

How to Log in and Use Kallidus

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Introduction

Hello, we have created this animated video with features to make it accessible for all.

If you have a hearing impairment, we have ensured all key information is provided visually; with subtitles which are available to switch on from the bottom right-hand side of the video.

If you have a vision impairment, all key information is covered in the voice over.

The script for this video is also available as an accessible document to download.

Welcome

Welcome, my name is Molly, and I will be guiding you through how to log in and use Kallidus for the first time. This video is broken down into 3 steps. Step 1 is 'Logging into Kallidus', Step 2 is 'Navigating Kallidus' and step 3 is 'Accessing courses in Kallidus'.

Step 1: Logging into Kallidus

1. To log into Kallidus, the first thing you will need to do is find the email with your log in information.
The email will be from LMSgateway@guidedogs.org.uk and the subject line will be 'PREP: New Kallidus Account created'. If you can't find it in your inbox, try checking your junk/trash or spam folders just in case.
2. Once you have opened the email, you can find your username, password and links which will take you to the Kallidus site. Note down your username now so that you have it for future reference.
3. Once you have noted your details, follow the link given in the email - you will need to press 'Ctrl' on your keyboard and select the link, which will take you to the Kallidus log in page in your internet browser.

4. Before you log in, make sure you bookmark this page so you can access it easily in the future. Please note: I am giving the following instructions using google chrome, if you are using a different browser then your options may be slightly different, please ask for further support if you need to.
5. By selecting the 3 dots in the top right of the page you will find the bookmark option, this will open a sub-menu where you should select 'Bookmark this tab'. Alternatively you can select the star icon and then 'Add bookmark'.
6. You will then have the option to change the name of the bookmark, here I have changed it to 'Kallidus Log in Page'. Select 'done' and the bookmark will be saved. You will be able to access it by selecting the 3 dots and selecting bookmarks.
7. From the same area you can select 'show bookmarks bar' if you want to access your bookmark more easily from your browser. This will add the bookmark to your page and you will see it at all times while on your browser. Once you have done this you can start the log in process.
8. Input your details into the designated fields, including the pre-set password from the email. Once you have entered all information, select log in.
9. The website will then prompt you to change your password so that your account is secure - choose something memorable, specific to you and remember that passwords are case sensitive. You will need to enter the pre-set password into the top data field, and your new secure password into the 2 data fields below. You can choose to 'show all passwords' to double check you have entered everything correctly. Once you have done this, select change to confirm the changes.
10. You will then be directed to set up a security question - so that if you forget your password in the future, you can reset it. Some example security questions are, what's your mother maiden name, what's the make of your first car, what's the name of the first puppy you raised. Whatever question you choose - make sure its memorable, specific to you and that the answer will always be the same.

11. Select save once you have completed the data fields, you will then be taken to the home page.

Note: If you do forget your password in the future, you can follow the 'forgotten your password' link in the log in page, which will guide you through resetting your password.

Step 2: Navigating Kallidus

I will now show you all the features you can see from the homepage.

In the centre of the homepage, you have 3 progress trackers that tell you: how many courses you have left to do, a percentage of how many courses you have done and how many hours of learning you have completed.

You will find details of any bookings you have - to the left of the page, below your name. A booking means that you will be attending an event, for example a live webinar or face to face classroom training.

When you start, progress and hours completed will show as zero but as you work through the courses, you will see this increase.

I am now going to talk to you about the various pages you can access from the white banner at the top of the homepage, from left to right. No matter what page you are on in Kallidus, this banner will always stay the same, so you have access to these pages at all times.

1. Selecting the Guide Dogs logo or 'home' will take you to the home page.
2. Selecting 'my courses' will take you to a more detailed breakdown of the courses available to you. If you are on your home page you can also select the 'courses you have left to do' and 'percentage of how many courses you have done' progress trackers as well as 'go to my courses' which is below your progress trackers to the right of the page. This is the area that will be most relevant to you and I will show you this option in more detail shortly.
3. 'All courses' and 'add my learning' are not utilised for your role, so you don't need to worry about using these, as they are empty areas.

4. If you want to search for a course you can navigate to the 'search courses' field, enter the name of the course you are looking for. As you start typing, courses with matching titles will appear as a drop-down selection. Choose the course that you are looking for to see further details of that course.
5. Selecting the bell icon will open the notifications area as a column to the right of the page, if the bell has a number in red next to it - this means that there are new notifications to view. Whether you are assigned a new course or have completed a course and are asked to leave feedback - this is where the notification will appear. You will also receive alerts to your email account that mirrors this information. Select the button below each notification on the right-hand side to action a notification. Select the button below each notification on the left-hand side to dismiss the notification and remove it from the area.
Once you have actioned and dismissed your notifications, click the close button in the top left-hand side of the area to exit.
6. When you select your initials in the top right-hand side of the screen you will have the options to go to 'my details' or log out. Selecting 'my details' will take you to a breakdown of the information we have on file for you, and you can also upload a profile picture if you want to. Simply click on the circle and select an image from your device storage.

Once you have uploaded an image, your profile picture will show to the left of the page, below the Guide Dogs logo, and at the far right in the top banner - which is the icon you select to find the 'my details' and 'log out' options.

Note: If you see that any information in the 'my details' section is incorrect - please do not amend the details yourself. Editing details within Kallidus will not correct the information within the Guide Dogs data storage and will automatically revert to whatever we have on file for you. Please contact your Puppy Development Advisor to amend any incorrect details.

Selecting 'Log out' will log you out of Kallidus. You will also be automatically logged out after about 1 hour of inactivity on the site. You will be taken to a page where you will see a yellow button that

says 'log in'. Please do not select this option as it will take you to the internal log in page for Guide Dogs staff, and your details will not be recognised.

Instead, to log in again you should utilise your bookmark, type the link into your web browser manually, go through the link in VIP or find the link from your emails. The link for Kallidus is www.guidedogs.kallidus-suite.com/external.

Okay, so that's an overview of Kallidus as a whole. Now let's look at where you will find your learning.

Step 3: Accessing courses in Kallidus

Select the Guide Dogs logo or home to take you back to the home page.

You will find all of your course material by selecting 'my courses' from the top banner, which you can select at any point within Kallidus. On the homepage you can also select the 'courses you have left to do' and 'percentage of how many courses you have done' progress trackers as well as, 'go to my courses' which is below your progress trackers to the right of the page.

Once you have selected one of these options, you will be taken to your courses area. It automatically opens on 'courses I have to do', and this is where all of your courses will appear. Next to 'courses I have to do' there is 'courses I've chosen to do' which is not applicable for your role, and 'courses I've done' which is where any courses you have completed will appear.

Each course assigned to you will have lessons for you to complete. A lesson is the individual piece of learning you will need to work through - lesson types can be documents, URL, e-learning and events and a course could include any or all lesson types. For example, one course could have 7 documents for you to read through - in which case each document would be a lesson and to complete the course you would need to open and read each document. Another course might require you to attend a webinar in which case you would have 1 lesson and that would be the teacher led webinar.

From the 'courses I have to do' tab you can find a summary of what each course assigned to you involves, including how many lessons there

are, the total time duration required to complete the courses and the types of lessons involved.

If the course has only one lesson, then you will be able to access the material straight from this page and you will be able to select 'launch link', 'show dates', 'open document' or 'start course' depending on the type of lesson it is - if you want further information about the course before accessing it, select more to find the 'see details' option.

For courses that are events, when you select 'show dates' you will be able to view available events linked to that course. Please ensure you double check each event for information and times so that you can attend with no issues.

Once you have booked an event it will show in the left-hand side of the page under my bookings to remind you.

If the course has more than one lesson you will need to select 'see details' every time to find out more information about a course and to begin accessing lessons.

Once you have selected 'see details' on a course, you will find a course overview in the top centre of the page - which again confirms total time needed for the course, if there is a deadline for completion of the course and a description about the course.

Below this sits the individual lessons that make that course, by scrolling down the page you can find out more information about each lesson in more detail. This includes how long the lesson will take you, what type of lesson it is and a hyperlink button to either open the lesson or show dates if it's an event.

Some courses will contain 'End of Lesson Quizzes' to complete after certain lessons, this will be a short quiz to help you embed what you've learnt. The quiz will initially be 'locked'. To unlock the end of lesson quiz, you will need to complete the lesson that it relates to.

Once a lesson is complete it will show a green tick confirming your completion where it previously stated, 'not started'.

When you have completed all the lessons in a course, the course will move from 'courses I have to do' to 'courses I've done' within the 'my

courses' area. To navigate to 'courses I've done', select my courses in the top banner, then 'courses I've done'. This is where you can check back on completed courses and choose to review courses to refresh your memory.

This area is also accessible from home page by selecting the progress tracker showing 'how many hours of learning you have completed'.

Please don't forget to complete the course or lesson feedback form when prompted by your notifications. Kallidus will send you an email reminder that mirrors the alert in the notifications area. Select the bell icon from the top banner to view any alerts. Once you are in the notifications area, select give feedback, this information will help us to make changes to courses and lessons in the future. Your feedback is important to us. Once you have submitted feedback you will need to return to Kallidus by selecting the back button in your browser.

When you first log into Kallidus, you may see only a limited number of courses in the 'courses I have to do' area. Please be aware we will be uploading more courses and lessons as you progress through the material, and each time you're assigned something new - you will get a notification via email as well as within the Kallidus site in the notification area.

Thanks for watching! For further information, visit

www.guidedogs.org.uk/vip/resources/prep

For general enquiries or Kallidus support please contact
PREPsupport@guidedogs.org.uk

End of Document