



Accessing Online Courses

GUIDANCE NOTES & TROUBLESHOOTING

GUIDANCE NOTES

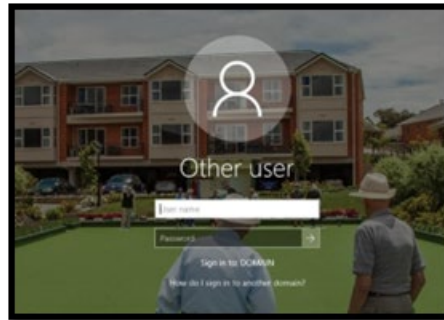
- Please ensure that you are using Chrome as your browser to prevent issues with the course functionality
- There are two ways for learners to access their eLearning dashboard to see all their modules to complete:
 1. From the Ryman Academy Icon on the desktop of all induction tablets
 2. From the Ryman homepage > Ryman Academy button, found in the Quick Links or at the top of the page
- Learners must log into the device with their individual login so that their progress is tracked
- There are links to policies in the Ryman Library throughout the online modules – these will open in a new window for easy navigation

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- Login from Ryman – any device
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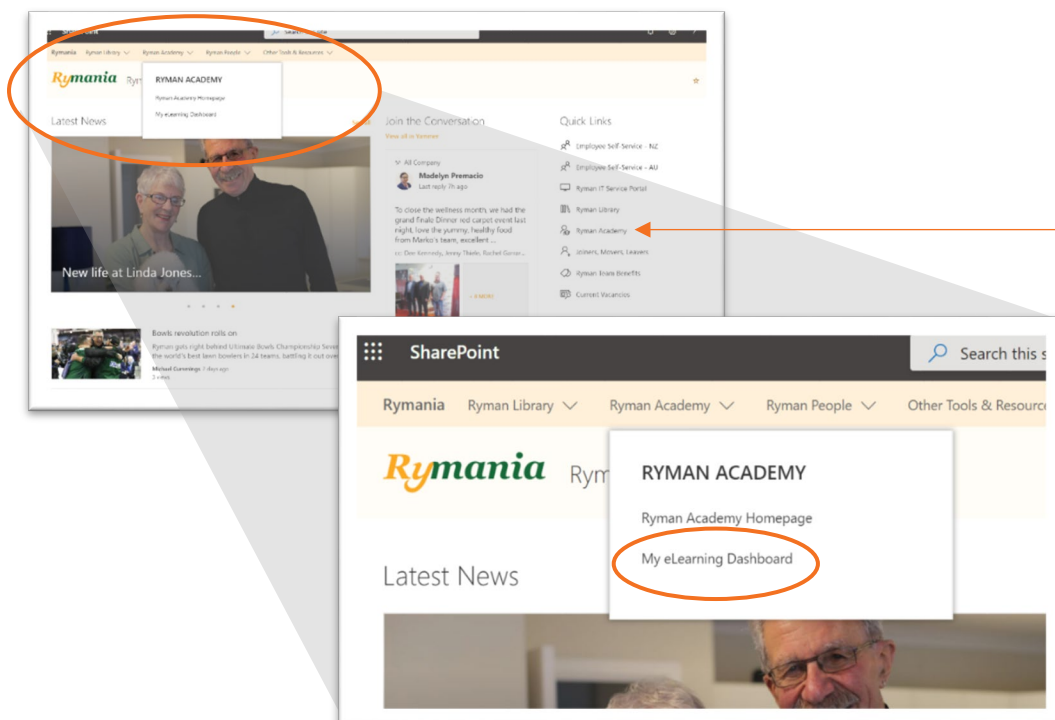
LOGIN FROM RYMAN – ANY DEVICE

1. The learner must login to the device using their **individual** username and password (*your manager or IT will have this information, which is also available on the UPN report in ESS*)



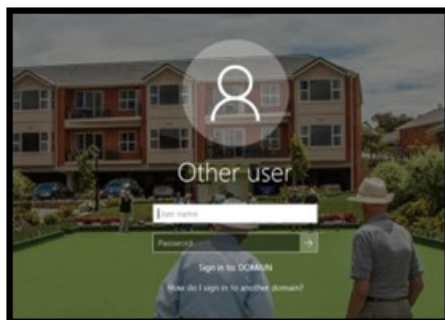
2. Open the **Chrome** browser to get to the **Rymania** intranet homepage
3. Click on the **Ryman Academy** button (or dropdown)
4. Click on My eLearning Dashboard

Note: Please ensure that you are using Chrome as your browser to prevent issues with the course functionality. If your device is missing Chrome, please contact IT to install this.

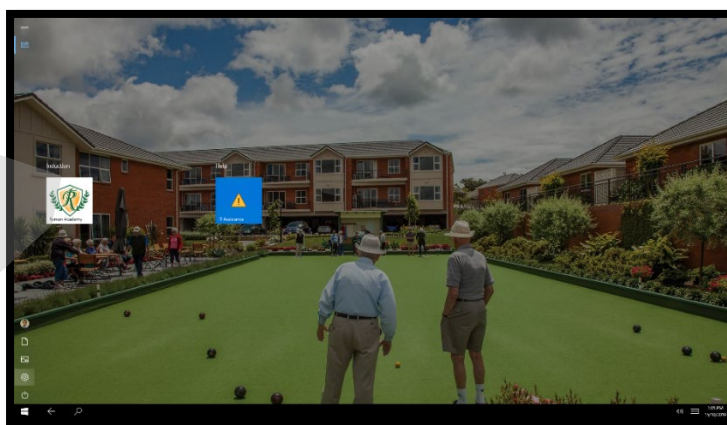


LOGIN FROM RYMAN – SURFACE INDUCTION TABLET

1. The learner must login using their **individual username and password** (your manager or IT will have this information, which is also available on the UPN report in ESS)



2. The **home screen** will appear – allow a few moments for it to load



3. Click on the **Ryman Academy** icon
4. Click on **My eLearning Dashboard**

LOGIN FROM HOME – WEB BROWSER

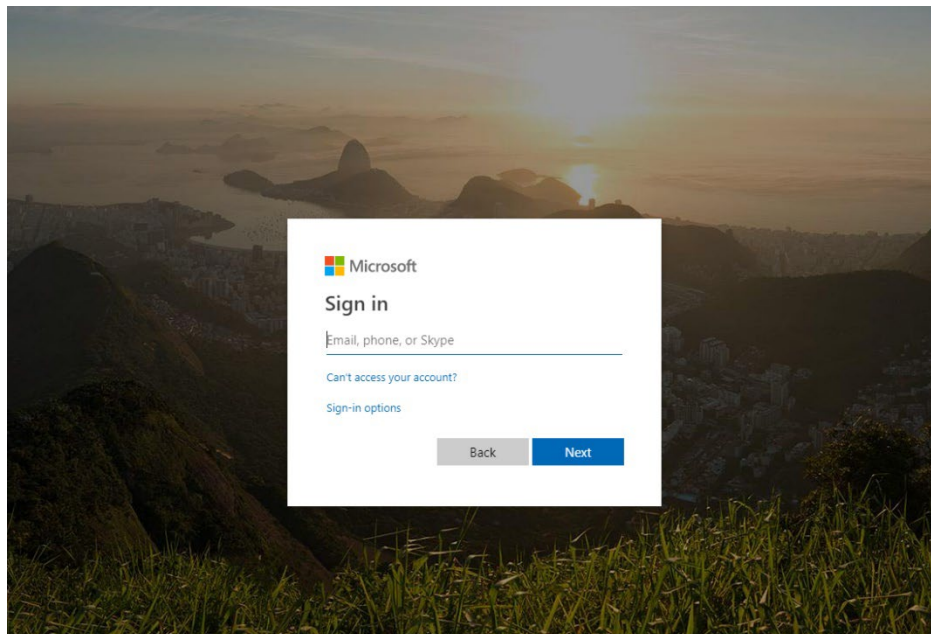
You will need:

- An internet connection
- Your mobile phone, with the number registered against your staff profile in payroll – a verification text will be sent to this number
- Your UPN (User Principle Name) – your manager or IT can look this up for you using the Employee Logins report in ESS
Note: this is only if you do not have a Ryman email address. If you have a Ryman email address, simply use your normal computer login details.
- Your normal PIN number/password used to login to Ryman devices

1. Open the **Chrome** browser
2. Type (or copy and paste) this into the **address bar**:

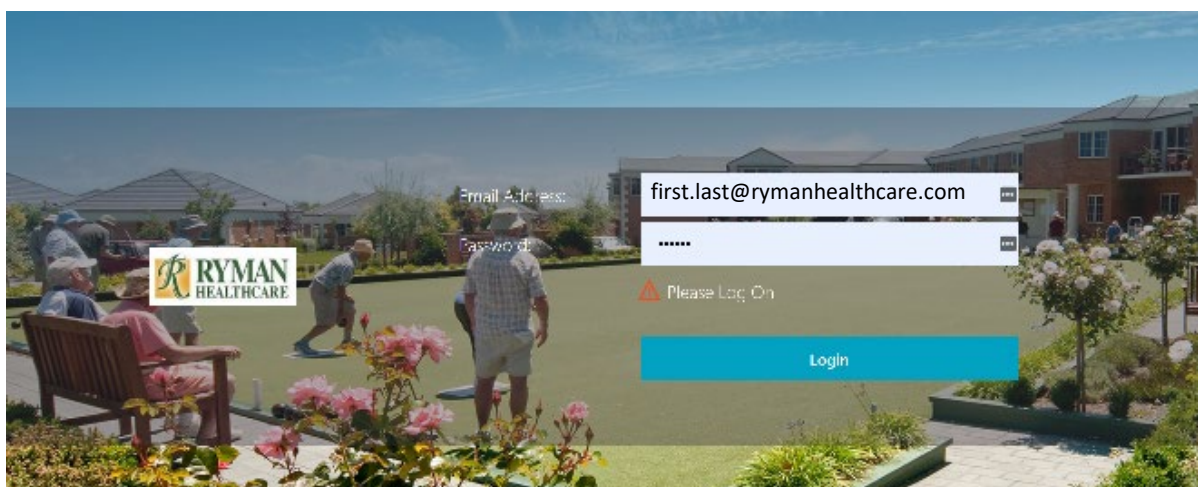
<https://ryman.sharepoint.com/sites/RymanLearning>

3. Type your UPN or Ryman email address here:



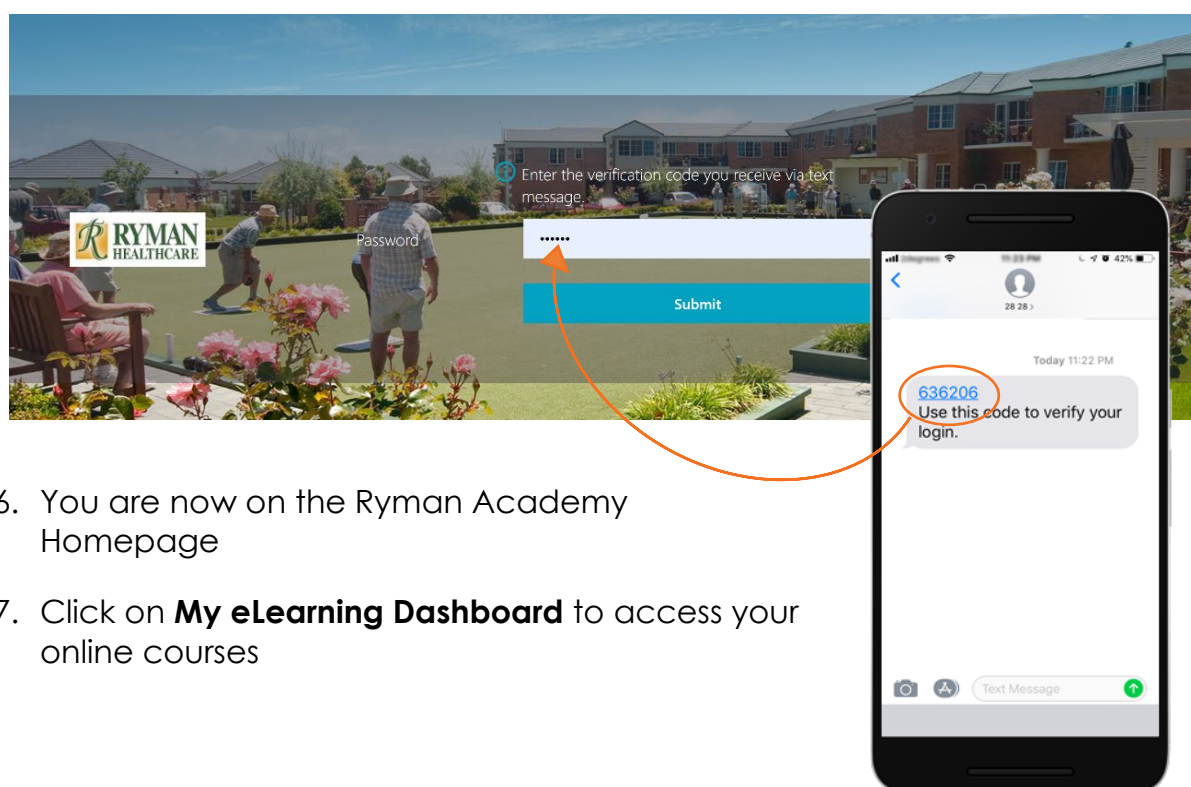
4. Login again here:

- Email address: type your UPN/Ryman email address again
- Password: type your usual computer pin/password



5. Enter the text code

- Type in the verification code which was just sent to your mobile number



6. You are now on the Ryman Academy Homepage

7. Click on **My eLearning Dashboard** to access your online courses

LOGIN FROM HOME – LMS365 MOBILE APP

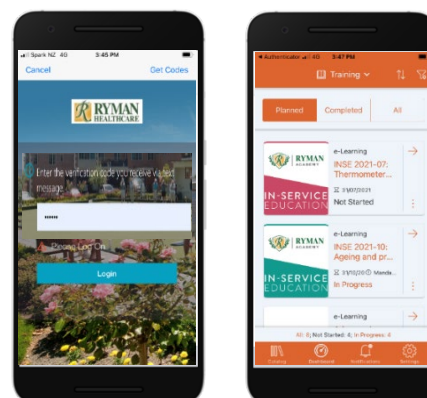
You will need:

- An internet connection
- Your mobile phone, with the number registered against your staff profile in payroll
- Your UPN (User Principle Name) – your manager or IT can look this up for you using the Employee Logins report in ESS
Note: this is only if you do not have a Ryman email address. If you have a Ryman email address, simply use your normal computer login details.
- Your normal PIN number/password that you use to login to Ryman computers

1. Go to the Apple App store or the Google Play store
2. Search for 'LMS365' and download app
3. When prompted, enter your credentials
 - Email address: type your UPN/Ryman email address again
 - Password: type your usual computer pin/password



4. Enter the text code
 - Type in the verification code sent to your mobile number
5. You are now viewing your eLearning dashboard though the LMS365 app



SURFACE TABLET TROUBLESHOOTING

- If you get as far as logging in and the system tells you to contact the service desk, try this address instead:

<https://ryman.sharepoint.com>

- Once you are logged in, you will be on the Rymania home page
 - Use the menu to click on 'Ryman Academy'
 - You can then find your eLearning dashboard
- The IT Service Desk will assist you with any **technical issues** with the Surface tablet
 - Urgent enquiries call 0800 4 79626 (NZ) or 1800 4 79626 (AU)
 - Non-urgent enquiries request assistance through the IT Service Portal
- If you have an error and a course will not load, please:
 - Take a screenshot
 - Note down what device is being used (induction tablet, shared staff, dedicated/snatch and grab)
 - What browser is being used (internet explorer, chrome, or edge)
 - Put this information in your ticket to IT