Cumberland Council | Westmorland & Furness Council

Self-Registration guide to create a learning account with My Learning
Chaperones

Learning is available to all partners who work with Cumberland Council and Westmorland and Furness Council.

To create an account please follow the instructions below.

> The Self-registration form contains the following details that you **are required to complete** to request a new account:
>
> **All fields *including the expandable Self-registration and Organisation billing address fields*** are required to be completed before you submit your self-registration form.

Please go to:

My Learning login page
https://cumbria.learningpool.com/login/index.php
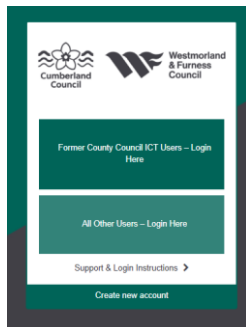
To take you to the online registration click**:**

Create new account

Username: *create your own, no capital letters*

Password: *create your own, something easy to remember, but hard to guess*

More Details
Email address:
**First name:**
Surname:
City / Town:
Country: Select United Kingdom

Organisation: *– please click on the choose organisation button and a drop-down list will appear. Then use the search tab and look up "Chaperone". Select and then "OK" (see image below)*

Organisation free text: *If you cannot find Chaperone in the selection above, then type in "Chaperone" in the free text.*
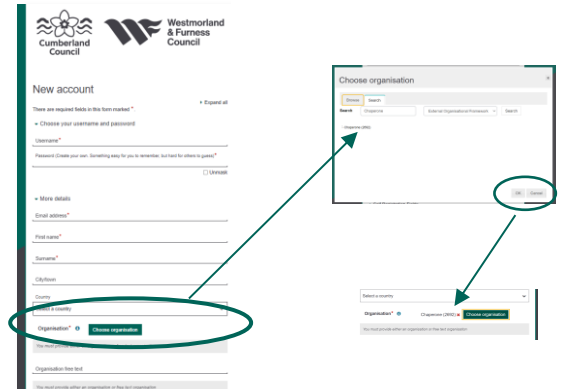
Expandable Fields
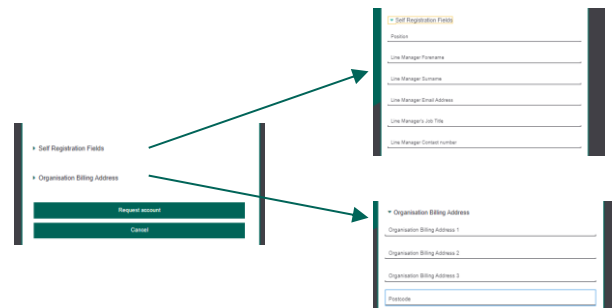
Self-Registration Fields (expandable field, see above)
– all fields MUST be completed.

Position: *"Chaperone"*

Line Manager Details: *Please enter the contact details of your contact within the Council. Or the contact details of the organisation in which you are to chaperone.*

Organisation Billing Address (expandable field, see above)

Cumberland Council* or *Westmorland & Furness Council* or *the address details of the organisation in which you are to chaperone.

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**, informing you that a new account has been requested at '**My Learning**' using your email address.

Initial email

Subject: **My Learning: Confirmation of account request**

Dear < user>,

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

Please go to this web address to confirm your request:

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

The second email

Subject: **My Learning: Account request confirmed**

Dear <user>, Thank you for confirming your account request at 'My Learning' 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: Account request approved**

Dear <user> A new account has been created at as requested at 'My Learning'. 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.

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 "Course Search" box, which can be found on the top left of the main page.

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

Click or tap on the course to open.

Contact us

If you have any concerns or need to contact System & Learning Support, please do so by email.

ldadmin.team@cumberland.gov.uk