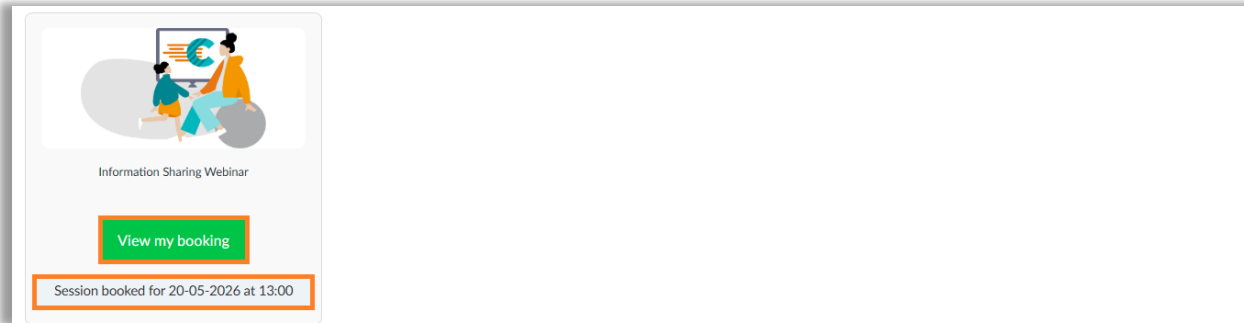


Step 6: You can use the **'Return to Course Page'** button to be directed to the course's homepage. The **Webinar: Child Link User Training** tile will now reflect a **'View my Booking'** status and will reflect the date and time of your booking.

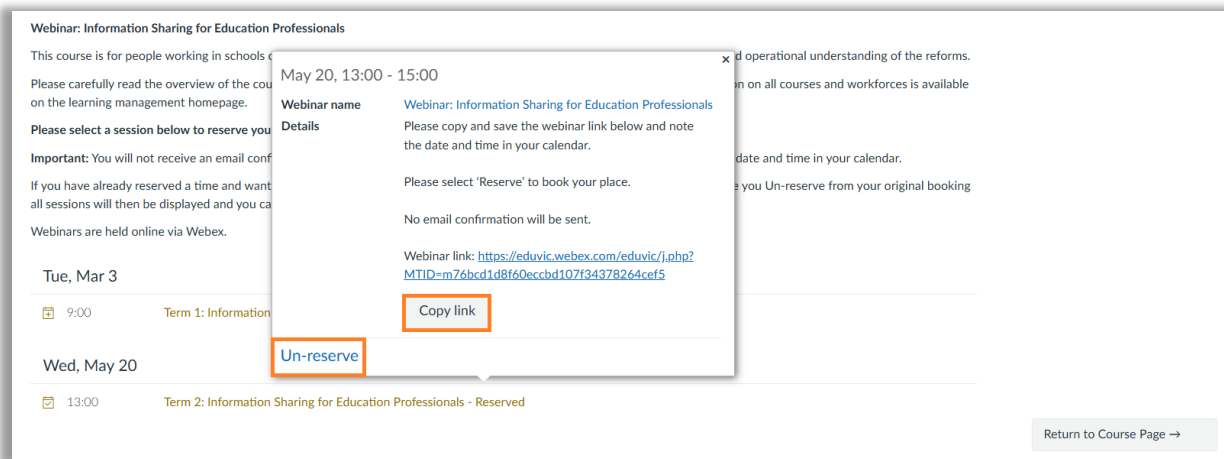


View or edit webinar booking

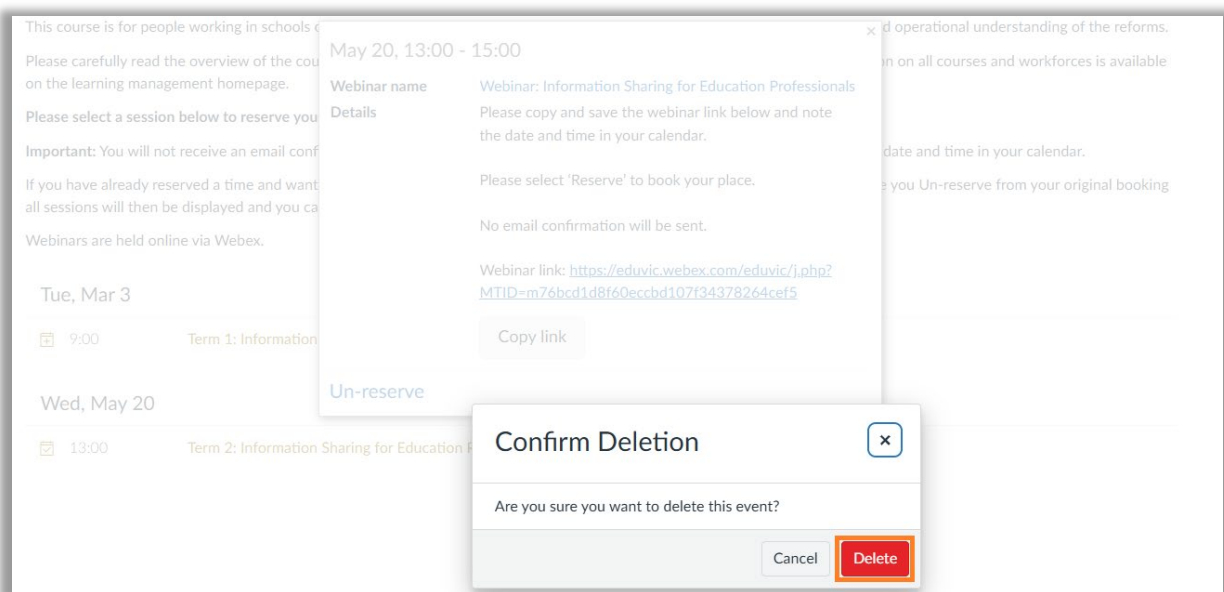
- ▶ If you would like to view or edit your booking, please click the **‘View my Booking’** button.



- ▶ To copy the webinar link again or unreserve your place, click on the reserved session name. The session details will appear, allowing you to **copy** the webinar link or select **‘Un-reserve’**.



- ▶ After you click **‘Un-reserve’**, a pop-up will appear asking you to confirm removing your place from the session. To proceed, select **‘Delete’**



I've completed the learning modules, why can't I access my certificate?

Some courses have mandatory quizzes or surveys attached that **must** be completed before you are granted access to your certificate.

- ▶ After logging into your account on the 'Student Dashboard' page go to the 'In Progress' tab and locate the course. **For example: eLearn: Child Link User Training course.**
- ▶ Select 'Resume Course' this will take you to the course home page.

Student Dashboard Search... PDF Transcript

In Progress (2) Completed (0) Not Completed (0)

Courses

eLearn: Child Link User Training Self-paced

For all workforces

Child Link User Training

Resume Course

- ▶ After you complete all learning modules, you have two options: click 'Save and exit' to resume the quiz later or click 'Next' to proceed to the mandatory quiz.

Menu | Help | Toolkit **Save & Exit**

CHILD INFORMATION SHARING SCHEME CHILD LINK

Conclusion

You have completed **Child Link in practice**, the final module in the Child Link User Course.

Before you go, explore your Toolkit. It includes a Child Link in Practice Quick Reference Guide.

Select **Save & Exit** to close the module.

Please note: To obtain your Training Receipt number you must also complete the 'Child Link Quiz'.

VICTORIA State Government Department of Education

Next Module: Quiz

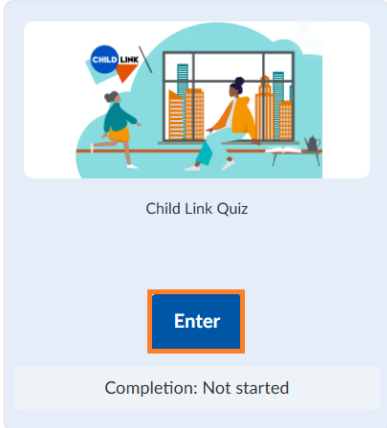
Next >

Note: If you choose to resume the quiz later, it can be accessed by following the steps below.

- ▶ Locate the **'Child Link Quiz'** tile and click **'Enter'**.

Quiz

Once you have completed all modules and the quiz, you will receive a certificate with a training receipt number. You will need to use your training receipt number to validate access in Child Link.



Child Link Quiz

Enter

Completion: Not started

- ▶ Click on the **'Take the Quiz'** button. Answer all questions until you receive a grade of 100%.

Due	For	Available from	Until
-	Everyone	-	-

Take the Quiz

- ▶ When all questions are answered your quiz will automatically save, then click **'Submit Quiz'** located in the bottom right-hand corner of the screen.

Note: If you answer a question incorrectly, you will need to start the quiz again.

Quiz saved at 3:27pm Submit Quiz

- ▶ Once you have successfully passed the quiz, click **'Next'** in the bottom right-hand corner to complete the course survey, then click **'Return to Course Page'** to return to the course dashboard, where you can access your certificate of completion.

Return to Course Page Next

How do I re-attempt the quiz?

- ▶ Some courses, such as the Child Link courses, require you to complete a mandatory quiz after finishing the learning module.
- ▶ You must achieve a **100% pass rate** to pass the assessment quiz.
- ▶ You may attempt the quiz as many times as needed. To re-attempt the assessment quiz, click '**Take the Quiz Again.**'

eLearn: Child Link User Training > Quizzes > Child Link User eLearn quiz

Child Link User eLearn quiz

Due	No due date	Points	10	Questions	10	Time Limit	None	Allowed Attempts	Unlimited
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Instructions

Child Link Users must demonstrate understanding of their roles and responsibilities before gaining access to Child Link.

Users are required to complete the mandatory Child Link Quiz below.

A 100% pass rate is required, however, Child Link Users will have unlimited attempts.

Take the Quiz Again

How to I access my certification of completion?

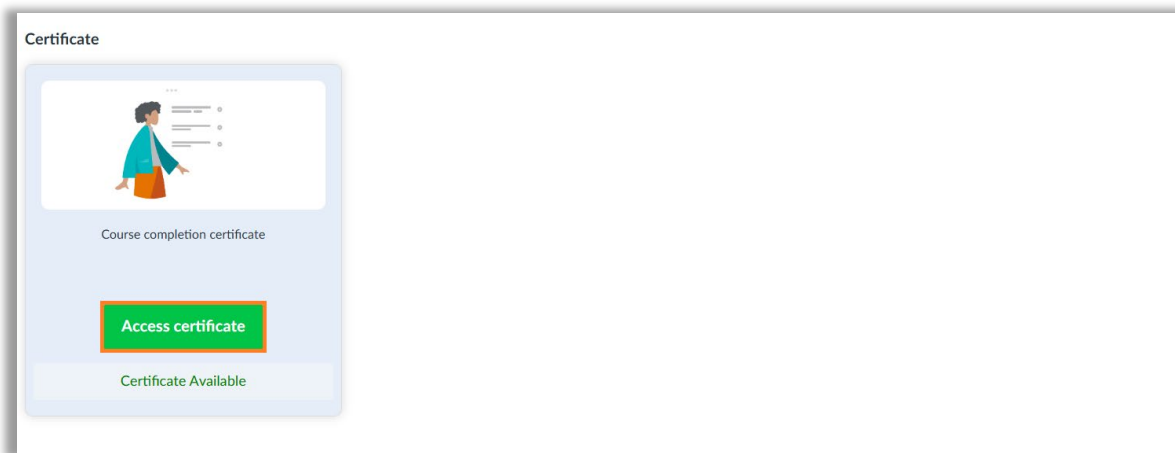
A certificate of completion will become available once a course is fully completed (including acceptable completion of a mandatory **quiz** or **survey** module, if applicable).

You will receive an email within 24 hours with a link to access your certificate or you can download it from your **Student Dashboard**, under the '**Completed**' tab.

There are two ways you can access your certificate of completion:

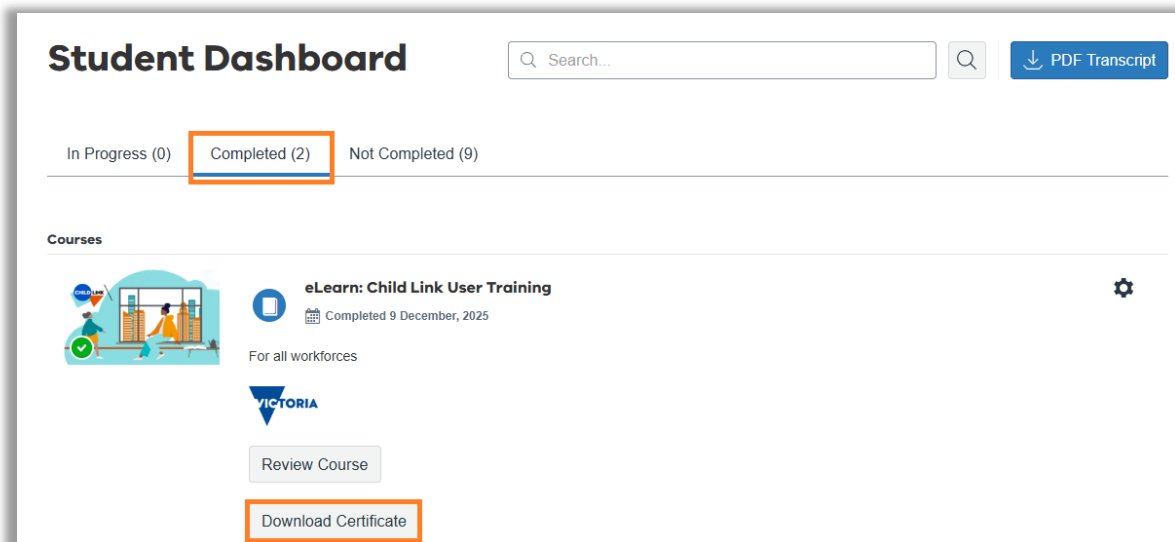
Option 1:

- ▶ After you complete the learning module and any mandatory components, the **Certificate** tile on the course homepage will show that your certificate is available. Click the '**Access Certificate**' button.



Option 2:

- ▶ From the '**Student Dashboard**', go to the '**Completed**' tab.
- ▶ Locate the **required course** and click the button '**Download Certificate**'. Save as needed. A copy of your certificate will also be emailed to you.



Why hasn't my certificate date updated after completing the course again?

- ▶ Users can log in and re-take any course on the LMS at any time after first completing it. However, if a valid certificate already exists in the system, a new certificate will not be issued.
- ▶ To stay up to date, it is recommended to complete the available **refresher** courses (if applicable), such as the **eLearn Information Sharing and MARAM Refresher** or **eLearn Child Link Refresher Training**.

Where can I get further support?

Support is available by contacting the **WoVG Information Sharing and MARAM Enquiry Line** between 9 am and 5 pm Monday to Friday via:

Email: cisandfvis@education.vic.gov.au

Phone: 1800 549 646