

**Welcome to the ABC Online Training platform.**

You can access your training account at: <https://learn.abcllp.com/>.

The Online Training home screen will display (screenshot below) and you can log in via the tab in the upper right corner:



Unless you have been notified otherwise, your username will be your Chambers e-mail address, and a temporary password of **ABCtraining123#** will have been set. NB. This temporary password should be changed to a password of your choosing via 'My Account', and account details, the first time you log in. Here, you can alter your password and any other personal information, save for your username, which cannot be changed.

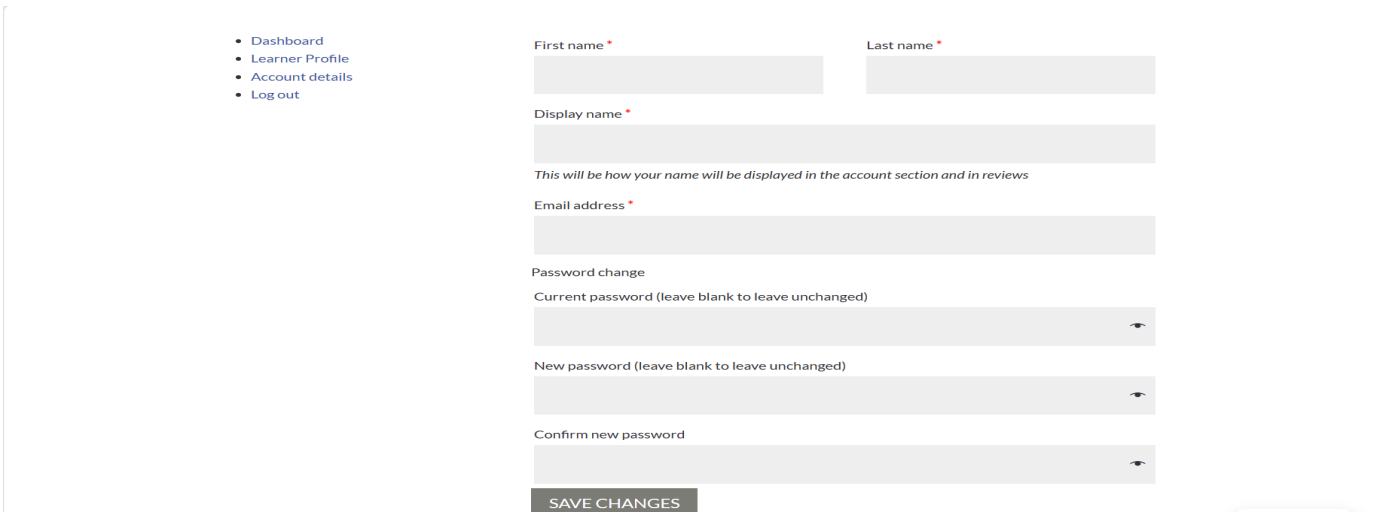


## My account



- Dashboard
- Learner Profile
- Account details
- Log out

Hello **User Guide** (not **User Guide**? [Log out](#))



• Dashboard

• Learner Profile

• Account details

• Log out

First name \*

Last name \*

Display name \*

*This will be how your name will be displayed in the account section and in reviews*

Email address \*

Password change

Current password (leave blank to leave unchanged)

New password (leave blank to leave unchanged)

Confirm new password

SAVE CHANGES

If you have any difficulty logging in, you can request a password reset via the “Lost your Password?” link on the login page. The ABC team are also on hand to help on [training@abcllp.com](mailto:training@abcllp.com).

To access the courses, click on the “**Learner Overview**” tab at the top right of the screen, which then displays a list of courses you have a licence for. Selecting the course name will take you to that particular course.



Your course is presented in a linear fashion, so you must finish each sub-section before it allows you to move onto the next. You can leave and rejoin the module where you left off at any time and via different devices. Once the module is completed, you can revisit the module and move around the sections in any order you wish.

At the end of the training you will be asked to take a test. If you fail the quiz, you will have the opportunity to review the answers you gave to see which questions were answered correctly or incorrectly and then retake the test.

Once the module is completed, you can revisit it as many times as you wish during the life of the license. Clicking on “Learner Overview” (top right on home screen) presents you with a page as in the screenshot below. This shows which courses you have a licence for, the date the license expires and which quizzes you have taken and your score. By clicking on “Statistics” you can access your quiz answers and see which ones were right or wrong. This page also allows you to download or print your certificate as well as a logo for your email signature. You can even take the course again at a later date should you wish to, by clicking on “Exam”.

Overview	Certificates	Logos / Badges
<h2>You are registered for the following courses</h2> <ul style="list-style-type: none"><li><a href="#">Anti-Money Laundering &amp; Financial Sanctions Training</a></li><li><a href="#">Cyber Security Training v3.1</a></li><li><a href="#">Equality, Diversity &amp; Inclusion Training</a></li><li><a href="#">Induction Pack for New Starters</a></li><li><a href="#">UK GDPR Training for Barristers v3.1</a></li><li><a href="#">UK GDPR Training for Chambers Staff v3.1</a></li></ul> <h3>Course progress details:</h3> <ul style="list-style-type: none"><li><a href="#">Anti-Money Laundering &amp; Financial Sanctions Training</a>: Status: Not Started Completed <b>0</b> out of <b>77</b> steps Since: 8 May 2024 8:06 pm</li><li><a href="#">Cyber Security Training v3.1</a>: Status: Not Started Completed <b>0</b> out of <b>39</b> steps Since: 8 May 2024 8:06 pm</li><li><a href="#">Equality, Diversity &amp; Inclusion Training</a>: Status: Not Started Completed <b>0</b> out of <b>66</b> steps Since: 8 May 2024 8:06 pm</li><li><a href="#">Induction Pack for New Starters</a>: Status: Not Started Completed <b>0</b> out of <b>86</b> steps Since: 8 May 2024 8:06 pm</li><li><a href="#">UK GDPR Training for Barristers v3.1</a>: Status: Not Started Completed <b>0</b> out of <b>48</b> steps Since: 8 May 2024 8:06 pm</li><li><a href="#">UK GDPR Training for Chambers Staff v3.1</a>: Status: Not Started Completed <b>0</b> out of <b>35</b> steps Since: 8 May 2024 8:06 pm</li></ul>		

## **Troubleshooting**

### **Where do I log in?**

Go to <https://learn.abcllp.com/> and you will be presented with the ABC Online Training home page where you can log in.

### **Where can I find my log in details?**

Your username is always your Chambers e-mail address, but if you cannot remember the password you chose after you first logged in, you can request an immediate reset by using the “Lost your password?” link on the login screen.

### **Can I change my Username?**

No, your username cannot be changed and is set as your current Chambers e-mail address. You can amend your name, personal details, e-mail address and your password via the “My account” tab. After logging in, at the home page select “My account” and then “Account details”.

### **I have forgotten my password**

You can request an immediate reset by using the “Lost your password?” link.

### **I have completed one course and want to do another. How do I access another course?**

After logging in, at the home page select “Learner Overview” and this will display all the modules you have purchased a licence for. If your Chambers is part of our Training Partnership initiative, you will have access to all our current modules.

### **If I fail the test, can I retake it?**

Yes, you can retake the course as many times as you need to. If you do not reach the required pass mark, you will be given the opportunity to view the answers you gave and see the correct answers.

### **When do I receive my certificate?**

Your certificate will be automatically e-mailed to you. If Chambers have an appointed Group Manager, they will also be copied in on this e-mail.

### **I am sure I have completed the course, but I have still not received an email with the certificate / I did not get a certificate and the module says it is only xx% complete.**

This is usually associated with not reaching the correct pass mark on the test(s). The training is only complete when all the sub-sections have been viewed and marked complete, and the required pass mark has been reached on the test. The progress bar on the left will show if any sub sections are not marked as complete. You can access them here by clicking on the sub-section in the progress bar. The test can be retaken as many times as is necessary to obtain a pass mark and a certificate of training.

### **I have lost my certificate. How do I get another one?**

Your certificate is always available within your online training profile. After logging in, at the home page select “Learner Overview” and then the “Certificates” tab to see, access and print your certificate(s).

### **Can I show on my online profile that I have been trained in the subject?**

Yes, there are custom badges which you can add to your Chambers website profile and your e-mail address. The badges can be downloaded via your online training profile. After logging in, at the home page select “Learner Overview” and then the “Logos/badges” tab to access and download your badges.

***Please email [Bill](#) or [Sarah](#) if you need any assistance, or have any comments or queries on our courses. We also welcome any suggestions and requests for any other subject matters you would like covered for future online training modules.***