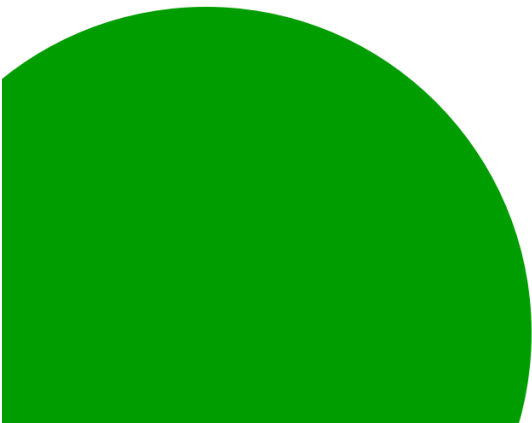




Arbor Training Hub FAQs





I can't find the recording from the webinar

We do not share the actual recordings from the webinar with attendees for Data protection reasons. All the information covered in the webinar can be found in the short recordings contained in the Resources courses. The Resources course appears automatically in your dashboard once you have returned the training feedback and completed the course. Please note that in order to gain access to the feedback you need to have attended the live session for the recommended amount of time.

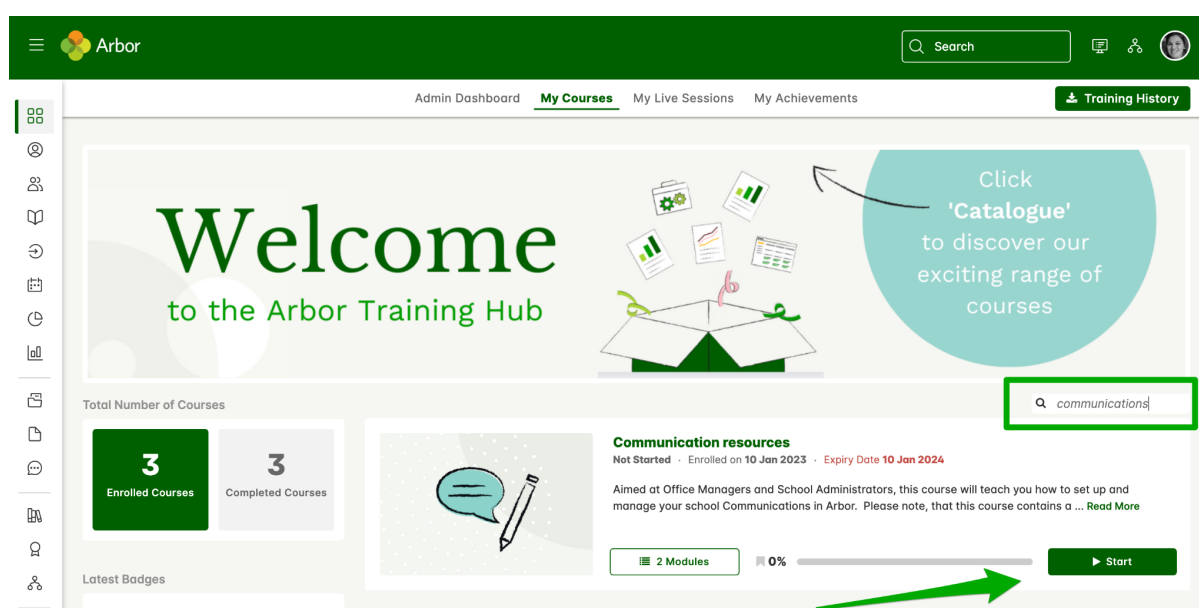
Why can I not see my resources after a webinar?

Following your attendance in a webinar zoom processes the information and sends it to the Training Hub. This can take some time. Once this has been processed you will be able to navigate back to the Webinar course and complete the Feedback Module. To go to the feedback module, click '[next module](#)' on the top right or [live session feedback](#) on the left. Once you have completed the feedback questions your course is complete and you will be automatically enrolled on the Resources course for that session. Please note this may take a few minutes to appear in your Dashboard.

The screenshot shows the Arbor Academy user interface. At the top is a green navigation bar with the Arbor logo, a search bar labeled "Search for courses", and user profile icons. Below the navigation bar, the main content area is divided into two columns. The left column, titled "Course Contents", lists the course "Arbor Academy - 011: Communication Webinar" and its modules: "Course Description", "1. Communications", and "2. Live Session Feedback". The "Live Session Feedback" module is highlighted with a green box. The right column, titled "Communications", displays a blue informational box, a "REGISTERED" status, and a section for "Instructors" with fields for "MONTH 31 YEAR" and "Start time - end time (Timezone)". A "Next Module" button with a right arrow is highlighted with a green box in the top right corner of the main content area.

I have completed the webinar course but I can't find the resources

Once you have completed the webinar course you are automatically enrolled on a course containing resources and recordings relating to that session. This can take a few minutes to appear on your dashboard. You can search for a course on your dashboard using the top right search box. Type in the name of the course, eg: Communication or resource, and this will then display those courses on the dashboard filtering your courses. You will then be able to click 'start' to view the resources.



I attended the webinar on a shared screen with colleagues. How can I get the resources and certificate?

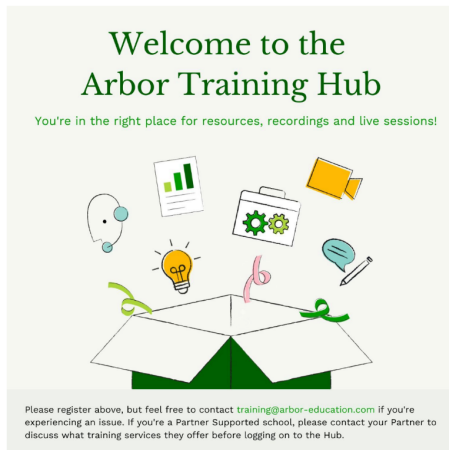
You can request we amend the attendance register for that session so you can complete the feedback section of the course. Please note you need to have registered for that webinar with your email address for us to be able to do this. Please email training@arbor-education.com.

I can't log into the Training Hub

You can register for a Training Hub account by clicking on the register link on the sign-in page. You will then be asked to enter your email and password. You will



receive a link in your email box to verify your account. Once you have verified your account you can log into the Training Hub and complete the Custom User fields your School Project Lead has shared with you. Please ensure you are copying and pasting these in as these will determine your course enrolments and allow you to register for our training sessions in the future.



Don't have an account? [Register now](#)

Welcome to the Arbor Training Hub

Email

This field is required

Password

This field is required

[Forgot your password?](#)

[Log in](#)

I am getting an error message when I try to register

When we launched the Training Hub we created profiles for all our existing customers. Try entering your work email and clicking the forgotten password link. You will then receive an email allowing you to reset your password. Please note that you will not be enrolled in any courses and you will need to contact your Arbor Account Manager to purchase training or ask them to enrol you in any outstanding training you may have.



Don't have an account? [Register now](#)

Welcome to the Arbor Training Hub

You're in the right place for resources, recordings and live sessions!



Please register above, but feel free to contact training@arbor-education.com if you're experiencing an issue. If you're a Partner Supported school, please contact your Partner to discuss what training services they offer before logging on to the Hub.

Welcome to the Arbor Training Hub

Email

This field is required

Password

This field is required

[Forgot your password?](#)

[Log in](#)