

Setting up Your New Account - EXTERNAL (NON-ESCC) USERS

Registering for an account - external user

Including ESCC maintained school staff

Note: All fields marked with an * are mandatory and must be completed

→ Visit the [East Sussex Learning Portal homepage](https://eastsussexcc.learningpool.com) (eastsussexcc.learningpool.com).

→ Click 'Create new account'.



→ Fill in the **new account details** fields:

- **Username** - this should be your work e-mail address (if applicable)
Password - create a password as per the guidance

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

→ Fill in the **'More details'** section fields:

- **E-mail address** - this must match the e-mail address given within the 'Username' field
- **First name** - this will be displayed on course registered/certificates etc.
- **Surname** - this will be displayed on course registered/certificates etc.
- **City/town** - of your home address
- **Country** - of your home address

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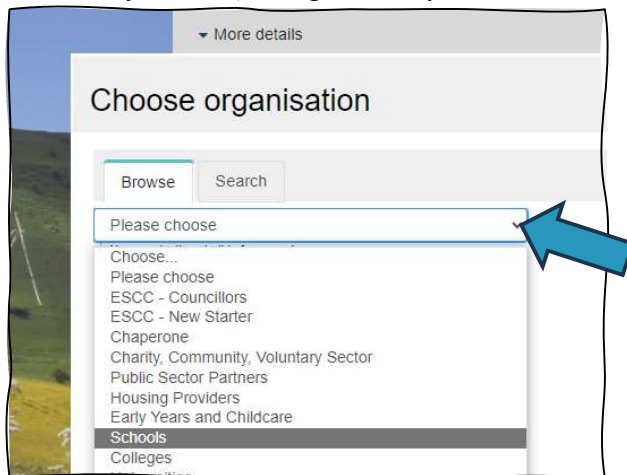
→ Select 'Choose Organisation' and locate your organisation.



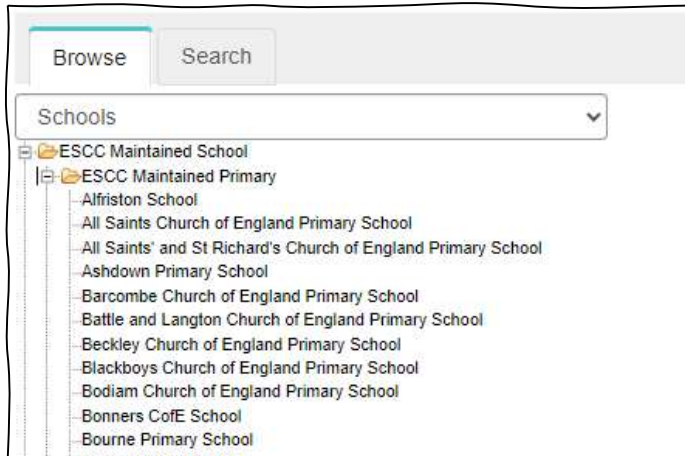
This can be done in one of two ways:

1. Browse by sector
2. Search box

1 Browse by sector, using the drop-down box.

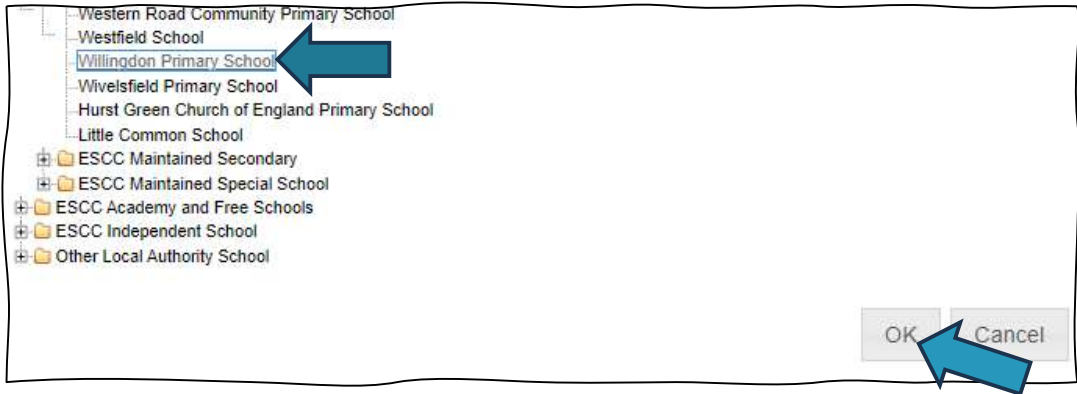


● Keep drilling down until you find your organisation.



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- Once you've found your organisation, click to highlight it, then click 'OK'.



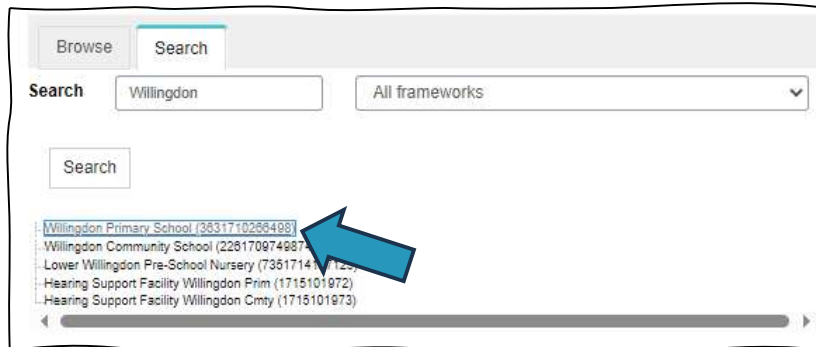
- 2 Use the 'Search' tab.



- Input the name of your organisation into the search field and click 'Search'.

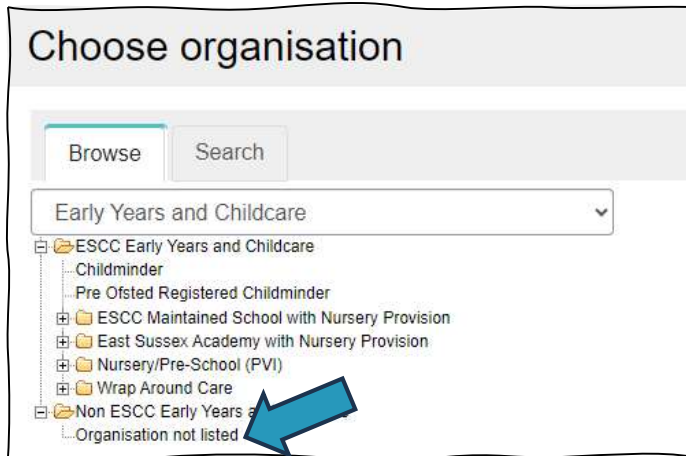


- Select the correct organisation, then click 'OK'.



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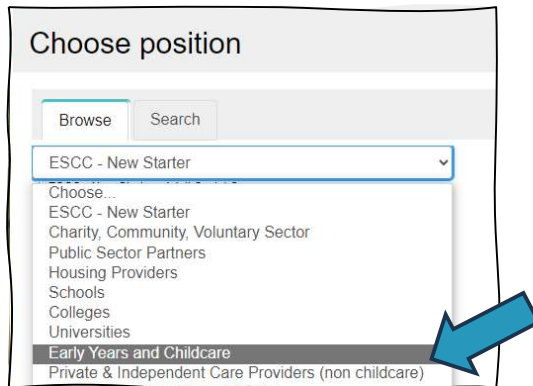
N.B. If you are unable to find your organisation, drill down to the relevant category, then select 'Organisation not listed'.



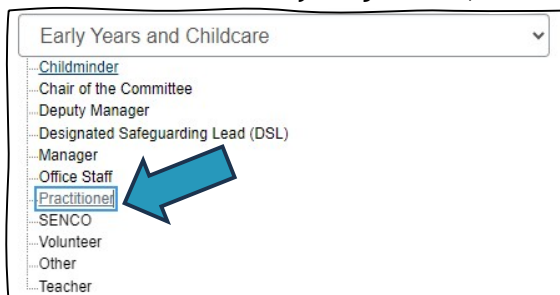
→ Select the **best fit** for your work role/position by clicking the 'Choose position' button.



● Select a **category** from the drop-down menu.



● Select the **best fit** for your job role, then click 'OK'.



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→ If your organisation was not listed, complete the address information fields within the ‘Job Details’ section.

Job Details

If your organisation was not listed, what is its name?
Only applicable to new organisations

Address_1
Only applicable to new organisations

Address_2
Only applicable to new organisations

- Organisation name - if you selected ‘Organisation not listed, above.
- Address - organisation’s address
 - Town
 - County
 - Postcode

→ Complete the managers details section.
N.B. Enter your own details if you do not have a manager.

Manager email address*

Manager name

I have authorisation to register for an account from my manager

- Managers e-mail address - All users must enter their manager’s e-mail address
- Manager’s name - If applicable
- Authorisation tick box - tick to indicate you have manager authorisation
- Reason for requesting an account - give your reason (e.g. ‘to access safeguarding training as the school DSL’)

→ Once all sections are complete, click ‘Request account’.

I have authorisation to register for an account from my manager

Reason for requesting an account
To access safeguarding training as the school DSL.

Request account

Cancel

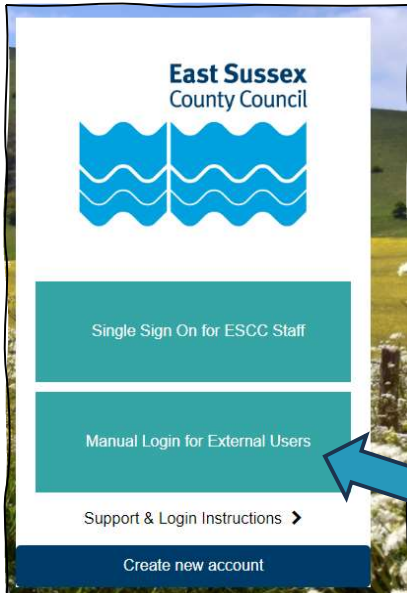
Your request will be processed as soon as possible (please allow up to five working days).

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Logging in - EXTERNAL (NON ESCC) USERS

External users (including ESCC maintained schools) -

→ To log in, select 'Manual Login for External Users'.



→ Enter your username (this is your e-mail address) and password, then click 'Log in'.

Note: If your e-mail address includes an apostrophe, please remove it when entering your username. E.g. the username for p.o'sullivan@test.com would be p.osullivan@test.com.



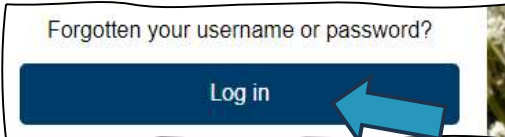
Resetting your password

External users -

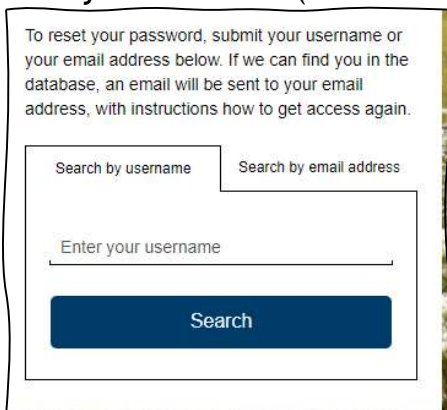
→ Select 'Manual Login for External Users'.



→ Click the '[Forgotten your username or password?](#)' link.

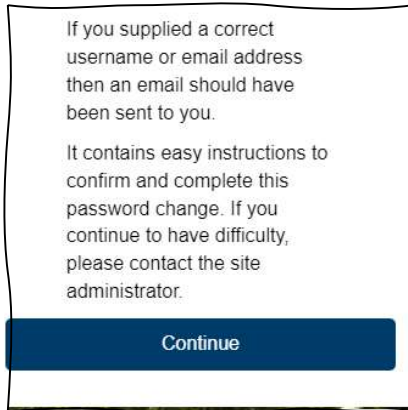


→ Enter your username (e-mail address) and click 'Search'.



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- A notification will be displayed advising a password reset e-mail will be sent to you.



If you are still experiencing difficulties after this, or have forgotten your username (e-mail address), please contact: EastSussex.LearningPortal@eastsussex.gov.uk

Updating your personal details

If you need to update your personal details e.g. you have changed your e-mail address or place of work please contact the relevant training team, their contact details can be found on our [Help & Support section](#) of the ELSP.

The full East Sussex Learning Portal User guide can be found [here](#)