


A woman is shown from the side, sitting at a desk and working. She is looking at a laptop screen which displays the text "E-LEARNING" and a graduation cap icon. On the desk, there is a white coffee cup on a saucer, a smartphone, and some papers. The scene is set in a bright, modern office or study environment. The text "eLearn Vannin FAQs" is overlaid on the image in a white, sans-serif font, enclosed in a light blue rectangular frame with a white border.

# eLearn Vannin FAQs



# E-Learn Vannin FAQs

**Learning, Education and Development's Operational Support Team have created this helpful FAQ Guide to support you with eLearn Vannin. If you would like to seek further support, please contact the team.**

## **1. How do I find eLearn Vannin on my pc?**

In Windows 10 you can find the link in the Corporate Applications folder (Microsoft button/All Folders/Corporate Applications) or you can find the link on the OHR Website

<https://hr.gov.im/learning-education-and-development/elearning/>

## **2. How do I request a new eLearn Vannin account?**

Contact the Helpdesk at [ellearnvanninhelp@gov.im](mailto:ellearnvanninhelp@gov.im) and we can set up an account for you.

## **3. How do I unlock my eLearn Vannin account?**

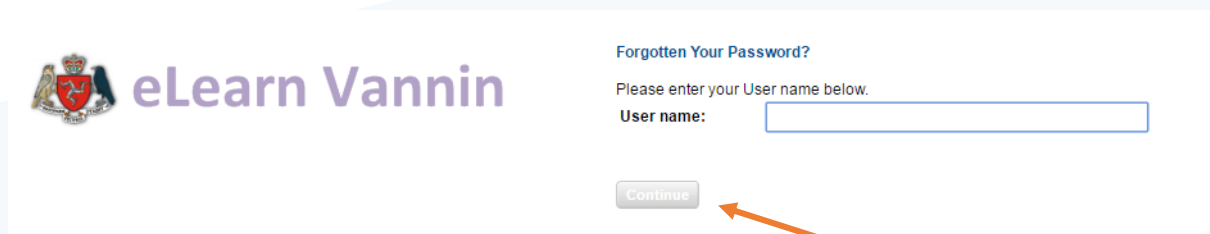
After three login attempts your eLearn Vannin account will be locked. Contact [ellearnvanninhelp@gov.im](mailto:ellearnvanninhelp@gov.im) to get this unlocked.

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## 4. How do I change my eLearn Vannin password?

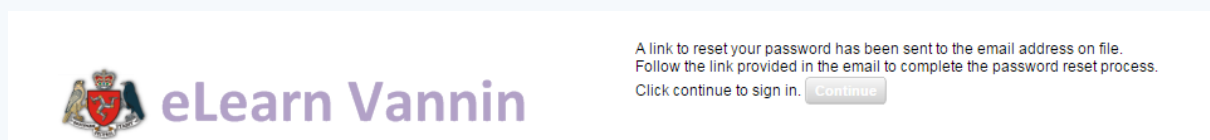
the eLearn Vannin log in screen click Forgotten Password link

This opens the following screen:



Enter your user name into the box and click **Continue**

The following message will now be displayed on the screen:




Within a few minutes you will receive an e-mail which contains a link which you will need click; this will take you to the password reset page.

## 5. Can you change my eLearn Vannin Username?

When your eLearn Vannin account is set up your username is allocated and this will stay with you.

## 6. Can you change my email address on eLearn Vannin?

Contact the Helpdesk on [ellearnvanninhelp@gov.im](mailto:ellearnvanninhelp@gov.im) to change/update your work email address .



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## **7. How do I change my Line Manager? How do I change my role?**

Log in to eLearn Vannin and at the top of the page next to your name you'll see my details. Click this link and you be taken to the personal details page. In Organisational Information you will have the option to select a Line Manager and update your role. If you can't locate your manager or the correct role contact the Helpdesk and we'll assist you.

## **8. Can I have two eLearn Vannin accounts?**

You should only have one eLearn Vannin account to keep your training record centralised and in one place. If you find you have two accounts please contact us and we'll sort this for you.

## **9. How do I book myself on a course on eLearn Vannin?**

Our courses are listed on the Prospectus tab. In the search engine find the course you want then click the title this will take you to the Availability and Module page. You'll see a calendar icon on the right and, after clicking this, you'll see the dates available to book.

# E-Learn Vannin FAQs

## 10. I've completed my e-Module and it's still showing as in progress

Contact the Helpdesk [ellearnvanninhelp@gov.im](mailto:ellearnvanninhelp@gov.im) and we'll assist you.


## 11. Where is the Lodge?



**Strang Road, Braddan**

## 12. What is my mandatory training?

There is a list of the Isle of Man Government mandatory training on you're my learning tab. For the specific training you'll need to complete for your role please discuss this with your manager.



# E-Learn Vannin FAQs

## **13. I have an appointment still in my calendar for training and the session has been cancelled. Why hasn't this been removed?**

You'll have received an email from eLearn Vannin to say your course is not running. This will not remove your appointment and we encourage colleagues to update their own schedules when this occurs.

## **14. I'm a manager how do I see my staff and their training records on eLearn Vannin?**

If you're not yet set up as a manager on eLearn Vannin let us know by emailing [ellearnvanninhelp@gov.im](mailto:ellearnvanninhelp@gov.im) and we'll do this for you. You can also contact us if you can't see all of your staff or are struggling to access their training records.

## **15. Can I login to eLearn Vannin at home?**

Yes, eLearn Vannin is accessible through all mobile devices and the link to the login page is here for you [eLearn Vannin](#)