



RCNiLearning

User Guide: Institutional Administrators

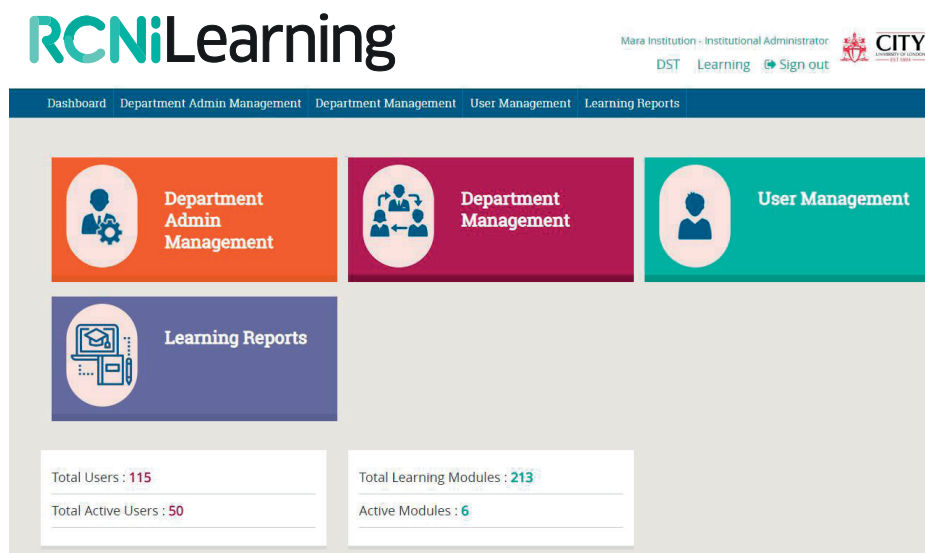
Welcome to RCNi Learning, our fully immersive online learning resource.

This useful guide will help you set up your account and manage your users.

Getting Started

Once your institutional account has been created, you will receive an email inviting you to confirm your account. This email contains an activation link which enables you to set your password. Once you have set your password, you will receive an email to confirm your account is active. This email will also contain your username.

To access your administrator account, go to <https://www.rcniadminmanager.com/login> and sign-in using your administrator username and password. Once signed-in, your institution's logo should be visible at the top right of the page. From here, you will see the Institutional Admin Portal Dashboard. You can add new users, manage existing users and view course statistics from this page.



How to add new users

There are three ways to add users to your institution:

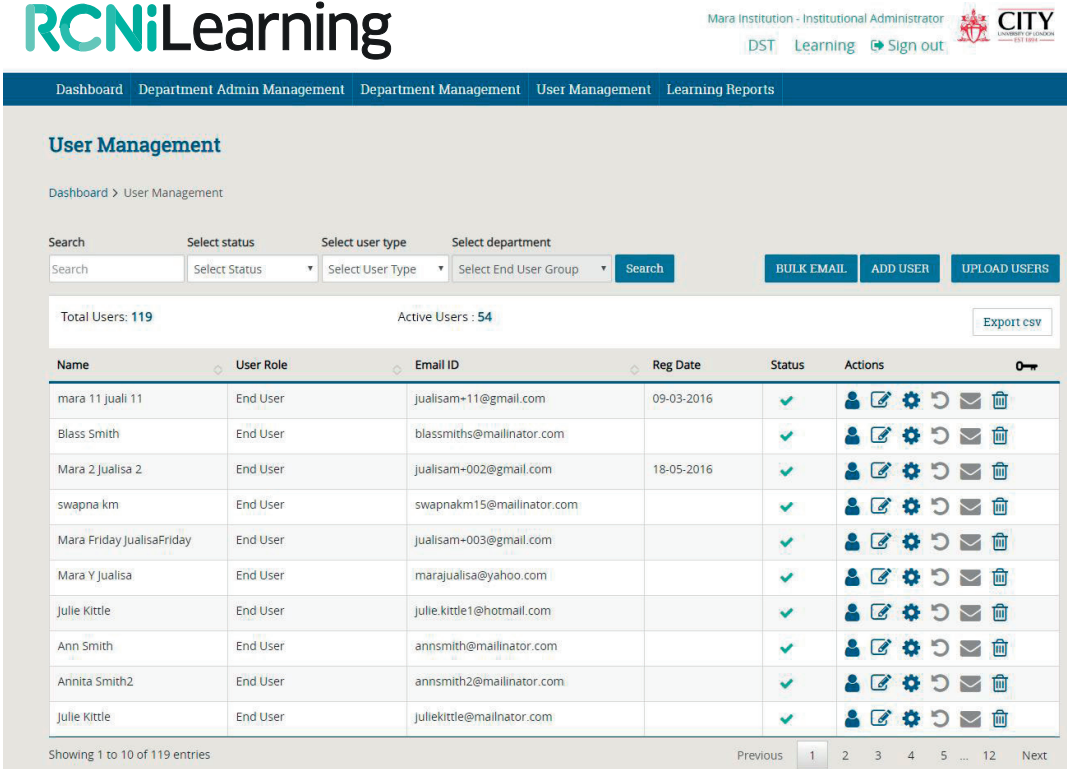
- ◆ Manual Entry
- ◆ Bulk Upload
- ◆ Self-Registration (Through Referral-URL, IP-Range, Shibboleth or Open-Athens Authentication)

This document outlines how to use each approach. It's important to note that all users will need an email address not already associated with a personal product or another institution. If you attempt to add a user already associated with a personal product or another institution, you will receive a warning message saying the contact is already registered and the contact will fail to upload. You should contact the user in this situation.

Manual Entry:

Manual entry allows you to add users one at a time. To add a new user, sign in to the RCNi Learning Institutional Admin Portal and click on the 'User Management' button.

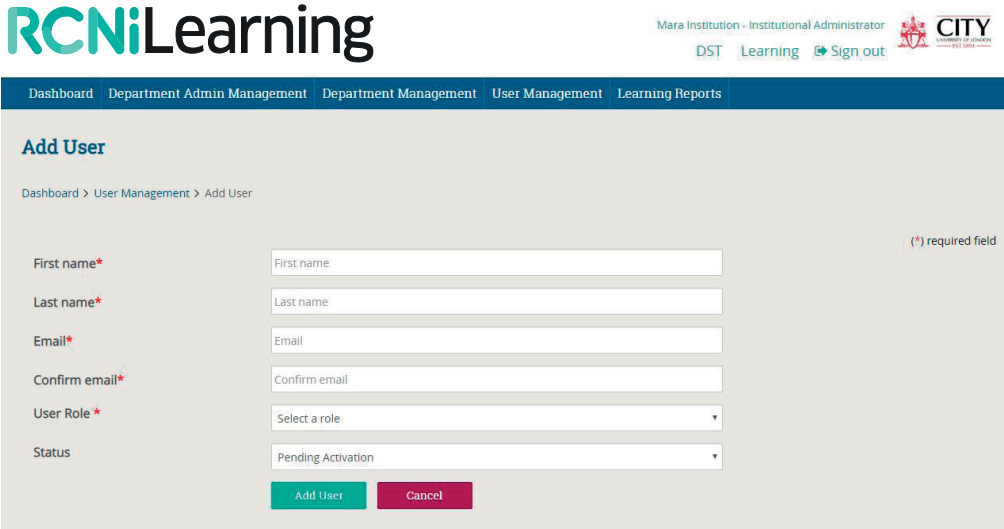
From here, you will see a list of existing users. To add a new user, click the 'Add User' button highlighted below.



The screenshot shows the RCNi Learning User Management interface. At the top, there is a navigation bar with links for Dashboard, Department Admin Management, Department Management, User Management, and Learning Reports. The main header includes the RCNi Learning logo, the user's role (Mara Institution - Institutional Administrator), and options for DST, Learning, and Sign out. Below the navigation, the 'User Management' section is active, displaying a breadcrumb trail: Dashboard > User Management. A search and filter area includes a search box, dropdowns for Select status, Select user type, and Select department, along with a Search button and buttons for BULK EMAIL, ADD USER, and UPLOAD USERS. The user list shows 119 total users and 54 active users, with an Export CSV button. The table lists users with columns for Name, User Role, Email ID, Reg Date, Status, and Actions. The 'ADD USER' button is highlighted in the original image.

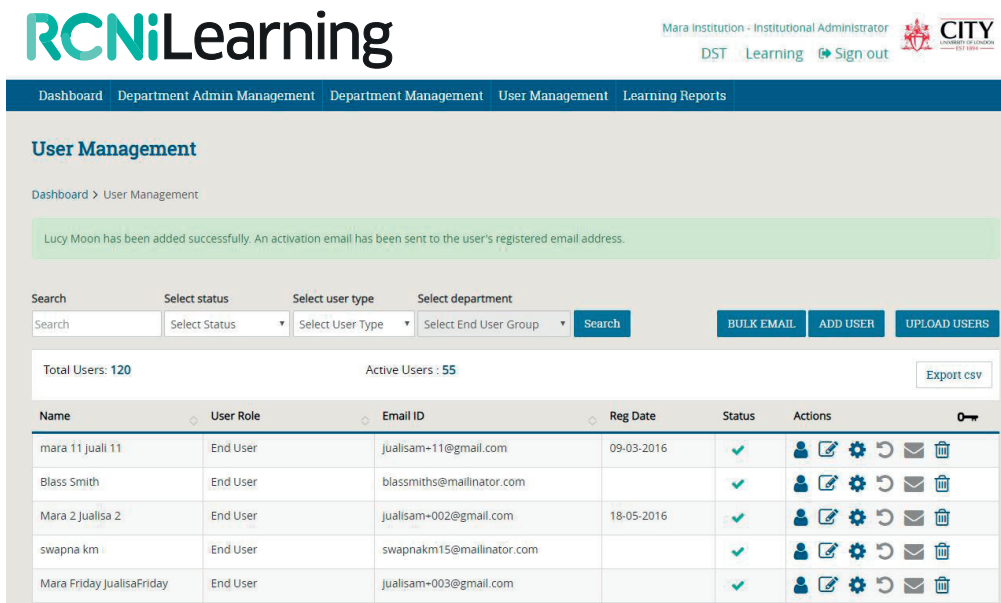
Name	User Role	Email ID	Reg Date	Status	Actions
mara 11 juali 11	End User	jualisam+11@gmail.com	09-03-2016	✓	[Icons for edit, delete, etc.]
Blass Smith	End User	blassmiths@mailinator.com		✓	[Icons for edit, delete, etc.]
Mara 2 Jualisa 2	End User	jualisam+002@gmail.com	18-05-2016	✓	[Icons for edit, delete, etc.]
swapna km	End User	swapnakm15@mailinator.com		✓	[Icons for edit, delete, etc.]
Mara Friday jualisaFriday	End User	jualisam+003@gmail.com		✓	[Icons for edit, delete, etc.]
Mara Y Jualisa	End User	marajualisa@yahoo.com		✓	[Icons for edit, delete, etc.]
Julie Kittle	End User	julie.kittle1@hotmail.com		✓	[Icons for edit, delete, etc.]
Ann Smith	End User	annsmith@mailinator.com		✓	[Icons for edit, delete, etc.]
Annita Smith2	End User	annsmith2@mailinator.com		✓	[Icons for edit, delete, etc.]
Julie Kittle	End User	juliekittle@mailinator.com		✓	[Icons for edit, delete, etc.]

Enter the user's details and once complete, click the 'Add User' button to create the user. If you want to cancel this action, you can click 'Cancel' and you will be returned to the user management view. As mentioned, the email address provided cannot be associated with any personal RCNi product or any other institution. If the email already exists on the system, you will receive an error message. If this occurs, please contact the user.



The screenshot shows the 'Add User' form in the RCNi Learning Institutional Admin Portal. The navigation bar and header are identical to the previous screenshot. The main content area is titled 'Add User' and includes a breadcrumb trail: Dashboard > User Management > Add User. The form contains several required fields: First name, Last name, Email, Confirm email, User Role, and Status. Each field has a corresponding input box or dropdown menu. The 'Add User' button is highlighted in green, and the 'Cancel' button is in red. A note indicates that fields with an asterisk (*) are required.

Once the new user's details have been added, you will be returned to the User Management view and an email will be sent to the user inviting them to confirm their email address and set their password.



The screenshot shows the RCNi Learning User Management interface. At the top, there is a navigation bar with the following items: Dashboard, Department Admin Management, Department Management, User Management, and Learning Reports. The main header includes the RCNi Learning logo, the text 'Mara Institution - Institutional Administrator', and links for DST, Learning, and Sign out. Below the navigation bar, the page title is 'User Management' with a breadcrumb trail 'Dashboard > User Management'. A green success message states: 'Lucy Moon has been added successfully. An activation email has been sent to the user's registered email address.' Below the message, there are search filters for 'Search', 'Select status', 'Select user type', and 'Select department', along with a 'Search' button and three action buttons: 'BULK EMAIL', 'ADD USER', and 'UPLOAD USERS'. The interface also displays 'Total Users: 120' and 'Active Users: 55' with an 'Export csv' button. A table lists the following users:

Name	User Role	Email ID	Reg Date	Status	Actions
mara 11 juali 11	End User	jualisam-11@gmail.com	09-03-2016	✓	[User Icon] [Edit] [Settings] [Refresh] [Email] [Trash]
Blass Smith	End User	blasmiths@mailinator.com		✓	[User Icon] [Edit] [Settings] [Refresh] [Email] [Trash]
Mara 2 Jualisa 2	End User	jualisam-002@gmail.com	18-05-2016	✓	[User Icon] [Edit] [Settings] [Refresh] [Email] [Trash]
swapna km	End User	swapnakm15@mailinator.com		✓	[User Icon] [Edit] [Settings] [Refresh] [Email] [Trash]
Mara Friday JualisaFriday	End User	jualisam-003@gmail.com		✓	[User Icon] [Edit] [Settings] [Refresh] [Email] [Trash]

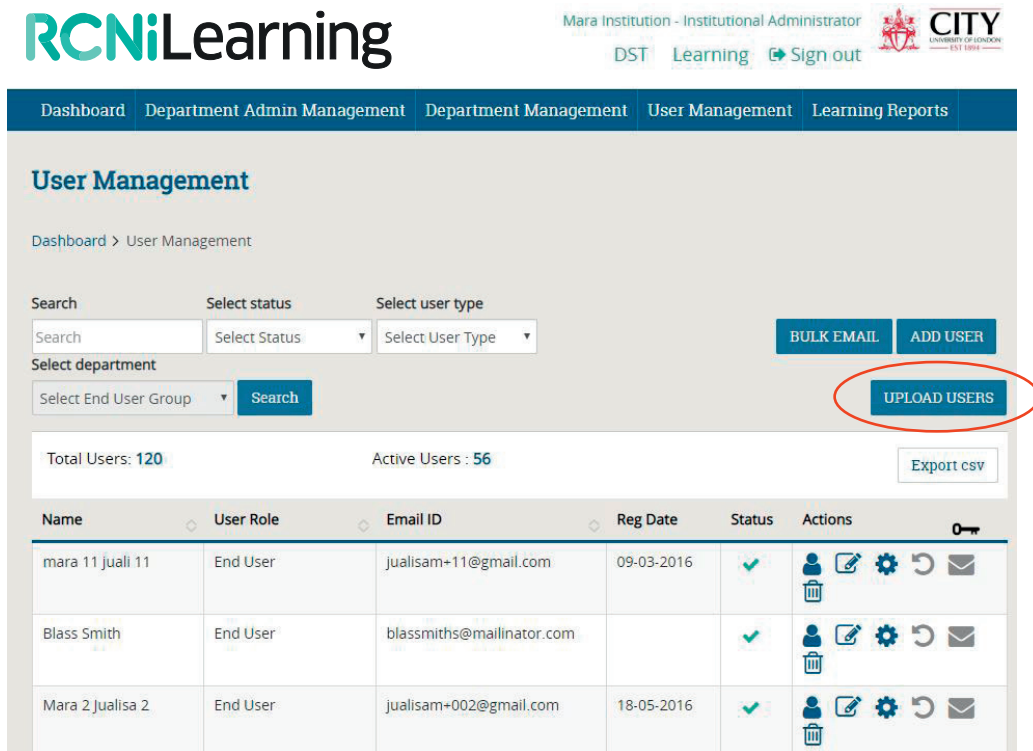
Once you have been returned to the User Management view, you will see the message displayed in green:

Institutional User has been added successfully. An email has been sent to the user's registered email address for activation and password setting

You will notice that the user now appears in the existing users list. The dash icon – under the status column for this new user indicates that the user has not yet confirmed their email address and set their password. Once they have confirmed their account, this black dash will change to a green tick ✓

Bulk Upload:

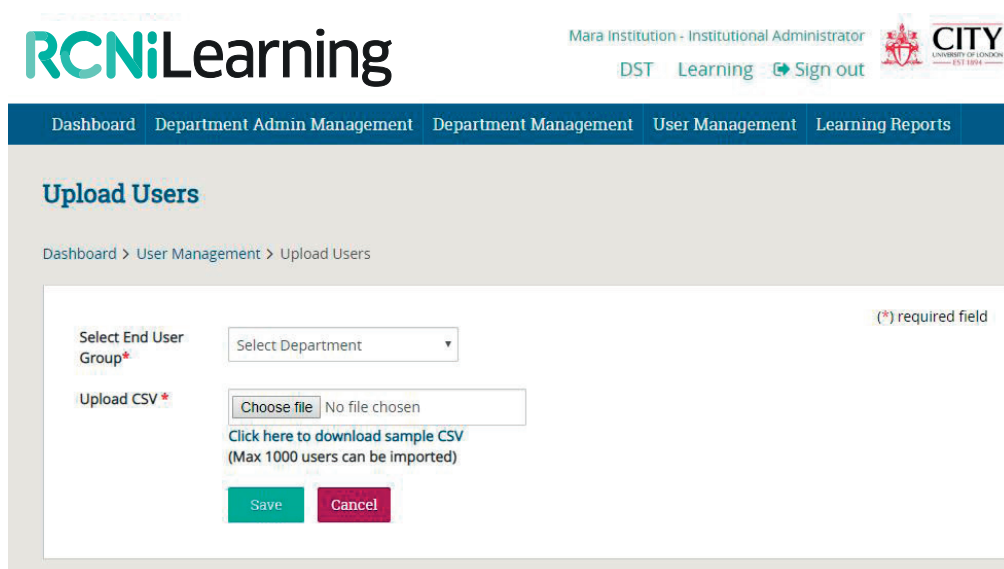
Bulk Upload follows the same process as manual entry but allows you to upload up to 50 users at one time. To add a batch of new users, click on the 'Upload Users' button within the User Management view.



The screenshot shows the RCNiLearning User Management interface. At the top, there is a navigation bar with the following items: Dashboard, Department Admin Management, Department Management, User Management, and Learning Reports. The main header includes the RCNiLearning logo, the user's role (Mara Institution - Institutional Administrator), and the City University of London logo. Below the navigation bar, the page title is "User Management". There is a breadcrumb trail: Dashboard > User Management. The interface includes a search section with a search input field, a "Select status" dropdown menu, and a "Select user type" dropdown menu. There are buttons for "BULK EMAIL" and "ADD USER". A red circle highlights the "UPLOAD USERS" button. Below the search section, there is a "Select department" section with a "Select End User Group" dropdown and a "Search" button. A summary bar shows "Total Users: 120" and "Active Users: 56", with an "Export csv" button. A table lists users with columns for Name, User Role, Email ID, Reg Date, Status, and Actions. The table contains three rows of user data.

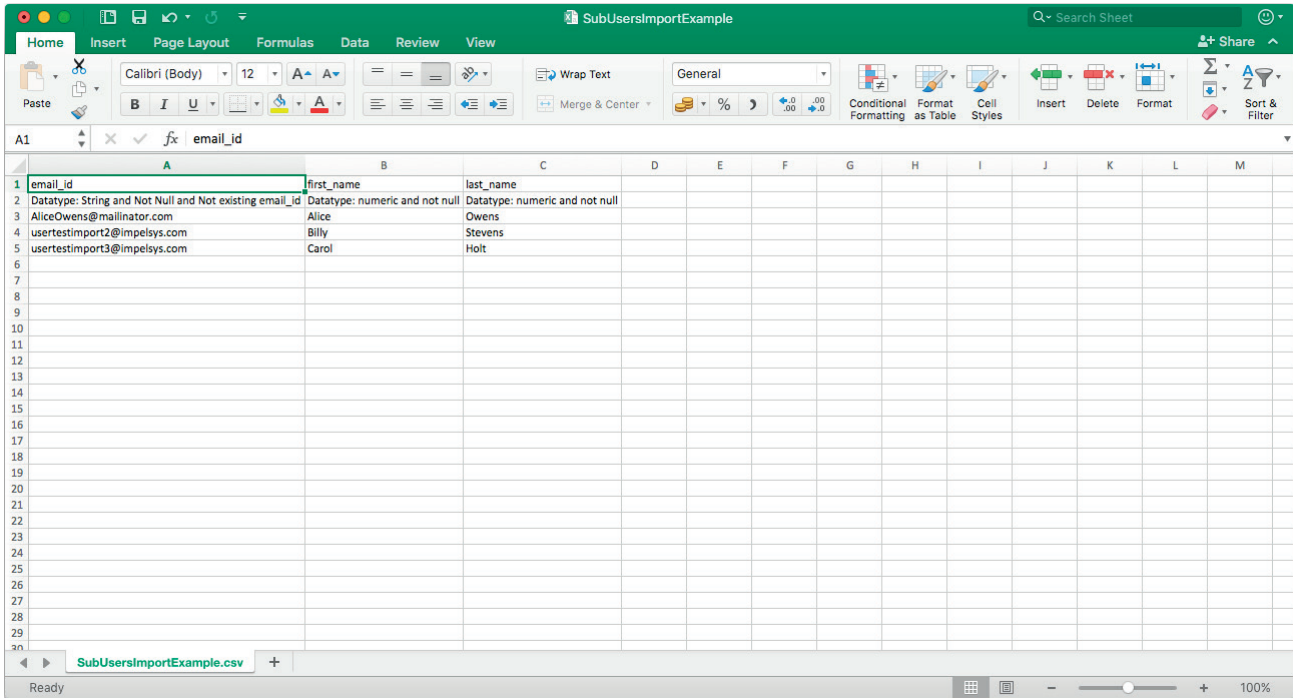
Name	User Role	Email ID	Reg Date	Status	Actions
mara 11 juali 11	End User	jualisam+11@gmail.com	09-03-2016	✓	[User icons]
Blass Smith	End User	blassmiths@mailinator.com		✓	[User icons]
Mara 2 Jualisa 2	End User	jualisam+002@gmail.com	18-05-2016	✓	[User icons]

In order to upload users using bulk upload, the users must be defined in a CSV file. A sample CSV file is available for download and will clarify the details you need to include in the CSV file you wish to upload.



The screenshot shows the RCNiLearning Upload Users interface. At the top, there is a navigation bar with the following items: Dashboard, Department Admin Management, Department Management, User Management, and Learning Reports. The main header includes the RCNiLearning logo, the user's role (Mara Institution - Institutional Administrator), and the City University of London logo. Below the navigation bar, the page title is "Upload Users". There is a breadcrumb trail: Dashboard > User Management > Upload Users. The interface includes a form with the following fields: "Select End User Group*" (required), "Select Department" (dropdown), and "Upload CSV*" (required). The "Upload CSV*" field has a "Choose file" button and a "No file chosen" message. There is a link to "Click here to download sample CSV" with the note "(Max 1000 users can be imported)". There are "Save" and "Cancel" buttons. A note "(*) required field" is displayed in the top right corner.

Note: the top two lines of headers shown in the sample CSV file are necessary.



Once you have created and saved your CSV file, select 'Choose File'.

Select your file, upload it and click 'Save'. Again, you will receive an error message if any of the email addresses being uploaded are already registered on the system and the file will fail to upload. Once your file has been saved, you will be returned to the User Management view. Upon successful upload, you will see the following message:

Successfully imported the users to RCNi Learning

An email will now be sent to these new users inviting them to confirm their email addresses and set their passwords. Once a user confirms their account, the status column will update from a dash icon – to a green tick ✓

Self-Registration:

Self-registration enables users to add themselves to your institution and set-up their own accounts. Users will need to pass through an authentication stage before they can register.

All of the following authentication methods are supported by the RCNi Learning platform. More than one method of authentication can be used at any one time giving users a choice of how to authenticate if desired. Authentication methods will be set up by RCNi as part of the initial institutional set up.

Institutional authentication only applies to self-registration. Once a user is registered, they can sign-in without following these steps.

Referral-URL Authentication:

Referral-URL authentication only permits users who are accessing RCNi Learning from a previously approved Referral-URL. This Referral-URL is typically a link hosted on the institution's intranet or resource page. Users who have access to this link will be able to click through to self-register.

You will need to provide your users with details of where the Referral-URL is hosted in order to enable them to register via Referral-URL authentication. Once they have access to the link, they will be taken to a branded RCNi Learning page featuring your institution's logo. From here, users can self-register. Once registered, users will appear in the Institution Management view. If there is a dash – under the status column, it indicates that the user has yet to confirm their accounts. Once they have confirmed, their status will display a green tick ✓.

IP-Range Authentication:

Users can also set up their RCNi Learning accounts by visiting <http://rcnilearning.com/> from within an approved IP-Range. This IP-Range is typically the external IP-Range of the institution - and is where users who are on the work network will access from.

For users to self-register via this method, they will need to access the RCNi Learning platform from within the IP-Range that was used during set up. Users will be taken to a branded RCNi Learning page featuring your institution's logo. From here they can self-register. Once registered, users will appear in the Institution Management view. If there is a dash – under the status column, it indicates that the user has yet to confirm their accounts. Once they have confirmed, their status will display a green tick ✓.

Using Shibboleth or Open-Athens Authentication

Shibboleth and Open Athens authentication works by only permitting users who are able to authenticate with their identity provider. They will be prompted to select their institution when they self-register and will then be authenticated. Once they are registered, they can sign into RCNi Learning from anywhere without having to perform this authentication step again.

Managing your Institutional account

Updating user details:

A user's name can be updated within the User Management view. Simply find the user you want to update and select the 'edit' key under the 'Actions' column.

Once you have clicked through and updated the desired field, simply save your changes. The following message will appear once the changes have been saved:

Institutional User details have been updated successfully.

How to send an account activation email to a user:

The screenshot displays the RCNi Learning User Management interface. At the top, there is a navigation bar with 'Dashboard', 'User Management', and 'Module Stats'. Below this, the 'User management' section is visible, including a search bar and buttons for 'ADD USER' and 'UPLOAD USERS'. A summary shows 'Total users: 2' and 'Active users: 2'. A table lists the users:

Name	Username	Email ID	Reg Date	Status	Actions
Edward Brunel	rcnidemoeu_929321	rcnidemoeu@mailinator.com	06-12-2016	✓	Resend Mail, Settings, Edit
Mara Jualisa	rbrcnidemo_930651	rbrcnidemo@mailinator.com	08-12-2016	✓	Resend Mail, Settings, Edit

At the bottom, it indicates 'Showing 1 to 2 of 2 entries' and has 'Previous', '1', and 'Next' navigation options.

If a user fails to receive an account activation email you can send a new email from the User Management view. A dash icon will appear under the status column for any user who has not yet confirmed their email address and set their password.

To resend the account confirmation email, simply click the 'Resend Mail' key under the 'Actions' column. This will invalidate any email previously sent by the system and the user will get a new account activation link.

How to manually update a user's account:

Individual users should be able to activate their own accounts and set their passwords through the different registration methods available through RCNi Learning. It is recommended that users follow these flows where possible. If a user has not received an account confirmation email, it is recommended that you first send them a new activation email.

To manually activate a user, simply click the 'Update Status' key under the 'Actions' column. Once you have updated a user's status, you will need to manually set the user's password and communicate this to them before they will be able to access the system.

How to set/reset a user's password:

Users can reset their own password on the RCNi Learning website by clicking on the 'forgotten your password' link on the sign-in page. If you want to reset a password for one of your users, simply click the 'Reset Password' key under the 'Actions' column. Enter a new password for the user and save the changes. You will need to communicate this change to the user before they will be able to sign-in.

RCNi Portfolio:

If you have purchased RCNi Portfolio as part of your RCNi Learning package, your access will be set up by RCNi during the initial set-up.

Once your users have successfully registered their accounts and logged in, they will be able to create their portfolios on the RCNi Learning homepage. There is a link to 'create portfolio' which prompts users to enter their revalidation date. Once the portfolio has been created, users can begin adding their completed modules, certificates and reflective accounts in preparation for revalidation. Users will now be able to access their RCNi Learning and RCNi Portfolio accounts via rcni.com



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