
SmartScreen

SmartScreen user guide

To support centre administrators and tutors with registering learners, purchasing subscriptions, accessing learning resources, managing licences and reporting.

Version 1

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For external use



Document revision history

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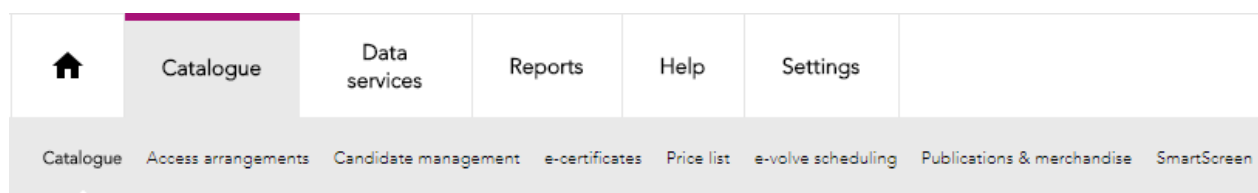
Order SmartScreen products and resources (subscriptions)

Before accessing the teaching and learning materials on SmartScreen, you will need to purchase the subscription for the qualification on Walled Garden. This is our secure, online administration tool. If you do not have access to Walled Garden, a colleague with administration rights can do this for you.

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

To purchase a SmartScreen subscription on Walled Garden:

1. Login to the Walled Garden www.walled-garden.com
2. Select <Catalogue>
3. Select <SmartScreen>



4. If you know the SmartScreen code, you can enter it in the search box or you can click <Show All>
5. Select the item you want from the list
6. Choose a start date
7. Choose the subscription type:
 - Annual – subscription lasts for a fixed 12-month period
 - Rolling – subscription will automatically renew each year
 - Licence – dedicated subscriptions to a single user account
8. Choose the SmartScreen administrator for the subscription
9. Type the quantity
10. Click <Continue>

Search



Search results

To navigate, use the scroll bar and sort options. You can sort on any of the columns below by clicking on the column heading.
To select the SmartScreen subscription, click on the check box, enter the subscription start date, if different from the date shown. Click Continue.
Click the help icon for information on the difference between annual and rolling and for your SmartScreen administrator.

Select	Product code	Description	New Subscription Start Date	Subscription Type	SmartScreen Administrator	Qty
<input type="checkbox"/>	SS3692-LV1	SmartScreen Subscription: Level 1 Certificate in ESOL Skills for Life	29.06.2018	Rolling	test accounts	
<input type="checkbox"/>	SS3692-LV2	SmartScreen Subscription: Level 2 Certificate in ESOL Skills for Life	29.06.2018	Rolling	test accounts	
<input type="checkbox"/>	SS3748-01	SmartScreen subscription Functional Skills qualifications in English (Standard)	29.06.2018	Rolling	test accounts	
<input type="checkbox"/>	SS3748-01PLUS	SmartScreen subscription Functional Skills (3748) qualifications in English (Plus)	29.06.2018	Rolling	Demo Account	
<input type="checkbox"/>	SS3748-02	SmartScreen subscription Functional Skills qualifications in mathematics (Standard)	29.06.2018	Rolling	test accounts	
<input checked="" type="checkbox"/>	SS3748-02PLUS	SmartScreen subscription Functional Skills (3748) qualifications in Mathematics (Plus)	29.06.2018	Rolling	Test Account	
<input type="checkbox"/>	SS3748-03	SmartScreen subscription Functional Skills Qualifications in Information and Communication Technology (Standard)	29.06.2018	Rolling	test accounts	
<input type="checkbox"/>	SS3748-03PLUS	SmartScreen subscription Functional Skills (3748) Qualifications in Information and Communication Technology (Plus)	29.06.2018	Rolling	test accounts	



11. Enter your purchase order number




Your PO / Ref. * Your PO


Deliver to  SAP Test U...1A Giltspu...London 

Payment method On Account ▼

Order line items

To view the details of the Line Items, click  in the Detail column. To change the Order Line Item, click  in the Amend column. If you have made any changes at this stage, click **Update Order**. Once complete click **Submit Order**.

Amend	Detail	Product code	Product description	Order type	Qty	Price	Total	Delete
		SS3748-02PLUS	SmartScreen subscription Functional Skills (3748) qualifications in Mathematics (Plus)	SmartScreen	1	350.00	350.00	

Order total net	350.00	GBP
Customer discount 	-350.00	GBP
VAT/Sales tax	0.00	GBP
Order total	0.00	GBP

Update Order

12. Click <Update Order>

The item will be available in the administrator's SmartScreen account within 30 minutes of purchase.

Registering users

Tutors, learners or apprentices need to be registered on SmartScreen to access the materials and tools. This is the 'self-registration' process.

As a SmartScreen administrator, you can do this in two ways:

- Automated – to trigger an email to the learner or tutor inviting them to register
- Manually – where you create each individual user account

*We strongly recommend you use the **automated** method as this is a much easier process.*

Automated

1. Log in to your SmartScreen account
2. Click on <Centre Admin>
3. Click on <Self-Registration>
4. Add the email address of the user you wish to create.
5. Choose the user type
6. The user will be sent the self-registration email. You can change the email text but do NOT change the link code ("%FOLLOWLINK%") as this is what the user needs to register when they receive the email. *The same email goes to all users, so if you change it, make sure it makes sense whether they're a tutor or learner or apprentice*
7. Click <Send Email>

The screenshot shows the 'Send self-registration emails' interface. On the left is a sidebar with a 'Centre admin' menu containing 'Users', 'Subscriptions', 'Self-Registration' (highlighted), and 'Assign Centre Administrators'. The main area has a top navigation bar with 'MY SUBJECTS', 'CENTRE ADMIN', 'CONTENT ADMIN', and 'REPORTS'. Below this is a blue button 'Send self-registration emails'. The form includes an 'Email address' field with 'ian.smith@email.com' and an 'UPLOAD EMAIL ADDRESSES' button. A section titled 'Registering Multiple Emails' with a sub-note 'Type multiple email addresses, separated by a comma.' is present. Below this are dropdowns for 'User types' (set to 'Learner') and 'Subject' (set to 'Your new SmartScreen Account'). The 'Body' field contains a pre-written email template with a placeholder '%FOLLOWLINK%'. At the bottom are 'SEND EMAIL' and 'CANCEL' buttons.

Home » Centre Admin » Self-registration

MY SUBJECTS CENTRE ADMIN CONTENT ADMIN REPORTS

Centre admin

- Users
- Subscriptions
- Self-Registration**
- Assign Centre Administrators

Send self-registration emails

Email address* **UPLOAD EMAIL ADDRESSES**

Registering Multiple Emails
Type multiple email addresses, separated by a comma.

User types

Subject

Body

Your SmartScreen administrator has invited you to self register so you can access the support resources.

%FOLLOWLINK%

When you have clicked on the link you will be asked to enter some details and choose the subscriptions you require access to. You will then receive an email from SmartScreen asking you to validate your email address.

Once this step has been completed, pending approval by your tutor, you can go to <http://www.smartscreen.co.uk> and log in using your email address and chosen password.

If you have any questions please contact City & Guilds on 0844 543 0000 Option 5 or email centresupport@cityandguilds.com

Kindest Regards

SEND EMAIL **CANCEL**

Manual

1. Click on <Centre Admin>
2. Click on <Users>
3. Select <Add A New User>

The screenshot shows the 'CENTRE ADMIN' section of the SmartScreen interface. On the left, a sidebar contains 'Centre admin' (selected), 'Users', and 'Subscriptions'. The main content area is titled 'User Administration' and includes the instruction: 'Click the button below to create a new user within your centre.' Below this instruction are two red buttons: 'ADD A NEW USER' and 'UPLOAD USERS'. At the top right, there are links for 'MY SUBJECTS' and 'CENTRE ADMIN'. A breadcrumb trail at the top left reads 'Home > Centre Admin > Users'.

4. Complete the mandatory fields
5. Click <Save Changes>

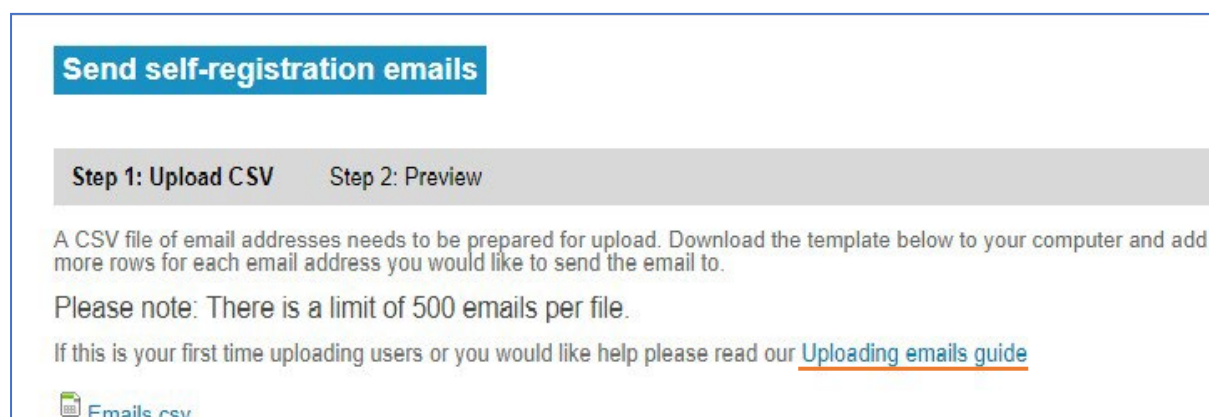
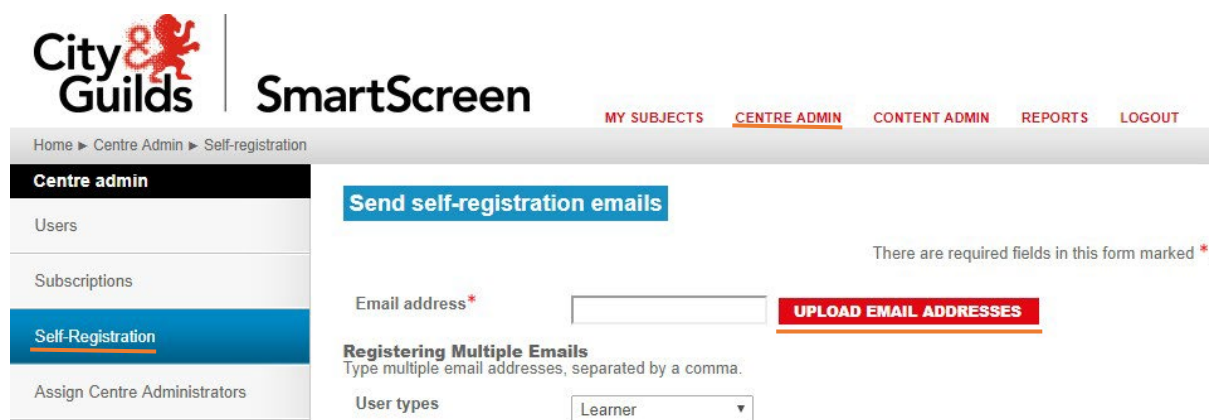
The screenshot displays the 'Add A New User' form. At the top, a note states: 'The username must be a valid email address [the email address will become the username for log in].'. The form contains the following fields and options:

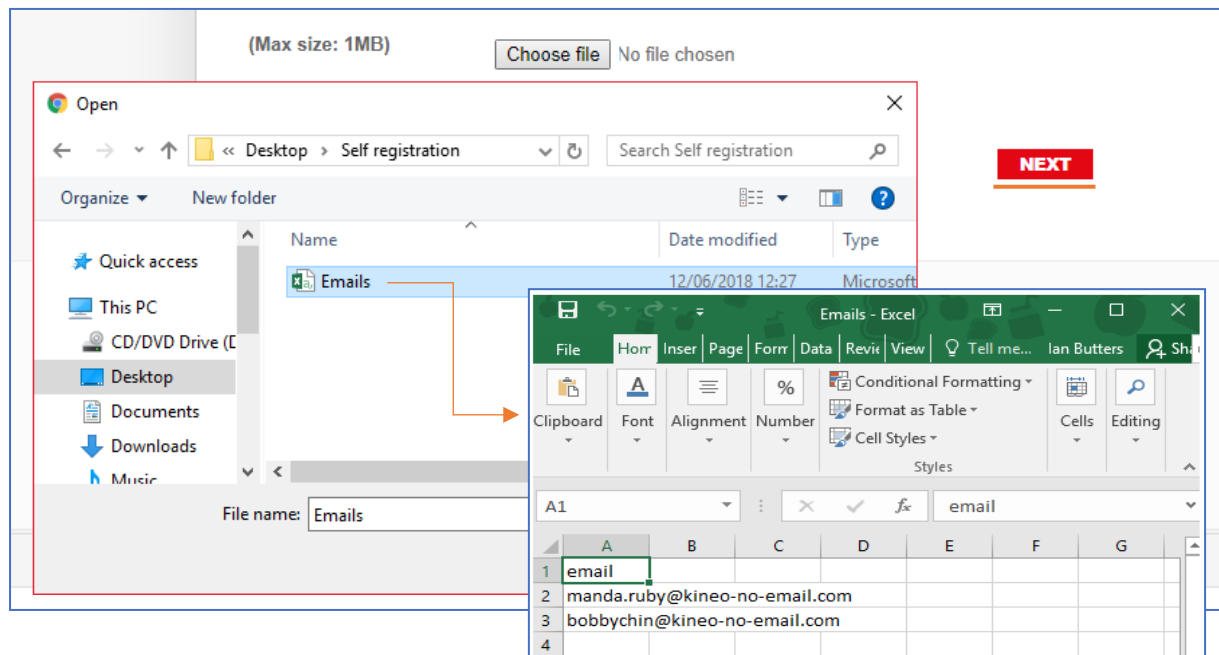
- Username***: Text input field.
- New password***: Text input field with a help icon (?). A note above it says 'The password must have at least 8 characters'. An 'Unmask' checkbox is located to the right.
- Force password change**: A checkbox with a help icon (?).
- First name***: Text input field.
- Surname***: Text input field.
- City/town***: Text input field.
- Select a country***: A dropdown menu currently showing 'Ireland'.
- Date of Birth**: A checkbox labeled 'Not Stated'.
- Gender**: A dropdown menu.
- Candidate Number**: Text input field with a help icon (?).
- Cohort**: Text input field.
- Keywords**: Text input field.

At the bottom of the form are two red buttons: 'SAVE CHANGES' and 'CANCEL'.

You can also bulk upload users by selecting <Upload Email Addresses> on the self-registration page.

1. Select <Upload Email Addresses>
2. Select the Emails.csv template and add the users' emails to the excel form.
3. Save the csv document on your computer
4. Select <Choose File> and select your csv document
5. Select <Next> and then select <Continue>.





! IMPORTANT !

Once you've loaded users by the automated process, they will receive an email from SmartScreen.

The email includes a link, username and password.

Once they've logged in, this effectively completes their registration and you can now assign them the materials and tools (subscriptions) – see page 9.

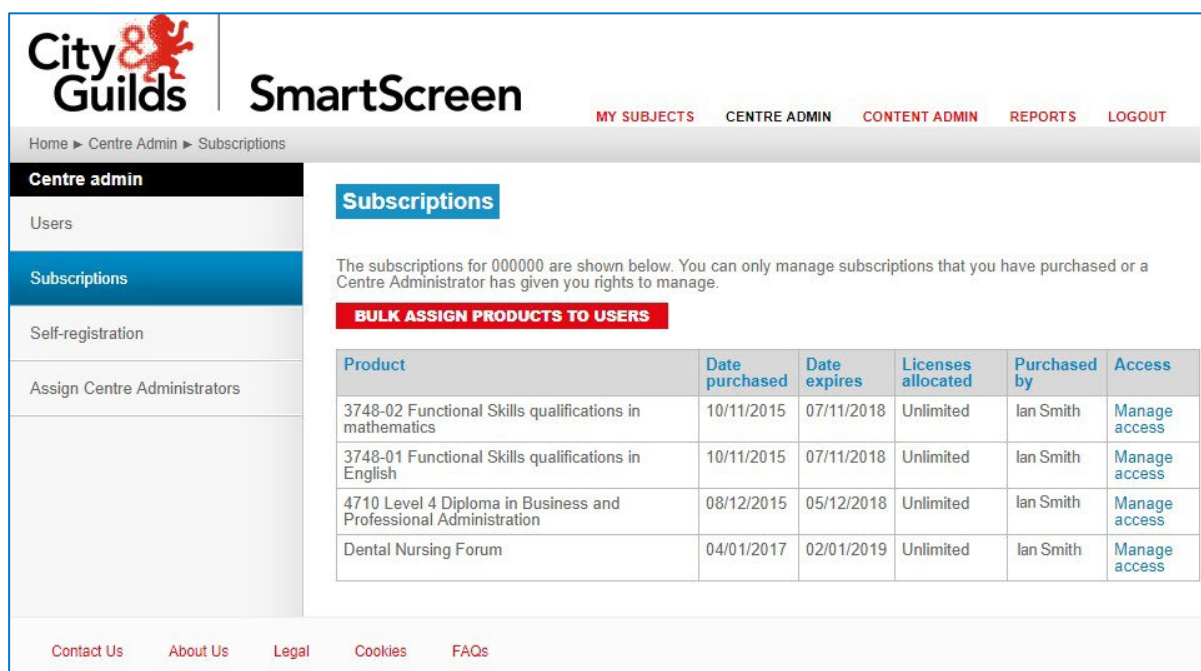
You cannot assign them to the materials and tools until they have completed this registration.

Assigning SmartScreen products to tutors and learners

Once you have users (tutors, learners or apprentices) registered on SmartScreen, and you have the subscriptions from Walled Garden, you will need to connect the two.

You must give users access to the products before they can start using them.

1. Click on <Centre Admin>
2. Click on <Subscriptions>
3. Find the product you want and click on <Manage Access>
4. Select the user type (Learners, Tutors, Centre Admins)
5. Click <Select Learner> or <Select Tutor>
6. Search for the user by scrolling down or use the search function
7. Once the user has been selected, click <Save>.



The screenshot shows the City & Guilds SmartScreen web interface. The top navigation bar includes links for MY SUBJECTS, CENTRE ADMIN, CONTENT ADMIN, REPORTS, and LOGOUT. The left sidebar contains links for Centre admin, Users, Subscriptions (highlighted), Self-registration, and Assign Centre Administrators. The main content area is titled 'Subscriptions' and displays a table of subscriptions for user 000000. A red button labeled 'BULK ASSIGN PRODUCTS TO USERS' is visible above the table.

Product	Date purchased	Date expires	Licenses allocated	Purchased by	Access
3748-02 Functional Skills qualifications in mathematics	10/11/2015	07/11/2018	Unlimited	Ian Smith	Manage access
3748-01 Functional Skills qualifications in English	10/11/2015	07/11/2018	Unlimited	Ian Smith	Manage access
4710 Level 4 Diploma in Business and Professional Administration	08/12/2015	05/12/2018	Unlimited	Ian Smith	Manage access
Dental Nursing Forum	04/01/2017	02/01/2019	Unlimited	Ian Smith	Manage access



City & Guilds

SmartScreen

MY SUBJECTS

CENTRE ADMIN

CONTENT ADMIN

REPORTS

LOGOUT

Home > Centre Admin > Subscriptions

Centre admin

Users

Subscriptions

Self-registration

Assign Centre Administrators

Subscriptions

Learners

Tutors

Centre Admins

Manage Learner Access to 3748-02 Functional Skills qualifications in mathematics

This product is unlimited.

No license restrictions:

SELECT LEARNERS

 0 user(s) awaiting validation

Select users

Browse

Search

Pappachan Variath

Danielle Dawkins

Michael Doling

Paul Firth

Yvonne Nash

Wayne Jones

Melinda Williams

Ryan Benton

Sarah Pelger

Natalie Beckford

Andrew Down

Sophie Hadkiss

James Brown

Wendy Mallinson

Pappachan Variath

Joanne King

Phillip Conway

Tracey Jones

Jayne Wakeford

Westley Clarke

Hannah Taylor

Jane Turner

John Hegarty

Adam Edmonds

Lynsey Neil

Lynsey Neill

Sarah Aldridge

Darren Oakes

Debbie Cameron

Carol Morgan

Sean Campbell

Edward Lockwood

SAVE

CANCEL

If you want to delete a user from the subscription after adding them, click <Remove> on the user table.

June 2022

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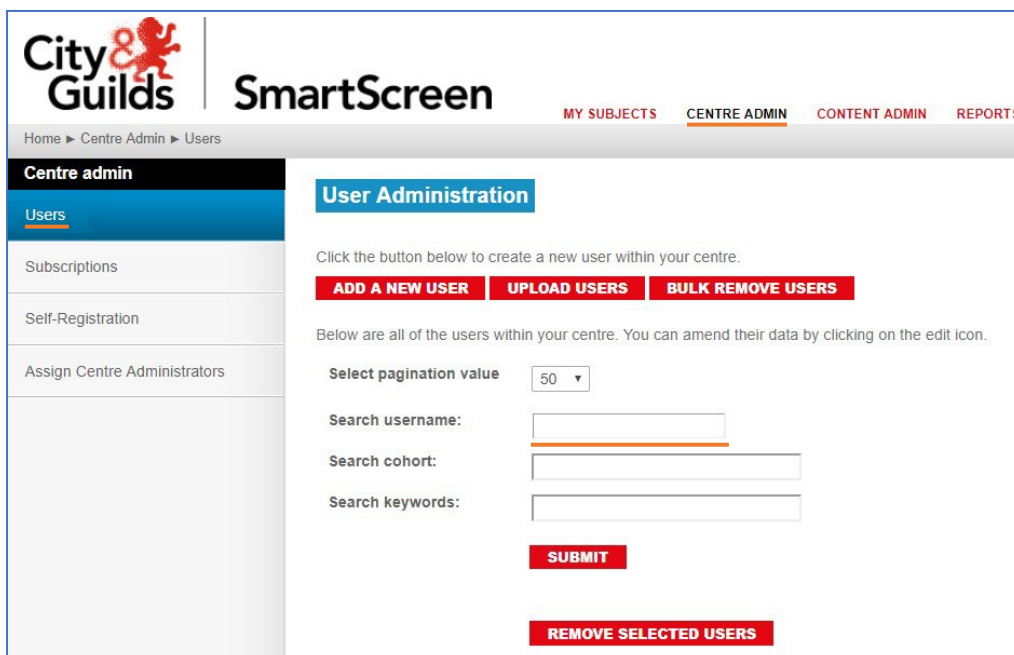
You can also bulk upload subscriptions to users:

1. Click on <Centre Admin>
2. Click on <Subscriptions>
3. Select the users you want to give access to
4. Click <Next> (Step 2: Products)
5. Select the subscription(s)
6. Click <Next> (Step 3: Access Level)
7. Select the user access type
8. Click <Next> (Step 4: Preview)
9. Check your selected user and subscriptions
10. Click <Next> (Step 5: Results)
11. The changes would have been made and a confirmation message will show

Edit or remove users



You may need to edit a user to update email information or remove them, for example if they are no longer a learner and you want to remove inactive users.

1. Click on <Centre Admin>
2. Click on <Users>
3. Search for the user using Search username (email address) or by scrolling down the page.



The screenshot shows the SmartScreen User Administration interface. The top navigation bar includes 'City & Guilds SmartScreen' and links for 'MY SUBJECTS', 'CENTRE ADMIN' (highlighted), 'CONTENT ADMIN', and 'REPORTS'. The left sidebar shows 'Centre admin' with sub-links for 'Users' (highlighted), 'Subscriptions', 'Self-Registration', and 'Assign Centre Administrators'. The main content area is titled 'User Administration' and contains instructions to create a new user, buttons for 'ADD A NEW USER', 'UPLOAD USERS', and 'BULK REMOVE USERS', and a section for viewing all users with search filters (username, cohort, keywords) and a 'SUBMIT' button. A 'REMOVE SELECTED USERS' button is also present.

4. To edit the user, select the action icon

ian@test.com		sheffield	GB	54 days			
--------------	--	-----------	----	---------	--	---	---

5. In edit you can make amendments to the user's name, password and email
6. Select <Save Changes>

User Administration

There are required fields in this form marked *.

General

Username*

ian@test.com

The username must be a valid email address [the email address will become the username for log in].

New password ?

The password must have at least 8 characters

☐ Unmask

Force password change ?

☐

First name*

ian

Surname*

test

City/town*

sheffield

Select a country*

United Kingdom

Date of Birth

☒ Not Stated

Gender

Candidate Number ?

Cohort

Keywords

SAVE CHANGES

CANCEL

To remove users, you can tick the box in the remove field or, to remove multiple users, select <Bulk Remove Users> and complete the csv file and upload.

To bulk remove users using the csv file in the users section:

1. Select <Bulk Remove Users>
2. Complete the 'remove_users.csv document' and save the csv document to your PC
3. Click <Choose File> and select the saved csv file
4. Click <Next Step>
5. Click <Continue>

User Administration

Click the button below to create a new user within your centre.

ADD A NEW USER

UPLOAD USERS

BULK REMOVE USERS

User Administration

Step 1: Upload CSV

Step 2: Preview

Step 3: Results

You need to prepare a .csv file for upload. Please click on the link below (remove_users.csv) to download and save a template file. Edit the file to add an extra row for each user that you want to create.

Each file may only contain users with the same access level and subscriptions.

If this is your first time uploading users to remove or you would like help please read our [Uploading remove users guide](#)



[remove_users.csv](#)

There are required fields in this form marked *

File: (Max size: 1MB) *

Choose file

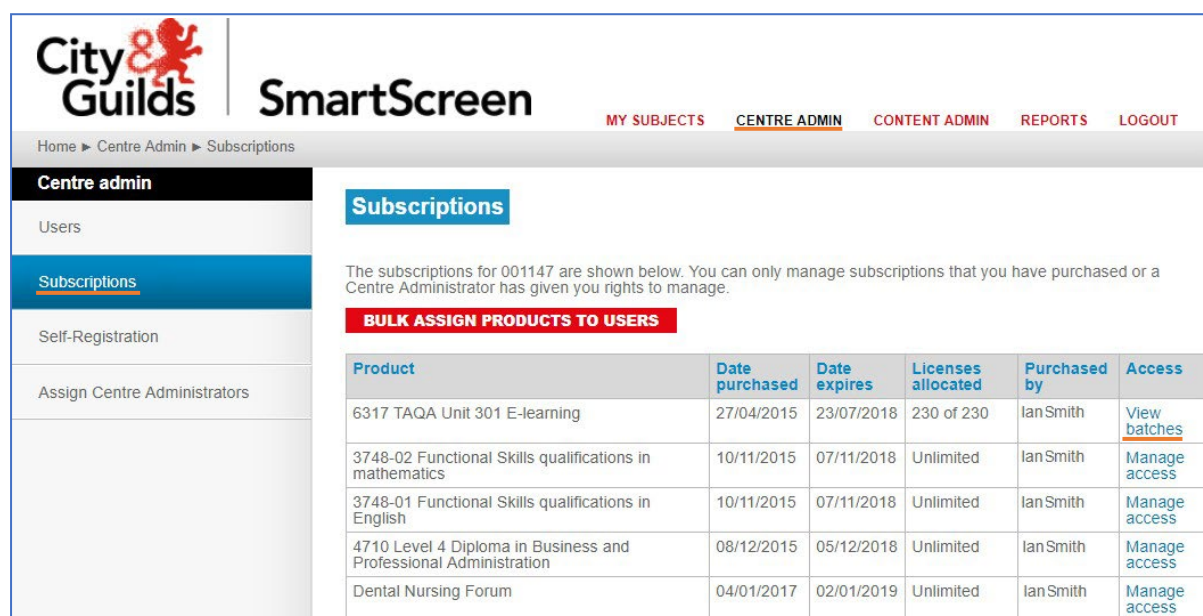
No file chosen

NEXT STEP

How to check licences

You need a licence for each learner or tutor using SmartScreen. Make sure you have enough licences to cover your cohort ready for the start of the courses. You can easily check the licences remaining.

1. Click on <Centre Admin>
2. Click on <Subscriptions>
3. Locate the licenced subscription and click on <View Batches>
4. The number of licences will show
5. To add a licence to a user please follow the steps in Assigning SmartScreen subscriptions to users



City & Guilds SmartScreen

Home ► Centre Admin ► Subscriptions

Centre admin

- Users
- Subscriptions**
- Self-Registration
- Assign Centre Administrators

Subscriptions

The subscriptions for 001147 are shown below. You can only manage subscriptions that you have purchased or a Centre Administrator has given you rights to manage.

BULK ASSIGN PRODUCTS TO USERS

Product	Date purchased	Date expires	Licenses allocated	Purchased by	Access
6317 TAQA Unit 301 E-learning	27/04/2015	23/07/2018	230 of 230	Ian Smith	View batches
3748-02 Functional Skills qualifications in mathematics	10/11/2015	07/11/2018	Unlimited	Ian Smith	Manage access
3748-01 Functional Skills qualifications in English	10/11/2015	07/11/2018	Unlimited	Ian Smith	Manage access
4710 Level 4 Diploma in Business and Professional Administration	08/12/2015	05/12/2018	Unlimited	Ian Smith	Manage access
Dental Nursing Forum	04/01/2017	02/01/2019	Unlimited	Ian Smith	Manage access



Licenses allocated

230 of 230

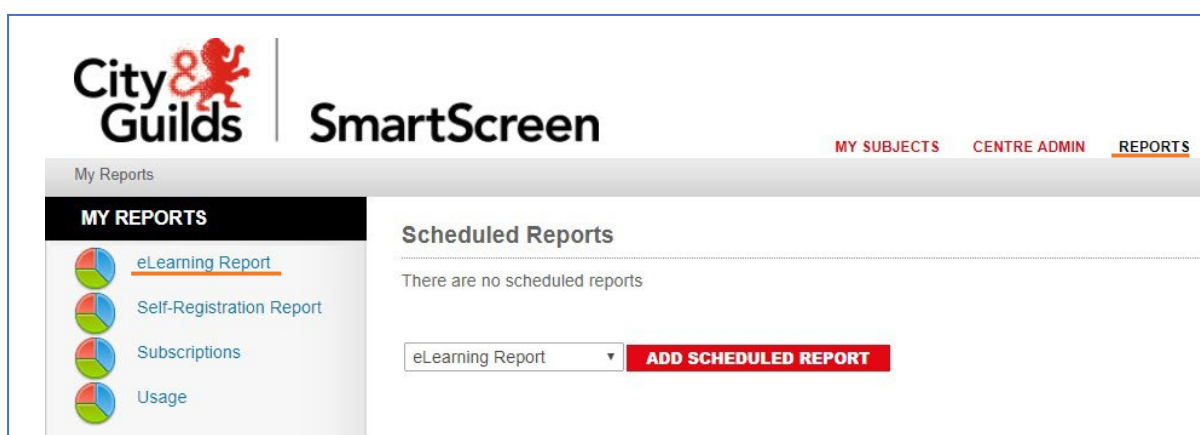
To arrange more licences, please email digitalsales@cityandguilds.com or call the team on 01924 206709. Calls to this number are charged at local rates.

SmartScreen reporting

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

How to report on e-learning

1. Click on <Reports>
2. Select <eLearning Report> from the My Reports list



You can sort the report by full name, course name, e-learning title, attempt number, start time, total time or status.

Note: A learner's progress status can be Completed / Incomplete or Passed / Failed depending upon how a particular e-learning course is configured.

Reports can be exported in Excel, text or ODS format. Select the format from the drop down and select <EXPORT>

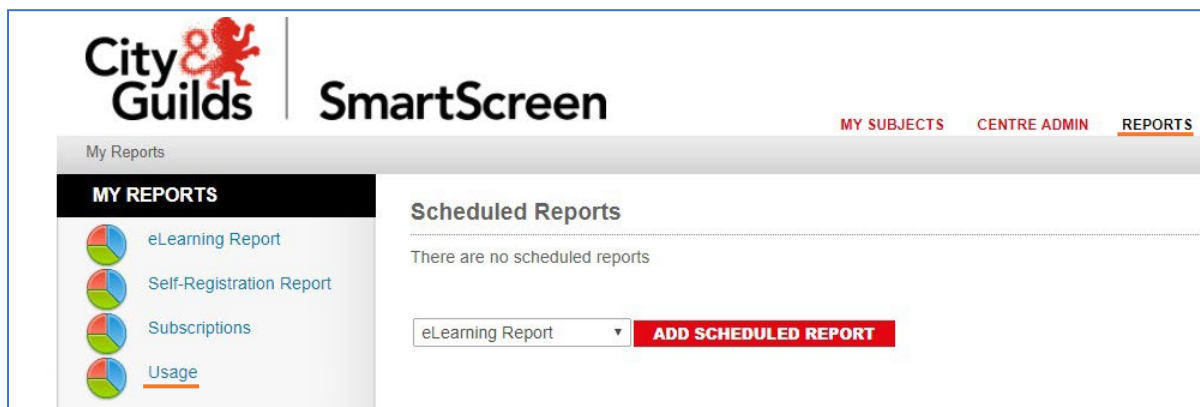
Note: If a course has been configured to show Passed/Failed then a Score may also be available. The default pass mark is 80.

Checking how your centre uses SmartScreen

This will show all the products you have used, when they were used, who used them and a contact email address for each user.

This will help you understand what products are being used most.

1. Click on <Reports>
2. Select <Usage>

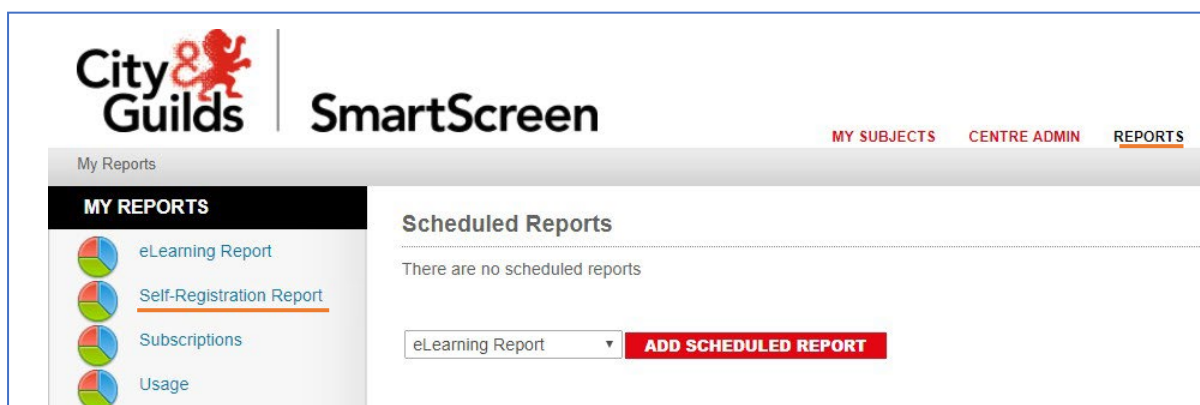


Click on <Export> to export the report into an Excel, text or ODS format.

Self-registration report

The self-registration report allows you to see which candidate has completed the self-registration log in and allows you to resend this.

1. Click on <Reports>
2. Select <Self-Registration Report>

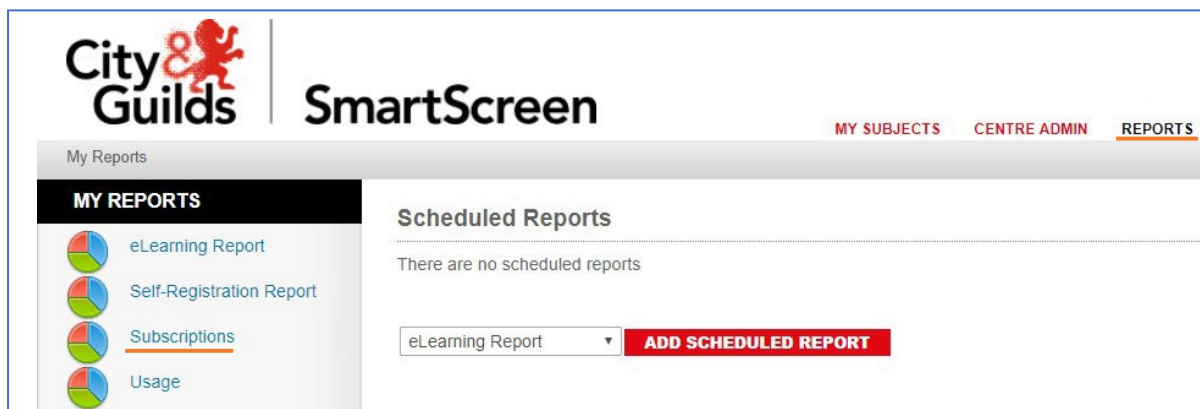


Remember to ask your candidates to check their junk mail if they cannot see the self-registration email in their inbox.

Subscriptions report

The subscriptions report shows the status of your centre's subscriptions and expired subscriptions.

1. Click on <Reports>
2. Select <Subscriptions>



If you would like to order new subscriptions or renew your old ones, please refer to page 3.

Here to help

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

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

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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