

# Guide to using uLearn for booking on to courses and workshops

Video and other guidance resources on what to do if you have lost or forgotten your username and / or password are also available at

<http://www.ulearnathletics.com/site/page?id=help#username-and-password>

## Step 1: Find a course you wish to attend

Either use the uLearn website or use :

- the courses section of the England Athletics website at [www.englandathletics.org/courses](http://www.englandathletics.org/courses) to find courses leading to qualification
- the Events section of the England Athletics site at [www.englandathletics.org/events](http://www.englandathletics.org/events) to find coach development opportunities

See [www.englandathletics.org/coaching](http://www.englandathletics.org/coaching) for information on the different types of opportunities for coaches and leaders.

## Step 2: Logging in to uLearnAthletics.com

Once you have found a course or workshop and clicked to book on it you will now be at a screen that asks you to either login or register.

The screenshot shows two sections of the uLearnAthletics.com website. The top section is titled "LOGIN" and contains a message: "If you already hold any kind of coaching or leadership qualification then you already have an account with us. Please login using your account details below or use the 'Forgotten Username' or 'Forgotten Password' links to retrieve your details. Alternatively you can phone the organisation running this Qualification or Event. Their details are in the banner at the top of this screen." Below this message, it says "Fields with \* are required." There are two input fields: "URN \*" with the value "3390124" and "Password \*" with masked characters "\*\*\*\*\*". Below the input fields are three buttons: "FORGOTTEN USERNAME", "FORGOTTEN PASSWORD", and "LOGIN". The bottom section is titled "REGISTER YOUR DETAILS" and contains a message: "If you are not currently registered with us and would like to be click register. This will make it easier if you book onto further qualifications." Below this message is a single "REGISTER" button.

**Question: Are you already a coach or official, or have you ever competed as an athlete and been affiliated with a club, or signed up to a Run England or Run Britain event?**

- If the answer is YES, as will be the case for qualified leaders and coaches, you will already be registered on our National Athletics Database and have a login and password for uLearnAthletics.com. Please go to Step 2a.
- If the answer is NO please go to Step 3: Registering as a new user.

### Step 2a: Find your username

To avoid creating multiple accounts that cause problems in the future you will need to find your username and password rather than register again.

**By default your username is your coach / athlete registration number as appears on your coaching licence or athlete registration card.**

If you have not got this number you can do the following:

- Click FORGOTTEN USERNAME (grey button at bottom of Login box).
- Fill in your details: First Name, Last Name, Date of Birth and click SEND (red button on the right of the page).



Now fill in your Post Code and click SEND (red button on the right of page).

If all your details EXACTLY match those in our database then your username will be displayed.

- **If you found your username please go to Step 2d (or 2 c if you also need to reset your password).**
- **If this did not work please go to Step 2b.** Your details may be incorrect on our database.

### Step 2b: Contact your Home Country to find your username

Call the phone number of the organisation running the course you wish to book. This was shown in the banner at the top of the page, which you noted in Step 1. Or call England Athletics on **0121 347 6543**

- Ask them to find your Unique Reference Number or "URN". This number will be your username. Write this down and keep it safe.
- Ask them to check the email address associated with your account. This needs to be correct to receive your password.

*Please note that you must use a unique email address. If one or more people share an email on the database then you cannot find your password. For example, a husband and wife who are both athletes sharing the same email address will mean it cannot be found.*

### Step 2c: Reset your password online

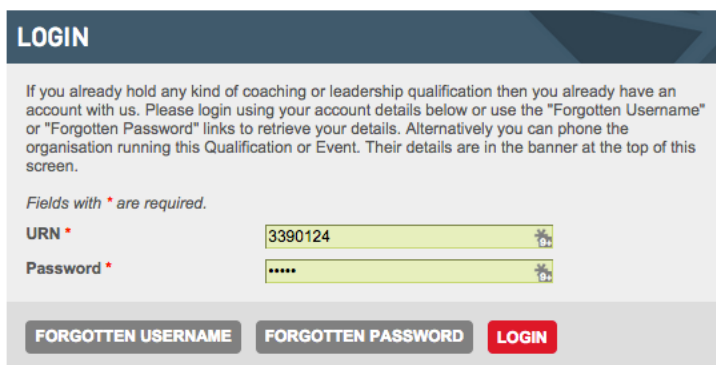
- Click on the FORGOTTEN PASSWORD (grey button at bottom of Login box).
  - Enter your URN and press SEND (red button on right hand side of page).
  - You will be sent an email. Click on the “Reset Password” link in the email.
  - You will be taken to a page where you choose a new password.
- 
- **If you were able to reset your password please go to Step 2d.**
  - **If you did not reset your password please go to Step 2b.** Your email address may be incorrect on our database. Once this is correct you should be able to use Step 2c to find your password.

A video showing how to do these steps is available under HELP (top menu) > Username & Password (right hand link). You can access it here:

<http://www.ulearnathletics.com/site/page?id=help#username---and---password>

### Step 2d: Login with your username and password

At the login screen enter your username and password and click LOGIN (red button).



**LOGIN**

If you already hold any kind of coaching or leadership qualification then you already have an account with us. Please login using your account details below or use the "Forgotten Username" or "Forgotten Password" links to retrieve your details. Alternatively you can phone the organisation running this Qualification or Event. Their details are in the banner at the top of this screen.

Fields with \* are required.

URN \*

Password \*

**FORGOTTEN USERNAME** **FORGOTTEN PASSWORD** **LOGIN**

- **Now progress to Step 4.**

### Step 3: Register your details

If you clicked on the red REGISTER button in Step 2 you will now be at the ‘Register’ screen:


## REGISTER



**UPLOAD FILE**

Photos must be taken against a plain cream or light grey background, be clear and in focus and be unaltered by computer software.

You must be facing forward and looking straight at the camera, have a neutral expression, have nothing covering your face, have your eyes open, visible and free from reflection or glare from glasses. [Show Examples](#)



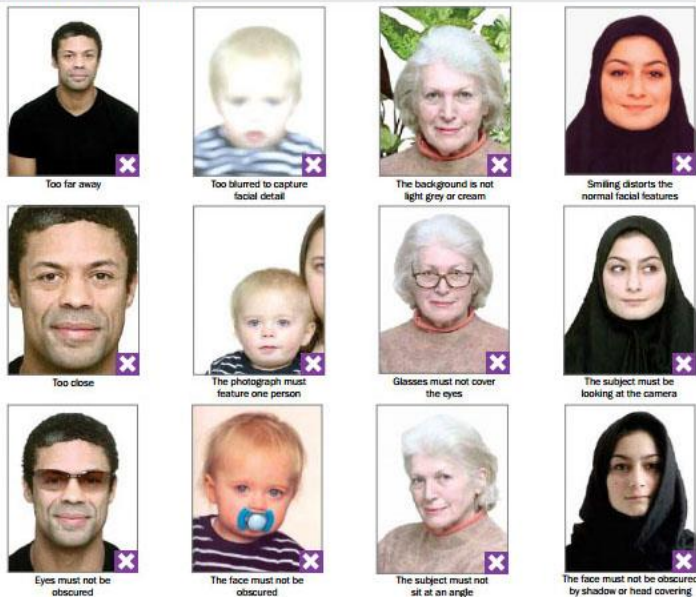
<p><b>First Name *</b> <input type="text"/></p> <p><b>Surname *</b> <input type="text"/></p> <p><b>Date of Birth *</b> <input type="text" value="Day"/> <input type="text" value="Month"/> <input type="text" value="Year"/></p> <p><b>Email Address *</b> <input type="text"/></p> <p><b>Contact Number *</b> <input type="text"/></p>	<p><b>House Number</b> <input type="text"/></p> <p><b>Building</b> <input type="text"/></p> <p><b>Address 1 *</b> <input type="text"/></p> <p><b>Address 2</b> <input type="text"/></p> <p><b>Address 3</b> <input type="text"/></p> <p><b>Town *</b> <input type="text"/></p> <p><b>County</b> <input type="text"/></p> <p><b>Postcode *</b> <input type="text"/></p>
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- Fill in your details. The items marked with a red \* are required fields.
- Please complete the Equality policy.
- If you have a digital passport photograph use the **UPLOAD FILE** (grey button at the top of the page) to upload the image. This will be printed on your coach licence and must be a picture set against a white background. See the example pictures in the image below:

### Correct Examples



### Incorrect Examples



If you do not have a digital photograph to hand, this step can be completed later from the MY ACCOUNT section of uLearnAthletics.com.

- When all this information is complete click on SAVE (red button at bottom right hand side of the screen).
- **Now go to Step 4.**

#### Step 4: Club Discounts / Voucher Codes & Accept T&Cs

You should now have arrived at the YOUR DETAILS screen:

1. Your Details    2. Payment Details    3. Finish

### YOUR DETAILS

Name: Test User  
Date of Birth: 1st Jan 1980  
Email Address: ulearnuser@outlook.com  
Telephone: testuser  
Address: 14 Testing Place  
14 14 Testing Place  
Testville  
TE113TU

I agree to the terms and conditions   
Click [here](#) to view our terms and conditions

**CONTINUE TO PAYMENT**

### QUALIFICATION DETAILS

#### LEADERSHIP IN RUNNING FITNESS

Qualification Cost  
Standard Price - £ 155.00  
Club Discount Price - £ 135.00

**TOTAL**  
£ 155.00

### CLUB DISCOUNT

If your club is affiliated to British Athletics, please enter your club's name and club's reference number to receive a discount.

Club Name \*  
Club Reference \*

**DISCOUNT**

There are several options that might apply to you here. To establish what to do next please answer the following questions:

**Do you belong to a club that is affiliated to a Home Country such as England Athletics, Welsh Athletics, Athletics NI or Scottish Athletics?**

- **If the answer is NO go to Step 4b.**
- **If the answer is YES continue below with Step 4a.**

#### Step 4a: Club Discounts

Look for the CLUB DISCOUNT box on the right hand side of the screen.

**You may need to scroll down slightly.**

- Enter the name of your club under "Club Name". As you start typing the box will begin to autocomplete. Select your club from the list.
- Enter your Club Reference Number or 'URN' in the second box. This is a 3--- 7 digit number that can be obtained from your club secretary.
- Click the DISCOUNT button (grey button below input fields).

- If the organisation running the event offers a club discount it will be applied to your total. You can see the change in the QUALIFICATION DETAILS box (top right hand corner of the screen).

QUALIFICATION DETAILS	
<b>LEADERSHIP IN RUNNING FITNESS</b>	
Qualification Cost	
Standard Price - £ 155.00	
Club Discount Price - £ 135.00	<i>Club Discount Has Been Applied</i>
<b>TOTAL</b>	
£ 135.00	

#### Step 4b: Voucher Payments

**Has your club or another organisation agreed to pay for your course and provided you with a 'Voucher'?**

- **If the answer is NO go to Step 4c.**
- **If the answer is YES continue below with Step 4b.**
  - Enter the six---character voucher code into the REDEEM VOUCHER box on the right hand side of screen. **You may need to scroll down to see this.**
  - Click the APPLY button (grey button below input field).
  - The value of the Voucher will be subtracted from your total. You can see the change in the QUALIFICATION DETAILS box (top right hand corner of the screen).
  - If you the value of the Voucher covers the total cost of the course you will see a total of £0.00. Otherwise you will see the total you still have to pay.

QUALIFICATION DETAILS	
<b>LEADERSHIP IN RUNNING FITNESS</b>	
Qualification Cost	
Standard Price - £ 155.00	
Club Discount Price - £ 135.00	<i>Club Discount Has Been Applied</i>
<b>Voucher Applied</b>	
Code: A1234B - Value: £ 150.00	
<b>TOTAL</b>	
£ 0.00	

#### Step 4c: Agree to the terms and conditions

In the YOUR DETAILS box, click on the checkbox to agree to the Terms and Conditions. You can read these by clicking on the link below this box.

*The terms and conditions include those associated with using uLearnAthletics.com, the refund policy, as well as those associated with the Coach Licence you will be awarded upon completion of this course. This includes the 'Coaches Code of Conduct' that incorporates clauses regarding athlete welfare, child protection and adherence to anti---doping. By clicking this checkbox you agree to be bound by these conditions.*

- If you logged in before arriving at this step you will also be able to edit your details at this point by clicking the 'EDIT DETAILS' button. **Newly registering users do not have this option.**
  - When editing your details the items marked with a red \* must be filled in.
  - Click the SAVE AND CONTINUE button (red button at bottom of the CONFIRM ACCOUNT DETAILS box) to return to the YOUR DETAILS screen.
- Click the CONTINUE TO PAYMENT button (red button at the bottom of the YOUR DETAILS box).
- **If you have nothing to pay by card you will now have completed the booking process. Please go to Step 6.**
- **If you still have something to pay by card you will be redirected to SagePay who will take your payment. Please go to Step 5.**

### Step 5: Paying via SagePay

You will now be taken to the SagePay payment screen where you can enter your payment details.

- Select the card you would like to pay via by clicking on the logo.
- Enter your card details. Some fields will be prepopulated with the data you provided earlier. If you need to change any of it please do so.
- Click the "Proceed" button (grey button at bottom right of the screen).

*Your card payment will now be processed. You may be asked for your 3D Secure (Verified by Visa or MasterCard SecureCode) password if you enrolled on the scheme with your bank. This is a 'pin code' for your Internet shopping. You should contact your card issuer if you are unsure what this is.*

### Step 6: Booking complete

Having completed the previous 5 steps your booking will be complete.

- You will receive an email from "application@ulearnathletics.com" with the title "Booking Confirmation". This confirms the details of your booking.

*Please do not reply to this email as these emails are automatic and the mailbox is not monitored. For enquiries about your course please contact the organisation running the course which was specified in the banner in Step 1. Their details are also at the top of the "Booking Confirmation" email.*

If you are a new registering user

- If you have registered as a new user, as explained in Step 3, your application will be reviewed by an administrator to check you do not already have a record on the National Athletics Database.

- You will receive an email titled “New User” when you have been accepted.
- This email includes your username, which you should keep safe, and instructions on how to create a password for your account.
- It can take up to 2 working days for applications to be approved.
- If there is a problem someone will contact you by phone, email or both.
- Having been accepted as a new user, please use your username and password to log into uLearnAthletics.com to book new courses, upload a new passport photo or update your data.

#### If you logged in when booking

- Your booking is now fully complete.
- Please keep a record of your username and password.
- Remember you can log into uLearnAthletics.com to book new courses, upload a new passport photo or update your data.