

aXcelerate - Learner Portal – Creating Your Account

The learner portal is called aXcelerate. It is a one stop shop where you can access;

- ✚ Theory lessons for online courses
- ✚ Theory assessment for online courses
- ✚ Your personal / enrollment information
- ✚ The status of your studies
- ✚ Your Certificates of Completion
- ✚ Invoices & receipts

Once You Have Booked a Course

Once you have booked a course new learners will receive 2 emails from us. It is important you read and action each one (they are different). Both emails and the steps to take are shown below.

Email 1: Is to set up your aXcelerate, learner portal account. Only new learners receive this email.

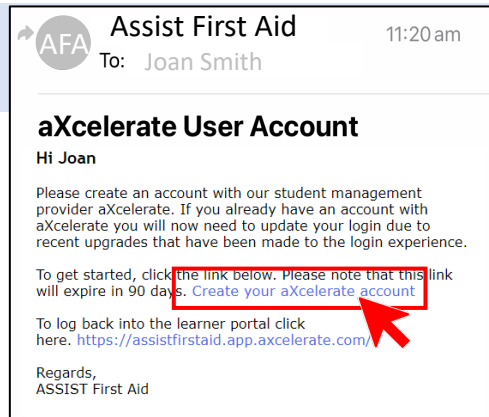
Email 2: Is where you provide the rest of the information to complete your enrollment. All learners receive this email.

1

Email 1 - Create your aXcelerate Account

Click on this link to create your aXcelerate learner portal account.

Your link is unique. Please do not share it, or use someone else's link. Only new learners receive this email, learners with an existing aXcelerate account will not.

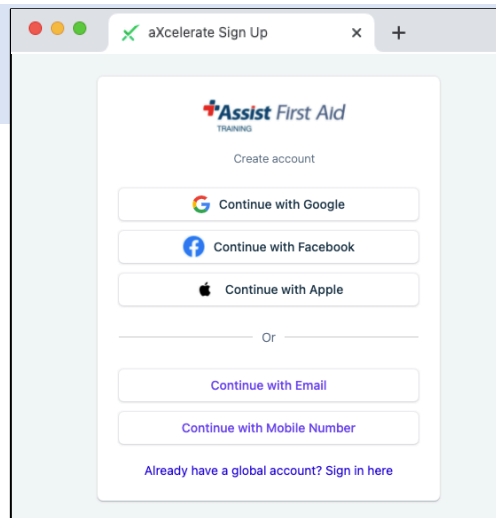


2

Choose Your Login Method

The link from Step 1 opens a webpage where you create your aXcelerate account. Choose the login option that suits you.

Note: every student must have their own aXcelerate account. You cannot use someone else's.



www.assistfirstaid.com.au

(07) 5444 4171

admin@assistfirstaid.com.au

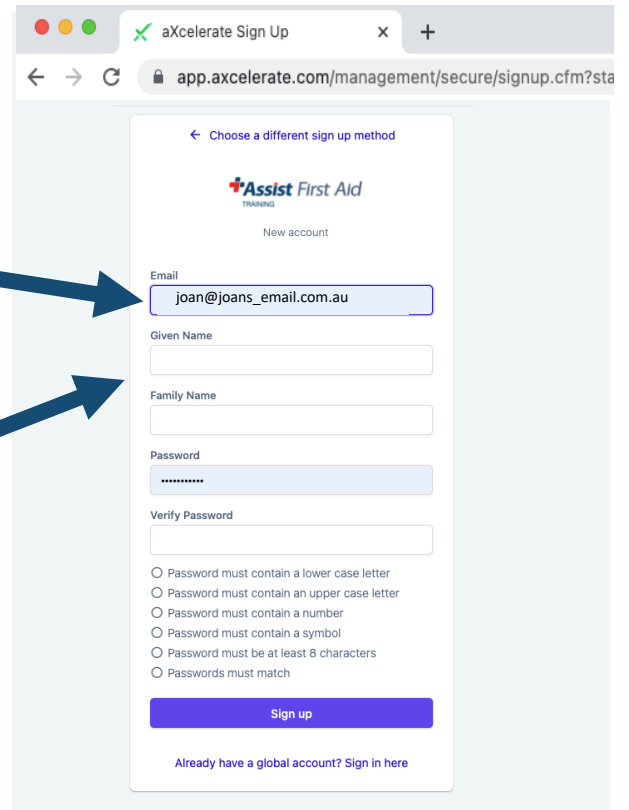
aXcelerate - Learner Portal – Creating Your Account

3

Creating an Account Using an Email Address

Every student **MUST** have a unique log in. If you login with an email address each student must use a different email address.

Make sure to use your correct legal name not a shortened name or nickname (i.e. for Joan, don't put Jo or JJ).



The screenshot shows a web browser window with the URL `app.axcelerate.com/management/secure/signup.cfm?sta`. The page title is "aXcelerate Sign Up". The main content area is titled "Choose a different sign up method" and features the "Assist First Aid TRAINING" logo. Below the logo, it says "New account". The form includes the following fields: "Email" (with the value "joan@joans_email.com.au"), "Given Name", "Family Name", "Password" (with a masked input), and "Verify Password". There are radio button options for password requirements: "Password must contain a lower case letter", "Password must contain an upper case letter", "Password must contain a number", "Password must contain a symbol", "Password must be at least 8 characters", and "Passwords must match". A blue "Sign up" button is at the bottom, with a link "Already have a global account? Sign in here" below it.

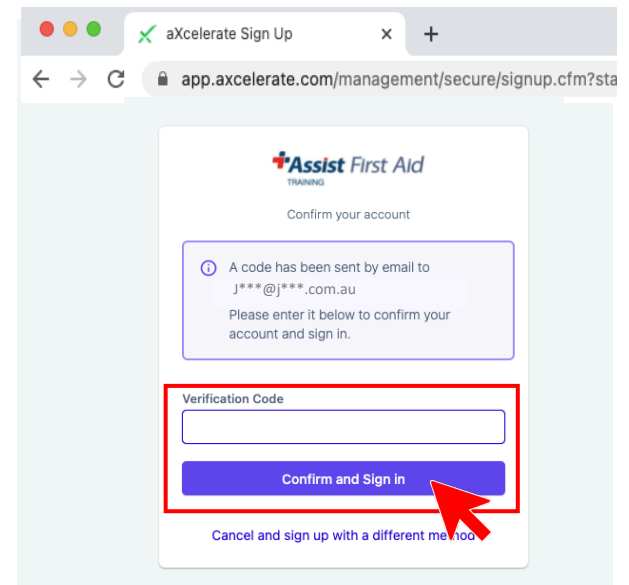
4

Account Confirmation

You will be emailed a verification code. Enter it here.

Then click the button to go to your learner portal interface.

Your aXcelerate account is now created.



The screenshot shows the "Confirm your account" page. It features the "Assist First Aid TRAINING" logo and the heading "Confirm your account". A message box states: "A code has been sent by email to j***@j***.com.au. Please enter it below to confirm your account and sign in." Below this is a "Verification Code" input field. A blue "Confirm and Sign in" button is highlighted with a red box, and a red arrow points to it. At the bottom, there is a link: "Cancel and sign up with a different method".

www.assistfirstaid.com.au

(07) 5444 4171

admin@assistfirstaid.com.au

aXcelerate - Learner Portal – Logging in



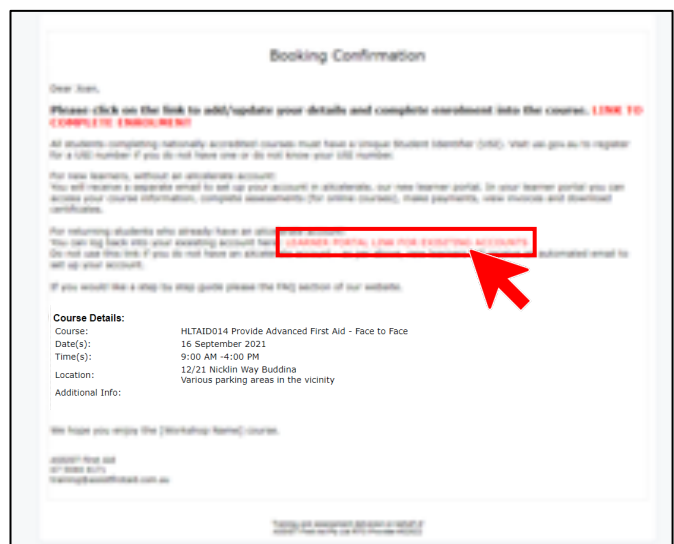
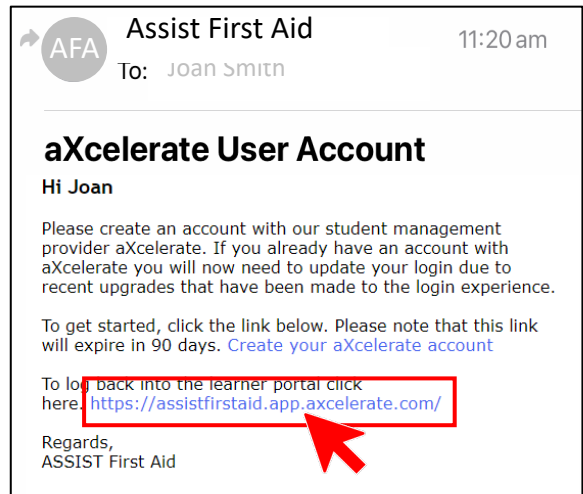
Logging into Your aXcelerate Learner Portal

There are 3 ways to log in to your aXcelerate learner portal once you have set up your account....

1. From your aXcelerate account creation email (only new learners receive this email)

2. Enter this URL into your browser:
<https://assistfirstaid.app.axcelerate.com/>

3. From your Booking Confirmation email



www.assistfirstaid.com.au

(07) 5444 4171

admin@assistfirstaid.com.au

aXcelerate - Learner Portal – Completing Enrolment

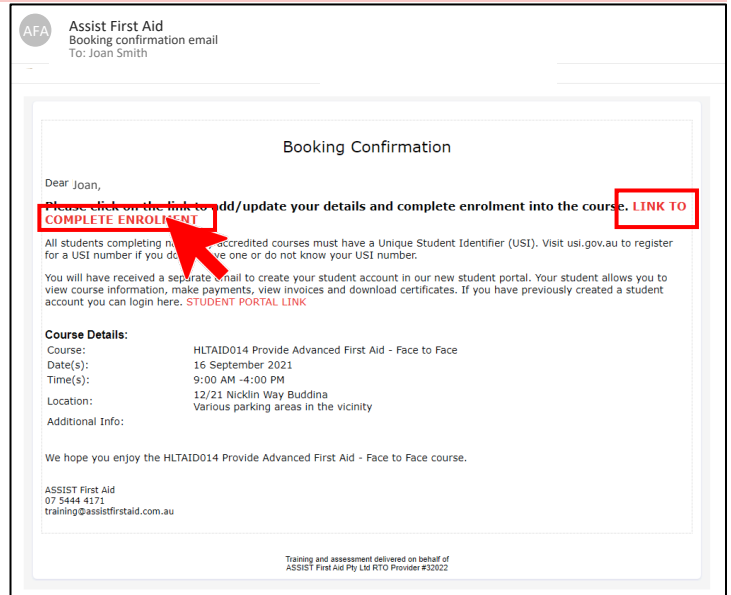
Once you have booked a course we need to grab a few more details to complete your enrolment. All learners receive an email with a link to provide or update their details.

1

Email 2 – Complete Your Enrolment

Once you have created your aXcelerate account click the link in the 2nd email to provide the rest of the information & complete your enrolment.

Note: your link is unique. Please do not share it with others or use someone else's link.



2

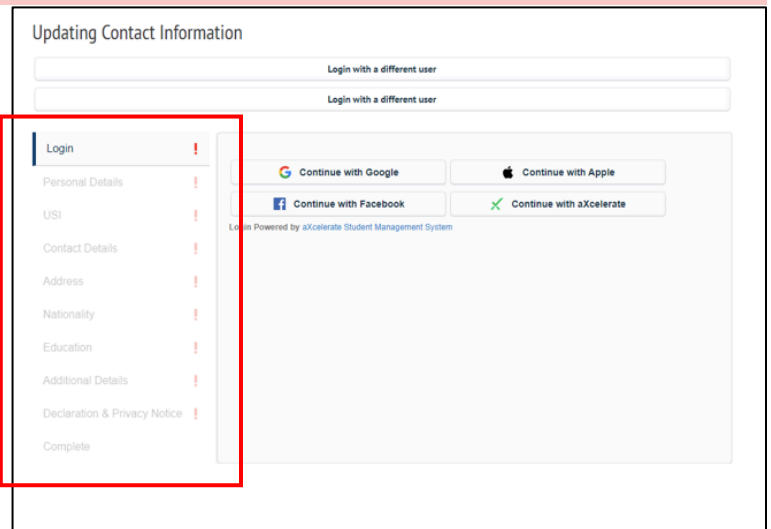
Complete Your Enrolment

The link from Step 1 above opens a webpage.

Log in using the login you created in 'Creating your aXcelerate account' Steps 1 to 4.

Check & fill in your information.

Ensure your USI is in there (we cannot issue you a certificate without it).



Followed these steps and something not working? Take note of which step you are at and what is / is not happening and get in touch. If possible take a screen shot to help us understand the issue.

www.assistfirstaid.com.au

(07) 5444 4171

admin@assistfirstaid.com.au