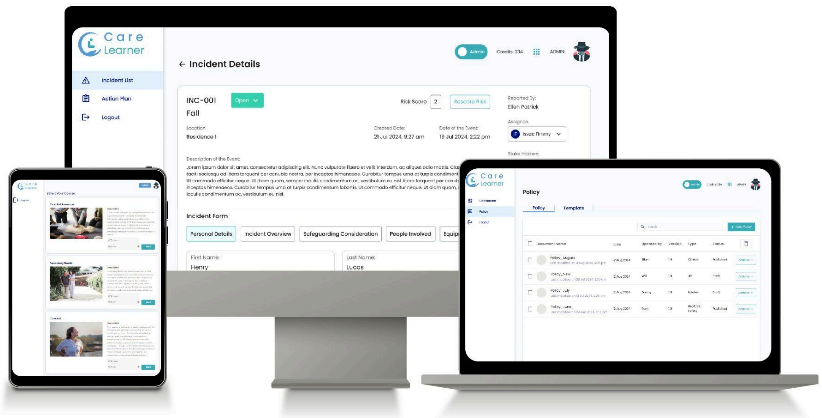
CareLearner
By PENTAFOLD

User Guide

Learn how to get started with the CareLearner app and make the most of its tools for training and care management.



app.carelearner.com

1. Introduction

About CareLearner and Purpose of the User Manual

Welcome to **CareLearner**, your all-in-one platform designed to make learning, compliance and reporting simple and accessible. This guide is created to help you understand and confidently use the key features available to you as a learner including **Learning**, **Policy** and **Incident Reporting**.

The purpose of this **User Guide** is to provide clear, step-by-step instructions on how to navigate CareLearner, complete your assigned training, acknowledge policies, and report incidents effectively. Whether you're new to the system or just need a quick refresher, this guide will help you make the most of your CareLearner experience.

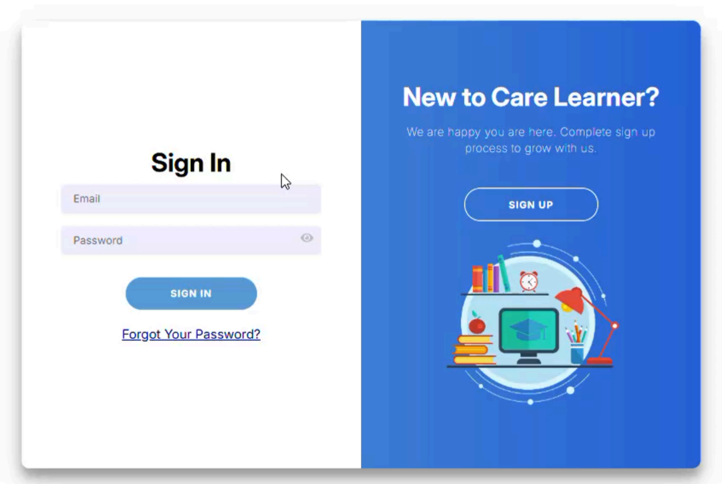
CareLearner is built to support a culture of **continuous learning, transparency and safety** in care environments. By following this guide, you'll learn how to:

- Access your assigned courses and track progress
- Read and acknowledge important organisational policies
- Report incidents promptly and accurately

Our goal is to make your compliance journey straightforward and empowering, ensuring that every action you take contributes to safer, more informed and higher-quality care.

Steps 1: Sign in

1. Go to app.carelearner.com
2. Enter your username/email and password.
3. Click **Sign In Button**.



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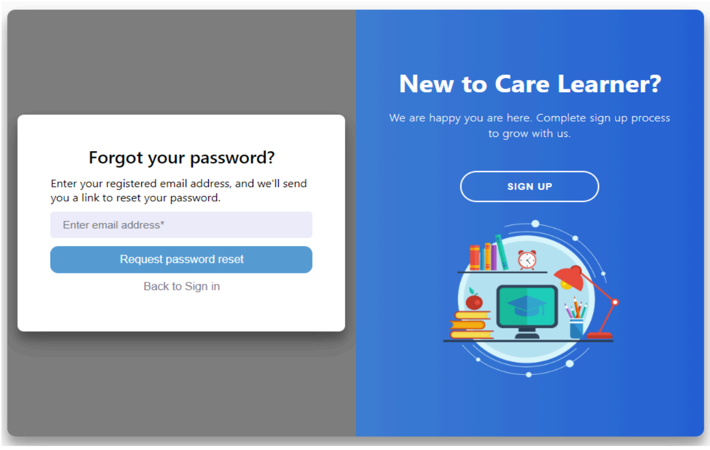
4. Forgotten password: Use the "Forgot Password" link on the login page to reset your password.
5. Technical difficulties: Check internet connection and browser settings. Contact support if issues persist.

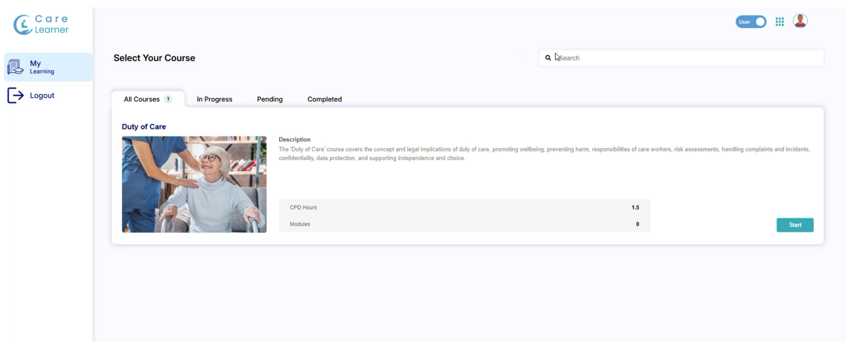


Step 2: Learning App

After login, users will land on the ***My Learning page*** by default.

My Learning Page

1. This is your home for all assigned courses.
2. You'll see three sections or filters:
   - All Courses - all courses assigned to you
   - Completed – finished courses with certificates available
   - In Progress – courses you've started but not completed
   - Pending – assigned courses not yet started
3. You can click any course card to open its course details page.
4. Click on **Start Button** to start learning the course



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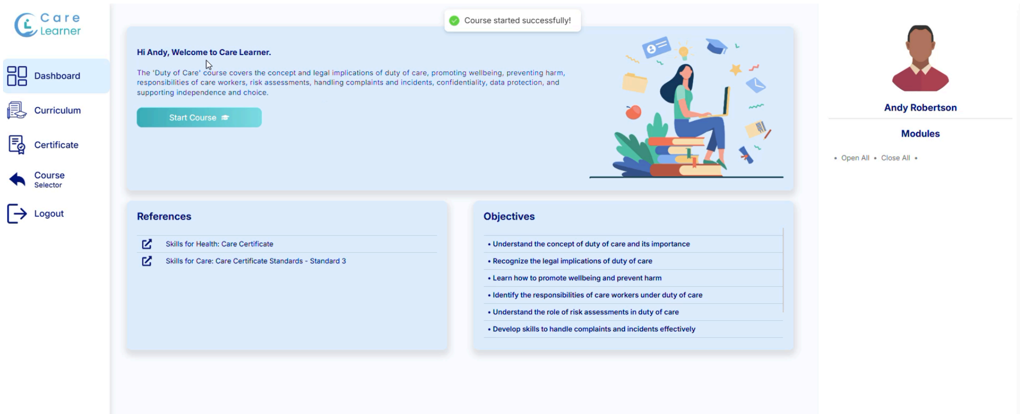
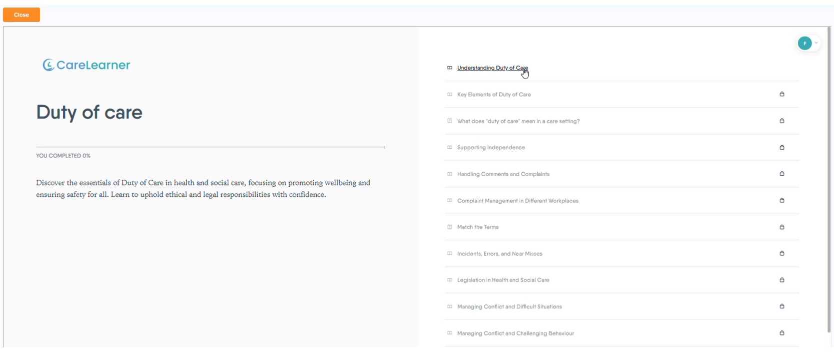
Course Detail Page

When you select a course, it opens a new page with four tabs:

1. **Dashboard** – Overview of the course, progress bar, and course info (description, duration, due date).



2. **Curriculum** – List of lessons or modules. Each lesson can be opened to start learning.

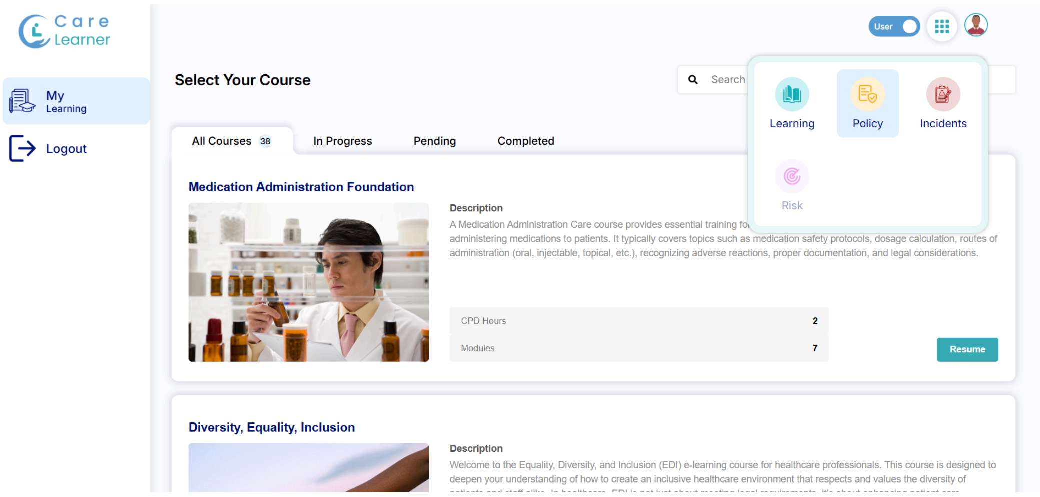


3. **Certificate** – Available once you complete all modules. You can view or download it here only if you have access.
4. **Course Selector** – Use this to switch between your available courses without going back to My Learning.

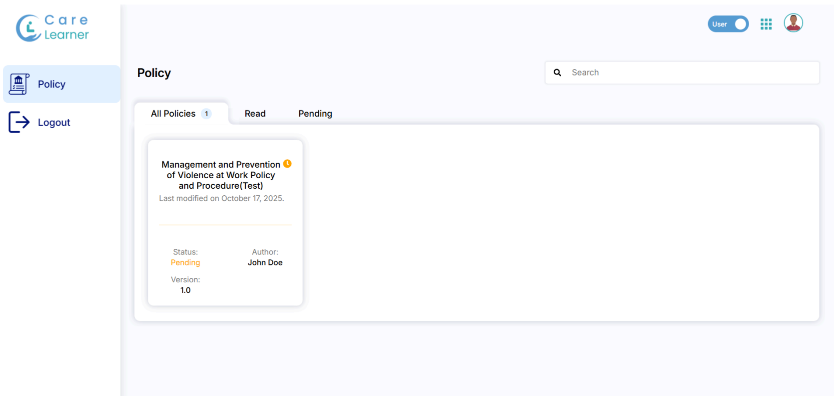
Step 3: Policy App

Accessing the Policy App

1. From the top navigation bar (multi-app view), select Policy.

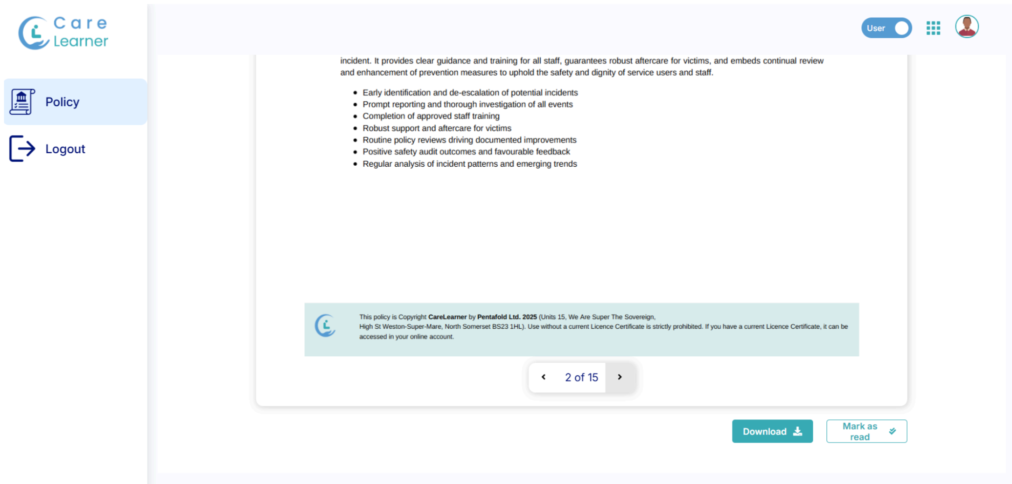


2. This will open the Policy Page, where you can view all policies assigned to you.
3. You'll see three tabs or filters:
    - **All Policies** – shows every policy assigned to you.
    - **Read** – policies you've already reviewed and marked as completed.
    - **Pending** – policies you still need to read.



Viewing a Policy

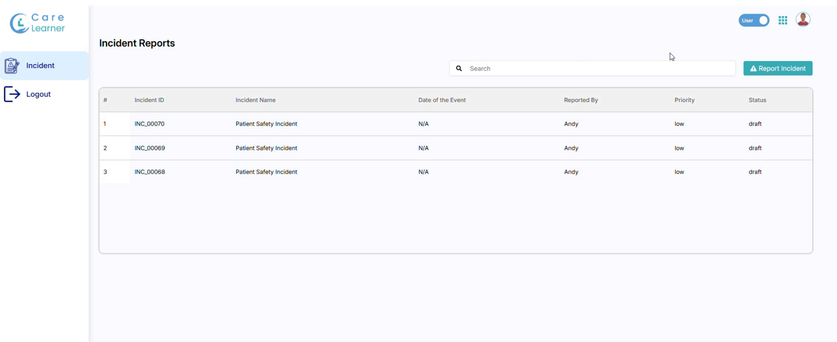
- Click on any policy card to open it.
- Use the scroll bar to read through the content carefully.
- Once you've finished reading the policy, click the **"Mark as Completed"** button and click on download button.



Step 4: Incident App

Accessing the Incident App

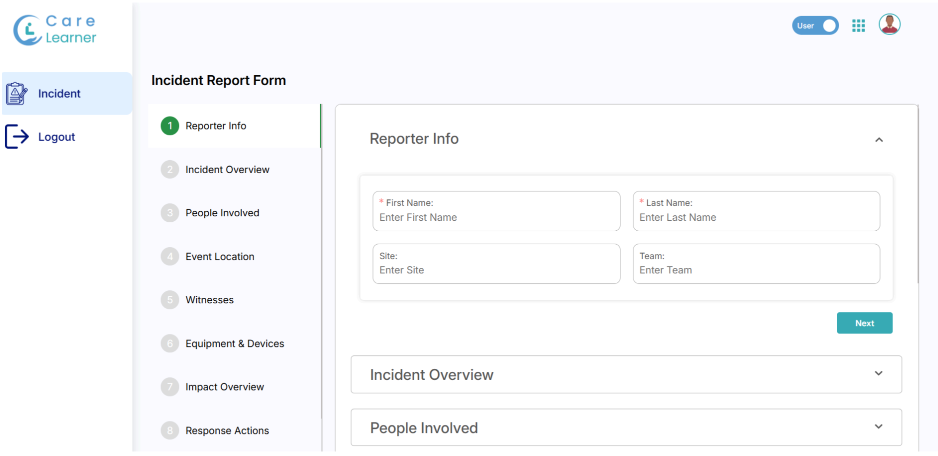
1. From the **top navigation bar**, select **Incident** from the multi-app menu.
2. You'll be redirected to the **Incident Listing Page**, where you can view all incidents you've reported.
3. This page includes:
   - **List of incidents** with basic details (date, title, status)
   - **Search or filter options** (if available)
   - A **"Report Incident"** button at the top right corner



Reporting a New Incident

1. Click the **Report Incident** button (top right).
2. You'll be taken to a **New Incident Form** page.
3. Fill in all the required details:
   - Incident title
   - Date and time
   - Type of incident (e.g., medication error, fall, etc.)
   - Description – brief explanation of what happened
   - and other fields

4. Once complete, click **Submit**.



Editing an Existing Incident

- After submission, your incident will appear in the **Incident Listing Page**.
- To make changes:
    1. Locate the incident from the list.
    2. Click **Edit** (or the edit icon next to the incident).
    3. Update the necessary fields in the form.
    4. Click **Save Changes**.

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