Welcome to SkillsPass Training Delivery Suite!

Before we get started, let's make sure you are using a supported browser. Chrome, Firefox, Edge, and Safari are a-ok. If you are trying to use Internet Explorer, prepare to be frustrated. It is enjoying a well-earned retirement.

Have you been here before? If you have, maybe you're interested in heading to the good parts:

- [Add Offering](#) – In order to provide training, you need training to provide.
- [Manage Seats](#) – If you offer training, they will come
  - [On Behalf of an Employer](#)
  - [On Behalf of an Individual](#)
- [Update Class Record](#) – Be the Oprah of awarding certificates.
- [More Options](#) – Queue infomercial voice "but wait, there's more"
  - [Edit Offering](#) – You might not be able to make change for $20 but you can for an offering.
  - [Duplicate](#) – when you can and when you can't.
  - [Book Seats](#) – like Manage Seats, but quicker.
  - [Download Sign-In Sheet](#)
  - [Cancel Offering](#)
  - [And there were more "More Options"](#)
    - [Download Certificates](#)
    - [Download Participants](#)
- [Admin](#)
  - Learners – Still can't make change for a $20 but now you can change a learner's information.
    - [Update](#)
    - [Merge](#)
  - Staff – many hands make light work
    - [Add Admin](#)
    - [Add Instructor](#)
    - [Remove Admin/Instructor](#)
- [Reporting](#) – You must be a DJ with access to so many records!
- [Navigation](#) - We're pretty sure that even the Vikings used a waffle.
- [Help](#) – Even if your last name isn't McCartney, we'd be happy to help.

Overview

When you sign in, you will be brought to the Offerings page. The default setting is active In-Person offerings. To switch to virtual offerings, click Virtual. We're not trying to trick you here.
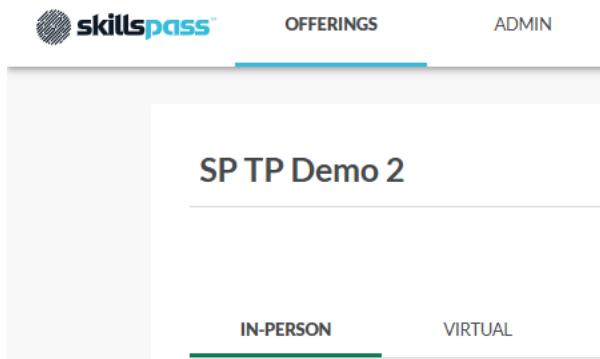

Active offerings are offerings that are upcoming or where the class record hasn't been updated yet. To switch to completed offerings, select the toggle to switch.
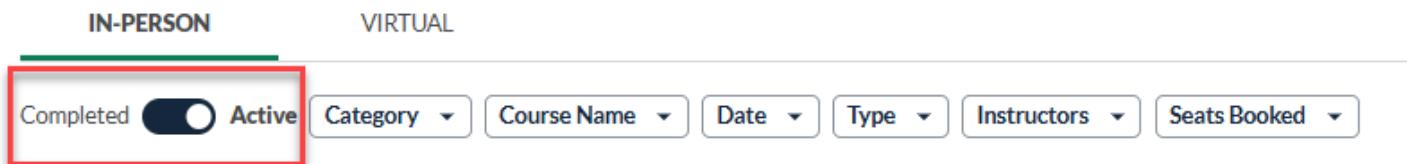
You can narrow your search by using the filters. The fInstructor filter will include current and past instructors.
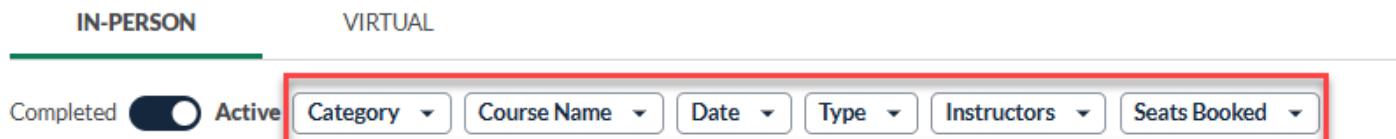
If you would like to locate training from a specific date, you can use the date filter or switch to calendar view.
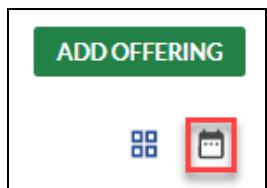
Add Offering

The first step couldn't be easier. Once you sign into your training provider profile, click on the green Add Offering button.

Select the course from the drop-down menu. In-Person and Virtual will be indicated to the right of the course name. For this example, we will choose Virtual.

You will have the option of creating a public or private offering. Private offerings are typically for employers that want to do in house training. Public offerings will publish to the storefront and be accessible to… the public.

All required information will be marked with a red asterisk. These include instructor, number of seats, price, contact email, and date/time. If it is an in-person offering, you will be required to provide the address. If it is a virtual offering, you will need to include a link. If you don't have the course link (Zoom, WebEx, etc.) yet, we suggest using your company url. You can update the offering information at a later date. More on that a little later.

If the training is free, set the price to $0. If you don't want the price indicated on the storefront, click on the toggle under Show Price. Registrants will be advised to contact the training provider for pricing details.

Special instructions are for any additional information specific to the offering. For example, if it is a virtual offering you might want to say, 'sign in 5 minutes prior to course start'.

The last step is to choose the date and time. Choose the date from the calendar. The default is a full day course.

SELECT DATE(S)
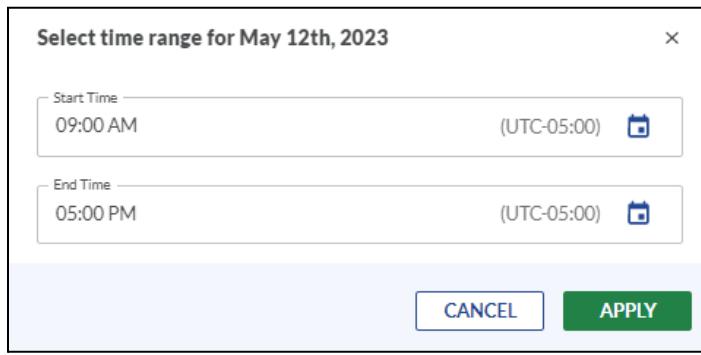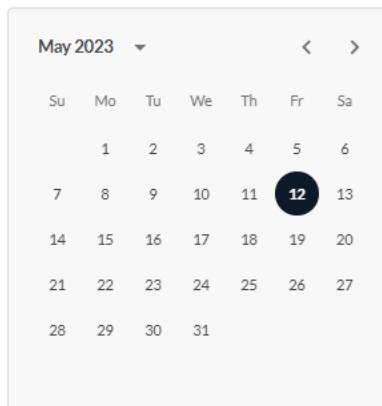
To change this, click the calendar icon, set the time, and hit ok. If everything looks correct, hit apply.
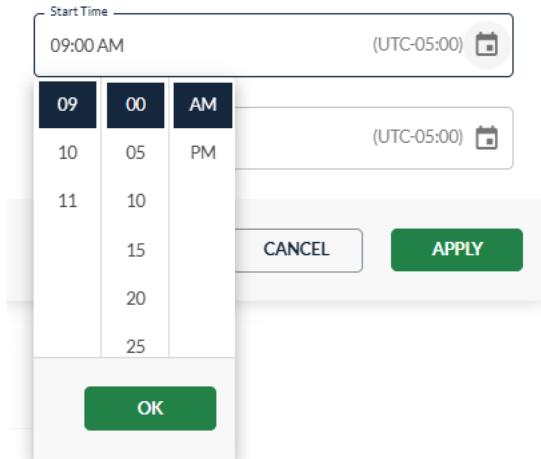
*If it is a multiple day course, repeat the process for any additional days.

After that, hit save. If any of the required information is missing, it will be highlighted in red and prevent you from saving.

Once successfully created, you will be brought back to the offerings page.

Manage Seats

Here we'll go over how to reserve and remove seats.

Let's start with reserving seats. There are two ways to do this but the first thing you want to do is locate the desired offering.

Once you have located the offering, you can reserve seats by clicking on Manage Seats or selecting Book Seats under More Options.
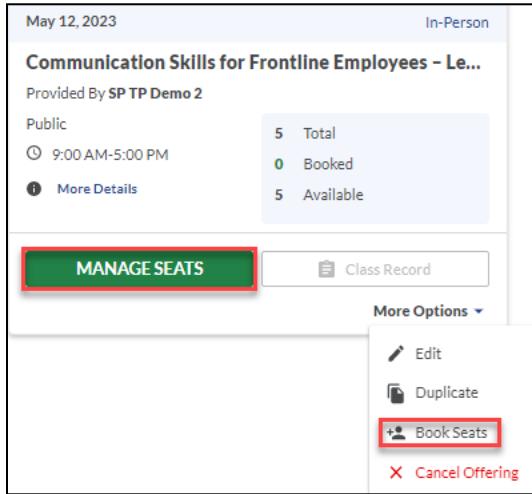
Here you can book on behalf of an employer or for an individual. Choose Next beside the preferred option.
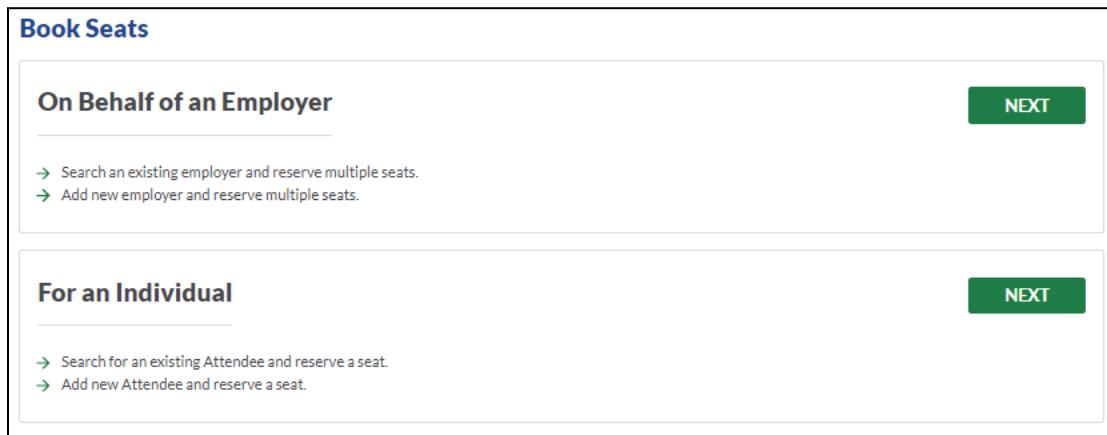
If you are booking on behalf of an employer, you will want to start by searching for the name of the company/organization. This is where a few things could happen…wait for it….

Maybe the Employer has already been created in the system and has an admin assigned…whooohooo you're ahead of the game. Choose the employer and admin and move one

Maybe they don't exist…don't get mad… this might be where you can help them help themselves so go ahead and add new but in some cases the decision has already been made that there's no new employers for you. I know you're disappointed and we're disappointed for you as well. Don't let this bring you down, just go back to the beginning and do an individual booking…someone will figure it out later

← Back to Book Seats

Book Seats on behalf of Employer

EMPLOYER INFORMATION

Search Employer *

| Bluedrop | 🔍 |

Bluedrop ISM ✔ St. John's

Booking Contacts:

Kelsie Grossberg (▮▮▮▮▮▮▮▮▮▮)

Cher Pallanes (▮▮▮▮▮▮▮▮▮)

Roseanna Cheese (support+myskillspass@bluedrop360.com)

Add New Employer

Good…you're still here … here's what's next for you - Choose the booking contact and number of seats, then select Add Booking. The selected contact will be notified and can assign the seat.

← Back to Book Seats

Book Seats on behalf of Employer

EMPLOYER INFORMATION

Search Employer *

| Bluedrop ISM | ✕ 🔍 |

Bluedrop ISM ✔ St. John's

Address: 18 Prescott St., NL A1C 3S4

BOOKING CONTACT

Select Booking Contact *   ▾

RESERVATION DETAILS
You will be asked to provide information about each student filling the seats in the next step.

Payment Method

| Number of Seats * | Not Specified ▾ |

Maximum 4 seats

ADD BOOKING

If Add New Employer is available, you will need to fill out the email address, name, contact information, and number of required seats. All other information can be filled out by the employer, or they can provide that when they access the booking.

A window will pop up to show that an email will be sent to the Booking Contact that will allow them to confirm the booking, create a SkillsPass account, and manage the seats.

Create Employer & Add Booking ✕

Please confirm you want to create this booking for **Employer 1.**

An email will be sent to **employer1@bluedrop.com** to confirm this booking, create SkillsPass account and self-manage this booking.

CANCEL   CONFIRM

*if E-Commerce is required, select it from the Payment Method menu. The booking contact will receive a notification prompting them to pay.

Not Specified

Cash

Cheque

Credit Card

Debit Card

Purchase Order

E-Commerce

Payment Method

Not Specified ▲

ADD BOOKING

Create Employer & Add Booking ✕

Please confirm you want to create this booking for **Employer 1.**

An email will be sent to **employer1@bluedrop.com** to confirm this booking, create SkillsPass account and self-manage this booking.

This Booking will require **payment by eCommerce** and direct the Booking Contact to make payment once they click the link in this email.

CANCEL   CONFIRM

You can register the seats on behalf of the employer. Locate the booking, select the ellipsis on the right-hand side, and select Manage Seats

Select Add Attendee as many times as you need to put students in those seats.

If you choose Book Seat on Behalf of an Individual, the process is the same as adding an attendee to an employer booking.

You can search by email address or phone number, but we recommend using email address. If no successful result shows, choose 'add new learner' to create a new attendee.

You can create using email address or phone number. Enter their name, select add, and hit confirm.

You can also remove seats from here but let's go back to the start to show how to do that.

Locate the offering and select Manage Seats. From here, you can book seats which we already covered as well as removing seats.

Locate the required booking, click the three dots to the right, and select Manage.

To remove a specific attendee, click on the three dots, select remove attendee, and hit confirm.

Update Class Record

Updating the class record allows you to mark attendance, issue Pass/Fail grades, and award certificates.

The first thing you will want to do is locate the desired offering. You can sort using the filters or you can switch to the calendar view to locate by date.

To mark attendance and issue grades, select Class Record. If the button is greyed out, it means the offering hasn't happened yet. Unfortunately, we haven't quite figured out time travel yet.
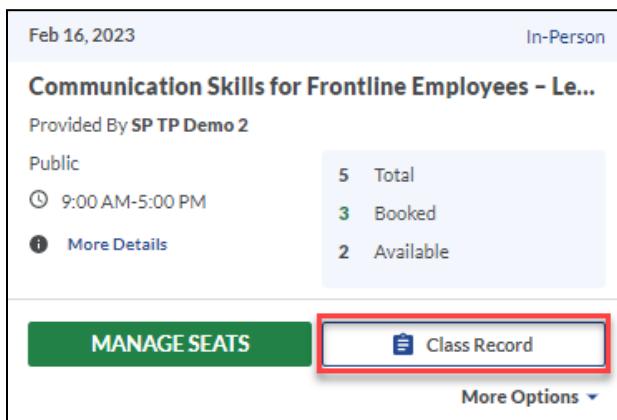
Here you will see a list of everyone registered for the offering. You can mark attendance and issue grades individually or you can mark them all at once. If you choose Mark all as… you can adjust individuals after.

If there are additional details for the offering like a specific model of equipment that was used, you can include this with Additional Certificate Details. Simply click Add, fill out the details, then select Save Changes. This option is not enabled for all training.

Once everything looks the way you want it to, hit Save Class Record. Before you do, it always pays to take a second look over. Once the record is saved, it can't be changed without contacting support. If everything looks good, hit Grade Students.


Now that the class record is updated, you will see the notification to show certificates have been issued. You also can download All Available Certificates. If you need to download a specific certificate, click on the green ribbon that says Certificate Issued for that individual.
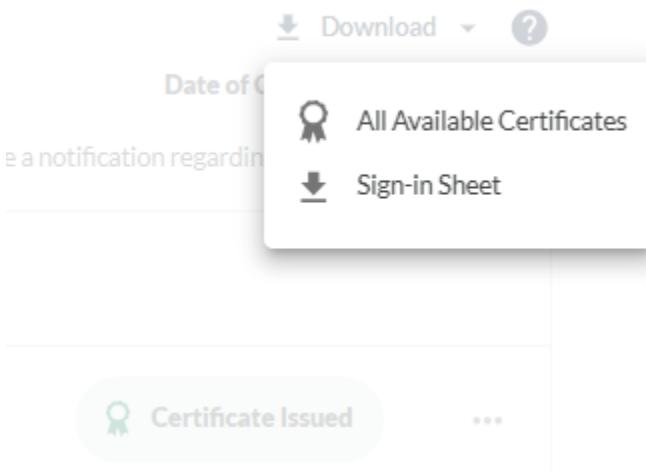
If you need to download a specific certificate, click on the green ribbon that says Certificate Issued for that individual.

More Options
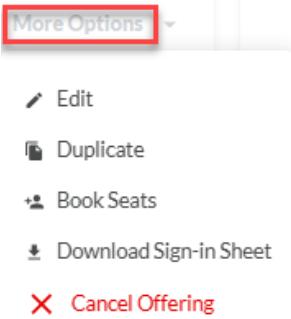
Edit Offering

Editing an offering lets you do things like add additional seats, change the instructor, update the virtual link, and change the time. The one thing you can't do is change the type of offering it is. For example, if you created a full course but it was just meant to be a refresher, you chose In-Person, but it was supposed to be Virtual, or you meant to create a private offering, you will need to create a new offering.

Now that we have that out of the way, let's edit an offering. The first thing you will want to do is locate the desired offering. Once you have located it, click on More Options and choose Edit Offering.
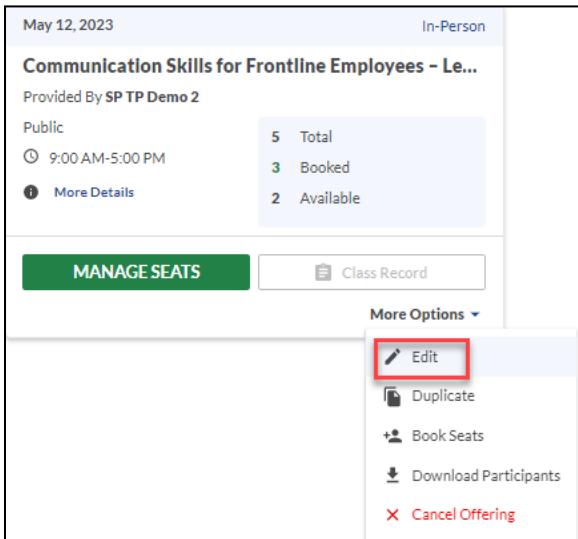
You will see that the type of offering is set in stone but everything else is editable.

To change the instructor, you will want to choose the correct instructor from the dropdown menu and remove the previous instructor.

To add seats, just update the maximum number of seats. If you are adding seats for specific learners, click the publish offering toggle so that the seats don't get released on the storefront.

You can also edit the price, include special instructions, change the contact information, and update the date and time of the offering.

If you are changing the date of the offering, select the new date from the calendar and click on the X to remove the current date.
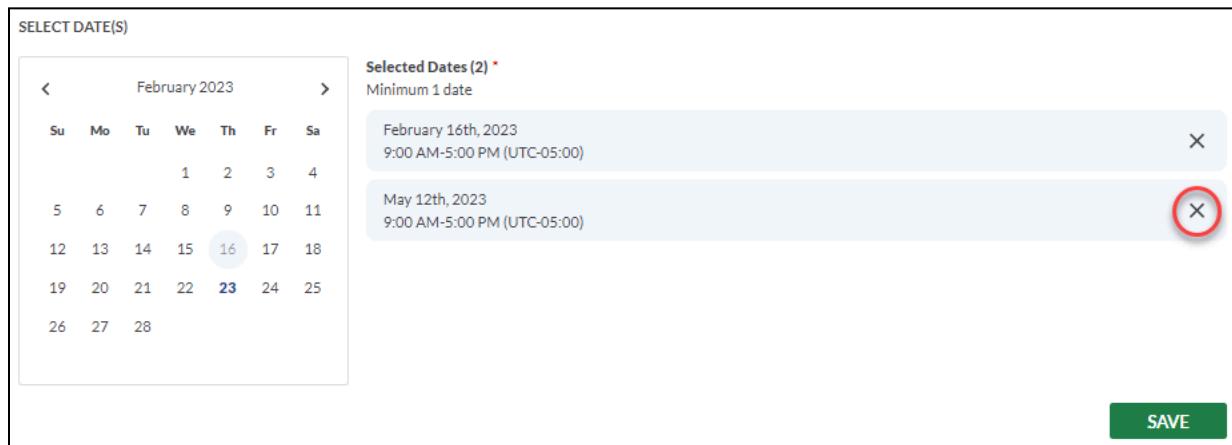
Once you have made your desired changes, hit save.

Anyone with a registered seat in the offering as well as booking contacts will receive email notifications about the changes.

Duplicate

Under More Options, you might see Duplicate. This will allow you to quickly create offerings for the same course. Once created, you can edit the information (instructor, date, time, etc).

This option will only appear if the class is Public and a single day offering.

You can choose several dates, and it will create a duplicate for each.

If you need to create a new offering because it was supposed to be virtual, a refresher, etc… you can cancel the incorrect one by hitting More Options and choosing Cancel Offering.

Book Seats
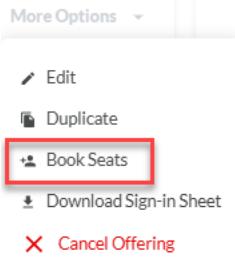
When you select Book Seats, you will be presented with the option to book on behalf of an employer or individual. The process it explained in the Mange Seats section.

Download Sign-In Sheet
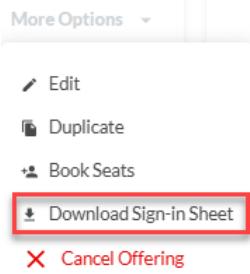
You will be able to download a PDF containing the first name, last name, and if applicable, employer of those in attendance. There are columns for signature and date.

The training provider, class, instructor/evaluator, and date will be listed at the top of the sheet.

Cancel Offering
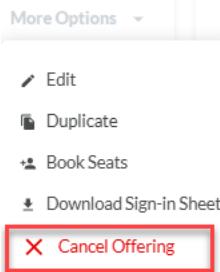
If the offering is still active (certificates have not been awarded), you will be able to cancel the offering. Anyone associated with the offering (learners, employers, instructors) will be notified of the cancelation.

If certificates were awarded, you will need to contact support to void them before being able to cancel.

And there were more "More Options"
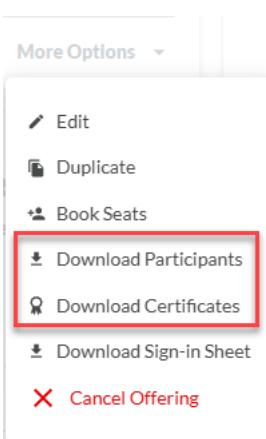
If certificates have been awarded, you will see more options under More Options…. That's almost a tongue twister!

- Download Participants will provide you with a /csv file of participant information (name, email address, etc…)
- Download Certificates will let you download a .pdf of all awarded certificates.

Admin

When you sign into your training provider profile and select Admin, you will have a record of everyone that has done training with you, as well as being able to update learner information, and merge profiles. Think of it as your Digital Filing Cabinet.


Learners

If you have learners reaching out to you saying 'I need a copy of my training' or 'I didn't get an email for my SkillsPass profile', you can help them out with a couple of clicks.

As more time passes, more learners will show up here. You can sort by name, email address, or phone number. As well you can search them by name.

If you see 'not confirmed' under their name, it means that they haven't activated their SkillPass account yet.

You can help them with this by clicking on the three dots to the right of their name and hitting send invitation. This will prompt an email that will let them access their SkillsPass Worker Passport.
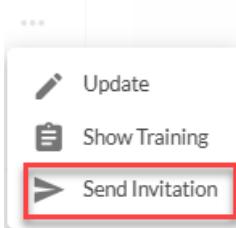
Update

One of the great features of the new Training Delivery Suite is that it allows you to update a learner's contact information. To do this, click on the ellipsis to the right of the learner's name and select Update.
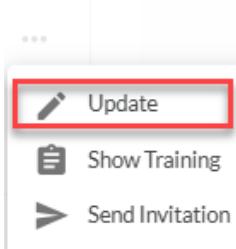

Here you will be able to update the name (first and last), email address, and phone number. Once completed, hit update.

If you receive an error message saying the email address already belongs to a learner, it means a merge might be required. More on that in a bit.

Show Training
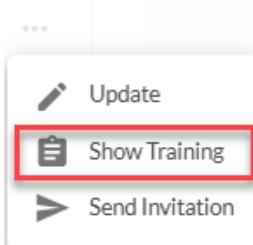
When you select Show Training, you will see two options; Upcoming Bookings and Training History.

Upcoming Bookings will show you and offerings the learner is scheduled for. If you see a booking that is backdated, it means no certificate was awarded. Click on it to be redirected to the booking. From here you can manage the booking, including canceling it.

The other Option is Training History. This will show you any certificates that you have awarded to the learner. You can click on any certificate to download a .pdf copy.

Merge

Another feature of Training Provider 2.0 is the ability to merge learner profiles. This is useful if a learner has done training with you on different occasions but provided different information like email addresses.

The process to merge profiles is simple. The first thing you will want to do is make note of the email addresses to merge. Once you have done that, click on the green Merge button.

Enter the email address for each profile and click the magnifying glass icon. The account on the left is the one that you want to keep. Once both accounts have been located, hit Merge in the bottom right corner.
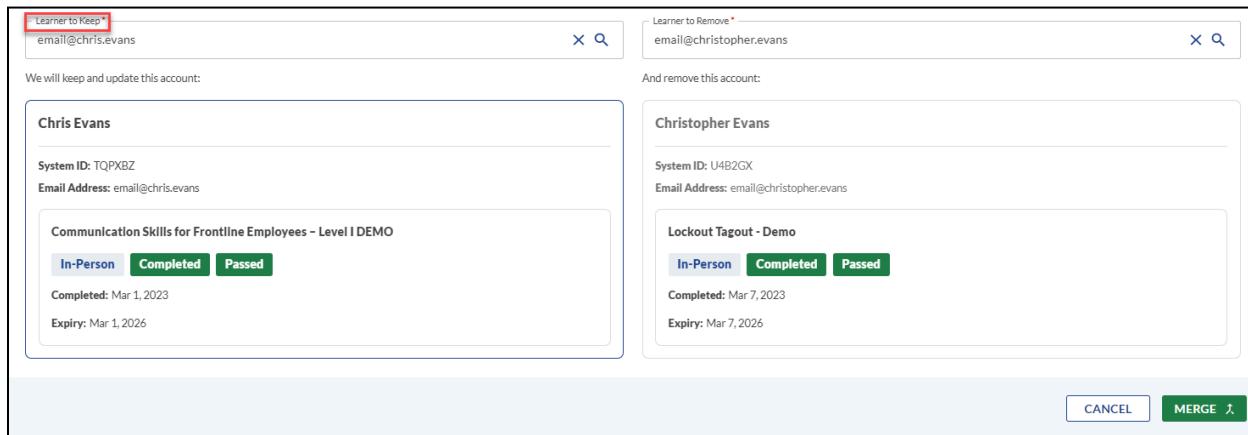
If everything looks correct, hit Confirm. If you need to change one of the accounts, hit Back.

Staff
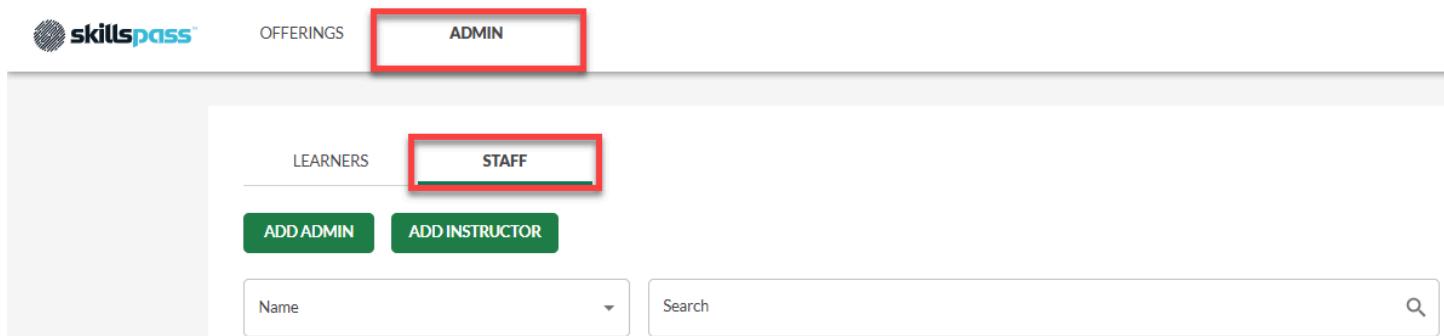
From the Admin tab, you can add instructors and additional administrators.

Instructors can update class records for offerings that they are assigned to.

Administrators can create offerings, register seats, access training records, etc… They can also have the dual role of instructor. To add one of these roles, simply select the green button and submit the email address. An invitation will be sent.

Add Admin

Specify Admin's email and send invitation.

Admin's Email

CANCEL SEND INVITATION

Add Instructor

Specify Instructor's email and send invitation.

Instructor's Email

CANCEL SEND INVITATION
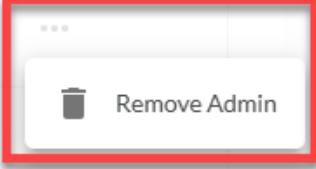
Adding an instructor will create an association with your Training Provider network but will not authorize them as instructors for new courses. That is still with the regulator or SkillsPass support. Unsure who to contact about that? Look up, then right, then select Help. You can always contact support about this or anything else.

Remove Admin/Instructor

If you need to remove an administrator or instructor, you can do this from the Admin tab. Select Staff, then search for the individual you would like to remove.
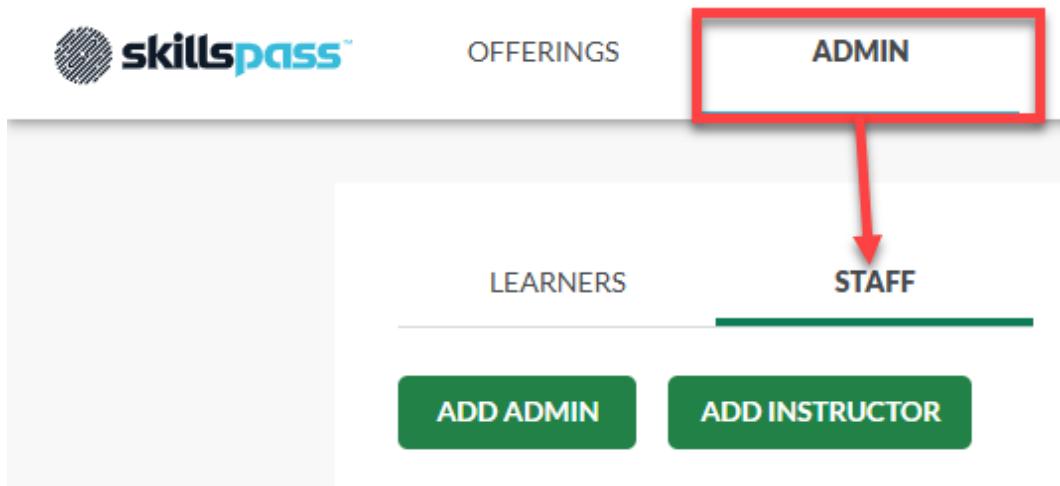
Click on the ellipsis and select Remove Admin/Instructor.

If an instructor still has Active offerings, you will not be able to remove them until marked Completed. The following notification will appear.
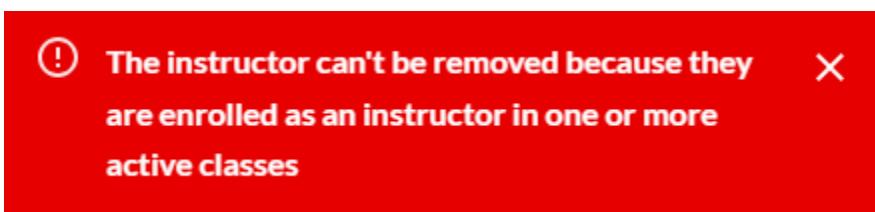
Reporting

Reporting lets you track and manage any training that has been done with your network. To access this, sign into your Training Provider profile and select Reporting Dashboard.
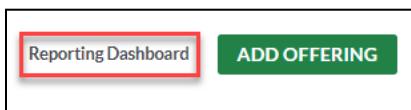
In the Dashboard, you will have access to all issued certificates for learners that have done training with you.

If you are trying to locate a specific individual, you can use the search function to locate them by name, email address, or SkillsPass ID.

Once you have located the desired learner, click anywhere on their profile to bring up their training history. You can download a copy of their certificate by clicking on the download icon.

You can also sort by using the filters for completion date, certificate status, primary employer, and/or course.

Using the filters is a great way to create custom reports. It is like using the filters to create your own filters. For example, if you wanted to keep track of learners that had training expiring soon, go to the Certificate Status filter, select Expiring Soon, and hit Apply.

After that, select Save Report.

Give your report a name that will make it easy to locate in the future, then hit Save.

Next time you want to generate that information, just click on Load Report, locate it from the list of reports, and click Load.
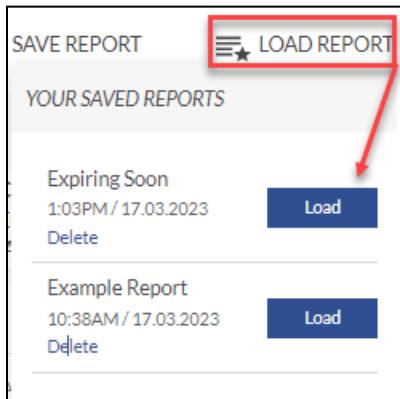

The option to download a copy of the report will appear in the bottom right corner of the report.

Navigation

Star Trek has the teleporter and SkillsPass has the Navigation Waffle (SNW). Honestly, we think our name is better.
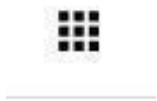
The SNW lets a Training Provider switch from the Storefront to the Training Delivery platform.
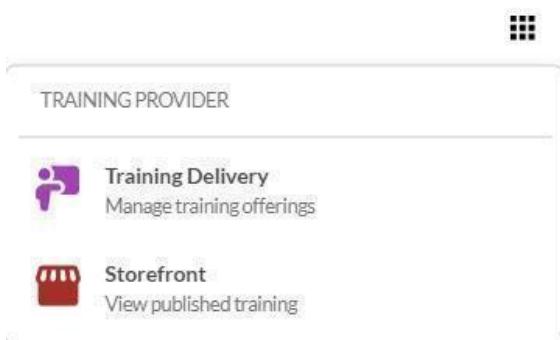
Help

If you didn't find what you were looking for in this guide or need some assistance, click Help. FAQ will bring you to our knowledge-base articles and How-To videos. Choose Contact Support if you want to reach out to a member of our Customer Support team.

ENGLISH ▾   HELP ▾

FAQ

Contact Support