

how to

How to Manage Access

Activation codes enable you to control who can access your online courses and how they do so. There are a number of ways activation codes can be used and configured in order to give you the level of control you need. This **How To** guide will help you understand how to best manage your learners' access to your courses. We hope it helps. If you need any further help just give us a call on 020 7582 3309.

If you choose to have your courses open to all, activation codes won't be required. Learners will complete the registration process and then have free access to your course(s).

If you want to put a layer of security in front of your courses, then there are two ways you can do this:

- **Generic (shared) activation code**

This is a word or alphanumeric code you can choose that will allow anyone who knows it to have access to the course or gateway the key is assigned to, e.g.: NELSONCROOM

- **Individual activation code**

These are system generated and allow learners access to the specified course or gateway. Each key can be set to give one or more learners access. They are a letter-word-number-letter combination, e.g.: L-BROOK-0456-CARPET-0.

How can I tell if a course or gateway has a generic or individual activation code?

You can tell whether a course or gateway has been set up for a generic key or individual keys, as the activation code field will either show one entry box for a generic key:



Or a series of 4 entry boxes for individual activation codes:



Settings

Whichever type of activation code you use, there are a number of settings you can choose that determine how they work.

How many learners does a key allow access to?

Activation codes can be set at learner level or at course level.

Learner level activation codes allow one learner to access one course. They are most often used for organisations that want to provide access to individual members or the public.

Course level activation codes allow a specified number of learners to access a single course. They are often used when an organisation wants to give a group of learners access, as they can email the same key to all learners rather than giving each one an individual key, so reducing administration.

How long does an activation code last?

Activation codes have both a *start by date* and an *access period*.

Start by date: This setting specifies the number of days from the key creation date in which the key has to be used to register for the course. You can specify this to suit you and your learners. For example, if you know you will be releasing a new version of a course in May, you may choose to prevent any new learners registering for it after mid April. Setting the correct Start by date would allow you to do this. If a learner tries to register for a course using a key where this period has expired, they will not be able to access the course.

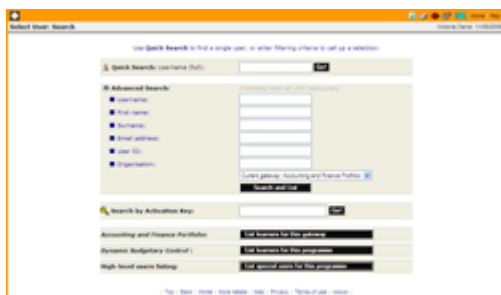
Access period: This setting specifies the number of days from the initial use of the key that the learner has to use the course. For example, you may sell access to your courses for a period of six months, in which case we would configure your activation codes so they only allow a learner access for six months from the date on which they first use it.

Access can also be set to a specific date. This might be useful if you have a new version of a course and you want the previous version to expire on a certain date so only the current one is ever available. Once the set number of days or specific date has passed, learners' access to the course will expire.

How do I search for an activation code?

Searching for an activation code is a quick way to see the details for a specific key and whether it is assigned to a user. To do this:

1. Go to the *Imago Administrator* menu and select *Learner Manager > Search for user accounts*. The *Search* screen will display.



2. In the **Search by Activation Key** field enter the activation code you want to view.
3. Click **Go**.
4. The search results will display, showing:

the *Assignment status*, (this will say 'Assigned' or 'Unassigned'. If assigned, the learner it was used by will be listed)

the *Programme* it is attached to, e.g. *Negotiation Skills*

the *Key validity expiry* field shows the date by which the key has to be used

the *Access expiry* field, shows the date access to the programme will run out for the learner(s) who used the key..

How do I change the expiry date for an activation code?

Once a learner's access period to a course has expired, they will no longer be able to get into that course. If you have administrator rights in Imago, you can give the learner an extended period of access by going into their *User Profile* window and manually amending the date in the *Expiry* field for the relevant course. To do this:

1. Open the learner's *User Profile* window. You can do this by searching for the learner or the access key, then clicking on the blue, underlined Username in the search results.
2. The courses the learner has registered for will be listed.
3. In the row for the course you want to extend the key for, change the date in the *Expiry* field

Registered	Last access	Expiry	Role
24/07/2009	24/07/2009	24/07/2014	Learner/Standard
Update memberships			
Objectives	Registered	Last access	Expiry
	24/07/2009	24/07/2009	[1] 24/07/2010 09:36
Update memberships			
User Group Affiliation	Registered	Expiry	Role

4. Click the *Update membership* button.

What do I do if an activation code isn't working?

If a learner calls saying "my activation code isn't working", it is usually for one of the following reasons:

the start by date has expired

The activation code will not allow access to a course after the "start by date" or after the set number of days from key creation has expired. You will need to provide the learner with a new activation code.

Activation code (access key): | - manes - 0289 - steers - 0

SUBMIT

You entered a valid key/code, but it has passed its start-by date. Please contact the supplier for a new key.
(You entered: L-MANES-0289-STEERS-0)

the access period or date has expired

Once a learner's access period to a course has expired, they will no longer be able to get into that course. If you have administrator rights, you can extend the period of access (see previous page for details)



it is being used for the wrong course

If a learner tries to use the code for the wrong course they will receive the message below

Activation code (access key): | - mover - 0911 - theory - 0

SUBMIT

You entered a valid key, but it's for another programme and cannot be used for this one.
(You entered: L-MOVER-0911-THEORY-0)

the key has already been used by another user

This occurs for two reasons. Firstly, an individual activation code may have been issued twice in error. If this is not the case, it may be that the learner has already registered for the course and used the key but has forgotten their log-in details. If the learner registers again and tries to use the same key they will be unable to access the course. Once an individual code has been used it cannot be used again, so the learner will receive the message below.

Activation code (access key): | - stamp - 0022 - intent - 3

SUBMIT

You entered a valid Key, but it has already been used and cannot be reused.
(You entered: L-STAMP-0022-INTENT-3)

the code has been entered incorrectly

Although activation codes are not case sensitive, sometimes people mistake a 0 for a O, and vice versa. Check that they are entering each letter or number correctly.

Activation code (access key): | - roses - 1234 - carpet - 0

SUBMIT

You appear to have entered an invalid key.
(You entered: L-ROSES-1234-CARPET-0)

Any questions?

If you have any other questions about managing access to your online courses provided by Nelson Croom, then just give us a call on 020 7582 3309 or email your project manager.