

# Education Essex Online Booking System

## Frequently asked questions (FAQs)

### **How to check if you are booked on a course**

Your 'My Courses' tile, will show your upcoming courses, and will include the link to join.

### **Where can I find the link to join a webinar?**

For any webinars you are booked on you can find the course joining links in your 'My Courses' tile from your home page. You will also receive an email with the joining link three days before the course. If you cannot find this please check your spam or junk folder.

### **I need to cancel my place and not sure how?**

To cancel a place email [workforcedevelopment@essex.gov.uk](mailto:workforcedevelopment@essex.gov.uk) with the name, course name and date. We will then cancel your place for you as you are unable to do this yourself.

### **How do I change my contact details?**

You can edit details such as your email address and telephone number. Once logged in, from your home page, go to your 'My details' tile, click on edit, update your details, and click save.

### **How can I keep up to date on training relevant to me?**

If you opt in to marketing, you will receive communications on upcoming courses. You can opt in and out at any time and can update your preferences in my 'My details' tile from your home page.

### **Why do I get a message saying I don't have permission to book events?**

If you are an individual user, you will only be able to browse courses and will not be able to book. Some of our courses are chargeable, and we need to ensure your school / setting approves any costs. If you want to book on an event, please speak to your training manager. They will have authority to book delegates onto courses. Email [workforcedevelopment@essex.gov.uk](mailto:workforcedevelopment@essex.gov.uk) if you are not sure who your training manager is.

### **Can I have more than one training manager?**

Yes, you can have up to three training managers on your account. To add another training manager ensure they already have an account. Then email their name, email address, and setting to [workforcedevelopment@essex.gov.uk](mailto:workforcedevelopment@essex.gov.uk).

### **Why can't I book delegates on to a course that I am already booked on?**

Training managers must use 'manager mode' for bookings. Select 'manager mode' from the home page menu, then search for the course on the 'course list' on the left menu. From here you can add the course to your basket and assign further delegates.

### **Can I use an icloud email address when setting up my account on the booking system?**

We are aware that iCloud email addresses do not receive links to webinars and other messages. Please use an alternative email domain to avoid any communication errors.

### **How long do I get to reset my password?**

When you reset your password, it will stay active for 24 hours allowing you enough time to reset in your own time.

### **What happens if I cancel a chargeable course?**

'Courses are non-refundable as per our terms and conditions. You can substitute your place to another member of staff or transfer your place to a future date. To request this please email [workforcedevelopment@essex.gov.uk](mailto:workforcedevelopment@essex.gov.uk).

We understand that there may be circumstances out of your control. Please contact us and we will do our best to support you.

### **Contact us:**

Email [workforcedevelopment@essex.gov.uk](mailto:workforcedevelopment@essex.gov.uk)

Telephone 0333 01 39891