



ELSA

St Andrew's Online Learning Portal

[What do I do now I'm logged in?](#)

[Can I change my user name?](#)

[Can I change my password?](#)

[Do I need to put my work email address into ELSA?](#)

[Do I need to print my certificates?](#)

[Can I access ELSA from any computer?](#)

[Why can't I open my certificate?](#)

[Why can't I get into a quiz? I've accessed it several times before but did not achieve 100%](#)

[I still haven't found what I'm looking for...](#)

[I want to offer some feedback](#)

What do I do now I'm logged in?

- Across the top of the page are blue tabs that you may need. Familiarise yourself with them. You can use the SAH emblem on the top left of screen to return to the 'home page'
- Use the 'MY COURSES' link to see the courses you have been enrolled into
- The 'ALL COURSES' tab displays all courses currently available on ELSA. You are welcome to self-enrol in any of these courses

[Back to top](#)

Can I change my user name?

- No - it must always be YOUR 6 digit payroll number beginning with 00... this is a unique identifier used only by you
- this allows ELSA to communicate with the staff data base on Preceda, to keep records of courses you have completed

[Back to top](#)

Can I change my password?

- Yes - You are asked to change the password when you log on for the first time
- You can choose your own password - something you will remember
- Your preferred email address must be in the system to allow you to reset the password if you forget it.
- Please click on EDIT EMAIL tab and enter your email followed by save profile button
- The system will send you an email when you click 'forgot password' - then you follow the prompt

[Back to top](#)

Do I need to put my work email address into ELSA?

- You can use your work email or personal email in ELSA - it is your choice
- It is essential that you have an email address in ELSA as this will allow you to reset your password if need be
- Click on the EDIT EMAIL tab to do this

[Back to top](#)

Do I need to print my certificates?

- It is important that you click on the certificate button once you complete a course. This sends an automatic email to HR that you have completed the course so it can be recorded against your name
- You do not need to print the certificates

[Back to top](#)

Can I access ELSA from any computer?

- Yes.
- As long as you have internet access and use ELSA's website address (also called URL) elsa.stand.org.au you can access ELSA from anywhere using a computer or tablet

[Back to top](#)

Why can't I open my certificate?

- This is most likely because you have not achieved 100% in the course.
- All courses require a 100% pass grade

[Back to top](#)

Why can't I get into a quiz? I have accessed it several times before but did not achieve 100%.

- The system will lock you out after 3 attempts at a quiz
- Please talk to your manager
- Your manager needs to know you may require some assistance with the topic if you have already tried 3 times before
- HR can reset the system to give you more attempts

[Back to top](#)

I still haven't found what I'm looking for...

- If you are still unable to navigate to your course or having difficulties with your progress, please speak with your Manager. Alternatively an email can be sent by clicking [HERE](#)

[Back to top](#)

I want to offer some feedback

- We welcome feedback regarding the site layout, content or overall structure of courses. You can leave feedback via email by clicking [HERE](#)

[Back to top](#)