

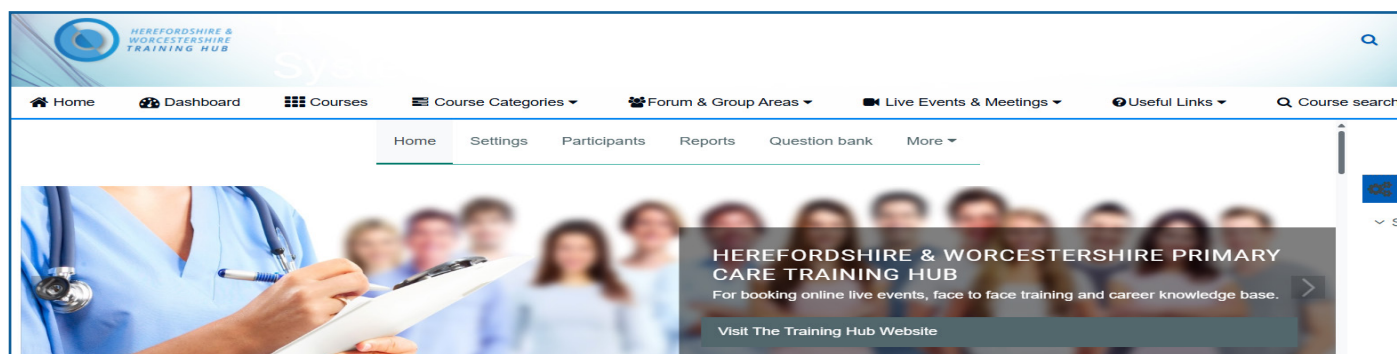
# Herefordshire and Worcestershire Primary Care Training Hub - Learning Management System (LMS) User Guide



The Learning Management System (LMS) is our education platform. On the LMS we host our online live events, you will also find:

- A library of our on-demand recorded sessions
- Forums for discussion
- Feedback forms
- Certificates
- Role relevant information and more.

<https://www.hwth-lms.co.uk/>



Once you have registered you can then manage your learning pathway completely on the dashboard tab.

For example, you will be able to access the courses relevant to your role and manage your certificates for training evidence.

In addition to this, the LMS is an ever-growing knowledge base of information.

Please note that bookings for our online live events are not made through the LMS, these are completed on our booking site:

<https://www.primarycaretraininghub.co.uk/events>

We are currently in the process of merging our booking site and education platform. This is to enhance the user experience and to streamline the processes when accessing our education. Once this has been finalised, we will update the user guide, and circulate information on how to navigate our improved platform.

In addition to the LMS we have a monthly newsletter which is circulated via Herefordshire and Worcestershire Clarity TeamNet, on which we also have a Training Hub page containing a wealth of other information.

<https://teamnet.clarity.co.uk/Topics/ViewItem/1c945cc0-ff0a-4417-8df8-a8b200dafbac/8360>

This includes:

- Website links
- Expression of interests/surveys/grants/programmes/courses
- Useful links and documents
- Previous issues of our newsletter
- News items
- Health and wellbeing area
- NHSE updates and links
- Technology and admin related useful links
- Contact information for the Training Hub
- Events organised by third parties

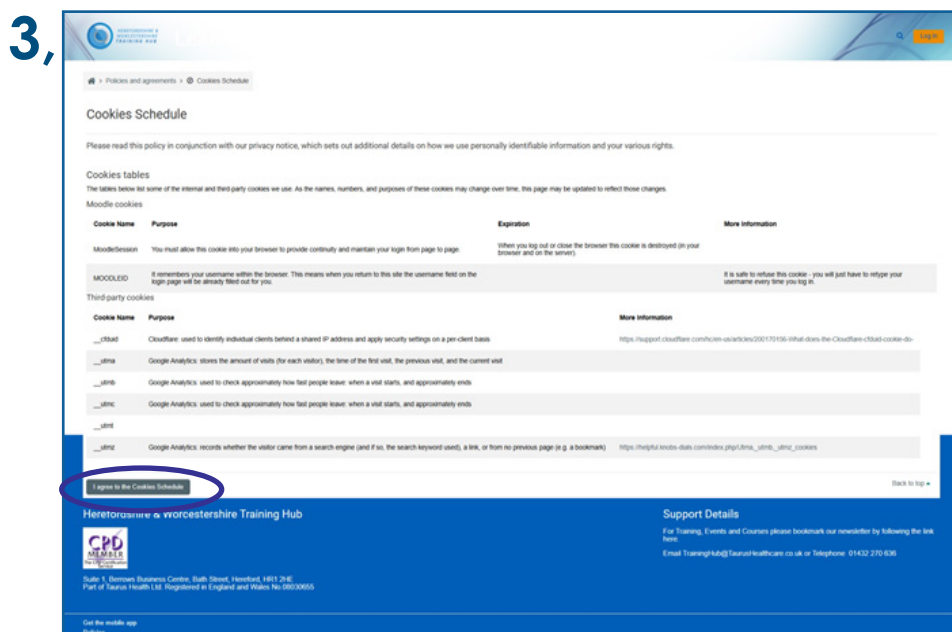
**Please find included in this document sections on frequently asked questions or queries relating to our LMS:**

- [How to Register](#)
- [How to Log in](#)
- [How to use the 'Forgotten Username or Password' function](#)
- [Navigation guide](#)
- [How to download your certificates](#)
- [How to attend a live session](#)

# How to register on the LMS:

Registration page: <https://www.hwth-lms.co.uk/login/signup.php>

Upon following the above link, you will be taken to our privacy policy (1), terms and conditions (2) and cookie schedule (3). In order to create an account, you will need to allow and accept these details.




Once the privacy policy, terms and conditions and cookie schedule have been accepted you will see the opposite pictured registration form.


Please ensure all fields are completed:


- Username – Lowercase first name.second name (e.g. donald.duck)
- Password – The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as \*, -, or #. This is for security reasons and your online protection. To see what you have entered press on the eye icon (circled above).
- Email address and Re-enter Email address –Please duplicate your email address for security reasons. Please use your intuitional email address only, personal addresses will not be permitted to create an account.
- Job Role - Please click on the drop down list to find your role.
- Practice Name - Please click on the drop down list to find your practice.
- Practice County - Please select the county you are working within from the drop down list.


## New account


Username 


The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 special character(s) such as \*, -, or #

Password 

Email Address 

Re-enter Email Address 

First name 


Last name 


City/town

Country


### Profession & Practice Details

Job Role 


Practice Name 

Practice County 

Primary Care Network (PCN)


Security question 

☐ I'm not a robot

  
reCAPTCHA  
Privacy - Terms

Create my new account

Cancel

 Required

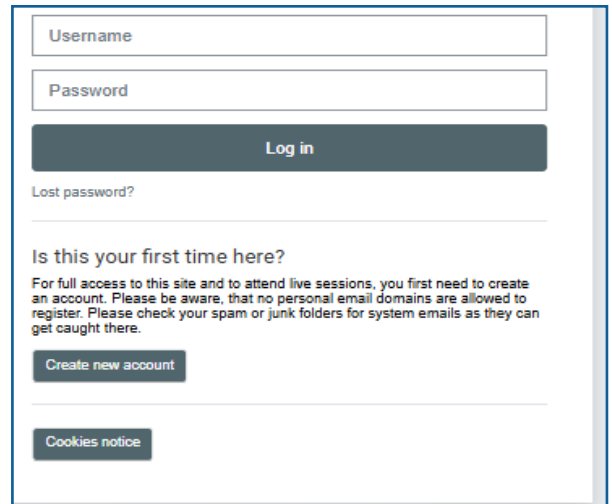
**Once you have registered an account, there are available video guides on the LMS to help you navigate and utilise the platform to its full extent.**

<https://www.hwth-lms.co.uk/course/index.php?categoryid=91>

# How to login on the LMS:

Login page: <https://www.hwth-lms.co.uk/login/index.php>

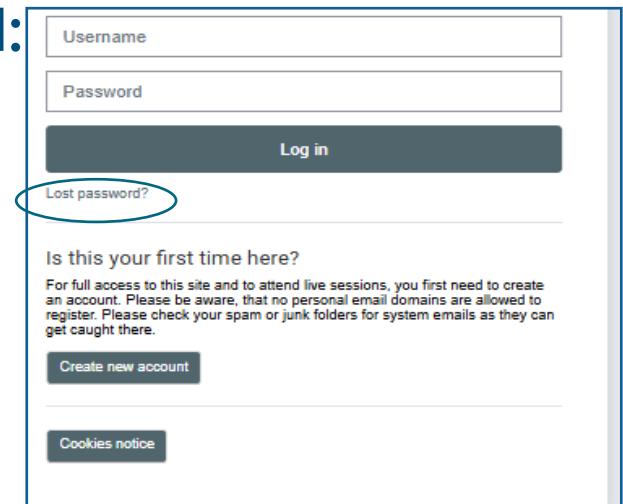
To login, please enter your username and password in the relevant fields and click the 'Log In' button.



A screenshot of the LMS login page. It features a 'Username' input field, a 'Password' input field, and a 'Log in' button. Below the login fields is a link for 'Lost password?'. Further down, there is a section titled 'Is this your first time here?' with a paragraph of text and a 'Create new account' button. At the bottom, there is a 'Cookies notice' button.

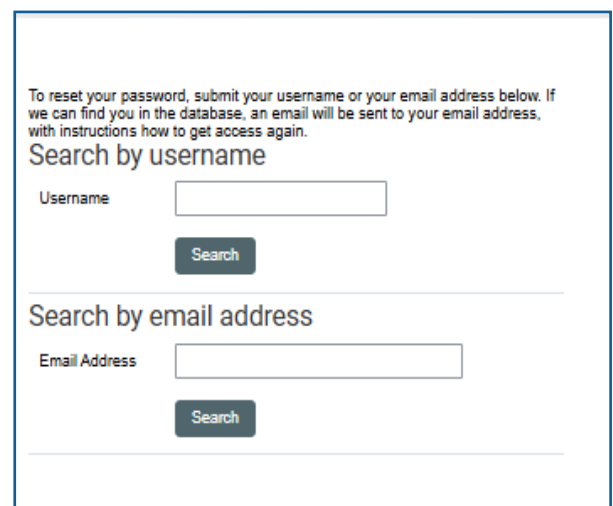
# How to reset your password:

If you have forgotten your password or username, if you click on 'lost password'.



A screenshot of the LMS login page, identical to the one above, but with the 'Lost password?' link circled in blue to indicate the next step in the process.

You will be prompted to enter either your username, or the email address attached to your account. If provided correctly, you will be sent an email with a password reset request link, and you will be able to change your password.



A screenshot of the LMS password reset page. It starts with a heading 'To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.' Below this, there are two sections: 'Search by username' with a 'Username' input field and a 'Search' button, and 'Search by email address' with an 'Email Address' input field and a 'Search' button.



# Navigation guide:

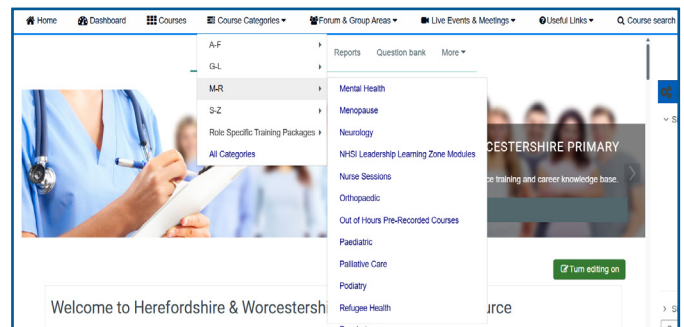
Once you have logged in to the LMS, you will be able to navigate our platform to find a library of on demand sessions.



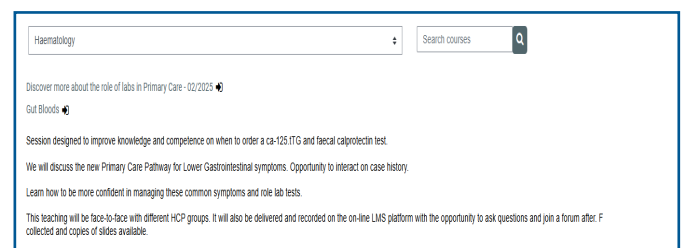
**Step One** - To search by category, please hover over 'Course Categories'.



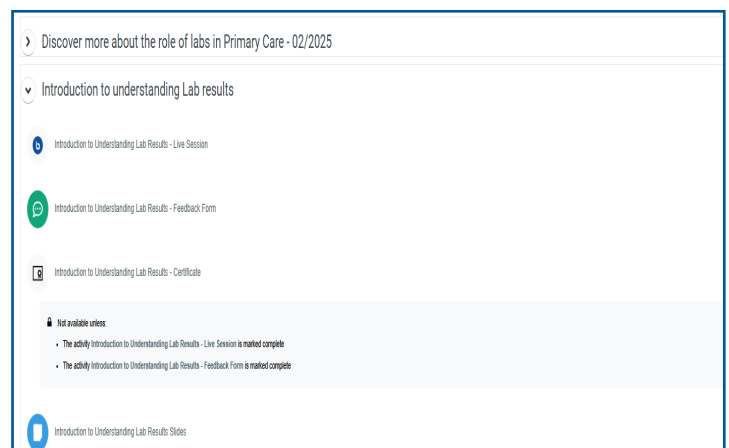
**Step Two** - An alphabetically organised list will drop down. If you hover over each field, you will be able to see the broad topics of our sessions.



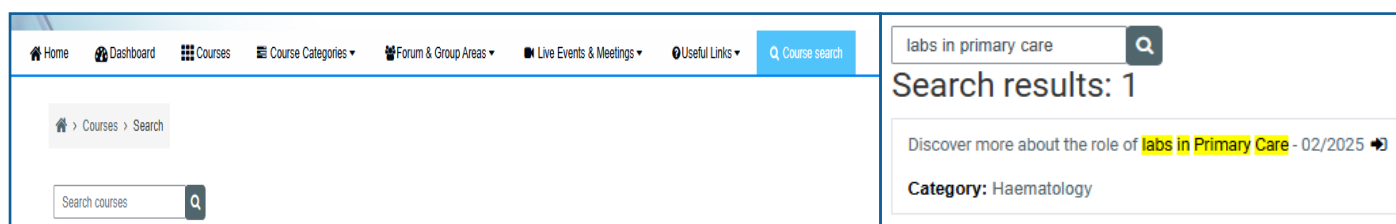
**Step Three** - Upon clicking into a category, you will then see the related courses available to view that are related to that topic.



**Step Four** - Once you have found a course you would like to view, by clicking into the course area, you will find the recording, feedback form, certificate and all relevant resources.

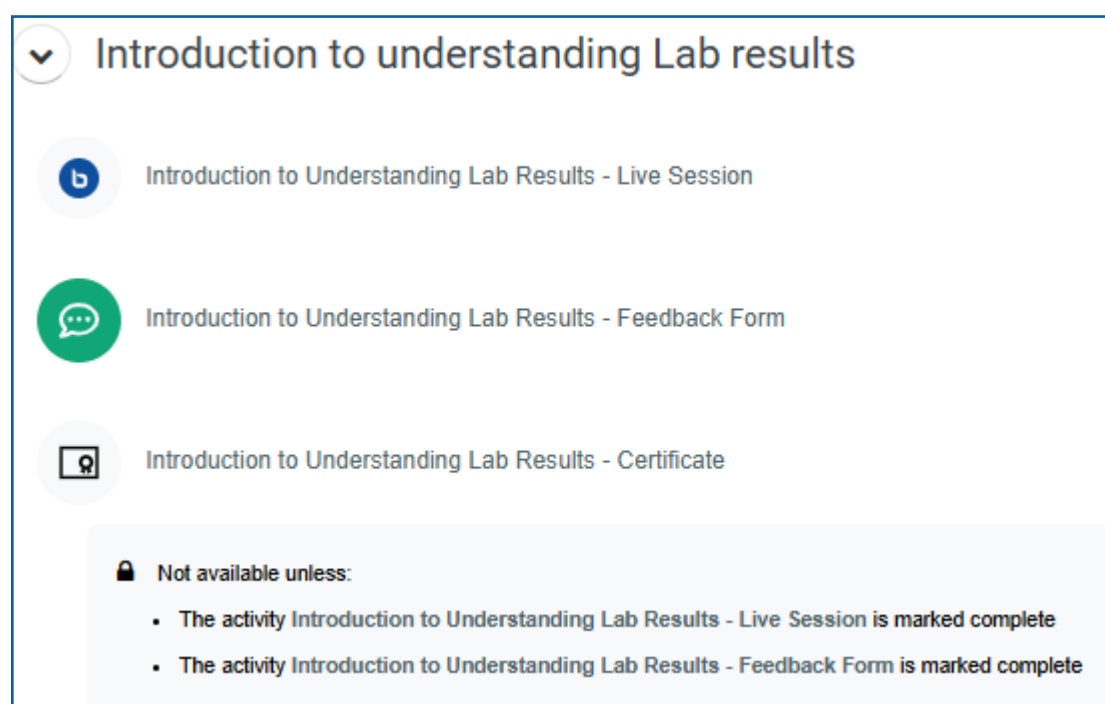


Alternatively, there is also a search bar, where key words can be entered to find courses that include this in their title.

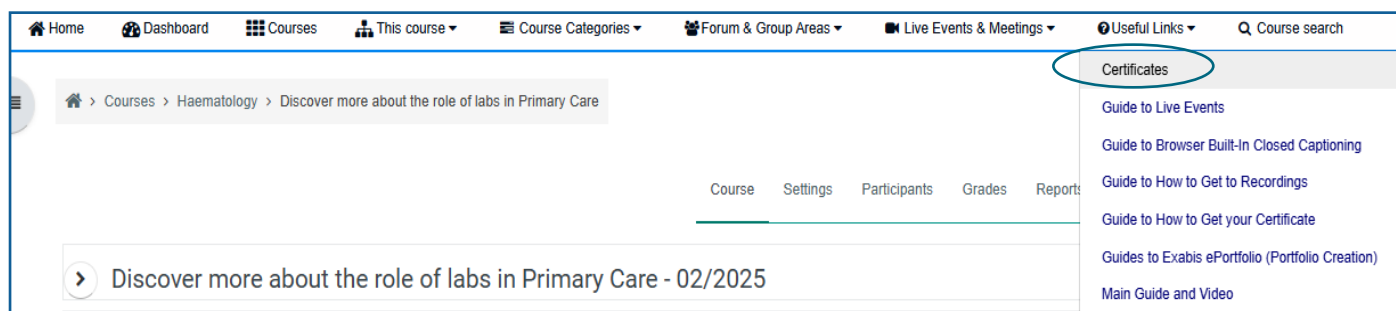


## How to download your certificates:

All resources, recordings, feedback forms and certificates can be found within the course area.



Once you have attended the session/watched the recording, and completed the feedback form, you will have access to your certificate. You can also find your certificates by going to the 'Certificate' page under the 'Useful Links' heading.



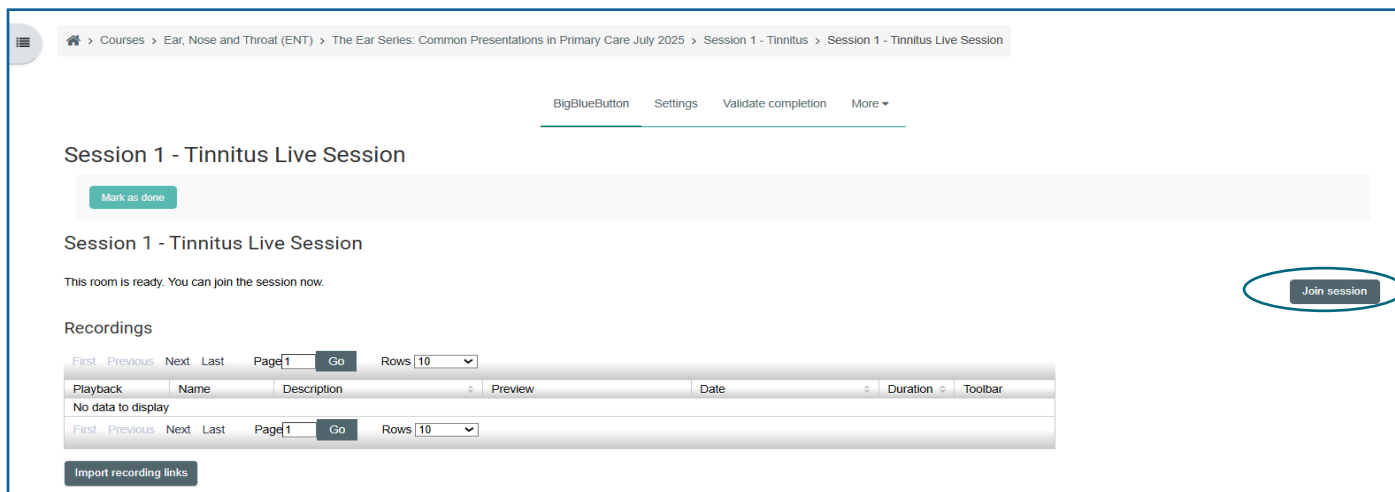
# How to attend a live session:

After registering for an event, you will receive a reminder email containing the joining information and meeting link. This will be sent to the email address registered to your account one week before, the day before and the morning of the session.

Please note that for all our online education sessions, a time entry cut-off has been introduced. This is in place to minimise disruption for speakers, and to ensure that CPD standards are upheld. The cut-off time will be 10 minutes after the scheduled start of the session to mitigate potential clinical pressures, and technological issues for attendees. The majority of our sessions are recorded (subject matter dependent) and these recordings are made available to those who are unable to access the meeting within the cut-off time.

The Training Hub email address is manned during all online sessions. Staff are on hand to assist anyone having technical issues in joining a session, and can be contacted at [traininghub@taurushealthcare.co.uk](mailto:traininghub@taurushealthcare.co.uk).

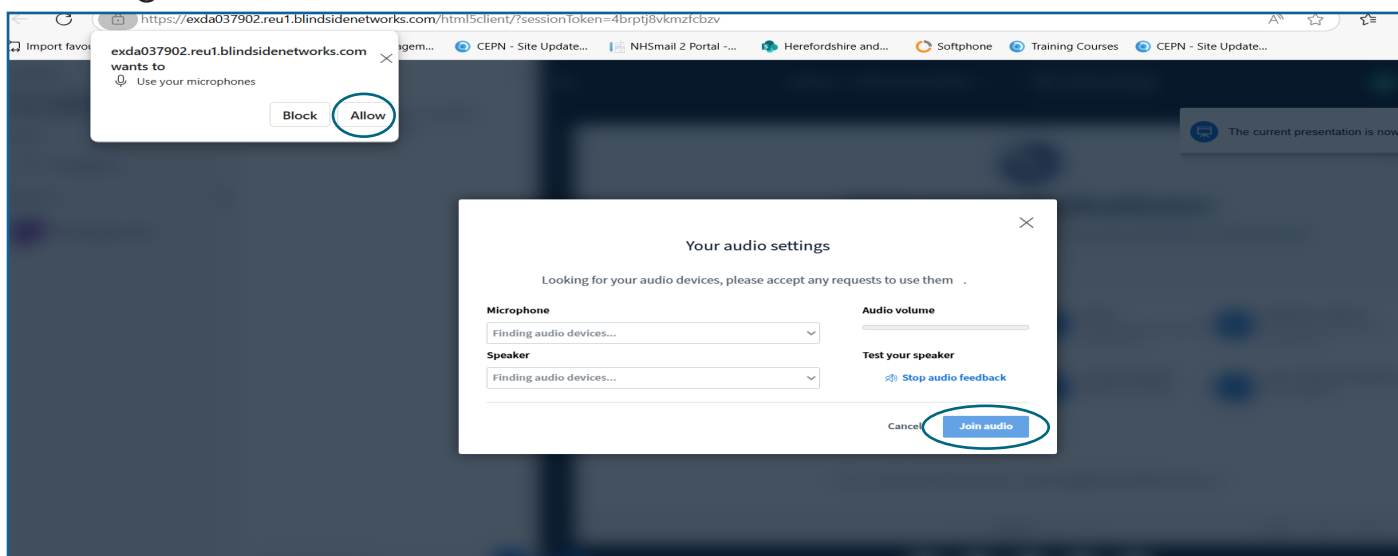
Upon following the link in the reminder email, you will be prompted to login to your LMS account. You will then be directed to the meeting area. To enter the session, please click on the 'Join Session' button. This will be opened half an hour before each session, and will close ten minutes after the session has begun, in line with our session policy.



The screenshot shows the LMS interface for a live session. At the top, there is a breadcrumb trail: Courses > Ear, Nose and Throat (ENT) > The Ear Series: Common Presentations in Primary Care July 2025 > Session 1 - Tinnitus > Session 1 - Tinnitus Live Session. Below this, there are links for BigBlueButton, Settings, Validate completion, and More. The main heading is 'Session 1 - Tinnitus Live Session', followed by a 'Mark as done' button. Below that, the session title is repeated, and a message states 'This room is ready. You can join the session now.' To the right of this message is a 'Join session' button, which is circled in red. Below the message is a 'Recordings' section with a table. The table has columns for Playback, Name, Description, Preview, Date, Duration, and Toolbar. The table is currently empty, showing 'No data to display'. Below the table is an 'Import recording links' button.



Once you have clicked the 'Join Session' button you will be brought into the meeting area.

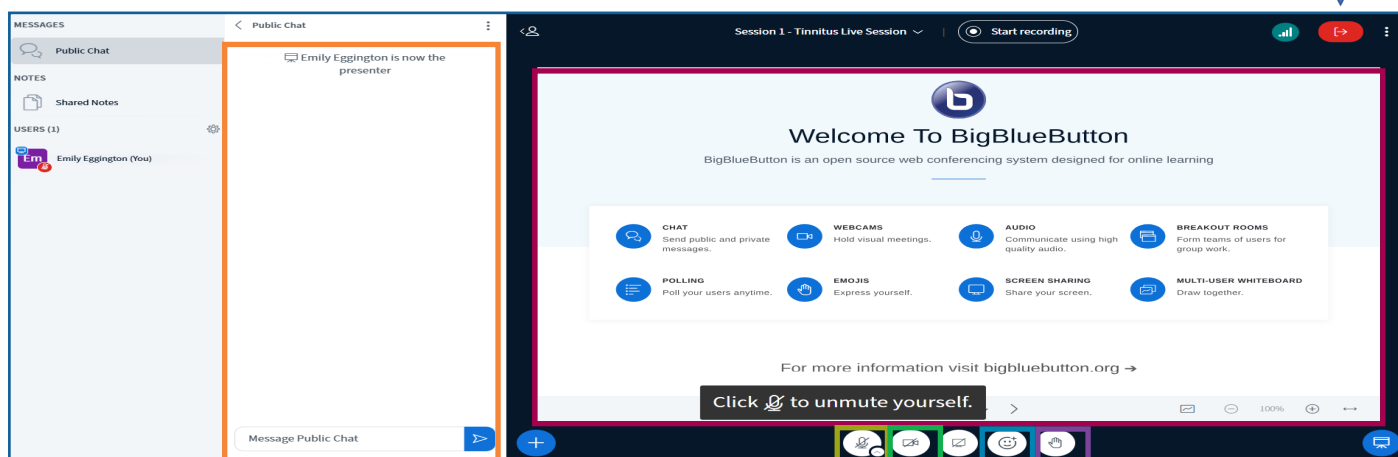


You will need to allow permissions on your microphone and audio settings. Once allowed you will enter the live meeting on the 'BigBlueButton' platform.

During the meeting you will be able to:

- View the presentation slides
- Add contributions to the chat area
- Unmute your microphone
- Share your webcam
- Send reactions
- Raise your hand to ask a question

At the end of the session, to leave the meeting please click on the the red button at the top right hand corner.



If you have any further questions or need any assistance, please contact [traininghub@taurushealthcare.co.uk](mailto:traininghub@taurushealthcare.co.uk). We are constantly monitoring this inbox and are here to help.