Welcome to the SkillsPass Learner Guide. This guide will be beneficial if you have an account. If you just said 'but I don't have an account', let's change that.
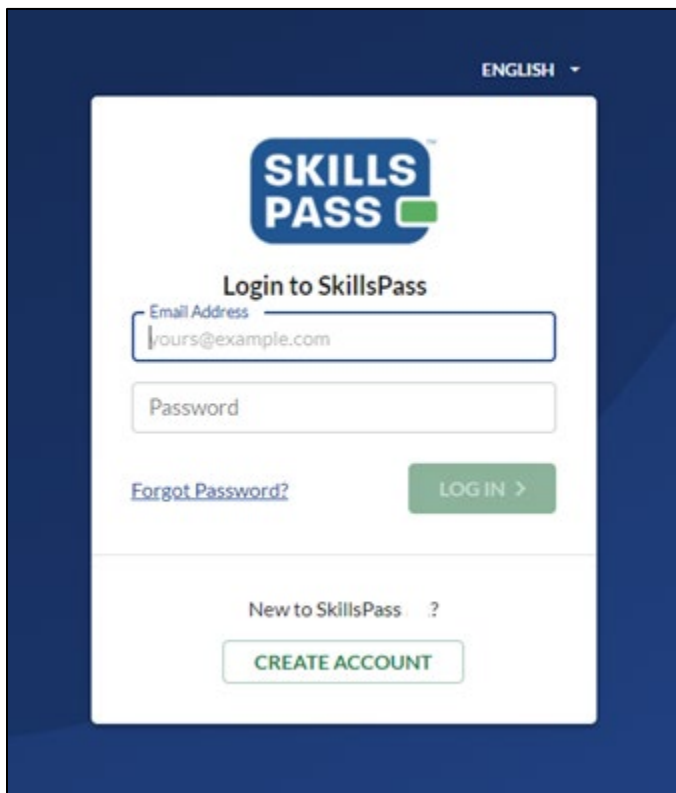
Before we get started, let's make sure you are using a supported browser. Chrome, Firefox, Edge, and Safari are a-okay. If you are trying to use Internet Explorer, prepare to be frustrated. It is enjoying a well-earned retirement.

Have you been here before? If you have, maybe you're interested in heading to the good parts:

- Create an Account
- Help
- Forgot Password
- Worker Passport Overview: We didn't see a Do Not Disturb sign so let's go over some housekeeping
- To Do: Where you will go to keep track of current and upcoming training, not to be reminded to pick up milk
- My Certificates: Not to be confused with The Knack's 1979 #1 hit 'My Sharona'
- Sharing: Like popcorn at the movies, training is better when it is shared

Create An Account

Let's get you registered for SkillsPass. If self-registration is enabled, you will want to choose 'Create an Account'

The first thing you will be asked to do is provide your email address, first name, last name, and create a password. Once you have read the terms of service (because we all do that), click I agree and hit 'Create Account'.

A confirmation email will be sent to the address you used to create your account. If you don't see it shortly after, be sure to check your Spam/Junk, Trash, Deleted, and Archived Items folders.

If you still don't see the email, it might be a network security issue. In this case, you should contact your IT team, as well as our support.

If the confirmation email does make it to you, you'll have 48 hours to click on it. After that, it won't self-destruct, but it will no longer be valid which is basically the same thing. So go ahead and click on the activation link. You know you want to.
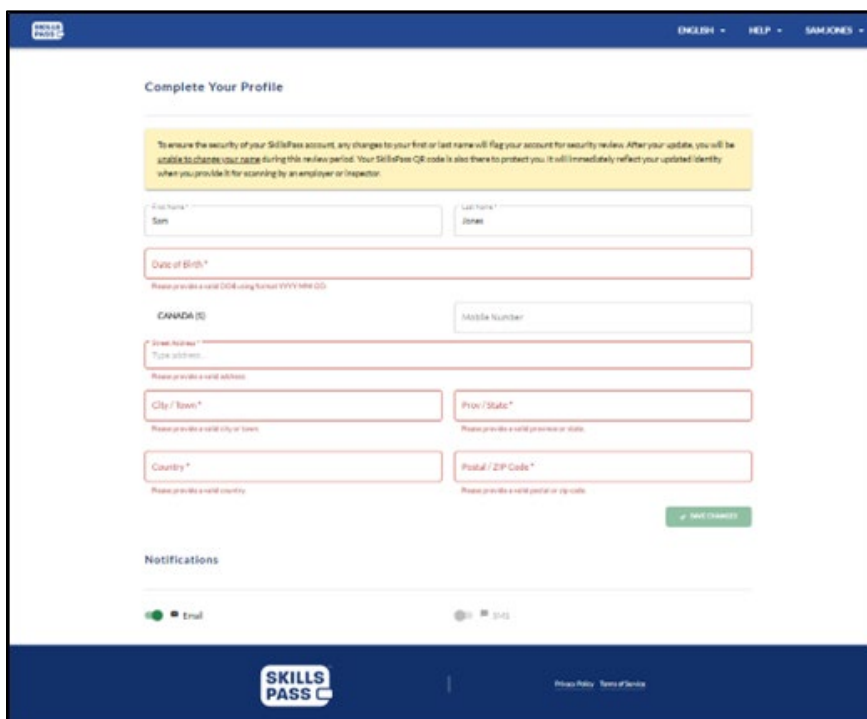
There is another scenario where you might receive a link to activate your SkillsPass account and it might take you by surprise. This is when you have been registered for instructor led training by the Training Provider or by an organization, most likely your employer. Like previously mentioned, go ahead, and click on the link to confirm your account. You know you want to.

When you click on the confirmation link you will be asked to log in using your email address and the password you created.

After logging in, you will be asked to complete your profile. This is standard information like date of birth, home address, and how tall you really are, not the height you have listed on your Tinder profile.

Actually, it turns out legal doesn't want us asking for height anymore so just address, and date of birth will do. When entering your date of birth, make sure you use the format MM/DD/YYYY. It is of the utmost importance that you use this format. It is like Guns & Roses, it just won't work without the slash.

Once the required information is filled out, select Save Changes.

If you are wondering why this information is required, it is so to ensure unique user accounts in SkillsPass. Sure, it might be easy to identify your account if your name is Axl Rose but if it is Joe Smith, we will need more information than your name to validate certificates and recover/merge old accounts. That said, SkillsPass only wants to collect data that is necessary and we are continuously reviewing the data that we collect to ensure that we only collect information that is critical to meeting our commitments to our clients and end users. If our need to capture Date of Birth changes, we will certainly adjust our process and remove this field from our list of required data points for user creation.

Forgot Password

One of the most common requests our support team gets is 'I forgot my password, how do I reset it/how do I update my password'. The solution to this is an easy one. Just use the 'Forgot Password?' function on the sign in page.

***NOTE**: If you do not receive a Password Reset email within a couple of minutes, please be sure to check your Spam, Junk, Trash, Deleted Items, or Archive folder; a spam filter or email rule may move the email to one of these folders. If you do not receive your email, contact support for further assistance.
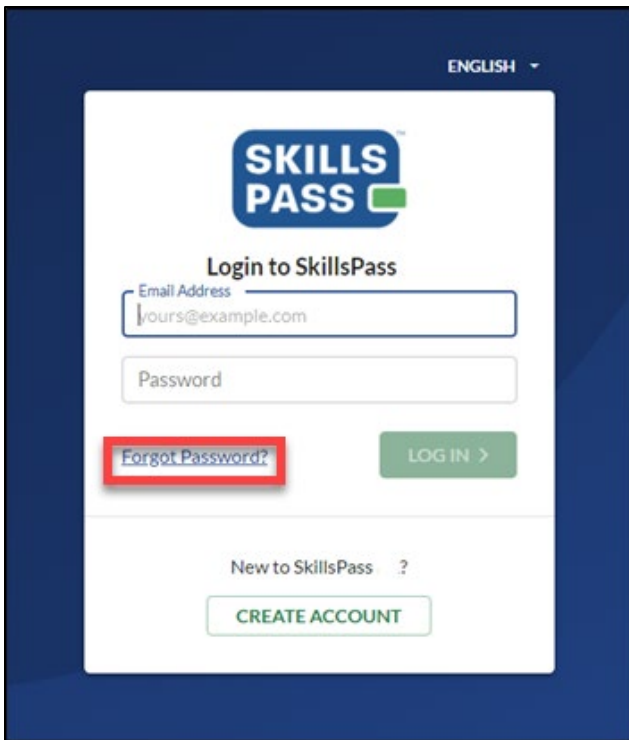
Worker Passport

Now seems like as good a time as any to take a tour of the Worker Passport. This is where all of your credentials are stored. Gone are the days of having to carry around a lunchbox full of certificates. Bonus, more room for lunch.

Your Worker Passport even has a unique QR code that employers can scan to access your certificates.
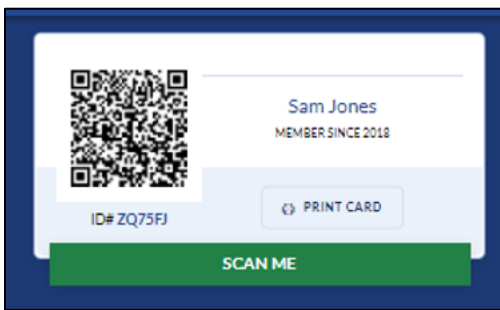
Before we get into the main features of your passport, let's go over some of the general housekeeping. English is the default language. To change this, click on English and choose your preferred language from the drop-down menu.

To change your name and home address, click on your name in the top right corner, and select My Profile.

In order to update your email address, you will need to contact support. If you just asked 'how do I do that?', hold your horses, we're getting to it.

Help

To contact support or to access our FAQs/knowledge base articles, click Help.


We've covered the QR code and general housekeeping, time to get to the fun stuff. How fun? On a scale of cleaning the bathroom to riding a rollercoaster, probably somewhere in the middle.

There are three main features of the Worker Passport: To Do, My Certificates, and Sharing. We'll go left to right, which means To Do is first up.

To Do

To Do is where you can keep track of upcoming in-person/virtual training, and launch/resume self-led online learning. See, already way more fun than cleaning a bathroom!

If you want to unregister for training, click on the ellipsis in the top right corner of the training and select Unregister.
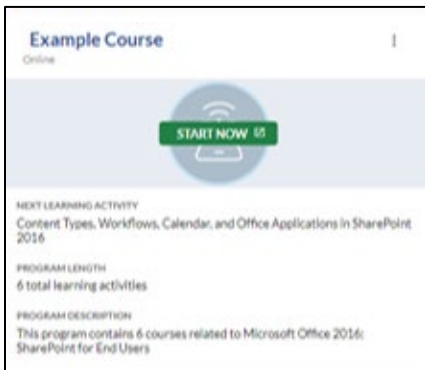
Online Training will display information regarding Learning Activities, number of learning activities to be completed, and program description. Training not yet started will display an option to Start Now or Continue for training that is in progress.

When you select Start Now or Continue, a new tab will open that will allow you to launch modules.
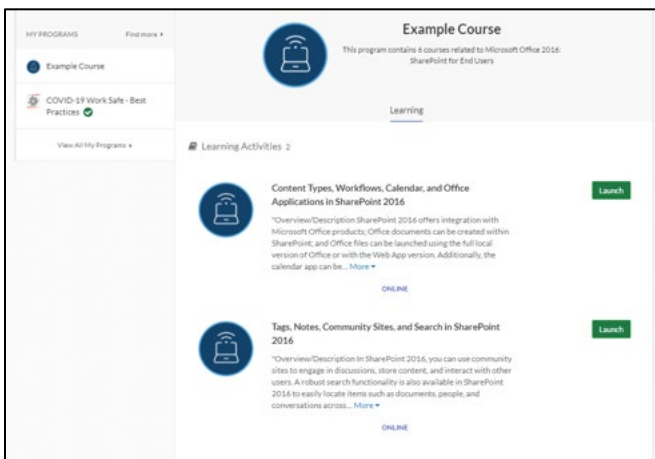
In-Person or Virtual Training will display with detailed information regarding date of training, location (if applicable), Training Provider, Contact Provider and View Schedule.

My Certificates

Not to make this feel too much like a wedding dance but let's slide to the right… to My Certificates. Everybody clapping their hands is optional but kind of fun so we encourage it. My Certificates is where you can access previously awarded certificates.

Course	Issued	Expiry	Course Type	Status	Access	Options
Cours de certificat de préparation des jeunes travailleurs - Version haute définition	2022-08-09	N/A	Online	Certified	Public▾	⋮
Young Worker Readiness Certificate Course - High-Definition Version	2022-08-05	N/A	Online	Certified	Public▾	⋮
Contractor Management	2022-04-04	N/A	In Person	Certified	Public▾	⋮

Training will be listed from most recent to oldest. If the training has an expiry date, it will be indicated under Expiry. If that date has come and gone, it will be indicated under Status. If you see a red box that says Expired, you might need to contact support by selecting Help at the top of the page.

Where it says Access, you have to ability to set your training as Public or Private. When you share your training (more on that in just a bit), you are giving access to everything that is set to Public. To change this, click on the drop-down menu for each certificate and select Private for any that you do not want to share.

If you want to download a copy of your certificate, click on the ellipsis under Options. If the certificate is for in-person/virtual training, you can download it. If it is for online learning, you also have the review the training by selecting Review. This will be opened in a new tab.

When it comes to downloading certificates, we recommend using Chrome. If you are using a different browser, you may need to disable the pop-up blocker for the certificate to open.

Sharing

Now that everyone has stopped clapping their hands, it is time to slide to the right again so that we can go over Sharing. There are a few different ways that you can share your training.

When you select Sharing, you will see a list of Employer Networks that you currently share your training with in SkillsPass. If at any time you wish to remove yourself from an Employer network, select 'Stop Sharing' on the right.

You can also see a historical record of any employers you have shared training with via email by selecting Shared By Email.

If you haven't shared any training yet but would like to, click on the green 'Share With Employer' button. Here, you will be able to search for your employer in SkillsPass. If you find your employer, click on their name, and select 'Share'

If you do not see your Employer in the search, it is possible that they do not have a network in SkillsPass or are labelled something different. In this scenario, you may want to share by email. You will need to include your employer's name and email address. Once you fill out that information, hit Share.

Employers will only see training that is set to Public. To change your training from Public to Private, go to My Certificates and click on the drop-down menu under access.