



FORM LMS Help and System Requirements

To complete courses on FORM LMS, you need to ensure the following criteria are met:

1. Please make sure to disable any Ad-blockers/VPN's which are blocking the data for running the course content. To test if you have an ad blocker, please click this link: <https://learning-content.melearning.uk/extracted/810207be-d16b-406f-b716-fb61cf62bc4e/html5/data/js/paths.js> . If the page loads, it will display junk code, otherwise, it will say it is 'Blocked' and you or your company's ICT will need to update you content filters, accordingly.
2. Where possible, please access your courses on a PC or Laptop devices. If you are using a Phone or Tablet, you may need to install different internet browsers to enable content.
3. Please access the portal via Microsoft Edge, Google Chrome or Firefox. If you are using Safari browser, you will be unable to view YouTube videos imbedded in the modules.
4. Please ensure the internet connection is good quality and your signal strength if using Wi-Fi is sufficient, it will affect accessing the FORM LMS
5. If you experience problems, please press CTRL + R keys to refresh the page before proceeding for next module/course.
6. If the above doesn't resolve your issue, please click CTRL + SHIFT + N to open an incognito page to take the course.

Account FAQ's :

I get a validation error when trying to register? Please do not put spaces at the end of any of the mandatory fields or between your phone number. Please do not use +44

My email address is recognised but I can't sign in or get a password re-set? When you registered an account, you may not have validated your email within the 24-hour time limit. You should have received an email to confirm your details and activate the account. This may have gone to your junk folder. You will need to email gscptraining@gloucestershire.gov.uk so that we can ask technical support to activate your account manually.

When I log in, there are no courses listed in the 'browse course' section? You may not be assigned to an organisation unit on the site. When you register your account, you must select the organisation from the drop down list. Please email gscptraining@gloucestershire.gov.uk with your organisation so that we can link your profile.

Notifications from FORM LMS are going to my junk folder? Please add this address form@melearning.co.uk to your safe sender's address book in your email account to ensure you

receive emails about your account and courses which you enrol. Your ICT Department can help you with this.

I can see a course with spaces available but cannot book on it: Either the course is full, or the cut-off date for registration has passed (7 days before the course date). Please email with the Subject Heading: "Spaces available but cannot book a place" and we will investigate this for you.

When will I receive the joining instruction / directions to my tutor-led training course? This will be emailed out to all delegates 7 days prior to the course start date directly from gscptraining@gloucestershire.gov.uk mailbox. You will also receive reminders from the FORM LMS platform please ensure you have these as safe senders in your email contacts.

I am unable to attend my course: users on FORM LMS can now cancel their booking up to 7 days prior to the session directly from their account. Your organisation's nominated FORM LMS account 'manager' can also do this on your behalf. You will be marked as non-attendance if you fail to do this at least 7 days prior to your course start date and your organisation may be charged. You will only be able to re-book once the session register has been marked. You will receive an email notification once you are able to re-book.

When will I get my certificate? This will be available from your FORM LMS account in the 'my completions' section, after the trainer has recorded your attendance on your account. Please allow a couple of days for this before contacting us. Please download by clicking the award icon and save for your records. It is no longer our responsibility to retain certificates on your behalf. You will need to give a copy to your employer.

Why is my company training record not updated? If you work for ICB, GHC or the NHS, your organisation receives retrospective monthly reports from us to update your Care to Learn account with them. If you need your account updated sooner, please contact your training administration team with a copy of your certificates available from your FORM LMS account.