



How to Use aXcelerate / Trouble Shooting Guide

Welcome to Aspen Medical's learning platform!

This guide will cover the following to help you get started, and some troubleshooting FAQ's for the aXcelerate learning platform:

- How to create your aXcelerate account
- How to log into your aXcelerate account
- How to start your eLearning.
- I am a New Student. I have never logged into aXcelerate before.
- I am a Returning Student. I have completed courses with Aspen Medical in the past.
- I'm having issues finding my course and/or eLearning.
- I can't access the "Aspen Medical" Participant Portal. My aXcelerate is stuck on another training organisation.

If you have any queries and/or require assistance with accessing your account or your course, please contact our Participant Support Officer by emailing training@aspenmedical.com.

New Students:

1. Create your aXcelerate account

- a) You would have received a “New Student Login” email. In this email, click on the link “Create your aXcelerate account”.

- b) Select how you want to sign up. You can sign up using your email, mobile number, Google, Facebook, or Apple.

Participant Portal login

Dear

Thank you for choosing Aspen Medical as your training solutions provider. We have your booking and look forward to seeing you soon.

Your Participant Portal contains your course enrolment information and links to any eLearning required to be completed.

Let's get started!

Click the link below to access your Participant Portal and set your password. *(Please note that this link will expire in 90 days).*

[Create your aXcelerate account](#)

Would like more information?

Our Aspen Medical Training Academy website contains the Participant Handbook and our Policy documents.

Please pop in to take a look:

<https://aspenmedical-trainingacademy.com.au/>

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Create account

[Already have a global account? Sign in here](#)

[Sign up with Email](#)

[Sign up with Mobile Number](#)

Or

[Sign up with Google](#)

[Sign up with Facebook](#)

[Sign up with Apple](#)

[Privacy Policy](#)

- c) Complete account details and select “**Sign up**”. You will then be able to access the participant portal.

[← Choose a different sign up method](#)

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New account

Email

Given Name

Family Name

Password

Verify Password

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
 Passwords must match

Sign up

[Already have a global account? Sign in here](#)

2. Access your eLearning

- a) Your participant portal home page should look like the following and contain your courses. Click on the course you have been enrolled in.

Home

Search Activities, Units of Competency, Activities and Reso...

XX

Current Activities 1 Past Activities 5 Standalone Learning 5 Standalone Assessments 3

Activity Announcements

HLTAID009 - Provide cardiopulmonary resuscitation
HLTAID009 · 07 Aug, 2024

Learning Plan Resources Results

No announcements yet.
When posted, they will appear here and against their relevant activity.

Recent Results 1 Student Resources

UETDREL006 - Enrolment Declaration
The Enrolment Declaration must be completed before you can commence any eLearning. This section is a read-only and includes the following information: Course Information How to update...
✓ Satisfactory · Enrolment Declaration

- b) Once you are in your course, click on the “Learning Plan” tab, then click on the “Enrolment Declaration” to start your eLearning. Completing your “Enrolment Declaration” will unlock your eLearning modules.

Home / HLT AID009 - Provide cardiopul...

Home

Search Activities, Units of Competency, Activities and Reso...

Home / HLT AID009 - Provide cardiopul...

HLT AID009 - Provide cardiopulmonary resuscitation
HLT AID009

Workshop Overview
Announcements
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Up Next

HLT AID009 - Enrolment Declaration
Start Enrolment Declaration

HLT AID009 - Provide cardiopulmonary resuscitation
HLT AID009

Workshop Dates
7 Aug, 2024

Workshop Times
8:00 am - 4:00 pm

Units **Learning Plan** Workshop Details Sessions

Participant Instructions

This assessment requires you to demonstrate the skills and knowledge required for the unit "HLT AID009 - Provide
[View full Learning Plan Overview](#)

All Modules Current Module Incomplete Modules

1 HLT AID009 - Enrolment Declaration
Not Started

HLT AID009 - Enrolment Declaration
The Enrolment Declaration must be completed before you can commence any eLearning. This section is a read-only and includes the following information: Course...
Not Started • Enrolment Declaration

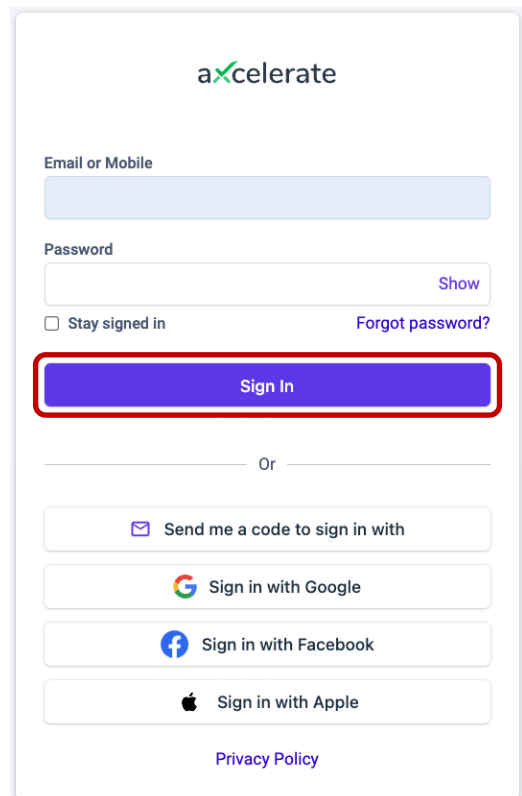
Returning Students:

3. Logging in to your account

- a) To login to your aXcelerate account, click the following link:

<https://app.axcelerate.com/auth/user/>

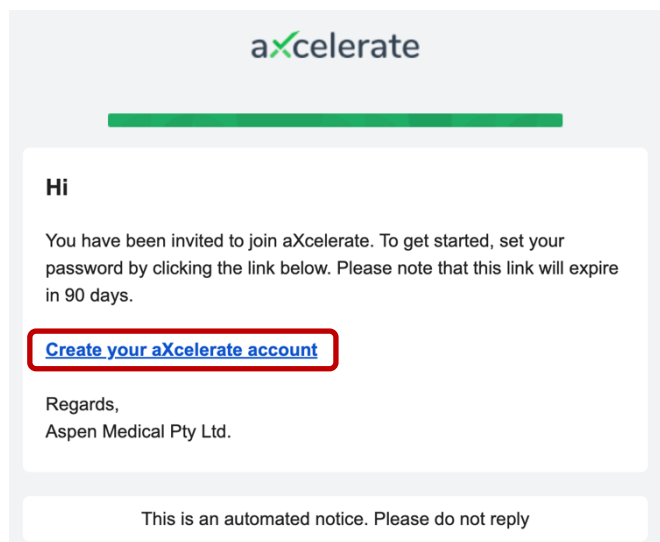
- b) Enter your login details and click “Sign In”.



- c) If you have successfully logged into your account, click here: [Access your eLearning](#).

- d) If you cannot log into your account, you will need to recreate your aXcelerate account. Click on the “Create your aXcelerate account” link in the “New Student Login” email that has been sent to you.

If you cannot find your “New Student Login” email, please check your Junk Mail. If you still cannot find this email, please email training@aspenmedical.com.



- d) Select how you want to sign up. You can sign up using your email, mobile number, Google, Facebook, or Apple.

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Create account

Already have a global account? [Sign in here](#)

[Sign up with Email](#)

[Sign up with Mobile Number](#)

Or

[Sign up with Google](#)

[Sign up with Facebook](#)

[Sign up with Apple](#)

[Privacy Policy](#)

- e) Complete account details and select “**Sign up**”. You will then be able to access the participant portal.

< [Choose a different sign up method](#)

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New account

Email

Given Name

Family Name

Password

Verify Password

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

Passwords must match

[Sign up](#)

Already have a global account? [Sign in here](#)

4. Access your eLearning

- c) Your participant portal home page should look like the following and contain your courses. Click on the course you have been enrolled in.

The screenshot displays a participant portal home page. At the top, there is a 'Home' button and a search bar labeled 'Search Activities, Units of Competency, Activities and Reso...'. Below the search bar, there are navigation tabs for 'Current Activities' (1), 'Past Activities' (5), 'Standalone Learning' (5), and 'Standalone Assessments' (3). A red box highlights the main course card for 'HLTAID009 - Provide cardiopulmonary resuscitation', which includes a course icon, the course title, the code 'HLTAID009', the date '07 Aug, 2024', and buttons for 'Learning Plan', 'Resources', and 'Results'. To the right, there is an 'Activity Announcements' section with a message: 'No announcements yet. When posted, they will appear here and against their relevant activity.' Below the course card, there is a 'Recent Results' section (1) and a 'Student Resources' section. The 'Recent Results' section shows a result for 'UETDREL006 - Enrolment Declaration' with a 'Satisfactory' status and a description: 'The Enrolment Declaration must be completed before you can commence any eLearning. This section is a read-only and includes the following information: Course Information How to update...'. The 'Student Resources' section is currently empty.

- d) Once you are in your course, click on the “Learning Plan” tab, then click on the “Enrolment Declaration” to start your eLearning. Completing your “Enrolment Declaration” will unlock your eLearning modules.

Home / HLT AID 009 - Provide cardiopul...

Home

Search Activities, Units of Competency, Activities and Reso...

HLT AID 009 - Provide cardiopulmonary resuscitation
HLT AID 009

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HLT AID 009 - Enrolment Declaration
Start Enrolment Declaration

HLT AID 009 - Provide cardiopulmonary resuscitation
HLT AID 009

Workshop Dates
7 Aug, 2024

Workshop Times
8:00 am - 4:00 pm

Units **Learning Plan** Workshop Details Sessions

Participant Instructions

This assessment requires you to demonstrate the skills and knowledge required for the unit "HLT AID 009 – Provide
[View full Learning Plan Overview](#)

All Modules Current Module Incomplete Modules

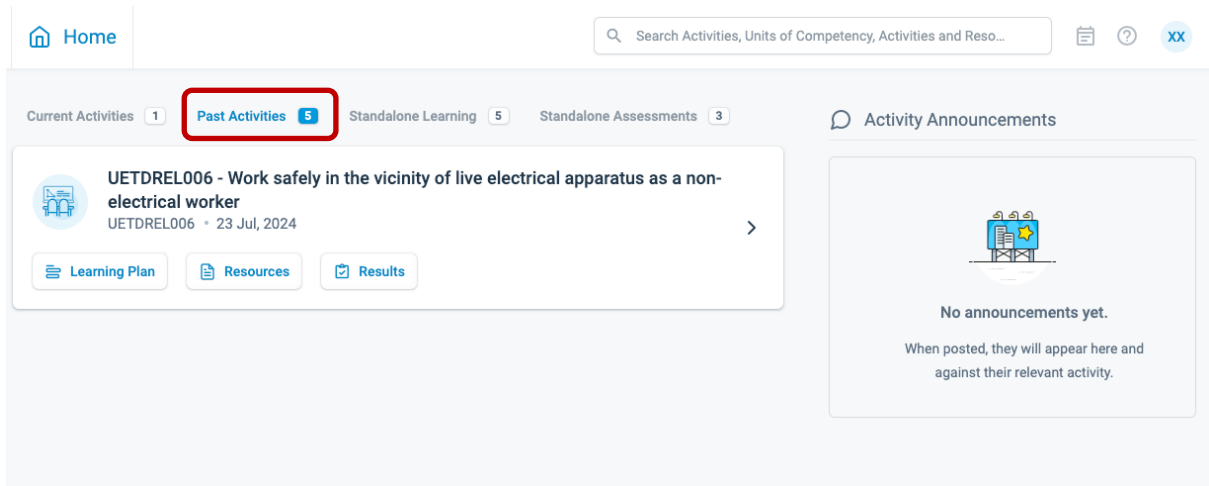
1 HLT AID 009 - Enrolment Declaration
Not Started

HLT AID 009 - Enrolment Declaration
The Enrolment Declaration must be completed before you can commence any eLearning. This section is a read-only and includes the following information: Course...
Not Started • Enrolment Declaration

Troubleshooting

5. I can't find my course and/or eLearning.

- a) If you are a returning student who needs to complete eLearning from a past course, you might not be able to find the course under your "Current Activities". To find a past course, click on the "Past Activities" tab and find your course.



6. I can't access the "Aspen Medical" Participant Portal. My aXcelerate is stuck on another training organisation.

- a) If you have completed courses in the past with another training organisation that also uses aXcelerate, you might need to switch accounts after you have logged into aXcelerate.

To do this, click on your initials at the top right corner of your page, hover your pointer over "Aspen Medical Pty Ltd" and click the "Learner Portal" button.

