

Instructions for learners



INSTRUCTIONS FOR LEARNERS

The learner role on the Relias platform is available on your training page. It allows you to complete assigned courses and tasks independently.

Login Instructions

To access the Relias platform, enter your organization's specific URL directly into your browser's address bar, for example:

<https://XXX.training.relias.de>

Important: Do not use search engines to find the URL. Always type it directly into the browser (see Figure 1).

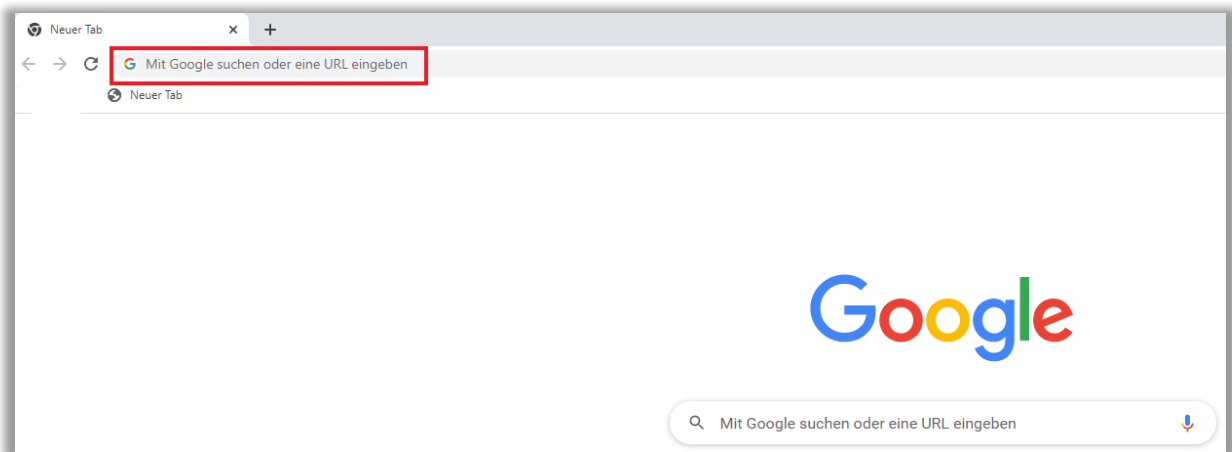


Figure 1 – Entering the direct link in the address bar

System Requirements Check

Ensure your browser meets the platform's system requirements by clicking "System Requirements Overview" below the login field (see Figure 2). This will open a new window with system requirements and your current software status. If needed, you can update your software by following the provided links (see Figure 3).

RELIAS

User Name

Password

[Forgot your password?](#)
[Request Help](#)

Log In

English (United States) View System Requirements

Figure 3 – Login Window

Status	Supported	Detected
Web Browser	Edge, Chrome	Firefox 114.0 ⓘ
Adobe Reader	Version 9+	Chrome PDF Viewer ✓

- ✓ Will work in all situations
- ⓘ Not officially supported
- ✗ May cause problems on certain features

Figure 4 - System Requirements

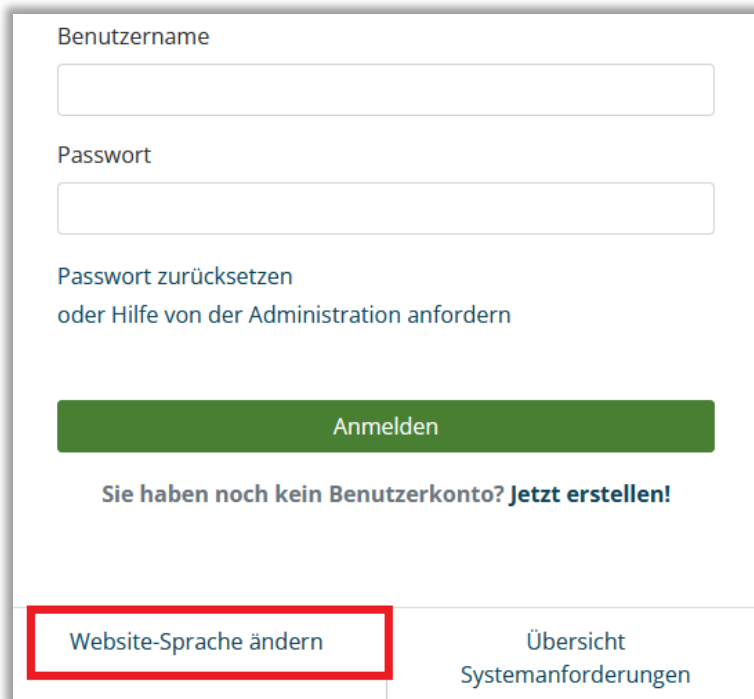
Language Settings

You have two different options to adjust the language of the Relias platform.

Please note: The language setting only affects the platform, not the content (modules).

Option 1: Before Login

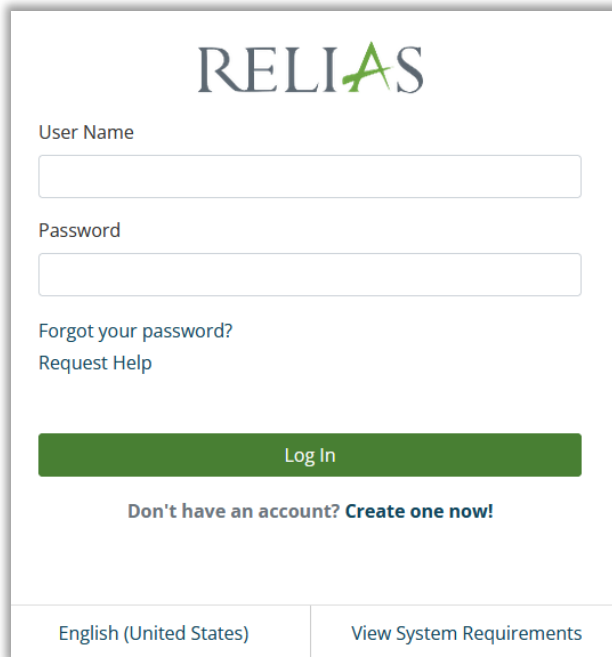
Click "Change Website Language" in the bottom left corner of the login screen, select your language, and return to the login page (see Figures 4 and 5).



The image shows a login form with the following elements:

- Benutzername:
- Passwort:
- Passwort zurücksetzen
oder Hilfe von der Administration anfordern
- Anmelden (green button)
- Sie haben noch kein Benutzerkonto? [Jetzt erstellen!](#)
- Website-Sprache ändern (highlighted with a red box)
- Übersicht
Systemanforderungen

Figure 4 – Setting the Language



The image shows a login form for the RELIAS platform. At the top center is the RELIAS logo. Below it are two input fields: "User Name" and "Password". Under the password field are two links: "Forgot your password?" and "Request Help". A green "Log In" button is centered below these links. Below the button is the text "Don't have an account? Create one now!". At the bottom of the form are two links: "English (United States)" and "View System Requirements".

Figure 5 - Translated Login Screen

Option 2: After Login

Navigate to "My Account", then click "Sprache der Plattform ändern" or scroll to the language drop-down menu below. Select your preferred language and click "Speichern" (see Figures 7-9).

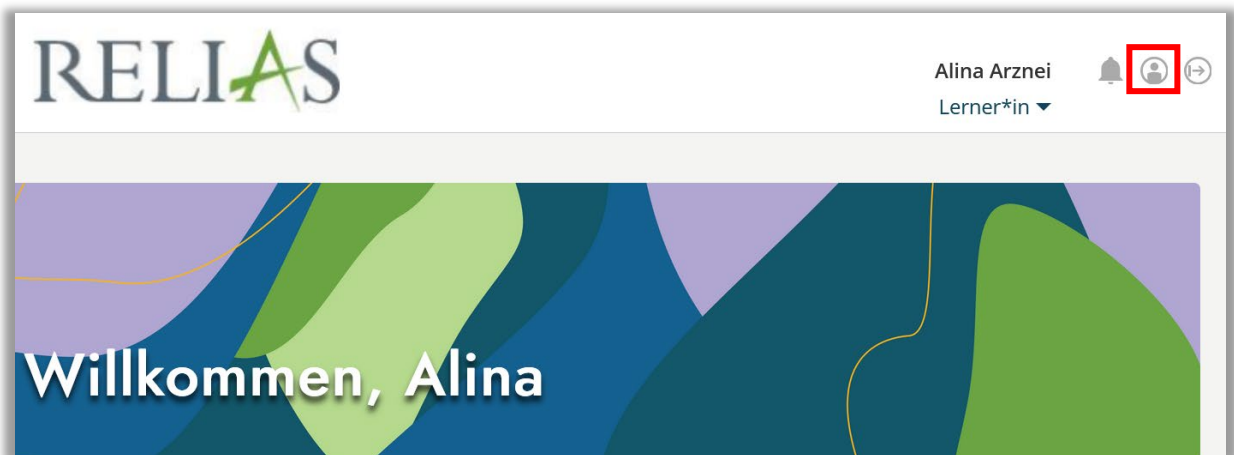


Figure 6 - Profile Icon "My Account"

Mein Konto - Alina Arznei

Profil bearbeiten

Name & Anmeldung

Vorname *
Alina

Nachname *
Arznei

Nutzername *

Speichern

Abbrechen

Weitere Informationen zum Datenschutz und zu den Nutzungsbedingungen

Sprache der Plattform ändern

Figure 7 - Button "Change Platform Language"

Teilnehmer-Identifikation

Unterschrift

Durchsuchen... Keine Datei ausgewählt.

Einstellungen

Sprache der Plattform

Wählen Sie die Sprache für die Plattform aus. Dies ändert nicht die Sprache der Modulinhalte.

Deutsch

Figure 8 - Accessing the Drop-down Menu

Einstellungen

Sprache der Plattform

Wählen Sie die Sprache für die Plattform aus. Dies ändert nicht die Sprache der Modulinhalte.

Deutsch

English (United States) (Englisch (USA))

English (United Kingdom) (Englisch (GB))

Español (Spanisch)

Français (Französisch)

Português (Portugiesisch)

Deutsch

Nederlands (Niederländisch)

Simplified Chinese (Vereinfachtes Chinesisch)

Speichern

Abbrechen

Figure 9 - Language Selection & Save

The Relias platform will then be displayed in your selected operating language.

Platform Navigation

Overview

The "Overview" serves as your homepage.

Your homepage displays tasks due within the next three months.

To view all tasks, click "View My Tasks" (see Figure 10).

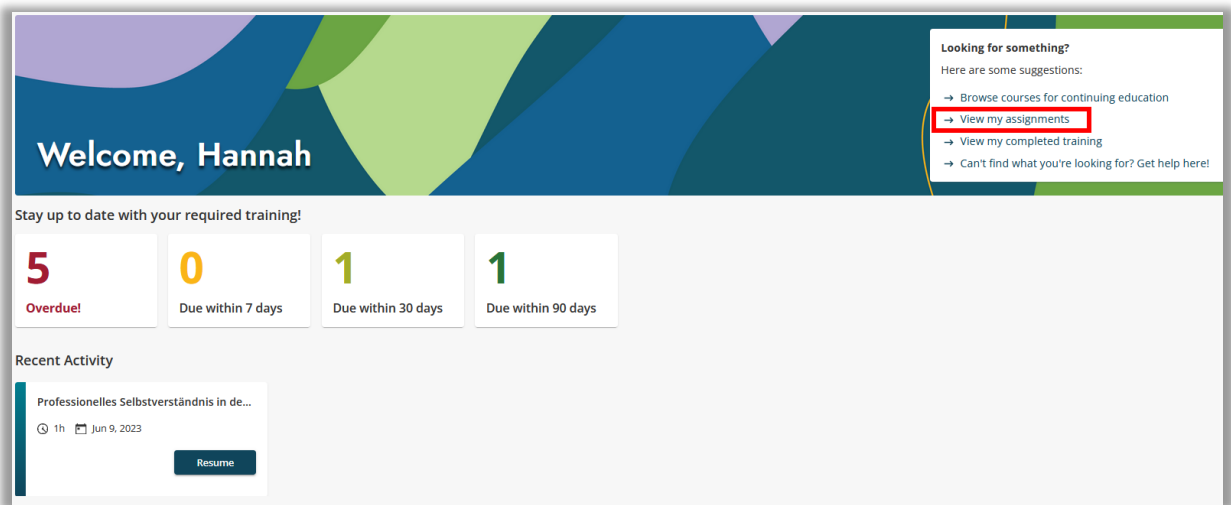


Figure 10 – Overview – Learners' Homepage

Profile Setup

Update your profile via "My Account". Providing accurate information allows for smooth password recovery via security questions or an alternate email address (see Figures 11 and 12).



Figure 11 – My Account

You can edit your profile information to facilitate seamless learning without needing external support for login issues. If you forget your password, you can independently request a new one by using security questions or a security code.

Change Password:

You can change your password independently by entering and confirming the new password in the designated fields.

Security Questions:

Relias utilizes security questions to enable you to reset your password independently. After your initial login, you will be prompted to select and answer security questions. These details are used to verify your identity when accessing your account. You can update your security question answers at any time.

Contact Information:

If you prefer not to set up security questions or are concerned about forgetting the answers, you can provide an alternative email address. A security code for resetting your password will be sent to this email. Providing this information is optional (see Figure 12).

The screenshot shows a web form with several sections, each with a red border around its title:

- Change Password:** Contains two empty text input fields for the new password and its confirmation.
- Security Question *:** A dropdown menu with the selected question "In what city were you born?". Below it is a "Security Answer" field with seven dots for input.
- Security Question *:** A dropdown menu with the selected question "What is your maternal grandmother's first name?". Below it is a "Security Answer" field with seven dots for input.
- Security Question *:** A dropdown menu with the selected question "What is your mother's maiden name?". Below it is a "Security Answer" field with seven dots for input.
- Notification Information:** A section for providing an email address. The "Email" field contains the text "working-e-mail-adresse@none.de".
- Contact Info:** A section for providing an optional password reset email address. The "Password Reset Email (Optional)" field contains the text "private-e-mail-adresse@none.de".

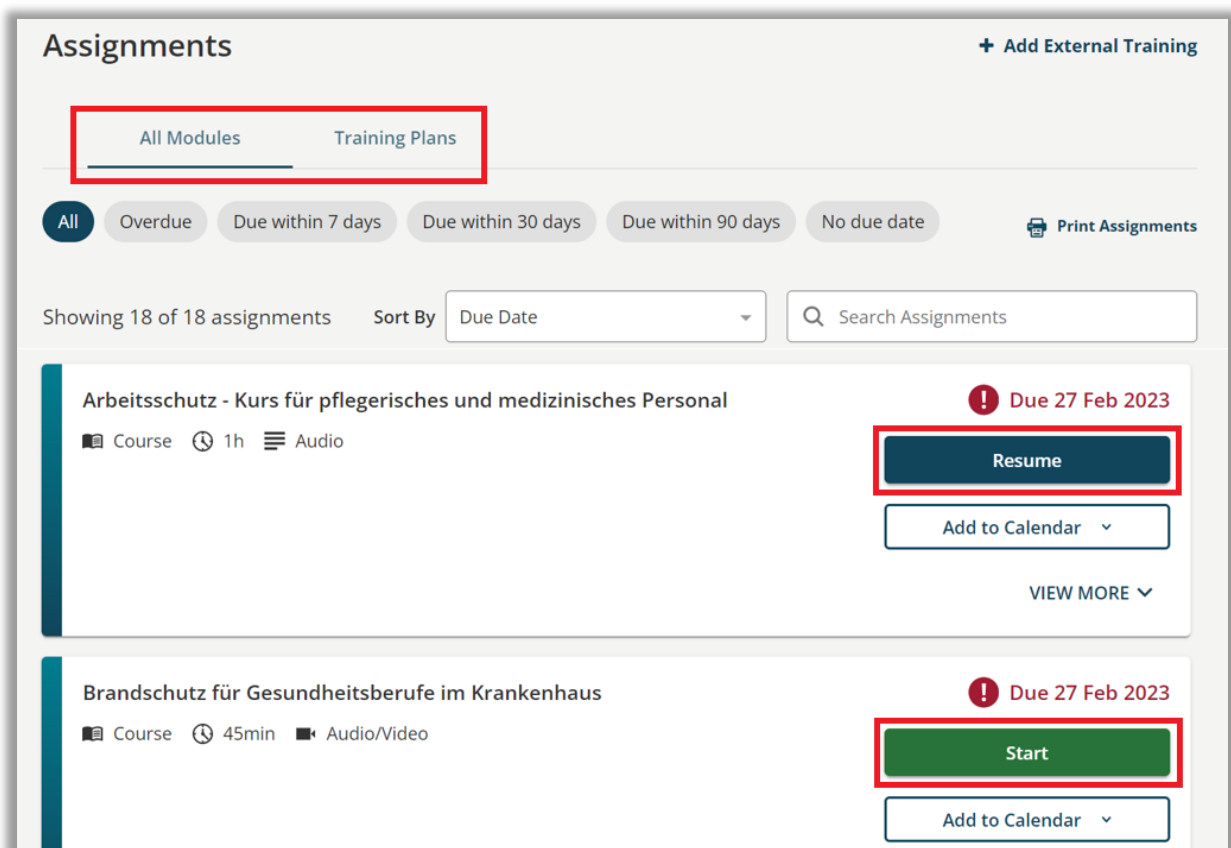
Managing Courses and Tasks

This page is organized into two tabs: "All Modules" and "Training Plans."

Tasks are listed in descending order by due date. Mandatory tasks are assigned by your organization. To ensure timely completion, note the following indicators:

- Yellow: Assigned courses approaching their due date.
- Red: Overdue courses.
-

To begin a course, click the "Start" button. If you need to pause, use the "Resume" button to continue where you left off, without starting over (see Figure 13).



The screenshot shows the 'Assignments' page with the following elements:

- Header:** 'Assignments' title and '+ Add External Training' link.
- Tabs:** 'All Modules' (selected) and 'Training Plans'.
- Filters:** 'All', 'Overdue', 'Due within 7 days', 'Due within 30 days', 'Due within 90 days', 'No due date', and 'Print Assignments'.
- Summary:** 'Showing 18 of 18 assignments', 'Sort By Due Date', and a search bar.
- Course 1:** 'Arbeitsschutz - Kurs für pflegerisches und medizinisches Personal'. It is a 1h Audio course. The due date is 'Due 27 Feb 2023'. The 'Resume' button is highlighted with a red box.
- Course 2:** 'Brandschutz für Gesundheitsberufe im Krankenhaus'. It is a 45min Audio/Video course. The due date is 'Due 27 Feb 2023'. The 'Start' button is highlighted with a red box.

Figure 13 - Overview of Your Tasks

Course Structure

To start a course, click on the course title and then the green "Start" button (see Figure 14). If a pop-up notification appears, click "Start Course" to proceed (see Figure 15).

Arbeitsschutz - Kurs für pflegerisches und medizinisches Personal

1 hour + More Properties

REL-DE-0-26478-V3.1

BrainSparks
0%
Enabled

Lessons and Tests

- [Start](#) Arbeitsschutz - Lerneinheit Basisschulung ▶
- [Start](#) Arbeitsschutz für pflegerisches und medizinisches Personal im Krankenhaus ▶
- [Start](#) Final Test ▶

Figure 14 – Start Course

Popup Blocked

We attempted to launch your course in a new window, but a popup blocker is preventing it from opening. Please disable popup blockers for this site.

[Launch Course](#)

Figure 15 – Popup Notification / Start Course

The course content is divided into individual lessons and a final exam. After completing the final exam, you may be prompted to fill out a feedback form. To print a certificate for your training, you must pass the final exam and, if required, complete the feedback form.

Registrations & Certificates

In this section, you can add your licenses and qualifications for personal reference.

Please note: The information you enter is for your record only and does not impact the functionality of the Relias platform.

To add an entry, click the "+ Add My License or Qualification" button (see Figure 16).

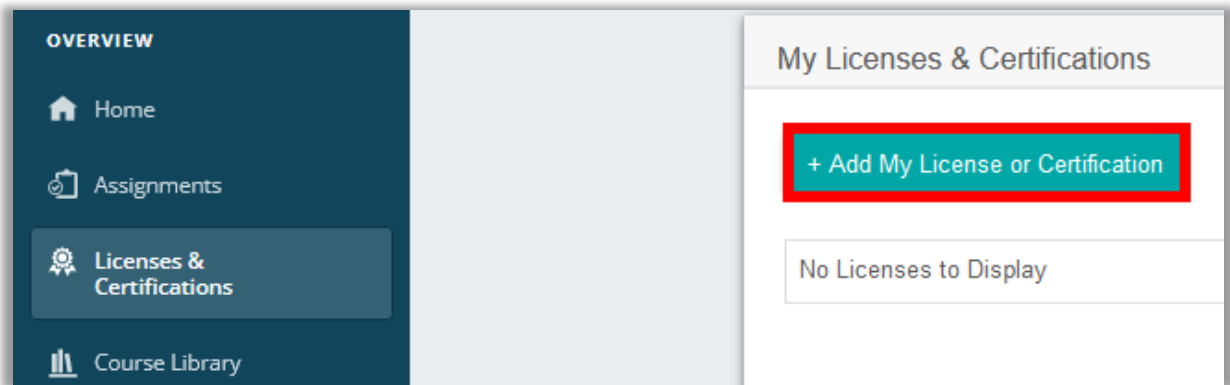


Figure 16 – Add License or Qualification

You can then input details such as the state, license or certification, and specific information about your qualification. Once completed, save the entry (see Figure 17).

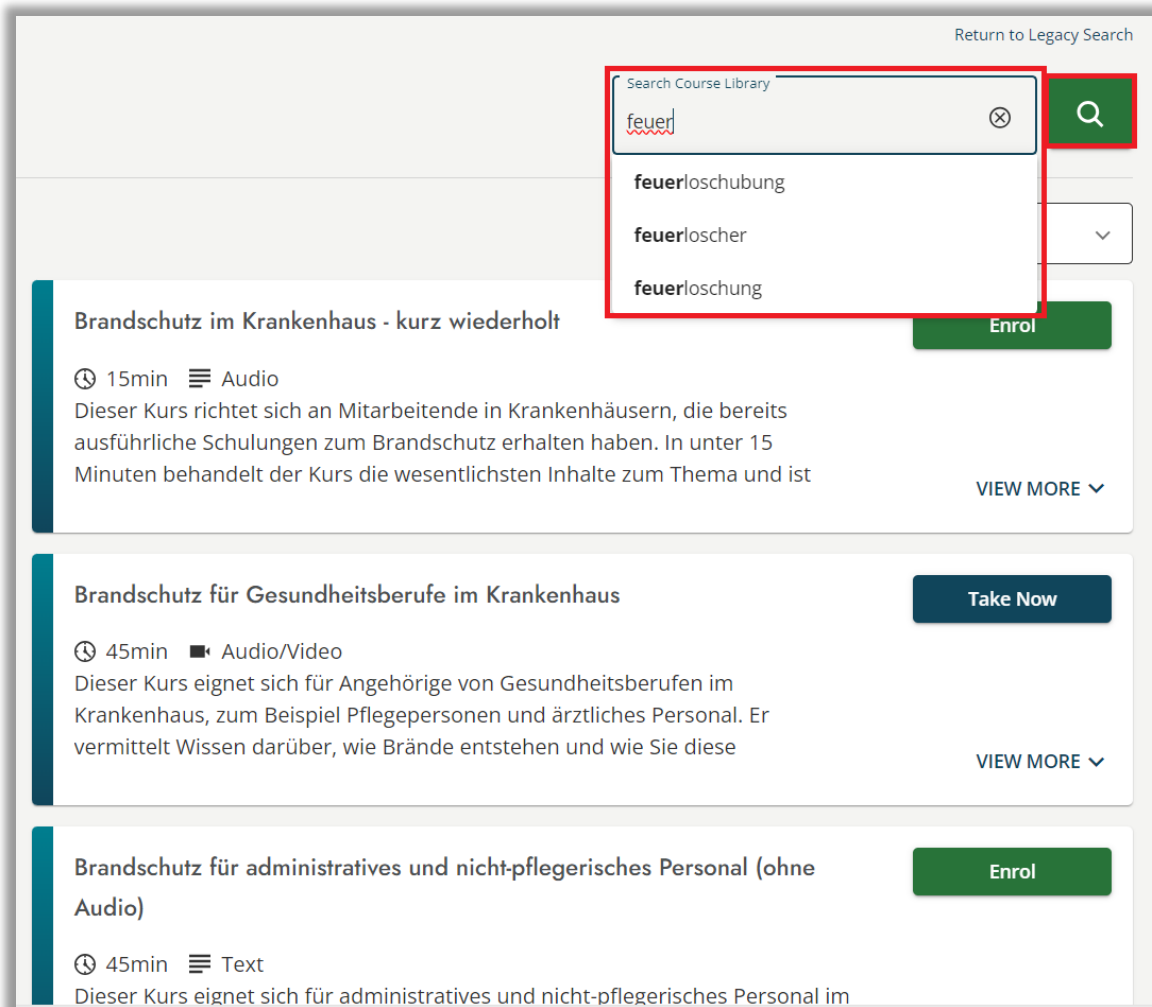
Figure 17 – Enter Details for License and Qualification

Course Library

In the elective course catalog, you can browse available courses and enroll in your preferred course by clicking the "Enroll" button. Once enrolled, the course will automatically appear in your tasks section. Elective courses do not have deadlines and can be completed at your convenience.

Please note: Depending on your organization's settings, access to elective courses may not be available.

You can refine your course search using various filters, such as keywords or topics. The keyword search will display all courses with the entered term in their title or description. For example, entering "feuer" in the search field will list all fire safety courses. Please ensure keywords are entered in German, as the filter references German course titles (see Figure 18).



The screenshot shows a search interface for a course library. At the top right, there is a link "Return to Legacy Search". Below it is a search bar labeled "Search Course Library" containing the text "feuer". A magnifying glass icon is to the right of the search bar. Below the search bar, a dropdown menu displays three search results: "feuerloschubung", "feuerloscher", and "feuerloschung". The search bar and the dropdown menu are highlighted with a red border. Below the search results, there are three course cards. Each card displays the course title, duration, format, and a description. The first card is "Brandschutz im Krankenhaus - kurz wiederholt" (15min, Audio) with an "Enrol" button. The second card is "Brandschutz für Gesundheitsberufe im Krankenhaus" (45min, Audio/Video) with a "Take Now" button. The third card is "Brandschutz für administratives und nicht-pflegerisches Personal (ohne Audio)" (45min, Text) with an "Enrol" button. Each card also has a "VIEW MORE" link.

Figure 18 – View of Elective Courses / Search for Elective Courses

****Additional Filters****

Additional filter options are available to simplify your search. Use the arrow keys next to the filter options to open the drop-down menu and explore more filtering possibilities.
To enroll in a course, click the "Enroll" button next to the desired course (see Figure 19).

The screenshot displays a search results page with the following elements:

- Header:** "Showing 1 - 25 of 434 results" and "Sort By" dropdown set to "Newest".
- Filters Panel (Left):**
 - My Licenses & Certifications (dropdown)
 - Board Name (dropdown)
 - Module Type (dropdown with an upward arrow):
 - All
 - Live Event
 - Course
 - Requirements Tracker
 - Workplace Assessment
 - Language (dropdown)
 - Created by (dropdown)
 - Führungskräfte (dropdown)
 - Pflegende (dropdown)
 - Pflichtfortbildungen (dropdown)
 - Reset Filters (button)
- Course Listings (Right):**
 - Lebensmittelhygiene in der ambulanten Pflege:** 45min, Audio/Video. Description: "Dieser Kurs eignet sich für Personen, die in einer ambulanten Pflegeeinrichtung tätig sind und bei ihrer Arbeit mit Lebensmitteln von Klient*innen umgehen. Dieser Kurs vermittelt Ihnen, wodurch lebensmittelbedingte Erkrankungen". Includes "Enrol" and "VIEW MORE" buttons.
 - Hygiene in der Operationsabteilung:** 45min, Audio/Video. Description: "Dieser Kurs richtet sich an ärztliches und pflegerisches Personal in Operationsabteilungen. Er vermittelt theoretisches und praktisches Wissen zum hygienisch richtigen Verhalten in allen Bereichen der Abteilung. Das beinhaltet". Includes "Enrol" and "VIEW MORE" buttons.
 - Hygiene in der Operationsabteilung (ohne Audio):** 45min, Text. Description: "Dieser Kurs richtet sich an ärztliches und pflegerisches Personal in Operationsabteilungen. Er vermittelt theoretisches und praktisches Wissen zum hygienisch richtigen Verhalten in allen Bereichen der Abteilung. Das beinhaltet". Includes "Enrol" and "VIEW MORE" buttons.
 - Expertenstandard Kontinenzförderung - Praxiskurs stationäre Pflege:** 1h, Audio/Video. Description: "Dieser Kurs ist für Pflegefachpersonen in Pflegeeinrichtungen geeignet. Ziel des Kurses ist es, Ihnen zu vermitteln, wie Sie mögliche Risiken einer Inkontinenz einschätzen und mit welchen Maßnahmen Sie die Kontinenz von". Includes "Enrol" and "VIEW MORE" buttons.

Figure 19 – Filter Options and Enrollment

Transcript

The "Transcript" menu lists all your completed modules, including online courses and in-person sessions (see Figure 20).

In this section, you can:

- Print completion certificates.
- View a summary of your completed tasks.
- Access the content of completed courses anytime by clicking on the course title.

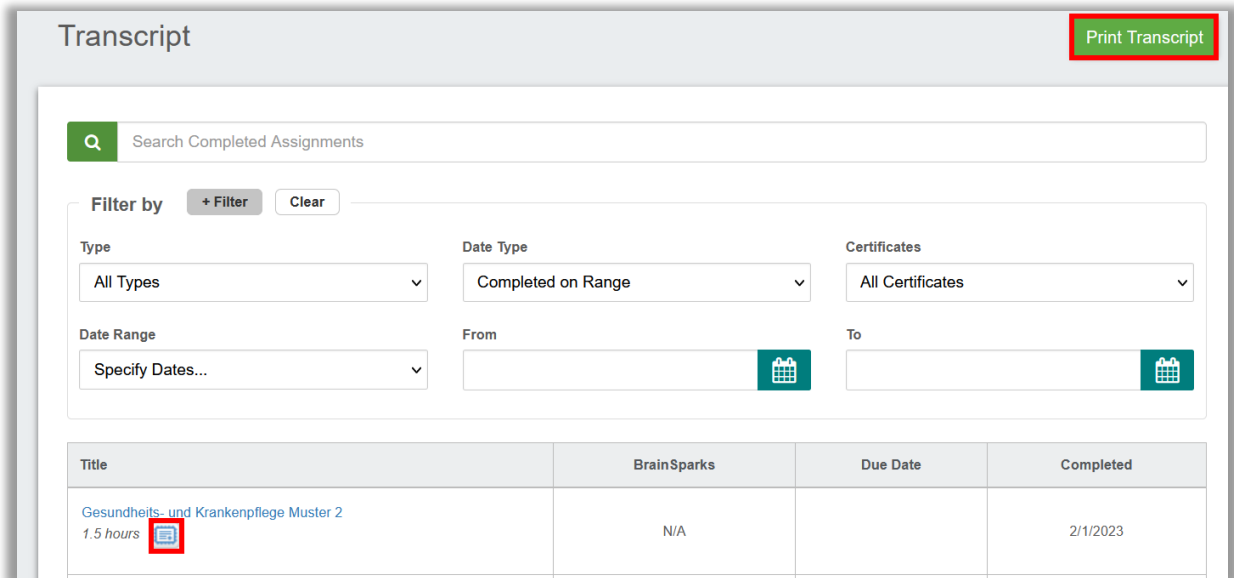


Figure 20 – Transcript

Printing Certificates

To print a certificate, click the certificate icon in your transcript, located under the title of the respective course (see Figure 21).

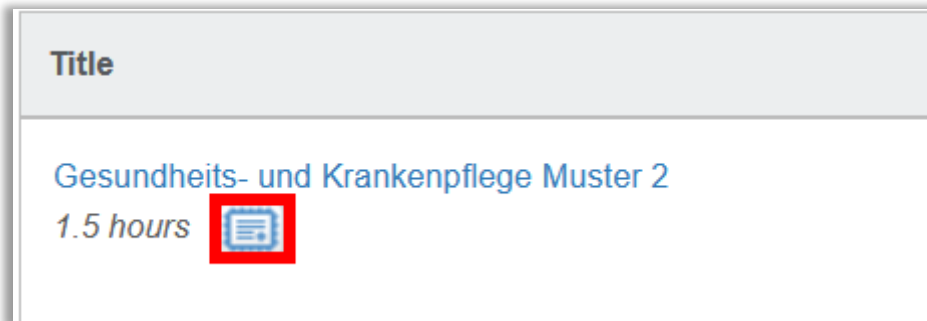


Figure 21 – Certificate Icon

You will be prompted to provide participant information. Apart from your name, no additional data is required (see Figure 22).

Name *

Mailing Address

City

State/Province

Zip/Postal Code

Phone Number

Email

Figure 22 – Personal Information Fields

Please note: To receive a Relias certificate, you will need to complete a feedback form after the final exam. This form is anonymous and helps Relias maintain and improve the quality of its e-learning offerings. The RELIAS team greatly values your feedback and appreciates your support.

Once completed, you can choose to: Print the certificate (formats: Letter or A4), Send it to an email address or Download it (see Figure 23).

Paper size

Print Certificate

Email Certificate

Download Certificate

Cancel

Figure 23 – Print Certificates

My Crest

In this section, you can view your personal crest. Completing courses earns you symbolic coins, which you can use in the shop to customize your crest or gift seals to other learners (see Figure 24).



Figure 24 – Personal Crest

Please note: Access to the crest feature may be restricted depending on your organization's settings.

Policies and Procedures

This feature enables internal documents to be shared for information exchange and download within a specific time frame.

To access a document:

1. Click "+ Show" in the corresponding row.
2. Click on the document name to open it (see Figure 25).

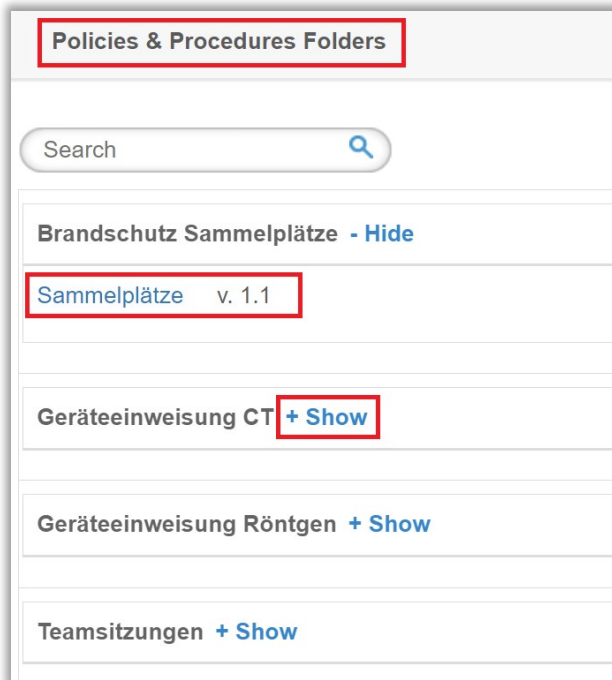


Figure 25 – Folder for Policies and Procedures

Help and Support

The system provides several options for requesting assistance:

Option 1: Password Reset during Login

If you forget your password, click the "Forgot your Passowrd?" link on the login page and follow the provided instructions. For additional help, you can: Contact the Relias Support Team or use the Chatbot by clicking the „Request“ Help Link (see Figure 26).

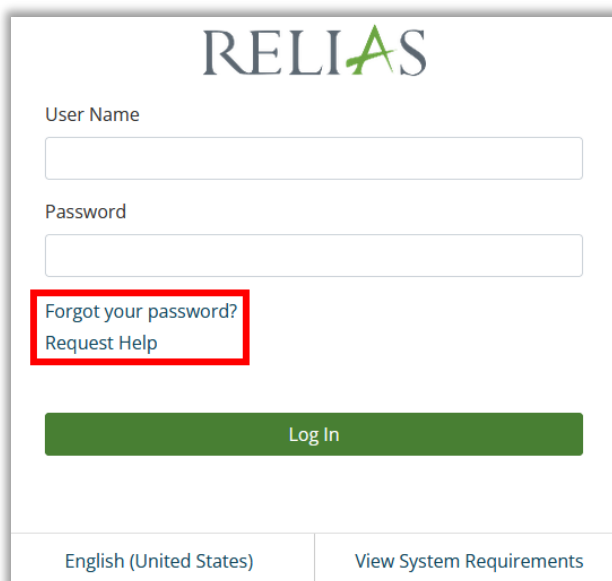
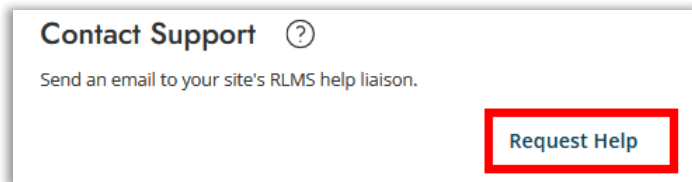


Figure 26 – Request Help

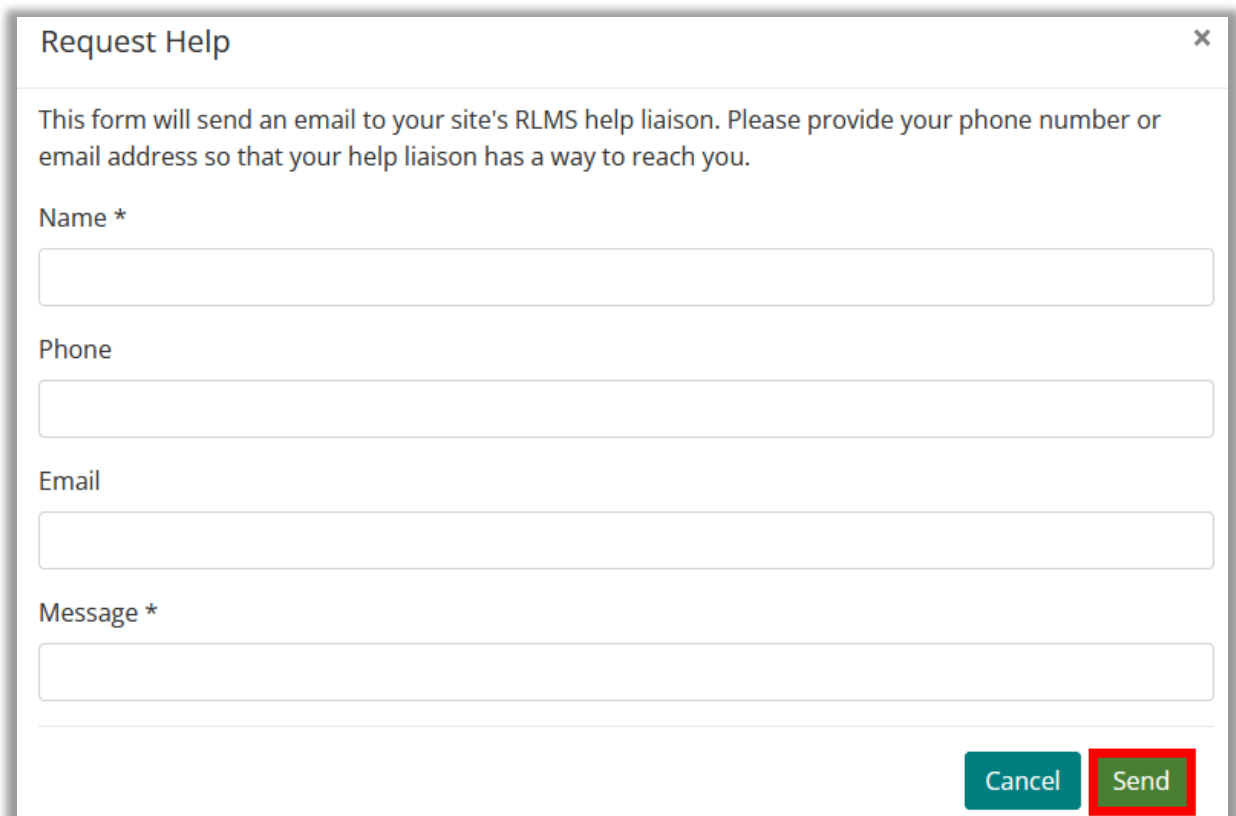
Option 2: Help Menu

If you are logged into your portal and need assistance, navigate to the "Help" menu and click the "Request Help" button. Follow the on-screen instructions to submit your request (see Figures 27 and 28).



Contact Support ⓘ
Send an email to your site's RLMS help liaison.
Request Help

Figure 27 – Help Form / Request Support



Request Help ✕

This form will send an email to your site's RLMS help liaison. Please provide your phone number or email address so that your help liaison has a way to reach you.

Name *

Phone

Email

Message *

Cancel **Send**

Figure 28 – Help Form / Request Support

How to reach Relias Customer Support:

Service Hours: Monday to Friday, 8:00 AM to 5:00 PM
Phone: 0800 7234784
Email: kundenbetreuung@relias.de

