



FC Training User Guide

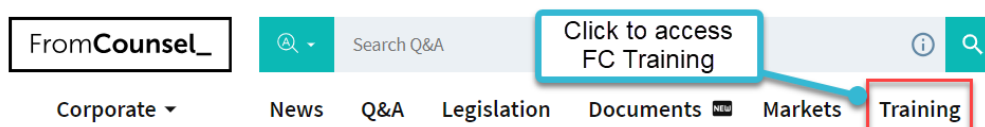
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GETTING STARTED

1.1 How do I log in?

1.1.1 Access is via the [FC Knowledge site](#). Once you have logged in, click the 'Training Tab in the top menu.



1.2 How do I reset my password?

1.2.1 There is not a separate password to access FC Training. If you forget your username and/or password for FC Knowledge, follow the steps [in the FC Help Center](#) to reset it.

1.3 Do I need specific software or equipment to access FC Training?

1.3.1 No. You just need a device with an internet connection, a laptop, PC, tablet or phone.

1.4 What browser/operating systems can the FC Training Platform be used on?

1.4.1 The FC Training Platform works on the following browsers and operating systems.

Browsers	Microsoft Edge Google Chrome Safari	Only the last two major versions Excludes Safari on Windows
Operating Systems	Microsoft Windows 8 (or higher) OSX (last two major releases)	Not Windows XP
Operating Systems for tablets/mobile devices	iOS 13 (or higher) Android 9.0 (or higher)	Access via one of the mobile browsers set out above Only Android tablets with an 8" screen or larger and Apple iPads of all sizes Access to the learner view only. We recommend that Power Users access FC Training via a desktop browser
Browser Settings	JavaScript must be enabled Third-party cookies must be enabled localStorage must be enabled TLS Version: 1.2	

1.5 I am unable to login to the FC Training Platform. What should I do?

1.5.1 Follow the below steps to troubleshoot issues logging in to FC Training:

1.5.2 Check that you are logged into the [FC Knowledge Site](#), then access FC Training via the Training Tab in the top navigation menu.



1.5.3 Clear all cookies relating to FromCounsel sites from your browser history. You can do this in most browsers under a 'Privacy' option in your browser's settings. Once your cookies have been cleared, login to the FC Knowledge Site again. Then access FC Training via the Training Tab in the top navigation menu as above.

1.5.4 If access is still denied, check with your firm's IT team that your firm's IT policies are not set to block access to our training site – our domain name is <https://training.fromcounsel.com/>. In addition, it is quite common for IT Network settings to block access to sites they are unsure of. Your IT team may also need to check that they are not blocking the IP addresses and sites used by Docebo (the platform that FC Training is built on). It may be that these, as well as the FC training domain name above, need to be added to your firm's whitelisting. A list of IP addresses and sites to give to your IT team can be found [here](#).

1.5.5 If the problem persists after following these steps, please contact our support team at support@fromcounsel.com or on +44 (0) 20 7242 9993.

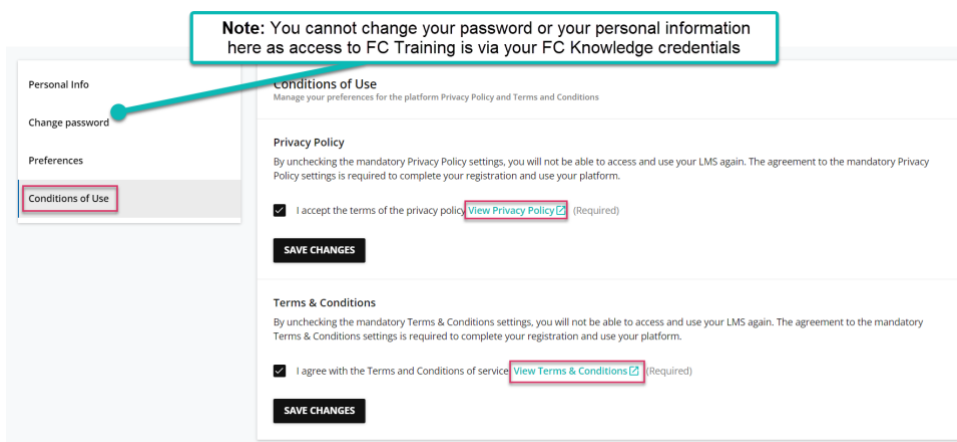
1.6 Where can I read the conditions of use.

1.6.1 When you first access the FC Training Platform, you will be asked to accept the FC Conditions of Use and Privacy & Cookies Policy. These can be accessed via your 'My Profile' menu under 'Conditions of Use'.

1.6.2 To access 'My Profile', click on the User Menu on the top left of the page and select the pencil next to your username.



- 1.6.3 Click on 'Conditions of Use' in the left hand menu to see our Privacy Policy and Terms & Conditions.



1.7 I have access FC Training on my phone and it doesn't look right. What should I do?

- 1.7.1 The FC Training Platform may display better if you rotate your device to view content horizontally.

1.8 How do I sign out?

- 1.8.1 Click on the User Menu in the top left of the screen and click 'Sign Out'.



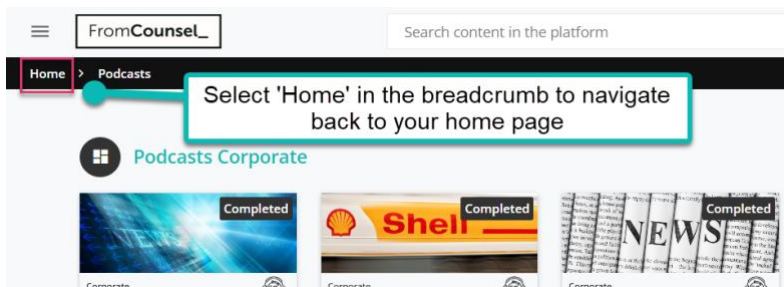
1.9 My firm subscribes to FromCounsel, why can't I access FC Training?

- 1.9.1 A FC Training subscription is not included with a FromCounsel Knowledge subscription. To find out more about a FC Training subscription, contact our Sales Team using our [contact form](#).

NAVIGATING THE FC TRAINING PLATFORM

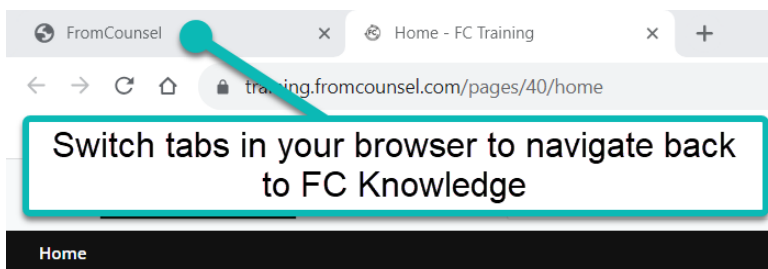
2.1 How do I navigate back to my Home page?

- 2.1.1 Navigate back to your homepage, by clicking 'Home' in the top left corner of the page.



2.2 How do I navigate back to FC Knowledge from FC Training?

2.2.1 As FC Training always opens in a new browser tab, you can navigate back to FC Knowledge by selecting the FC Knowledge tab in your browser.



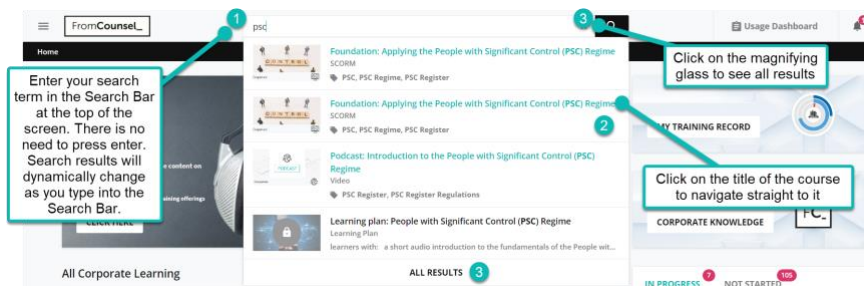
2.2.2 You can also navigate back to the FC Knowledge site for your area of law from the FC Knowledge link on your Home Page.



SEARCHING, BROWSING AND FILTERING

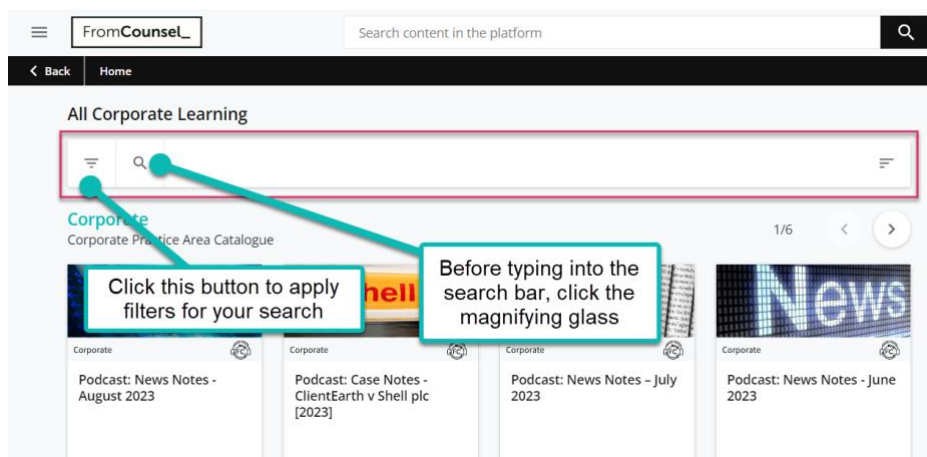
3.1 How do I find an appropriate course?

3.1.1 **Searching the whole FC Training Platform:** Enter your search term in the search bar at the top of the page. The recommended content matching your search term will appear below the bar. You can press the title of the content to reach it. To see all search results, press 'All Results' at the bottom of the search list or the magnifying glass (to the right of the search bar).



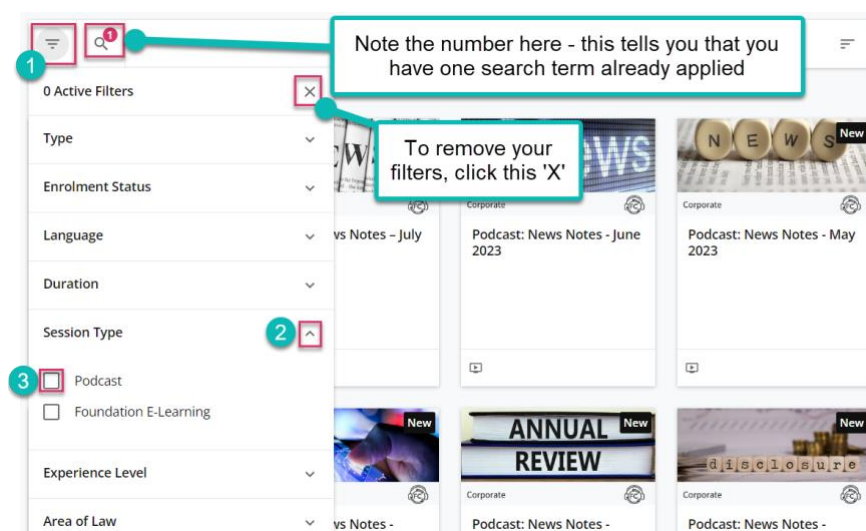
3.1.2 On the full search results page, click the title of the content to access that area of the platform. Note: if your subscription does not include that specific content in the platform, you will receive an 'Access Denied' message.

3.1.3 **Searching the Corporate database:** If you are subscribed to the full corporate database, you will have a second search bar on your home page. You will not have this if you are not subscribed to the full database.

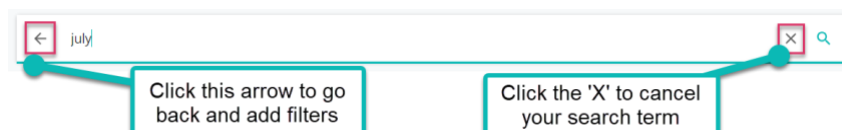


3.1.4 Click the magnifying glass on the search bar to enable you to type your search terms. Once you've typed it in, press enter and your results will appear under the search bar.

3.1.5 If you then click the back button on the search bar, your results will still show. You will notice that there is a small red 1 next to the magnifying glass – this tells you that you have one search term applied to your results. You can click the button next to this to apply any filters you may want. Click the arrow next to each section to open up your options, then click the tick box to apply the filter. You can remove the filter by clicking the 'X' on the pop up.

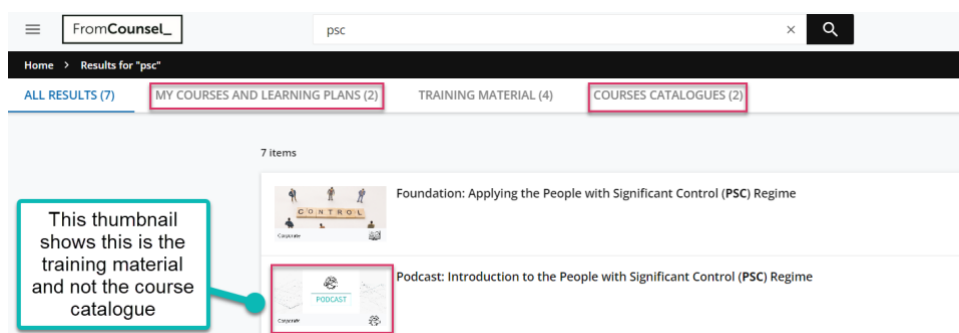


3.1.6 You can click the magnifying glass again to amend or cancel your search term.



3.2 What do my search results mean?

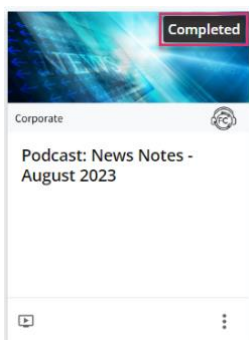
- 3.2.1 The search function will look through: the title; description; course ID; course additional fields (session type; experience level; area of law; date the course was last updated; and subject area); training material tags; and any words that may be included in the content.
- 3.2.2 The full results search page, which you can find following the instructions at paragraph 3.1.1, has four tabs categorising the results: All Results, My Courses and Learning Plans, Training Material and Courses Catalogues. We suggest using the Courses Catalogues and My Courses and Learning Plans tabs.



- 3.2.3 **My Courses and Learning Plans:** published results that you are already enrolled in.
- 3.2.4 **Training Material:** learning material (videos, SCORM content) that you can see, but may not be enrolled in. The thumbnail for training materials should be easily identifiable from other results (see picture above). Clicking on these results will take you straight into the learning material – we suggest that you do not use this tab as this means that you will not see an overview page, and you may miss out on other learning materials within the courses or learning plans.
- 3.2.5 **Courses Catalogues:** courses or learning plans that are visible to you, whether you are already enrolled in them or not. Clicking on results under this tab will take you to the course or learning plan overview page, where you can enrol and see all details about the course or learning plan.

3.3 How do I know what courses I have completed?

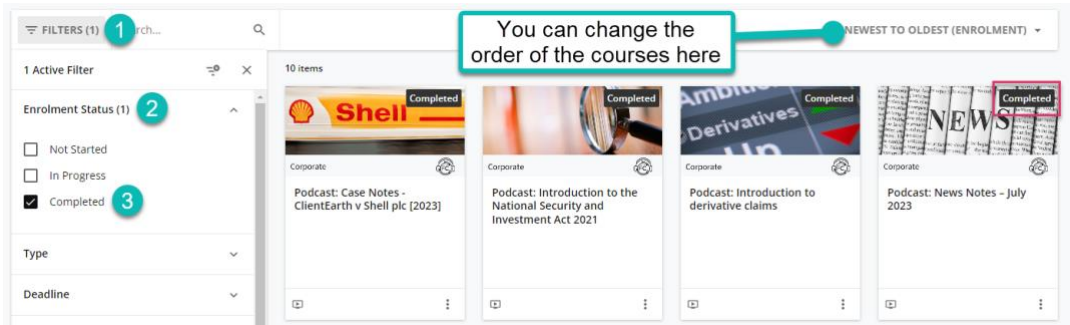
- 3.3.1 You can tell that you have completed a course by the black 'Completed' icon on the top right corner of the course widget.



- 3.3.2 You can also see a list of your completed courses on the 'My Courses and Learning Plans' page. You can find this page through the User Menu.

My Courses and Learning Plans

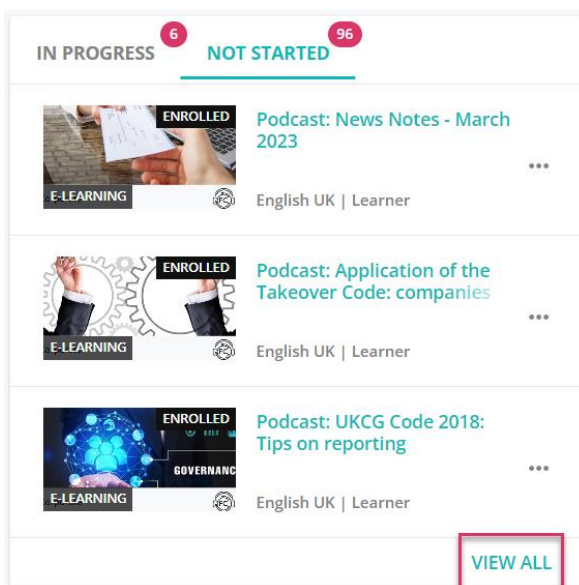
- 3.3.3 At the top left of this page, there is a 'Filters' button. Go into this menu, then 'Enrolment Status', and click the tick box for 'Completed'. This will then automatically change your page to show only the courses that you have completed.



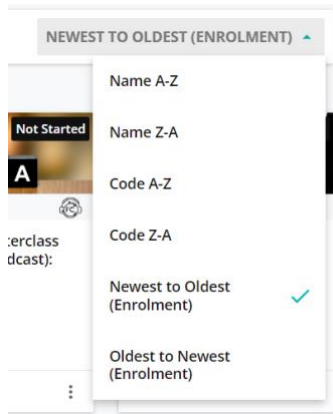
- 3.3.4 To get more detail about a course, you can click on the widget to bring you to the course main page.
- 3.3.5 Another way to find a list of courses you have completed is to go to your training record – go to paragraph 6.1.5 to find out more.

3.4 How do I find courses I have not started?

- 3.4.1 You can see the courses you have been enrolled in but not yet started to the right of the screen on your home page.



- 3.4.2 The above widget will automatically be set to show the 'In Progress' tab, but if you click the 'Not Started' tab you will see the latest three course you have been enrolled in but have not started. Clicking the 'View All' button under this tab will show you all of these courses from newest to oldest. You can change the order using the drop down at the top right of the screen, as shown below.



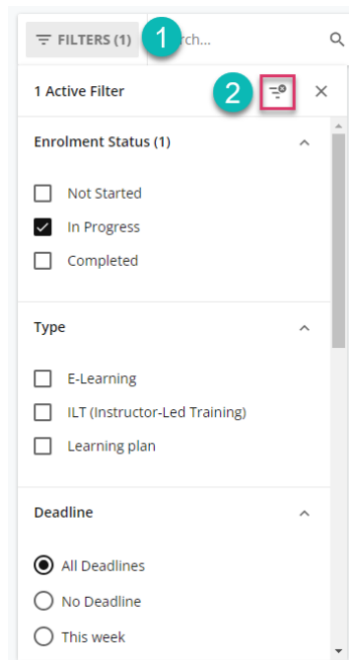
3.5 How do I remove filters?

3.5.1 On your 'My Courses and Learning Plans', you may not be able to see all the courses you expect to see because a filter is in place. You can see this if the top left 'Filters' button has brackets with a number after it, as below:



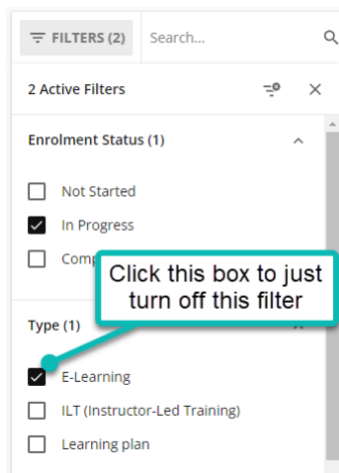
3.5.2 The number indicates how many filters are in place.

3.5.3 You can clear all filters by opening the filters menu and clicking the icon shown edged in red below:



3.5.4 This will change your menu to show all of your courses. You may need to refresh your browser for this to work.

3.5.5 Alternatively, if you only want to remove one filter but keep other filters on, you can click the tick box next to the filter to turn it off.

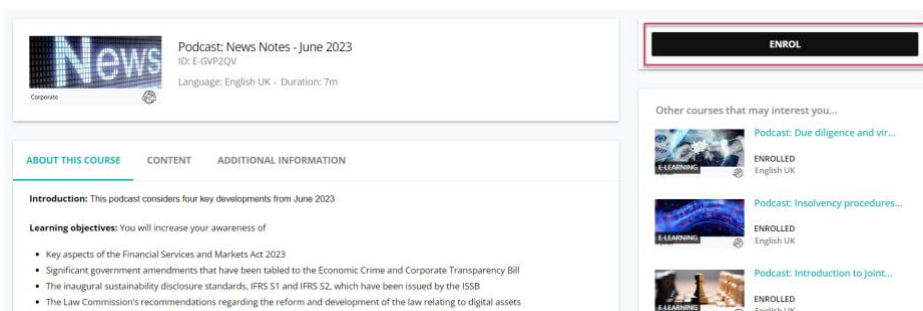


3.5.6 Again, this should automatically change the courses you can see on the page, but it may be helpful to refresh your browser if it doesn't look right. Your filter choices will be saved.

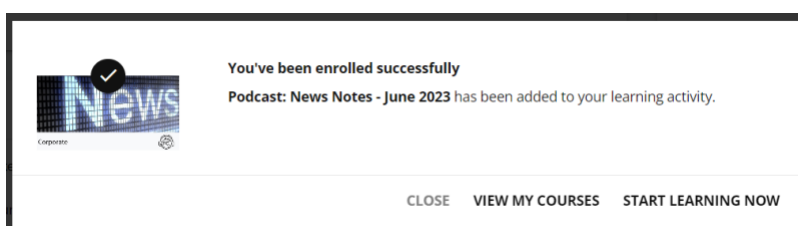
ACCESSING TRAINING

4.1 How do I enrol on a course?

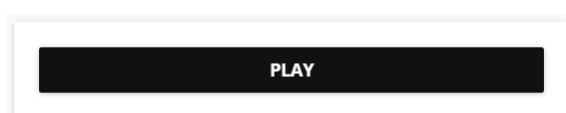
4.1.1 Find the course you would like to enrol onto using the search bar (for more information on how to find a course go to paragraph 3.1). Once you've clicked into the course, the screen will look like this:



4.1.2 Click the black 'Enrol' button as outlined red above. The below pop-up will appear.

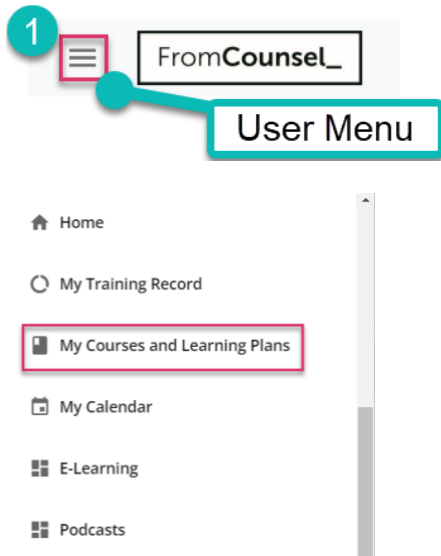


4.1.3 Clicking 'Start Learning Now' will take you into the course's main page, where you can begin your learning. 'View My Courses' will take you to your 'My Courses and Learning Plans' page, where you will now see the course you have enrolled in. 'Close' will close the pop up, and 'Enrol' will have changed to 'Play'. You can click this button to start the course.

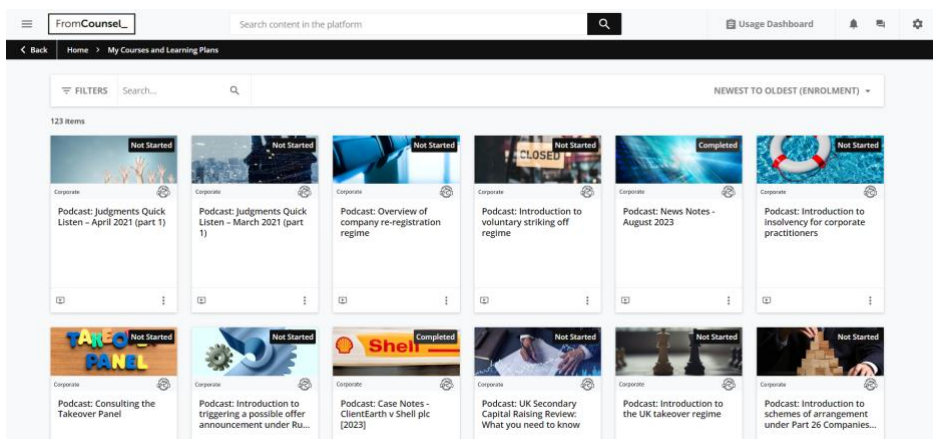


4.2 How do I participate in a course?

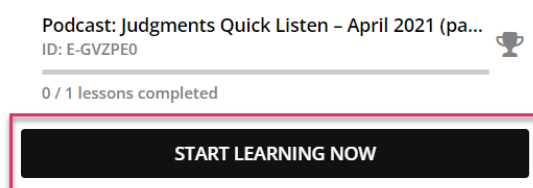
4.2.1 You can participate in courses anytime – the platform will track and keep a record of your progress. To access a course, navigate to the 'My Courses and Learning Plans' page from your user menu.



4.2.2 You will see the full collection of courses and learning plan you have been enrolled in. Clicking on any of these cards will bring you to the overview page for the course. For more on finding a particular course see the section of this guide on Searching, browsing and filtering.

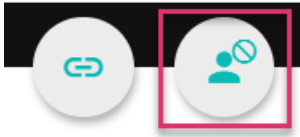


4.2.3 Once in the course overview page, press the black 'start learning now' button on the right side of the screen. This will begin the course.

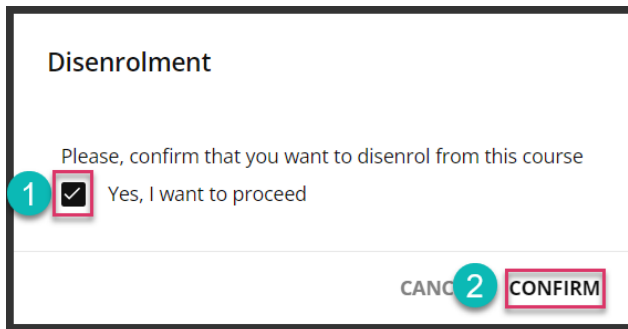


4.3 How do I unenroll from a course?

- 4.3.1 Click on the course you would like to unenroll from to bring you to the main page of the course. At the top right of the screen, there are two circular icons.



- 4.3.2 Click the second icon – the person with the strike-through circle – to disenroll from the course. This will bring up the following pop up:



- 4.3.3 Click the check box beside 'Yes, I want to proceed' and then click 'CONFIRM'. You will be automatically brought to your 'My Courses and Learning Plans' page. The course should no longer be listed on this page.

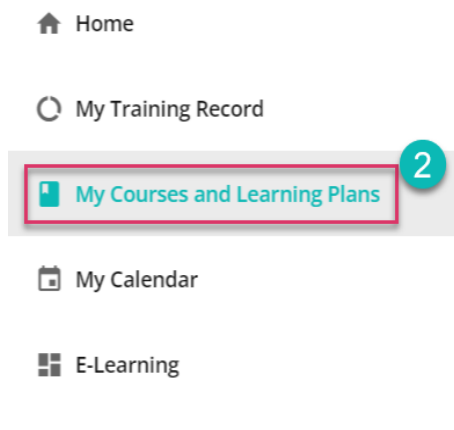
4.4 What is a learning plan?

- 4.4.1 A learning plan is a program of courses created by your firm for you to go through one course at a time. Depending on how your administrator has set it up, there may be a specific order in which you have to complete the courses.

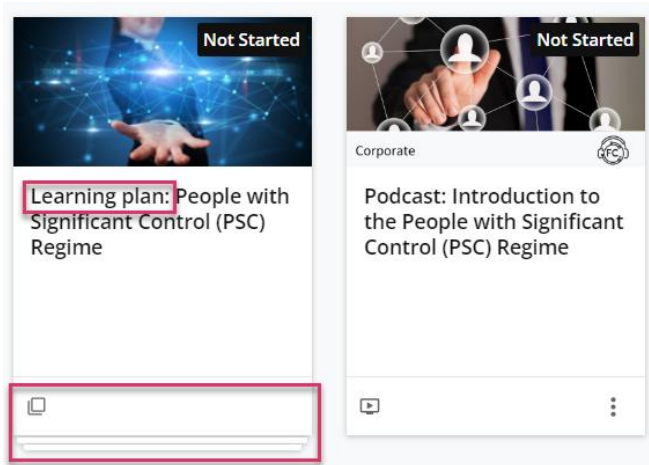
4.5 How do I find a learning plan?

- 4.5.1 Learning plans can be found in the 'My Courses and Learning Plans' section under the user menu.

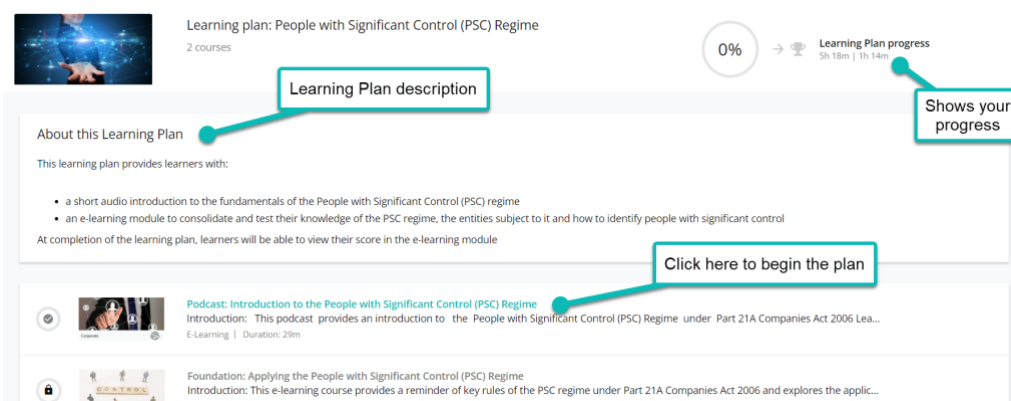




4.5.2 Learning plans can be differentiated from courses by their name and the difference in the banners at the bottom of the card. Click on the card to access the learning plan.

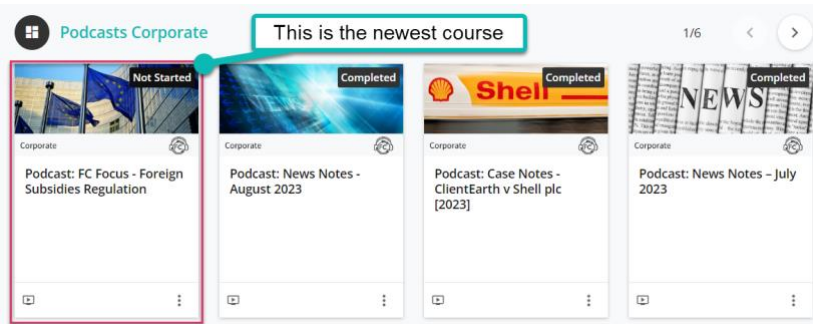


4.5.3 The learning plan's main page will show your progress and information about the plan, such as the number of courses included and the description. Click on the description of the first course to begin the plan.

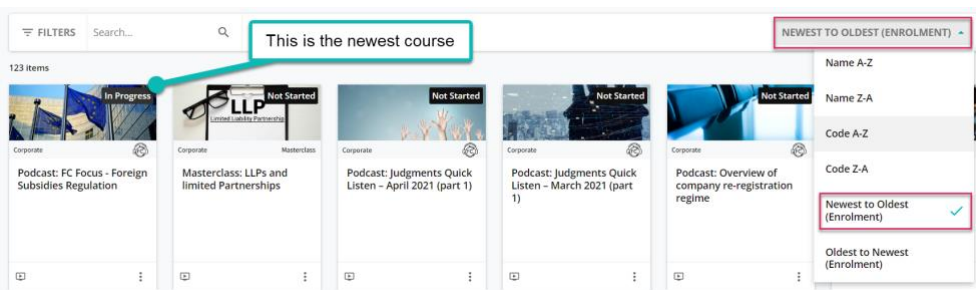


4.6 How do I know when a new course is available?

4.6.1 The carousels on the home page show the courses in date order, meaning that the newest course will always be first.



4.6.2 You can also check for new courses on the My Courses and Learning Plans page, which will show you all courses without splitting them up by learning type, which the carousels on your home page does. You can also see all courses here, whereas the carousels will only show you the first 24 courses. Make sure the 'Newest to Oldest' sorting type is selected at the top right of the page. The first course on the page will then be the newest course available to you.



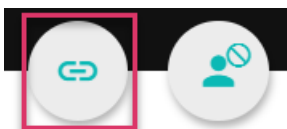
4.6.3 If you are subscribed to the full corporate library, any new courses will appear with a black 'New' identifier in the top right corner. This identifier will stay until you have started the course.



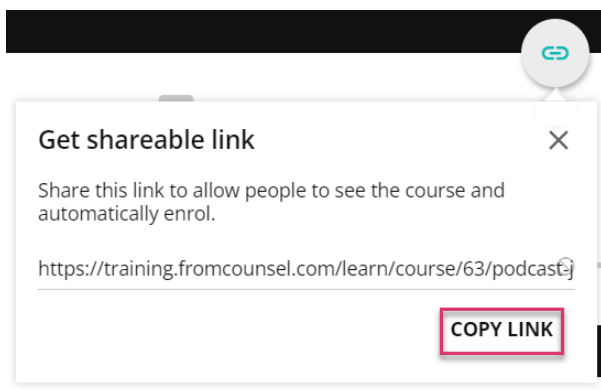
4.6.4 No email alerts are sent when a new course is launched.

4.7 How can I share a course?

4.7.1 You can share a course on the overview page which opens when you initially click into the course. At the top right of the page is a circular icon with a paperclip.



- 4.7.2 Clicking this will produce a pop up with 'Get shareable link'. Click 'Copy Link' on this pop up. You can then paste this link anywhere you like either by right clicking or with the shortcut Ctrl+V.



- 4.7.3 Note that only people subscribed to FC Training will be able to access the course. Upon clicking the link, they will automatically be enrolled into the course. This way of sharing a course is best intended for short term sharing, as if your user profile is deleted (for example, if you were to leave your firm) the link will no longer work. As a work-around for this, you can edit the shareable link to make it more suitable for long term sharing.

- 4.7.4 To edit the link, delete the below part of it highlighted yellow, and add in the below part highlighted green.

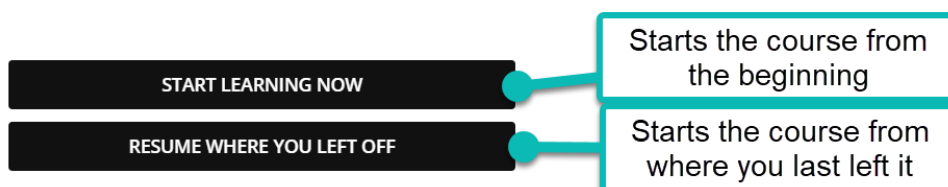
https://training.fromcounsel.com/learn/course/internal/view/elearning/163/podcast-news-notes-march-2023?generated_by=13075&hash=88d12cb06243700bd42e20bbe27e74aab6e40f71

- 4.7.5 In other words, delete anything in the link past the name of the course and add in 'internal/view/elearning' after 'course/'. This version of the link can also be copy and pasted from the URL of the course, but **only if** you are not enrolled in it.

E-LEARNING

5.1 If I don't finish an e-learning course will it start from where I left off?

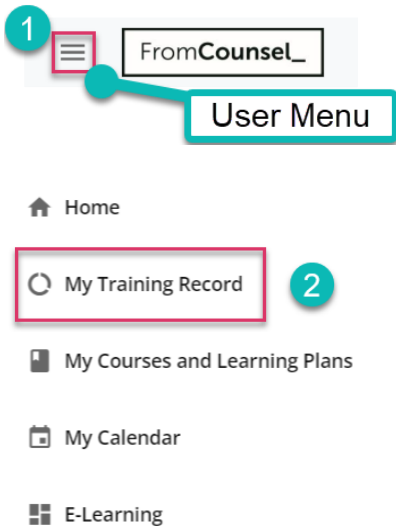
- 5.1.1 Yes, as long as you click the 'resume where you left off' button. If you click 'start learning now', the course will start from the beginning.



MY TRAINING RECORD

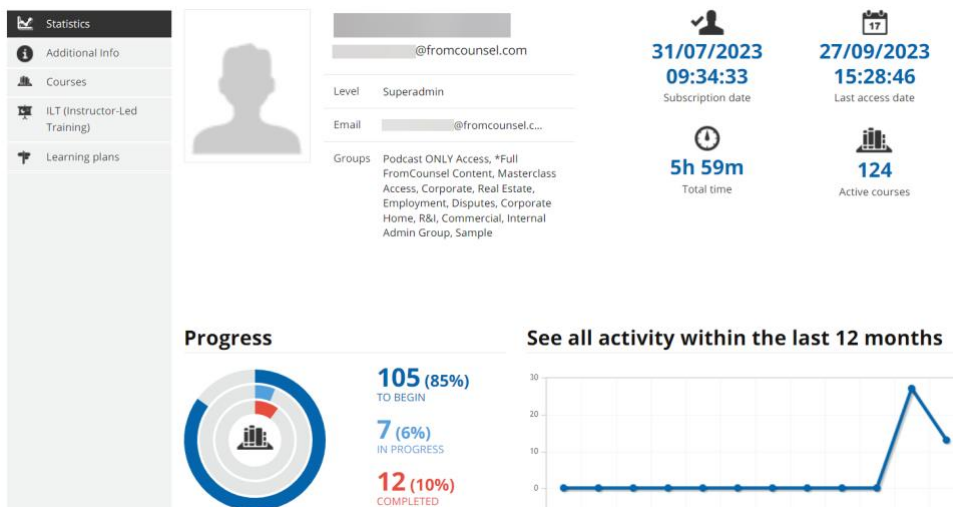
6.1 My Activities Page Overview – Docebo Help & Support

- 6.1.1 Your Training Record can be accessed via the User Menu.



6.1.2 Your training record has various sections with information relating to your activity on FC Training. See below an overview of each section:

6.1.3 **Statistics:** This section summarises your general information. This includes your subscription date and time, last access date and time, your total time spent on the platform, and the amount of active courses you are enrolled in. You can also scroll down to find graphs relating to your progress on courses, your most viewed courses, and your performance and results.



6.1.4 **Additional Info:** This section lists the parts of FC Training you are subscribed to and can access.

Statistics	Main Area of Law	Corporate	Corporate	Yes
Additional Info	Real Estate	Yes	Commercial	Yes
Courses	Employment	Yes	Disputes	Yes
ILT (Instructor-Led Training)	R&I	Yes	Masterclass Access	Yes
Learning plans	Podcasts Only	Yes	Sample	Yes

6.1.5 **Courses:** Here you will see a list of all the courses you have been enrolled in. You can sort the list by clicking on the column headings. You can navigate the courses by using the arrows at

the bottom. To get more detail about the courses, click on the course name to bring you to the course main page.

Courses

COURSE CODE	COURSE NAME	USER STATUS	ENROLLED DATE	COURSE COMPLETION	CREDITS (CEUS)	TOTAL TIME	SCORE
2021-14-PD	Podcast: Due diligence and virtual data rooms	ENROLLED	02/08/2023			0s	
2021-51-PD	Podcast: Insolvency procedures: Introduction to creditors' schemes of arrangement	ENROLLED	02/08/2023			0s	
2022-11-PD	Podcast: Introduction to joint venture vehicles	ENROLLED	02/08/2023			0s	
2023-01-FEL	Foundation: Applying the People with Significant Control (PSC) Regime	COMPLETED	01/08/2023	14/09/2023		3h 15m	95.65
2021-47-PD	Podcast: Introduction to stewardship and the UK Stewardship Code 2020	ENROLLED					
2022-15-PD	Podcast: Introduction to the People with Significant Control (PSC) Regime	ENROLLED					
2022-30-PD	Podcast: News Notes - September 2022	ENROLLED	23/08/2023			0s	
2022-28-PD	Podcast: UK Secondary Capital Raising Review: What you need to know	ENROLLED	30/08/2023			0s	
2022-27-PD	Podcast: Judgments Quick Listen - August 2022	IN PROGRESS	22/08/2023			0h 2m	
2022-26-PD	Podcast: Overview of the CA 2006 rules regarding payment for shares	ENROLLED					

Total: 122

First 1 2 3 4 5 6 7 8 9 10 Last < >

6.1.6 **ILT (Instructor-Led Training):** We do not offer ILT sessions, so this section will have no data.

6.1.7 **Learning Plans:** This section provides information about any learning plans that you are enrolled in.

Learning plans

CODE	NAME	NUMBER OF COURSES	PROGRESS
	Learning plan: People with Significant Control (PSC) Regime	2	0%

6.2 Training Certificates

6.2.1 Certificates are documents that confirm completion of a course or podcast. They are available to download on completion of the course and detail your name, the course name, your score (if applicable), the date the course was completed, and the average time it takes to complete the course. Please see below example of what our certificates look like.



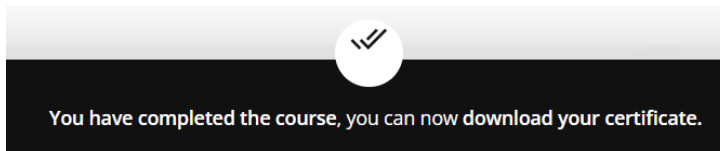
6.2.2 To download a certificate, first complete a course. Once you have completed it, you will either get a screen like this:



Course completed on 14/09/2023

Foundation: Applying the People with Significant Control (PSC) Regime

6.2.3 Or a banner will appear on the player, like this:

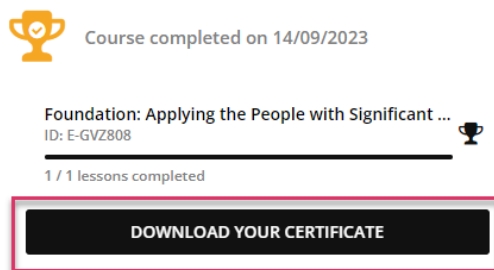


6.2.4 If you scroll further down, you will see that a new button has appeared below the player.

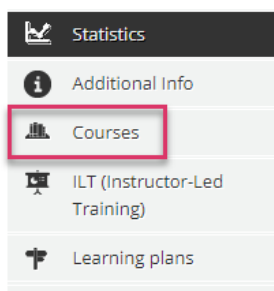


6.2.5 Click the new 'download your certificate' button. The pdf will be automatically downloaded on to your device, ready for you to view and use.

6.2.6 If you have already completed a course and did not download the certificate initially, you can go into the completed course and find the same 'download your certificate' button on the right-hand side of the screen.





6.2.7 Alternatively, you can download your completion certificate through your training record. When in your training record, navigate to the 'courses' option on the left-hand side menu.



6.2.8 You can see which courses you have completed as they have a green 'completed' icon under the 'user status' column. Clicking the words 'user status' twice will bring your completed courses to the top of the list.

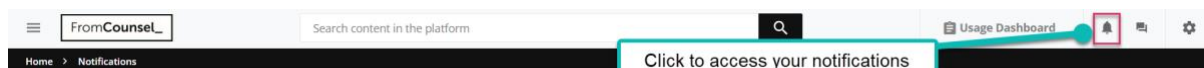
6.2.9 At the far left of each completed course, there will be a small award icon. You can click this icon to automatically download the certificate for this course.

COURSE CODE	COURSE NAME	USER STATUS	ENROLLED	EXPIRY DATE	COURSE COMPLETION	CREDITS (CEUS)	TOTAL TIME	SCORE
2023-11-PD	Podcast: Case Notes - ClientEarth v Shell plc [2023]	COMPLETED	30/08/2023		30/08/2023		0h 12m	
2023-10-PD	Podcast: News Notes - July 2023	COMPLETED	18/08/2023		23/08/2023		0h 8m	

NOTIFICATIONS

7.1 How do I view my Notifications?

7.1.1 Notifications: Click the bell icon at the top right of the page to view your recent notifications, for example notifications sent when you are enrolled on a course or a learning plan. If you have any unread notifications, a small number appears over the icon to indicate the number of notifications that you have yet to read.



7.1.2 To read a notification, click on the bell icon in the slide-out panel. To read all your notifications, select 'View Full Notifications Page' at the bottom of the slide-out panel.



7.1.3 At the top of the main Notifications page, you can use the option to see only unread notifications or you can mark all notifications as read. To read the notification from the main Notifications page, press the bell icon, the notification title or 'View Notification'.



Please note that some images may not be the most recent screenshots of the platform.