

Learning at your fingertips



Helping you resolve
welfare benefit problems

Workshop with training materials via Talent

Housing Systems

website | information | training

IMPORTANT INFORMATION

This Workshop is hosted via GotoMeeting.

If you have never joined a meeting/workshop via GotoMeeting please join the Test Call that will be offered to you.

This will ensure any technical difficulties are sorted out before the day of the Workshop.

If you use Citrix you will need to join outside of that system.

To join a GotoMeeting event you'll need an internet enabled device. If you can, download the GoTo Meeting App for a better experience.

If you have any questions about GoToMeeting please contact us training@housingsystems.co.uk.

Any training materials, including a copy of the presentation and your certificate, will be accessed via your Personal Learning Account after the Workshop

Welcome to your Workshop:

Our aim is to ensure you have the knowledge and resources you need to give your customers accurate and effective advice on welfare benefits.

It's no secret that the introduction of Universal Credit has made the welfare benefit system more complicated
- so Housing Systems are here to help.

The aim of our Workshops is to provide you with the knowledge you need to:

- Understand the rules
- Help claimants through the benefit maze
- Spot when something has gone wrong
- Give accurate and up-to-date advice

- so that you can help your customers deal with the complexities of the benefit system, and ensure they are getting the correct award paid on time.

How do I access an online meeting / workshop?



"It's great to have access to training that give us information on some of the more detailed areas of UC."

training@housingsystems.co.uk

Joining the Workshop Meeting

Please be ready to join the Workshop about 15 mins before the time specified.

Click on the GotoMeeting link in your joining email.

From there it's easy, you could be asked.....

Click on 'Join on the Web'

This means you don't have to download anything to your device.

NOTE: The 'Join on the Web' option is only available via Chrome.

Click on 'Computer'

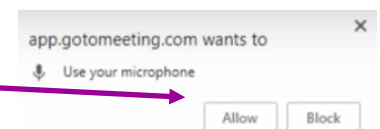
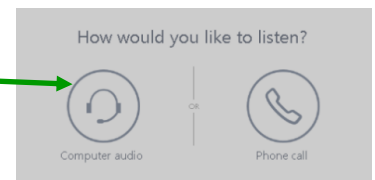
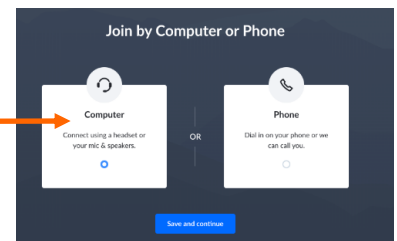
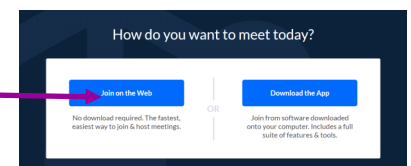
If you are asked whether you are joining by computer or phone.

Click 'Computer Audio'

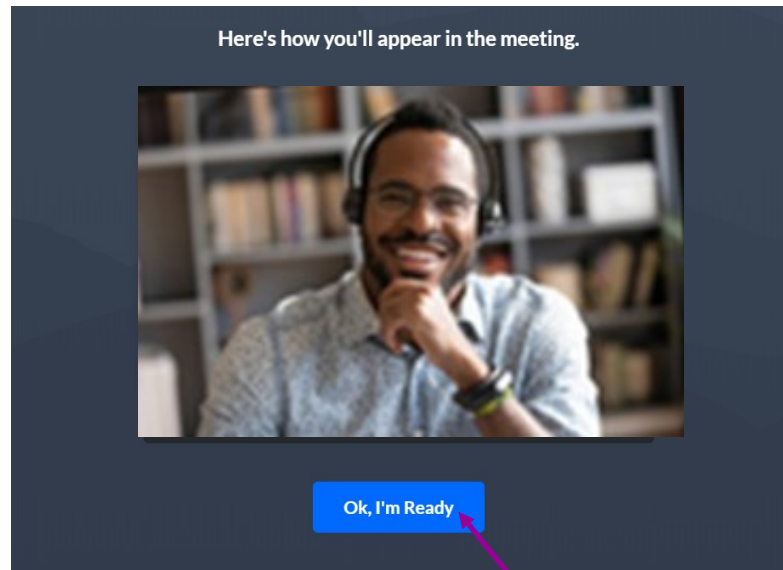
If you are asked which method you'd like to use to listen to the meeting.

Click 'Allow'

You may be asked if it's OK to allow access to your microphone.



How You Will Appear in the Workshop:



The next screen shows how you will appear in the meeting/workshop.

As all our meetings/workshops are participative, please keep your camera on and your mic muted and click 'Ok, I'm Ready'.

Please note that the tutor/s will have control of your mic to ensure the smooth running of the meeting/workshop!

<https://housingsystems.talentlms.com>

After You Have Joined the Workshop:

After clicking 'OK I'm ready' you will join the Workshop:

The screenshot shows a Zoom meeting interface. At the top left is a 'Talking' dropdown menu. Below it is a 'View Options' panel with 'Everyone' selected. To the right is a 'CHAT' window showing a message from 'Me to Organizers only'. The main video area shows four participants. At the bottom is a toolbar with 'Mic', 'Camera', 'Screen', and 'Leave' buttons. Callouts point to these elements: a purple box points to the 'View Options' panel; an orange box points to the 'Talking' dropdown; a purple box points to the 'Mic' button; an orange box points to the 'Camera' button; a green box points to the 'Screen' button; and a purple box points to the chat window.

Camera Displays -
Choose the layout of your screen - who you see and where.

Chat -
Send a question to the tutors. Please choose 'Organizer only' from the dropdown menu.

Mic -
Please keep your mic muted, the tutor will turn your mic on when appropriate.

Your webcam -
Please keep your camera on as the tutors would love to see your face!

Screen share -
Only the tutors can share their screens and will do so during the Workshop.

Sound -
Any problems - you can access the Workshop via your phone as well. Click here for details.

<https://housingsystems.talentlms.com>

At the end of the Workshop

We hope you will have enjoyed the Workshop and you should have a great Action Plan detailing how you are going to implement what you have learnt.

You'll now be able to access the training materials ie presentation and certificate from your Personal Learning Account (see following page).

Please also complete the feedback module - your feedback is very important to us - so that we can continually improve the training we offer.

<https://housingsystems.talentlms.com>

How do I access my training materials?

A young woman with blonde hair tied back, smiling warmly at the camera. She is looking at a laptop screen, which is partially visible in the foreground. The background is a bright, out-of-focus indoor space with large windows.

*“One of the best
Workshops I've attended
- very relevant.
Presentation was
engaging, and exercises
really useful.”*

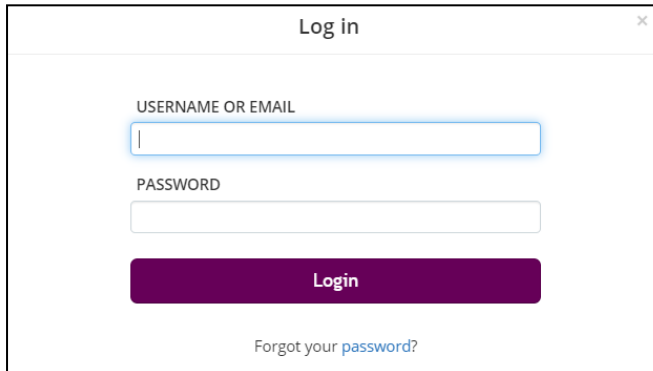
<https://housingsystems.talentlms.com>

Login to your Learning Account

When you have completed one of our Workshops you will receive an email inviting you to access your Personal Learning Account.

This is where you can access your training materials ie presentation and certificate and give us your feedback.

Click on the link in the email you will be sent and you will be taken to a login screen.



Log in

USERNAME OR EMAIL

PASSWORD

Login

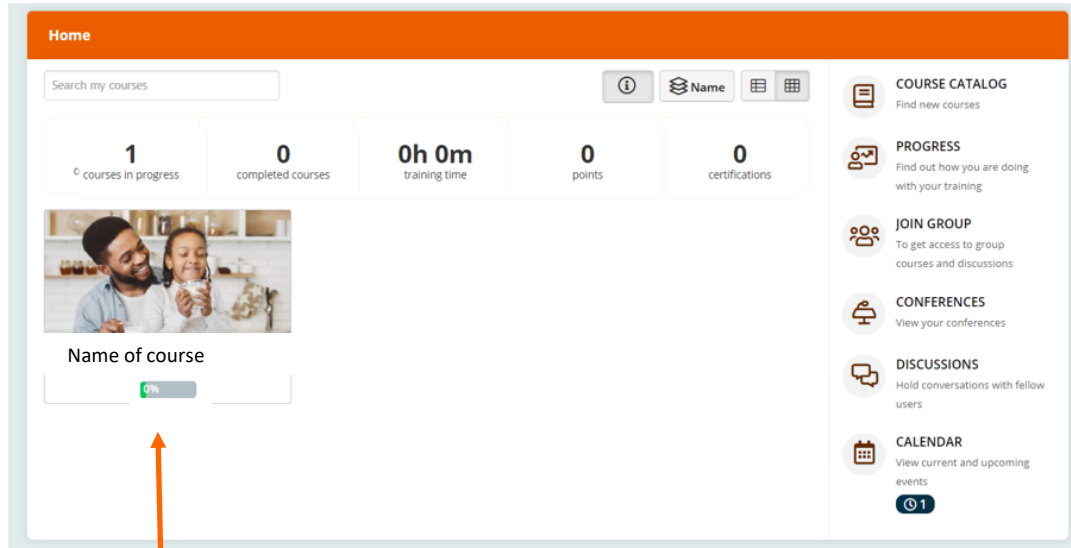
Forgot your [password?](#)

You'll need your work email address, and password, which is 'Learner'.

Once you have signed in you will be taken to your Personal Learning Account.

training@housingsystems.co.uk

Your Personal Learning Account:



From here you can:

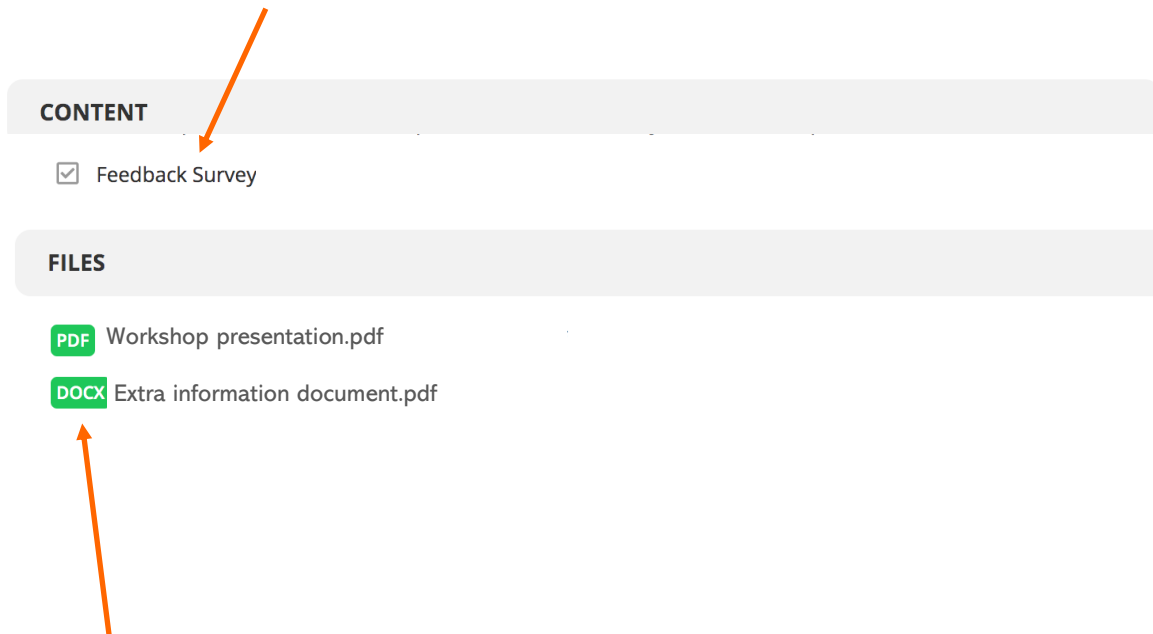
Access training materials for the Workshops you have attended by simply clicking on the Workshop title.

This will take you to a new page that will detail any training materials and your certificate.

<https://housingsystems.talentlms.com>

Your Training Materials:

Complete the 2 minute survey to access your certificate - just click on 'Feedback Survey'.



You can also download any training materials.

Click on the name of the document - it will display on your screen and you can then download, save and / or print it.

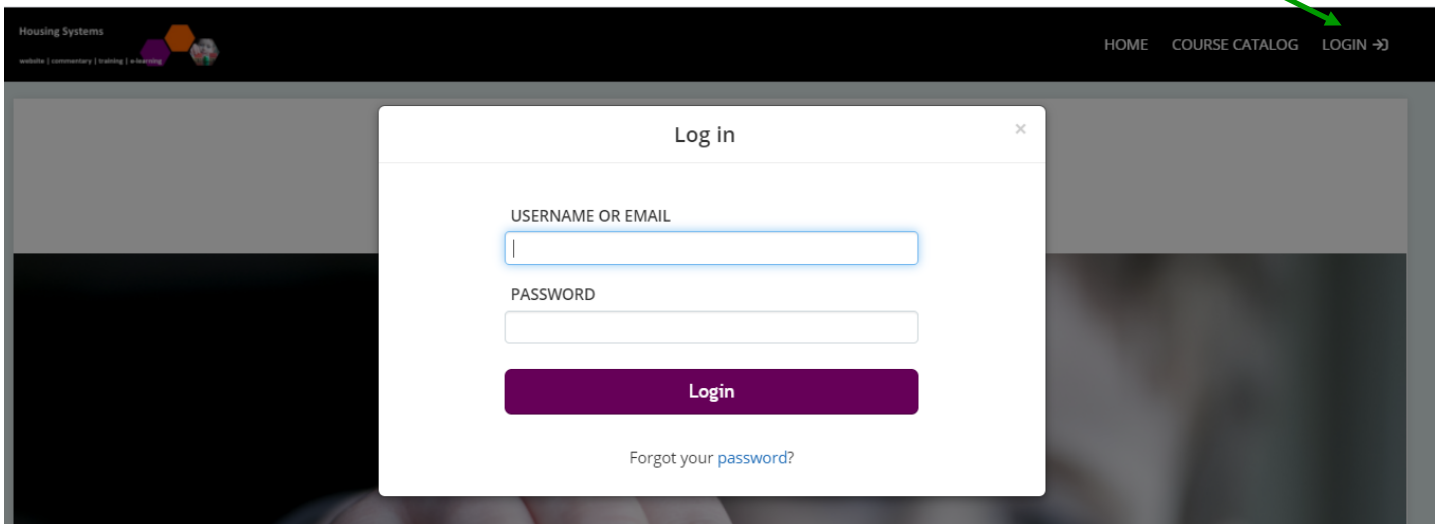
Any problems—just contact us: training@housingsystems.co.uk

<https://housingsystems.talentlms.com>

Access the Housing Systems Training Portal

The training materials will be available to view and download for a few weeks after the Workshop. It's easy to access your Personal Learning Account -

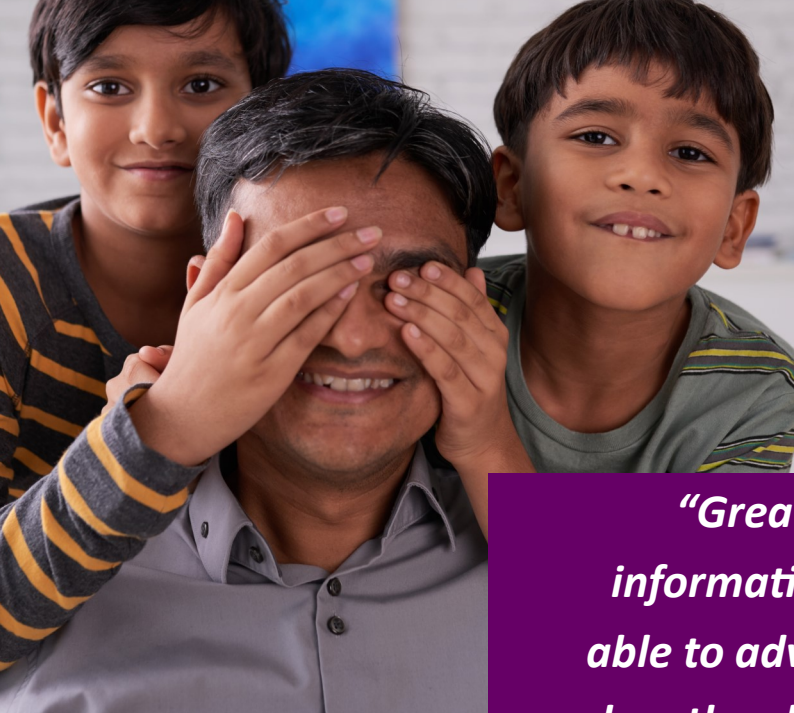
Go to: housingsystems.talentlms.com and login.



The screenshot shows the Housing Systems Training Portal interface. At the top, there is a dark navigation bar with the text 'Housing Systems' on the left and 'HOME', 'COURSE CATALOG', and 'LOGIN →' on the right. A green arrow points from the text 'Go to: housingsystems.talentlms.com and login.' to the 'LOGIN →' link. In the center of the page, there is a white 'Log in' modal box. Inside the modal, there are two input fields: 'USERNAME OR EMAIL' and 'PASSWORD'. Below these fields is a purple 'Login' button. At the bottom of the modal, there is a link that says 'Forgot your password?'.

Sign in to your account using your email address and the password 'Learner'.

<https://housingsystems.talentlms.com>



*"Great course - very
informative. I now feel
able to advise my clients
when they have a change
in their circumstances."*



training@housingsystems.co.uk

My Learning Log:

Date

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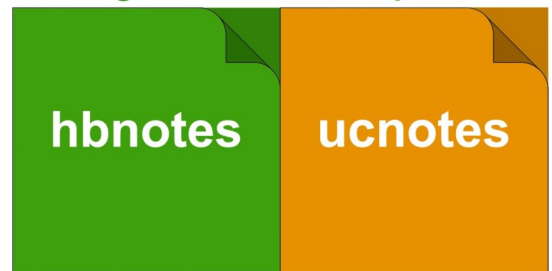
Comments:

Housing Systems

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Housing Benefit made simple



Keep informed on Welfare Reform

Housing Systems Ltd