

SmartScreen

SmartScreen (powered by Canvas)

User Guide for Customer Admins

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1. Introduction

This user guide is for customers who have purchased a SmartScreen product.

It is aimed at Customer Admins who will be responsible for purchasing SmartScreen products in the Walled Garden, managing licenses and subscriptions for tutors and learners.

SmartScreen (powered by Canvas) is the City & Guilds tutor, assessor and learner support website that provides specific support materials for City & Guilds' qualifications.

A list of the qualifications/products that are available on SmartScreen can be found <u>here</u>.

Canvas is the web-based learning management platform, (owned by Instructure Inc.), used by City & Guilds to host our tutor and learner support materials.

Desktop Browsers	Mobile Browsers
 Chrome 107 and 108 (preferred) Firefox 106 and 107 Edge 106 and 107 	The latest version of Safari (iOS) and Chrome (Android)
Respondus Lockdown BrowserSafari 15 and 16	

SmartScreen (powered by Canvas) system requirements:

2. Order SmartScreen Products

Before accessing the teaching and learning materials on SmartScreen, you will need to purchase a subscription or license for the product on Walled Garden, our secure, online administration tool. If you cannot access Walled Garden, a colleague with administration rights can do this for you.

When purchasing a SmartScreen subscription, you can choose either an annual or a rolling subscription.

To purchase a SmartScreen subscription on Walled Garden:

- 1. Log in to the Walled Garden www.walled-garden.com
- 2. Select 'Catalogue'.
- 3. Select 'SmartScreen'.

A	Catalogue	Data services	Reports	Help	Settings		
Catalogue	Access arrangements	Candidate manag	ement e-certificat	es Price list	e-volve scheduling	Publications & merchandise	SmartScreen

- 4. If you know the SmartScreen code, type it in the search box and click 'Show All'.
- 5. Select the item you want from the list.
- 6. Choose a start date.
- 7.
 - a. If purchasing a subscription, choose the type:
 - Annual subscription lasts for a fixed 12-month period
 - Rolling subscription will automatically renew each year
 - b. Or, if purchasing a licensed product, then choose Licence and enter the quantity.
- 8. Choose the SmartScreen administrator for the product.
- 9. Click 'Continue'.

rch results								
navigate, use select the Sm ick the help icc	the scroll bar and nartScreen subscrip on 🔮 for informati	sort options. You can sort otion, click on the check bo on on the difference betwe	on any of the columns below by clicking on the column heading. xx, enter the subscription start date, if different from the date shown. Click Contin een annual and rolling and for your SmartScreen administrator.	ue.				
ect P	Product code	Description		New Subscription S	start Date Sul	scription Type	SmartScree	in tor
ur PO / Ref. *		Your PO						
liver to		SAP Test U	1A GiltspuLondon 🔹 🖼					
ayment method	E.	On Account						
er line items								
or line items view the detail you have made Amend	Is of the Line Items, any changes at thi Detail	click 🛒 in the Detail colur s stage, click Update Order Product code	mn. To change the Order Line Item, click 🖉 in the Amend column. r. Once complete click Submit Order. Product description	Order type	Qty	Price	Total	Delete
r line items view the detail ou have made Amend	Is of the Line Items, any changes at thi Detail	click 😋 in the Detail colur s stage, click Update Order Product code SS3748-02PLUS	nn. To change the Order Line Item, dick 🖉 in the Amend column. r. Once complete click Submit Order. Product description SmartScreen subscription Functional Skills (3748) qualifications in Mathematics (Plus)	Order type SmartScreen	Qty 1	Price 350.00	Total 350.00	Delete
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r line items view the detail ou have made Amend	Is of the Line Items, any changes at thi Detail	clok 🗐 in the Detail colur s stage, click Update Order Product code SS3748-02PLUS	m. To change the Order Line Item, click i in the Amend column. r. Once complete click Submit Order. Product description SmartScreen subscription Functional Skills (3748) qualifications in Mathematics (Plus)	Order type SmartScreen Order total net Customer discount	Qty 1	Price 350.00	Total 350.00 350.00 -350.00	Delete GBP GBP
ir line items view the detai. rou have made Amend	Is of the Line Items, any changes at thi Detail	clok 🗐 in the Detail colur s stage, click Update Order Product code SS3748-02PLUS	m. To change the Order Line Item, click i in the Amend column. r. Once complete click Submit Order. Product description SmartScreen subscription Functional Skills (3748) qualifications in Mathematics (Plus)	Order type SmartScreen Order total net Customer discount VAT/Sales tax	Qty 1	Price 350.00	Total 350.00 -350.00 -350.00 0.00	Delete GBP GBP GBP
view the detai you have made Amend	Is of the Line Hems, any changes at thi Detail	click 🗐 in the Detail colur s stage, click Update Order Product code SS3748-02PLUS	m. To change the Order Line Item, click i in the Amend column. r. Once complete click Submit Order. Product description SmartScreen subscription Functional Skills (3748) qualifications in Mathematics (Plus)	Order type SmartScreen Order total net Customer discount VAT/Sales tax Order total	Qty 1	Price 350.00	Total 350.00 -350.00 -350.00 0.00 0.00	Delete GBP GBP GBP GBP GBP

- 10. Enter your purchase order number in the 'Your PO/Ref' box.
- 12. Click 'Update Order'.
- 13. If you are a new Customer Admin, you will receive a welcome email from

SmartScreen powered by Canvas <u>notifications@instructure.com</u> asking you to finish your registration.

After clicking on '**Click here to finish the registration process**' you will be redirected to a page where you can set the password for your account.



Important note: To make sure you receive notifications from SmartScreen powered by Canvas, please ask your IT department to whitelist the @instructure.com domain.

14. The item will be available in your SmartScreen account within 60 minutes of purchase.

Login and set up your SmartScreen profile 3.

Account login:

- 1. Access SmartScreen via this link.
- 2. Enter your email address and password. If you have forgotten your password, please use the 'Forgot Password?' link.

	nail	
Password	assword	

3. You will be asked to set up Multi-factor Authentication to confirm your identity. You will need to have a mobile phone on hand with Microsoft Authenticator (recommended) or **Google Authenticator** installed. These apps can be downloaded and installed via App Store or Play Store.

Multi-fact	or Authentication
You are required to	o set up multi-factor authentication.
1. Download the from the Goog	free Microsoft Authenticator (recommended) or Google Authenticator ap le Play or the App store.
2. Open the app a the secret key	and follow the instructions to scan the QR code you see below OR enter K4YO3QUF6GAAHCSCKDDCJHXOE4XOP5BY.
	r an far The far Market
	er en
CT160-21A	
3. A one-time pas	sword code will be generated. Enter it in the box below and click 'Verify'.

Open the authenticator app, set up a new entry for Canvas and either scan a QR code or enter the secret key if you are accessing Canvas via smartphone or tablet. How to set-up Microsoft Authenticator app:

	← ADD ACCOUNT	← Add account
+ C* ***	What kind of account are you adding?	Your account provider will display a QR code.
Contoso katywacontoso.com	Personal account	
	Work or school account	
	Q Other (Google, Facebook, etc)	
		I
		OR ENTER CODE MANUALLY

- Click on '+' button.
- Click on the 'Other (Google, Facebook, etc.)' button.
- The App will launch a QR code scanner or you will be able to enter secret key manually.

2

Enter the code generated by the app and click 'Verify'.

If you want multi-factor authentication to remember the computer you are using to log in to SmartScreen, click the '**Remember this computer**' checkbox.

Canvas allows you to generate backup codes that can be used when you have no access to a mobile phone. To generate codes:

- Access your 'Account' > 'Settings' menu.
- Click on 'Multi-Factor Authentication Backup Codes'.
- 10 backup codes will be generated.

[™] Edit settings	
Authentication Backup Codes	

4. After login you will be redirected to the '**Dashboard**' page. Tutors and learners that have been assigned packages will see them there. As a Customer Admin, you will not see any packages on your dashboard.

ity894 Guilđš	Welcome to Canvas! You don't have any courses, so this page won't be very exciting for now. Once you've created or signed up for courses, you'll start to see conversations from all of your classes.	Coming Up Nothing for the next v	3 View Calendar
	Dashboard :	Start a New Con View Grades	ırse
Admin			
ushboard			
alendar			
£34			
Inbox			
Inbox S History			

 You can update your notifications preferences by clicking the 'Notification Preferences' button on the banner on the 'Dashboard' or via the 'Account' menu.

	Notifications. Tell us how and when you would like to be notified of events in Canvas.
Ø	Notification Preferences

Set up your account:

To modify your account settings, access the **'Account**' menu via the main navigation menu. You will have access to the following options:



- **Notifications** update notifications preferences for SmartScreen.
- **Profile** upload your picture or update your name.
- **Files** function to upload with store and view your personal files.
- **Settings** update your time zone, add an additional email address or change accessibility settings.

• Global Announcements – view announcements from City & Guilds.

How to add an additional email address:

You can add additional email addresses to your account to ensure you receive SmartScreen notifications if you are unable to access them via your main email.

Important note: you will not be able to use the additional email address to login into SmartScreen.

To add an additional email:

- 1. Click on 'Account' in the main menu.
- 2. Click on 'Settings'.
- 3. In the section 'Ways to Contact' click '+ Email Address'.
- 4. In the pop-up window add a new email address and click 'Register Email'.
- 5. A confirmation email will be sent to the added address.
- 6. Click on the link in the email to finish your email registration.

Important notes about email addresses:

You must use one email address per role. If you wish to be both a Centre Administrator and, **also**, a Tutor (or Learner) so that you can enrol yourself on courses and view learning content, you will need to create yourself as a new user in the Enrolment Tool using a separate email address for the Tutor (or Learner) role.

You can also only use one email address per SmartScreen account. If your centre has multiple accounts (e.g. for different sites) and you wish to be able to access these, you will need a separate email address for each account. It is not possible to have a single email address across multiple accounts.

Ways to Contact	
Email Addresses	
pseng+cityandguilds 🜟	
+ Email Address	

4. Overview of Admin menu options

Customer Admins and Tutors will have access to the '**Admin**' menu option. This is where you can manage your tutors, learners, and packages.

You will have access to the following options in the 'Admin' menu:

- People list of all users registered to your centre in SmartScreen. You can see users' names, emails, and the date of the last login. Please see <u>Section 5</u> for detailed instructions on how to create new users.
- Enrolment Tool a tool that will allow you to manage your SmartScreen products. Please see <u>Section 5</u> for detailed instructions.
- Analytics provides usage statistics. Please see <u>Section 6</u> for detailed instructions.
- 4. Settings account management options including:
 - a. Admins list of Customer Admins and Tutors
 - b. Announcements view announcements from City & Guilds
 - c. **Reports** available admin reports. Please see <u>Section 6</u> for detailed instructions
 - d. **Apps** list of apps / plug-ins. Currently, external apps cannot be configured for your organisation.

5. Overview of the Enrolment Tool

The '**Enrolment Tool**' is where Customer Admins and Tutors can add Learners and other Tutors to the system and then assign them to products. As a Customer Admin you will see all purchased products, while a Tutor will only have visibility of the products they are assigned to.

Accessing the Enrolment Tool



- 1. Click on the 'Admin' menu.
- 2. Click on your **Centre Number** (in the above example that is 000113).
- 3. Click on the 'Enrolment Tool' to access a version of the screenshot below.

 000113 > En	rolment Tool							
People	Purchases	User Creation	Product Allocatic	n Learner A	Allocation En	rolment Tool S	Support	
Enrolment Tool Settings	Licences and Subscriptions Select purchases to assign tutors and learners						Bulk assig	n with template
	Q							
	Product Na	ime	SS Code	Product Type	Торіс	Licences Available	Start Date	End Date
	9301 Au Apprent Enhance	itomotive iceship Package: ed	SS9301- OP	Subscription	Automotive	-	28/04/2025	▶ 20/06/2025
	4692 Di ESOL -	gital Learning Hub for free starter package	SS0020- 4692	Licence	ESOL	10/10	28/04/2025	27/04/2026
	7290 Le Light Ve and Rep Learning	evel 2 Diploma in chicle Maintenance pair Principles: e- g	SS0141- 729012L2E	Licence	Automotive	6/10	28/04/2025	27/04/2026

The Purchases Tab

The '**Purchases**' **tab** shows all your SmartScreen resources. You can assign products to your Learners and Tutors via this tab.



This tab allows you to view:

Product Name – these are the products your centre has purchased.

SS Code – the unique product code as specified on the Walled Garden.

The Product Type – this indicates if the product is a per-licence or subscription-based product.

The Topic – this is usually the industry area (Construction, Hairdressing etc.).

Licences Available – e.g. 100/100 would mean there are 100 licences available to allocate.

Start Date and End Date – when the product was purchased and is set to expire.

ty <mark>8</mark>	Courses	Purchases	User Creation	Product Allocatio	n Learner A	Ilocation En	rolment Tool S	upport		
	People	Licence	Licences and Subscriptions				2	Bulk assign with template		
	Statistics									
count	Permissions									
⊗ dmin	Outcomes	Product Na	Droduct Name		Product	Topic	Licences	Start Date	End Date	
<u></u>	Rubrics			00 0000	Туре	торіс	Available	Otart Date		
ے۔ hboard	Grading	9301 Au Apprent	itomotive iceship Package:	SS9301-	Subscription	Automotive	-	28/04/2025	▶ 20/06/2025	
<u> </u>	Question Banks	Enhance	ed	OF						
urses	Sub-Accounts	4692 Di ESOL -	gital Learning Hub for free starter package	SS0020- 4692	Licence	ESOL	10/10	28/04/2025	▶ 27/04/2026	
endar	Account New Calendars	7290 Le	evel 2 Diploma in Light	SS0141-	Liconco	Automotivo	2/10	28/04/2025	27/04/2026	
34	Analytics Hub	Repair F	Principles: e-Learning	729012L2E	LICENCE	Automotive	2/10	20/04/2023	21/04/2020	
xoc	Enrolment Tool	3001 Er	ntry 3/Level 1	000001		Hairdressing				
tory	Admin Tools	Award/C an Intro	duction to the Hair	SS3001- LV1	Subscription	and Beauty Therapy	-	28/04/2025	27/05/2026	
2	ePortfolio Moderation	and Bea	iulv Secior							
elp 🗸	Settings									



2

You can use Search to find your required package. You can search by Product Name, Product Type, or Topic.

To bulk assign multiple Tutors or Learners to products click on '**Bulk assign with template**'.

People	Product Name	SS Code	Product Type	Торіс	Licences Available	Start Date	End Date
Enrolment Tool Settings	9301 Automotive Apprenticeship Package: Enhanced	SS9301- OP	Subscription	Automotive	-	28/04/2025	▶ 20/06/2025
	4692 Digital Learning Hub for ESOL - free starter package	SS0020- 4692	Licence	ESOL	10/10	28/04/2025	▶ 27/04/2026
	7290 Level 2 Diploma in Light Vehicle Maintenance and Repair Principles: e- Learning	SS0141- 729012L2E	Licence	Automotive	6/10	28/04/2025	▶ 27/04/2026
	3001 Entry 3/Level 1 Award/Certificate/Diploma in an Introduction to the Hair and Beauty Sector	SS3001- LV1	Subscription	Hairdressing and Beauty Therapy	-	28/04/2025	▶ 27/05/2026
	6707 Level 2 Diploma in Painting and Decorating	SS0035- 6707-LV2	Subscription	Construction	-	28/04/2025	▶ 01/07/2025
	1 Purchase selected			3	Assig	n Tutors	Assign Learners

Select the user type you wish to enrol to the package by clicking on 'Assign Tutors' or 'Assign Learners'.

3

Bulk assign products





Download the template CSV file. If you have done uploads before, you can modify previously used files.

Enter the SmartScreen product codes and Canvas user ID in the file.

	А	В
1	product_ss_code	canvas_user_id
2	SS1234	1
3		

There are two ways to find Canvas user ID:

 Go to the 'Settings' tab in the Admin menu and click on 'Reports'. Run 'Provisioning' report by clicking 'Configure report' and select 'Users CSV'.

999990 > Set	ings
People	Admins Announcements <u>Reports</u> Apps
Enrolment Tool	Name
Analytics	Course storage ③
Settings	Eportfolio Report ?

• Go to the 'People' tab in the 'Admin' menu. Find and click on the relevant

https://cityandguilds.instructure.com/accounts/106/users/119

learner. The Canvas user ID is the number at the end of the URL.

Important note: users need to be registered in SmartScreen before a product can be assigned to them.



Upload the file by clicking the 'Upload template file' button.

• For licensed and subscription products – Learners will be enrolled and will see the product appear on their '**Dashboard**'.



You will see up to five recent uploads in the '**Recent Imports**' section. To see any warning notifications raised during the upload, click the 'warnings.csv' link. Warnings can include errors like duplicated enrolments, or incorrect or missing products.

After the upload has been processed, the Learner will see the package in their '**Dashboard**'.

The User Creation Tab

This tab is used to create either individual users or organise bulk uploads.

City8	000113 > En	rolment Tool	
	People	Purchases	ser Creation Product Allocation Learner Allocation Enrolment Tool Support
Account	Enrolment Tool	User Creat	tion
S Admin	Settings 1	Add Individual Use	er Bulk Add Learners 2
Co Dashboard		Full nam	ne
Courses		Display nam (optiona	al)
Calendar		Sortable nam	People will see this name in discussions, messages and comments
Ē		(optiona	This name appears in sorted lists
Inbox		Ema	ail
History		ema	If unchecked, the login URL and user email will need to be communicated
(?) Help			with the new user outside of Canvas, in order for them to create a password and access the system.
		Create as Customer Admi	in
		Create as a Tuto	or If neither Customer Admin or Tutor is checked, the user will be created as a Learner by default
			Add User

How to create new SmartScreen users:

To create a new user access, select 'Admin' > 'Enrolment Tool' > 'User Creation'.

You will have two options:



Add Individual User. This can be a new customer admin, tutor or learner. Bulk Add Learners by uploading a CSV file.

How to create a single user:

- 1. Click on the 'Add individual user' tab.
- 2. Enter the user's first name, last name, and email address.

- 3. Leave '**Notify user via email'** ticked to ensure the new user receives the activation email that will allow them to set their password. **This is important.**
- Select role for the user by ticking 'Create as a Customer Admin' or 'Create as a Tutor'. Please remember that you can tick only one of the boxes. If none of the boxes are ticked, the new user will be created with a Learner role by default.
 Click 'Add User'.

000113 > Enr	olment Tool								
People	Purchases	User Creation	Product Allocation	Learner Allocation	Enrolment Tool Support				
Enrolment Tool	User Creation								
Settings 1	Add Individual	User Bulk Ad	ld Learners						
	2 Full	name							
	Display (opti	name ional)							
	Sortable	People will s	see this name in discussion	s, messages and comment	S				
	(opt	ional) This name a	appears in sorted lists						
	I	Email							
	3 Notify us	er via email If unchecked with the new password an	d, the login URL and user e v user outside of Canvas, in nd access the system.	mail will need to be commu a order for them to create a	nicated				
4	Create Customer A	e as a dmin							
	Create as a	Tutor If neither Cu	istomer Admin or Tutor is cl / default.	hecked, the user will be crea	ated as				
		5	Add U	ser					

How to create multiple Learners:

- 1. Click on the 'Bulk Add Learners' tab.
- 2. Download the CSV template (or use a previous one).
- 3. Enter Learners' full names, email addresses, display names, and sortable names.

	Α	В	С	D
1	full_name	email	display_name	sortable_name
2	John Doe	john@gmail.com	john_doe	John Doe
3				

- 4. Upload the file by clicking the 'Upload learner template file' button.
- 5. You will see five recent uploads in the '**Recent Imports**' section. If any warnings were raised during upload process, click the 'warnings.csv' link.

dd Individual I Iser	Bulk Add Learners			
du mumuual User	Duik Aug Leathers			
Step 1	alata fila ta import vour da	to		
Only Learners car	n be uploaded via a bul	import. Please ensure vo	ou are happy with any Learner data before upload	ing this file. You will not be able to make any
once confirmed.				
Developed	a de acorda de la constante de			
Download learne	r template file			
Notify Learner	via email			
Notify Learner	via email ogin URL and user email	vill need to be communicat	ted with the Learner outside of Canvas, in order fo	r them to create a password and access the
Notify Learner If unchecked, the lo system.	via email ogin URL and user email [,]	vill need to be communicat	ted with the Learner outside of Canvas, in order fo	r them to create a password and access the
Notify Learner If unchecked, the k system. Step 2	via email ogin URL and user email r template file with your d	vill need to be communicat	ted with the Learner outside of Canvas, in order fo	r them to create a password and access the
Notify Learner If unchecked, the lo system. Step 2 Upload the Learner	via email ogin URL and user email r template file with your d	vill need to be communicat ata. This process may take	ted with the Learner outside of Canvas, in order fo a few minutes depending on file size. You can lea	r them to create a password and access the we the page and come back.
Notify Learner If unchecked, the lo system. Step 2 Upload the Learner Upload learner te	via email ogin URL and user email r template file with your d mplate file	vill need to be communicat ata. This process may take	ted with the Learner outside of Canvas, in order fo a few minutes depending on file size. You can lea	r them to create a password and access the we the page and come back.
Notify Learner If unchecked, the lo system. Step 2 Upload the Learner Upload learner te	via email ogin URL and user email r template file with your d implate file	vill need to be communicat ata. This process may take	ted with the Learner outside of Canvas, in order fo a few minutes depending on file size. You can lea	r them to create a password and access the
Notify Learner If unchecked, the lo system. Step 2 Upload the Learner Upload learner te	via email ogin URL and user email r template file with your d mplate file	vill need to be communicat ata. This process may take	ted with the Learner outside of Canvas, in order fo a few minutes depending on file size. You can lea	r them to create a password and access the
Notify Learner If unchecked, the le system. Step 2 Upload the Learner Upload learner ter Recent imp	via email ogin URL and user email r template file with your d mplate file	vill need to be communical	ted with the Learner outside of Canvas, in order fo a few minutes depending on file size. You can lea	r them to create a password and access the
Notify Learner If unchecked, the lo system. Step 2 Upload the Learner Upload learner te Recent imp	via email ogin URL and user email r template file with your d mplate file	vill need to be communical	ted with the Learner outside of Canvas, in order fo a few minutes depending on file size. You can lea	r them to create a password and access the
Notify Learner If unchecked, the lo system. Step 2 Upload the Learner Upload learner te Recent imp File	via email ogin URL and user email r template file with your d mplate file	vill need to be communical	ted with the Learner outside of Canvas, in order fo a few minutes depending on file size. You can lea Import time	r them to create a password and access the we the page and come back. Warnings
Notify Learner If unchecked, the le system. Step 2 Upload the Learner Upload learner te Recent imp File bulk_create_user	via email ogin URL and user email r template file with your d mplate file DOITS	vill need to be communical	ted with the Learner outside of Canvas, in order fo a few minutes depending on file size. You can lea Import time June 16 2023 14:50	r them to create a password and access the we the page and come back. Warnings No Warnings

How to remove a user from SmartScreen:

- 1. After their subscription or licence ends, Learners and Tutors will no longer have access to the products.
- To permanently remove a user from SmartScreen, please contact our Customer Support by emailing digitalsales@cityandguilds.com or call the team on 01924 206709.

The Product Allocation Tab

The '**Product Allocation**' tab allows you to allocate Tutors and Learners to the products you have purchased.

- 1. You can search for a specific Learner via the search function, or Learners are organised alphabetically in the list.
- 2. You can allocate products to Learners by clicking on the pen icon on the right- hand side of the screen.

00113 > Enro	olment Tool									
Purchases	User Creation	Product All	location Learner Al	ocation Enrolment Tool Support						
Product	Allocation									×
Allocate tutors	s and learners to Sma	artScreen pr	oducts				Edit P Katie Kirb	roducts		
Canvas User ID	User	Role	SmartScreen User ID	Email	Number of Licences and Subscriptions		Q Sele	ect Product		\checkmark
2411	Ben Bailey	Tutor	ET101702_000113	benj@getnada.com	0	9	2		-	
2412	Bill Smith	Learner	ET101703_000113	bsmith@getnada.com	0	9	Cancel	Save Changes		
2409	CfPyAsOcRNjb	Learner	ET101700_000113	CfPyAsOcRNjb@learner.com	1	9				
2413	Hannah Williams	Tutor	ET101704_000113	hwilliams@getnada.com	0	9				
2360	Jarvis Blackburn	Tutor	ET101667_000113	jarvis.blackburn@cityandguilds.mailinator.com	3	and a second				
2414	Katie Kirby	Learner	ET101705_000113	kkirby@getnada.com	0	9				
2361	Lily Mcpherson	Learner	ET101668_000113	lily.mcpherson@cityandguilds.mailinator.com	3	9				
2410	TDjHeEOFMYCu	Tutor	ET101701_000113	TDjHeEOFMYCu@tutor.com	0	9				
2407	uOuycyWIGTzPa	Learner	ET101699_000113	uOuycyWIGTzPa@cityandguilds.mailinator.com	0	9				

3. Once you have selected the product for the Tutor or Learner in question, click '**Save changes**'.

To view and edit licences and subscriptions assigned to a user, click on the pen icon again.

Edit P Primary U	roducts	
Q Sele	ct Product	\sim
Level 2 [Diploma in Plumbing Studies	×
Level 2 A	Autocare Technician (up to 50 us	×
L2 Dip L	✓ Maintenance Enhanced up to 50	×
L3 Elect	otech qualification	×

• To add a licence or subscription to a Learner, select the product in the '**Select Product**' drop-down and then click '**Save Changes**'.

• To remove the licence or subscription click on the '**x**' button and then click '**Save Changes**

The Learner Allocation Tab

The 'Learner Allocation' tab will allow you to assign topics and Learners to your Tutors.

- Tutors will be automatically assigned to all packages on which their Learners are enrolled.
- Tutors will only be able to see products assigned to them in the enrolment tool.

Purchases User Creatic	Product Allocation Learner Allocation Enrolment Tool Support Review Enrolments	
earner Allocatio	n	
his is where you can allocat	e learners to tutors	
Q		
Tutor	Торіс	Number of Learners
New Tutor	Transport Maintenance	1
Ninety Tutor	Learning, Transport Maintenance	1 2
		0

- 1. Use the search function to find the relevant Tutor.
- 2. Click on the pen icon to open the editing menu.

Important note: the same Learner cannot be assigned to more than one Tutor for the same topic.

		×
Edit Tutor		
Q Choose Topic	~	
Assigned Topics		
Q Choose Learner	~	
Assigned Learners		
Cancel Save Changes		

• Select the topic from the '**Choose Topic**' drop-down field and click the '**Save Changes**' button.

• Select the learner from the '**Choose** Learner' drop-down field and click the '**Save** Changes' button. If you have any questions about the Enrolment Tool, please contact our Digital Sales <u>digitalsales@cityandguilds.com</u> team or fill in a short form on the '**Enrolment tool support**' tab.

Purchases	User Creation	Product Allocation	Review Enrolments	Learner Allocation	Enrolment Tool Support
Enrolme	ent Tool Sup	oport			
Centre Numb	per				
Name					
Email					
Telephone (o	ptional)				
SmartScreen	User ID (optional)				
Please descr	ibe your issue				

6. SmartScreen reporting

You can monitor how people are using the learning materials on SmartScreen. This is a great way to see your Learners' activity time, and what material they are currently working on or have completed.

SmartScreen has two reporting options:

- Analytics an overview of user activity,
- Reports generate detailed reports related to your Tutors and Learners.

SmartScreen Analytics

To access Analytics, go to the **Admin** menu.

Account analytics shows you how many products, Tutors (called Teachers in Analytics), Learners (called Students in Analytics), assignments and discussions are active.

The City and Guilds of London Institute > Analytics > Default Term									
					1 < Defau	It Term			
29 Courses	4 Teachers	13 Students	55 Assignments	25 Discussion Topics	1,050 Files Uploaded	1 Media Recordings			

For each term, Analytics includes the following overview:

- Courses indicates the number of active products in your account.
- **Teachers** indicates how many unique Tutors have had activity within the selected term. If one user is a Tutor in five packages, the statistic will show as one Tutor.
- Students indicates the same statistics as Tutors but relate to Learners.
- **Assignments** indicates the number of assignments submitted to the active product.
- **Discussion Topics** indicates the number of discussion topics posted to products.
- Files Uploaded indicates the number of files uploaded by City & Guilds to your products.
- **Media Recordings** indicate the number of media objects uploaded by City & Guilds to active packages, such as video, audio, and music files.

By default, analytics are shown in a graph format. There are three types of graphs: Activity by Date, Activity by Category, and Grade Distribution. The **Activity by Date** graph shows all activity for all users enrolled in a package. The x-axis represents the dates, while the y-axis represents the number of page views. Dark blue bars represent participation in the account. If a date only includes page views, the bar displays as light blue.



The graph changes the bar display according to the length of time:

- Activity that is less than six months old displays bars as daily activity. At six months bars are displayed as weekly activity, and at approximately a year, bars are displayed as monthly activity.
- The weekly view shows the first and last date for the week; the monthly view shows the month and the year.

To view the details of the bar graph, hover over the specific bar you want to view. Browser window size, zoom level, and screen resolution may also change how the bars display.

The **Activity by Category** graph shows all activity in the account by feature category. The x-axis represents activity by category, while the y-axis represents the number of page views. The General category refers to the top-level page views of the package that are not counted in the more specific categories. The Other category refers to all the other page views that were not recognised.



To view the details of the bar graph, hover over the specific bar you want to view.

The **Grade Distribution** graph shows the distribution of grades for all enrolled learners for packages with assignments. The x-axis represents the percentage of grades, while the y-axis represents the percentage of active and concluded enrolments.

Grad	le Dis	tributio	on																	
6% -																				-
4% -																				+
2% -																				+
0% -																				
	0 5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100

The graph bars are shown as peaks representing the grades for the majority of learners on the continuum. A peak on the left end of the chart could mean learners are struggling with a package. A peak on the right end of the chart could mean learners are responding to package material and participating in the package.

To view the details of the bar graph, hover over the specific bar you want to view.

View Analytics in table format

To view analytics without hovering over graph columns, you can view all data in a table format. To switch to the table format, click the Analytics icon (screenshot below). The icon will switch from the left side to the right, indicating the current analytics view.



Tables apply to every graph on its respective page, and each column defines the data within its respective graph. Graphical data is displayed by column.

Each table is paginated to 30 entries per page; additional pages can be viewed by advancing to the next page.

SmartScreen reports

To access SmartScreen reports:

- a) Click on 'Admin'.
- b) Click on your centre number.
- c) Click on 'Settings'.
- d) Click on the 'Reports' tab.



SmartScreen has several pre-set reports that can provide you with detailed information on grades, usage, user activity, etc. You will find more details about the most relevant reports below. To view a description of each report, click on the '?' button. See the next page.

To run a report, click the '**Configure**' or '**Run Report**' button. If you click the 'Configure' button, you will be required to enter parameters to run the report. Please select the option 'All Terms'. See the next page.



If any Admin or Tutor has generated a report, you can download the result. See the next page.

Admins Announcements Reports A	pps	
Name	Last Run	Run Report 2
Course Storage ?	Never	Configure
Eportfolio Report (?)	Never	Configure
Grade Export (?)	Never	Configure
LTI Report ②	Never	Configure
Last Enrollment Activity (?)	May 9 at 1:04pm (Term: All Terms;) \downarrow	3 Configure
Last User Access ⑦	Never	Configure
Multiple Grading Periods Grade Export (?)	Never	Configure
Outcome Export (?)	Never	Run Report
Outcome Results (?)	Never	Configure
Proserv Provisioning Report ②	Never	Configure
Provisioning ⑦	Never	The report is running. You'll receive an email when it is done.

Key SmartScreen reports:

- Grade Export this report shows the final grade results for all Learners. The resulting CSV file will have one row per enrolment and will show the current and final grades.
- Last User Access this report shows the last login for active users. Please note, 'Last Access At' is updated once every 10 minutes. That is our current threshold to determine the activity for any given user session.
- 3. **Outcome Results** this report shows the learning outcome results for all learners. The resulting CSV file will have one row per user-outcome-result pair and will show the details of the result, including the associated assignment.
- 4. **Provisioning** this report will export all the relevant information that relates to registered users, Admina, Tutors, packages, enrolments and other categories.
- User Course Access Log this report shows all the activity from users enrolled in all packages. The resulting CSV file will have one row per Learner activity. A maximum of one month's data will be retrieved. By default, it will return data from the beginning of the previous week.

6. **Zero Activity** – this report shows all the learners enrolled in any course. The resulting CSV file will have one row for all learners that have not visited the course in the dates you are searching for.

Using the Calendar function

The **Calendar** function allows you to create personal events to track any activity related to SmartScreen content. Tutors can create events associated with certain packages that will be visible to all Learners and Tutors enrolled on these packages.

To create an event:

- 1. Click on 'Calendar' in the main menu.
- 2. Click on '+' button.
- 3. In the new window enter details of the event.
- 4. Click 'Submit'.



Event			
Title:			
Input Event Title			
Date:			
Wed, May 10, 2023	3		
From:		То:	
Start Time	\sim	End Time	\sim
Location:			
Input Event Locatio	n		
Calendar:			
Jane Smith			\sim

Created events will be visible on the 'Dashboard'.

Using the Inbox function

SmartScreen has an internal messaging function. Admins and Tutors can message all users. Learners can only reply to received messages. After the message is sent it will trigger an email notification to the recipient which includes the text of the message.

To send a message:

- 1. Click on 'Inbox' in the main menu.
- 2. Click on the pencil icon.
- 3. If you are enrolled on the product and the message is related to it, select the required product from the drop-down menu.
- 4. Start entering the recipient's name or click on the person icon to see all users.
- 5. Enter subject and text.
- 6. You can attach a file or record a video.
- 7. Click 'Send'.
- 8. To view sent messages, select 'Sent' from the drop-down menu[CE1].



Here to help

You can find links to the User Guides and SmartScreen webpages in the 'Help' menu.

The '**SmartScreen Help**' button on the right-hand side of the screen provides relevant support articles based on the page you are on. Click on it to view help articles related to the page you are interested in. The button can be moved around the screen.

If you have a question, which has not been answered here, do not forget that we have a SmartScreen team to support you.

Email <u>digitalsales@cityandguilds.com</u> or call the team on 01924 206709. Calls to this number are charged at local rates.

Appendix 1: SmartScreen roles matrix

SmartScreen Activity	Customer Admin	Tutor	Learner
View the list of users	\checkmark	\checkmark	×
Create new users	~	×	×
Set users as Customer Admins or Tutors	\checkmark	~	×
Remove users*	×	×	×
View list of purchased packages**	\checkmark	\checkmark	×
Access package content**	×	~	
Access e-learning materials**	×	\checkmark	\checkmark
View course announcements**	\checkmark	~	×
View and create discussions**	×	\checkmark	×
View list of people enrolled into a product and their role**	~	~	×
Create collaborations**	×	×	×
Participate in a collaboration**	×	×	×
View New Analytics**	×	\checkmark	×
Assign Learners to packages	~	\checkmark	×

Manage allocation of products and Learners to Tutors	~	×	×
Send enquiries to City & Guilds via SmartScreen	~	×	×
View analytics on the institution level	\checkmark	×	×
Run and view administrative reports	\checkmark	\checkmark	×
Manage own profile: name, picture, notification preferences, time zone	~	~	~
Edit profiles of other users*	×	×	×
Create private calendar events	~	\checkmark	~
Create calendar events associated with products**	×	~	×
Send messages to other SmartScreen users	~	~	×
Reply to received messages	×	~	~
Access 'Help' menu	\checkmark	\checkmark	~
Access Customer Admin and Tutor guides in the 'Help' menu	~	~	×
Access Learner guide in the 'Help' menu	\checkmark	\checkmark	~

* Please contact City & Guilds SmartScreen support

** Available only to users who are enrolled into a product



Contact us

Giltspur House 5-6 Giltspur Street London EC1A 9DE general.enquiries@cityandguilds.com 01924 930 801 www.cityandguilds.com

About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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