**LMS Guide for Learners**

You will have until the 31st of December 2022 to complete any outstanding training on your Virtual College account and download your certificates.

You will no longer have access to this account after the 31st December 2022, it is therefore imperative that you download or print any certificates you may need in future. These will not be transferred to the new system.

The new system will be available from the 16th of January 2023, nearer the time guidance will be sent to help you access the new system.

You can login to the current system here to access your account - [Welcome to the TMS (vctms.co.uk)](https://healthcareea.vctms.co.uk/)

**If you have forgotten your password** you can reset it by following the below instructions.

Toreset your password in order to gain access to your record. To do this, visit the following link: <https://www.vctms.co.uk/> Select ’Reset your password’, then input your username *(please note that this may be different from your email address)* and tick the box to confirm that you are not a robot. You will then receive an email containing a link to reset your password. Please check your junk folder as these emails occasionally filter into here.  
  
*Please be aware that we cannot resend your original password to you for data protection purposes, all learners are required to reset their password using the link above.*

**How do I PRINT my Certificate?**To **print** your certificate, click on the 'Completed Learning' tab. You should see a small printer icon to the right of the relevant course name. Once you have clicked on this, please follow the instructions on screen.

**How do I SAVE my certificate?**To **save** your certificate whilst using **Google Chrome**, click on the 'Completed Learning' tab. You should see a small printer icon to the right of the relevant course name. Once you have clicked on this, please follow the instructions on screen, but when prompted to select the printer to which you would like to send the certificate, select ‘Save as PDF’ instead. You will then be prompted to select a file on your computer in which to save this for future access.  
  
To **save** your certificate whilst using **Internet Explorer**, click on the 'Completed Learning' tab. You should see a small printer icon to the right of the relevant course name. Once you have clicked on this, please follow the instructions on screen, but when prompted to select the printer ensure the Print to file box is checked, press print. You will then be prompted to select a file on your computer in which to save this for future access.  
  
To **save** your certificate whilst using **Edge**, click on the 'Completed Learning' tab. You should see a small printer icon to the right of the relevant course name. Once you have clicked on this, please follow the instructions on screen, but when prompted to select the printer to which you would like to send the certificate, select ‘Microsoft Print to PDF’. You will then be prompted to select a file on your computer in which to save this for future access.  
  
To **save**your certificate whilst using**Firefox**, click on the 'Completed Learning' tab. You should see a small printer icon to the right of the relevant course name. Once you have clicked on this, please follow the instructions on screen, but when prompted to select the printer to which you would like to send the certificate, select ‘Microsoft Print to PDF’. You will then be prompted to select a file on your computer in which to save this for future access.

Should require any support when it comes to downloading your certificates, please contact Virtual College Customer Service Team [customersupport@virtual-college.co.uk](mailto:customersupport@virtual-college.co.uk)