

Welcome to the eLearning service

Support manual



1. INTRODUCTION

Through this manual we'd like to introduce you to the main functions of the @prende Platform that you're going to use, so that you learn about its features to easily navigate on this environment:

The login URL is <https://formacion.eulen.com>

Spanish | English | Portuguese

@prende
Portal Eulen de Formación

INSTITUTO EULEN
FORMACIÓN

Socorro: curso de PNL y gestión de las emociones

Please enter your username and password:

Sign In

Request My Username or New Password

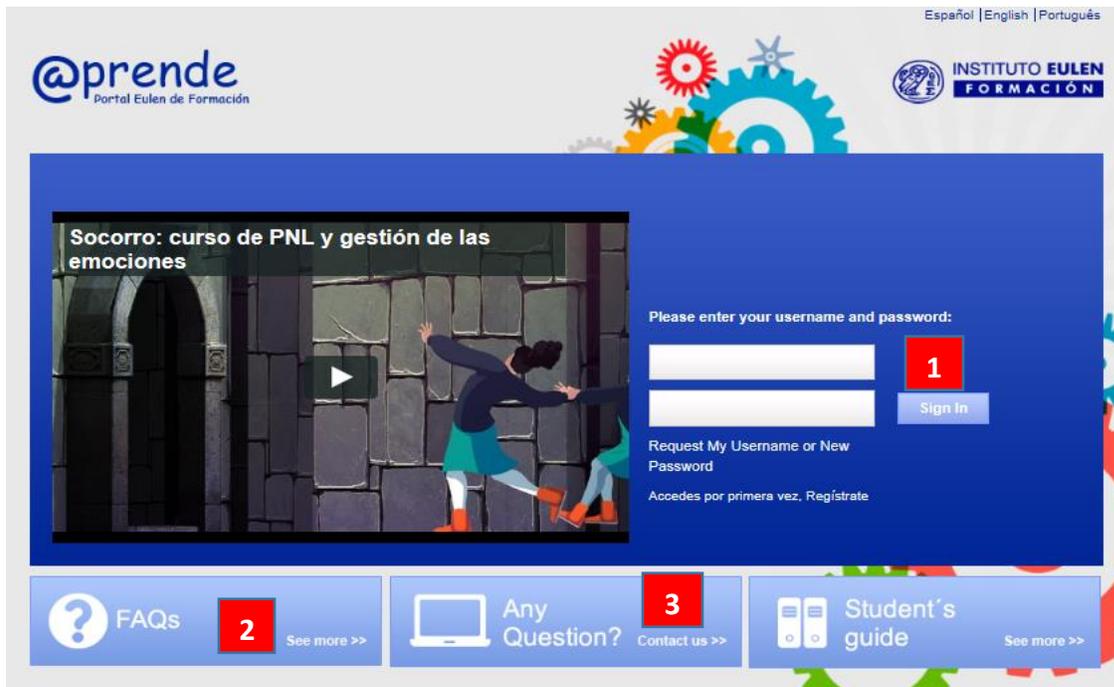
Accedes por primera vez, Regístrate

FAQs See more >>

Any Question? Contact us >>

Student's guide See more >>

2. ACCESS PLATFORM



1. Platform Access

What are my Username and Password?

The day the call begins, you'll receive an e-mail with both your username and password.

ATTENTION! If you have access to the **Employee Portal**, your username and password will be the same you use to log in to the Eulen Group Intranet.

Once you introduce your Username and Password, click on 'Sign in'.

2. FAQs

You'll find the answer to any login issues in this section.

3. Any Questions

If you click on “Any Question”, you’ll be able to contact the **Student Support Center**. Personalized service, which you’ll be able to address to solve any login or User/Password related problems.

Student Support Center

email: centro.atencionestudiante@telefonica.com

Phone: +34 91 732 90 50.

Support Center hours: Monday through Friday, from 9 a.m. to 7 p.m. (spanish hour).

3. MY PAGE: HOME SCREEN

Once you insert your Username and Password, the home screen will be **My Page**, which contains all your personalized user information.

The screenshot displays the 'My Page' home screen with four numbered callouts:

- 1**: Points to the 'My Courses' section, which shows a course titled 'Change projects: the crucial role of communication' with a progress bar and '1045 days' remaining, and a 'See All >>' link.
- 2**: Points to the 'Media library' section, which has tabs for 'New', 'Featured', and 'Top rated'. It lists several items, including 'Novedades declaración de la Renta 2017', with 'View' links.
- 3**: Points to the 'Calendar' section, showing a calendar for July 2017 with '0 event' for 'Today' and 'This week', and a 'My virtual room' section below.
- 4**: Points to the 'Support' section, which includes links for 'PC Test', 'Support Manual', 'Technical Support', and 'Student Support Center'.

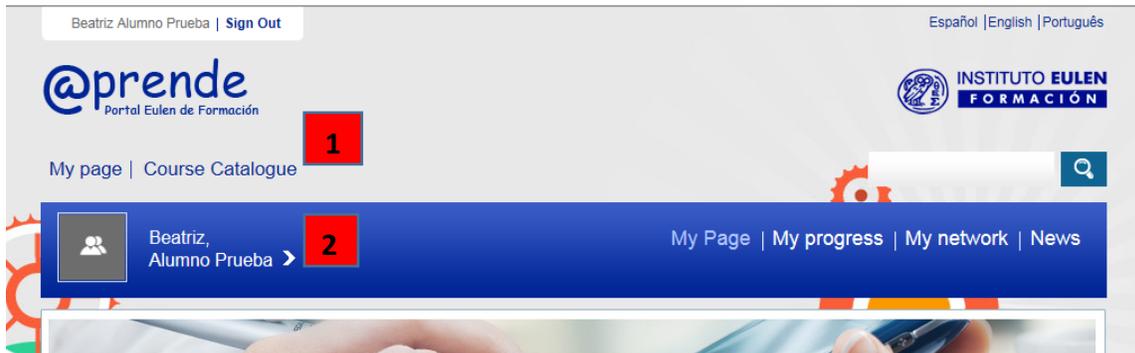
Other visible sections include 'Pending contacts' with two entries (Beatriz García Zarza ADMIN and Administrador Eulennn) and 'Miríada X' with a 'miriada' logo and text 'Los mejores MOOC de universidades iberoamericanas >>'.

1. **My Courses:** The courses you're currently taking are displayed in My Courses box, so you can enter each of them from the beginning. If you're not taking any, a message with that information will show.

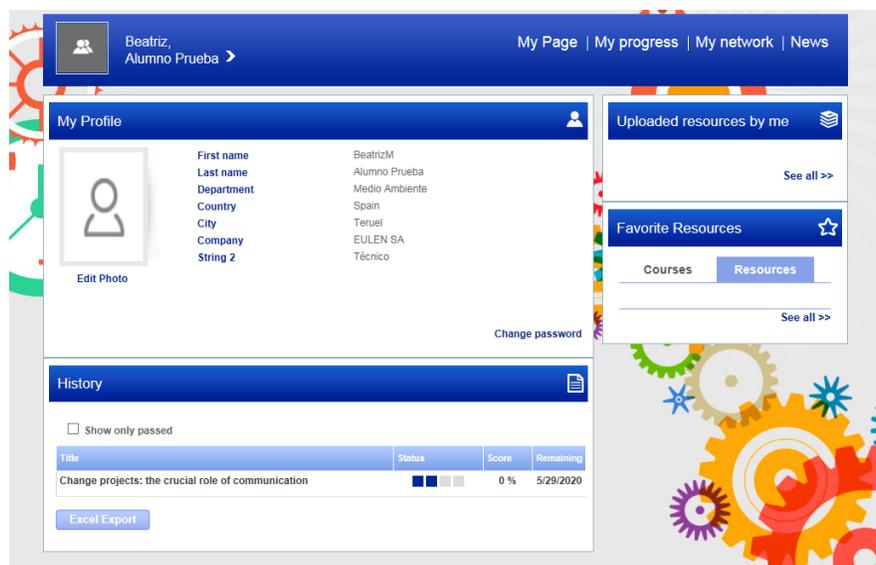
If you click on 'See all', you'll access a page including all active courses and the registration status of others.

2. **Media Library:** The Media Library contains a set of resources that will let you delve into and access the materials related to the subject of the courses in which you're taking part and others.
3. **Calendar:** The days you have scheduled events will appear highlighted on the calendar, as well as a list including them. In addition, it contains the main milestones of the courses or training activities in which you're taking part at the moment. You can also establish your own milestones or reminders that will make the organization of your own work easier.
4. **Support:** You have all you need to solve any questions you may have in the Help box on the Home screen.
 - *PC Test:* It shows the necessary steps to carry out the test and configure it according to the parameters to correctly navigate and take your training.
 - *Support manual:* for this document.
 - *Technical support:* It shows you how to contact the service that will personally guide you in the questions or issues you may have during navigation.

In addition to access to the courses you're enrolled in, we offer you various tools that will help you plan and complete your training.



1. **Header:** The header contains a menu with different sections. This header, besides being on the home page, stays there during your navigation on the Training Portal, so you can go from one content to another with just a mouse click.
2. **My Profile:** To access your profile click on your name, next to your picture. You can include your picture and edit it.



- *My profile*: it lets you include your picture and edit it.
- *History*: courses in which you have taken part, regardless of whether you have completed them or not.
- *Resources*: it lets you check and manage the available resources on the platform.