

Frequently Asked Questions

How can I pay?

You can pay for a workshop via the online learning hub through paypal. If you need to complete a purchase order,/ bulk purchase please contact training@activedisability.ie with your workshop request form and an invoice will be sent to you.

Do I need a PayPal account?

No, you can pay using PayPal without an account.

I've forgotten my password; how do I get it reset?

If you have forgotten your password email training@activedisability.ie and we will help you reset your password.

I don't have a group; can I still join a workshop as an individual?

You can complete the eLearning workshop which can be bought individually.

How do I get my certificate of completion?

On completion of all the learning material for the workshop you will be able to access the Quiz once you complete the quiz you will be asked to complete the feedback form, on completion of the above elements your certificate will be available at the bottom of the course page for you to download.

Are the workshops online or in-person?

All of our workshops are online and can be completed on our learning hub.

Is there an option for in person or a practical based session?

We do not currently offer in person workshops.

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The learning hub progress says I cannot proceed until something is marked as complete?

This means a section of the course has not been fully completed. Each module has a progress bar which will show you whether this section is fully completed. If issue persist, please contact training@activedisability.ie

How long do I have to complete the eLearning workshop?

Your eLearning License lasts for 1 year if you have not completed the workshop, you will receive a reminder 5 days before your license is due to expire.

How long are the workshops?

Workshops vary in length.

- Disability Inclusion (Introduction) 45-60 mins
- Autism in Sport, Disability Inclusion and Inclusive Fitness 2-3 Hours

The log in says that my username does not exist?

Your username is all lowercase letters. If you have forgotten your username, please contact training@activedisability.ie

If the log in says email already in use, please contact training@activedisability.ie to reset your password

What is a licence manager?

A licence manager is responsible for allocating and managing LMS licences within their organisation. They can send licences to staff or participants so they can access the relevant eLearning courses.

How do I send a licence to someone?

1. Log in to the LMS using your licence manager account.
2. Go to the Manage Licences section at the bottom of the homepage.
3. Input the email of the person you wish to complete the training
4. Select Send using the mail button
5. The recipient will receive an email with instructions on how to access their licence.

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What is an LMS licence?

An LMS licence gives you access to an assigned eLearning workshop. Once your licence has been allocated to you, you can use it to access and complete the course.

How do I use my licence?

1. Check your email for the LMS invitation.
2. Copy your Licence Code
3. Follow the link provided in the email.
4. Create your LMS account or log in if you already have one.
5. Scroll to the bottom of the homepage and redeem license in the redeem license box
6. Scroll back to your given workshop and access