



Early Childhood Australia
Learning Hub



ECA Learning Hub LMS

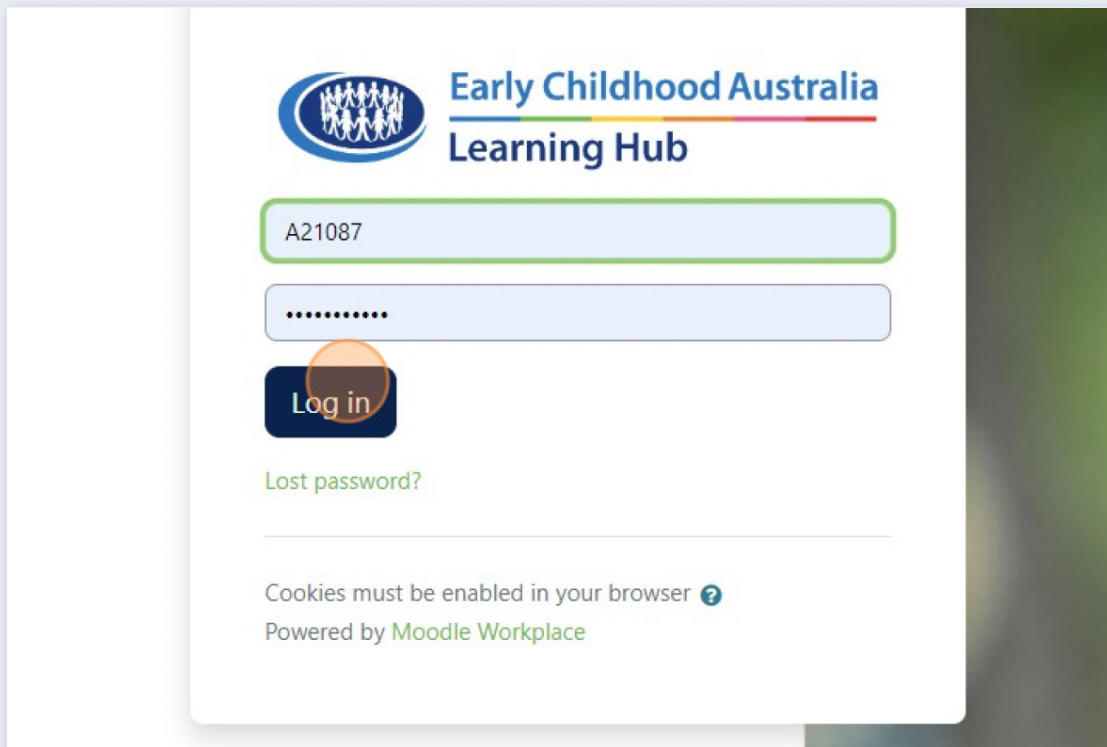
how to
GUIDE

User Management
Dashboard:
Account Manager



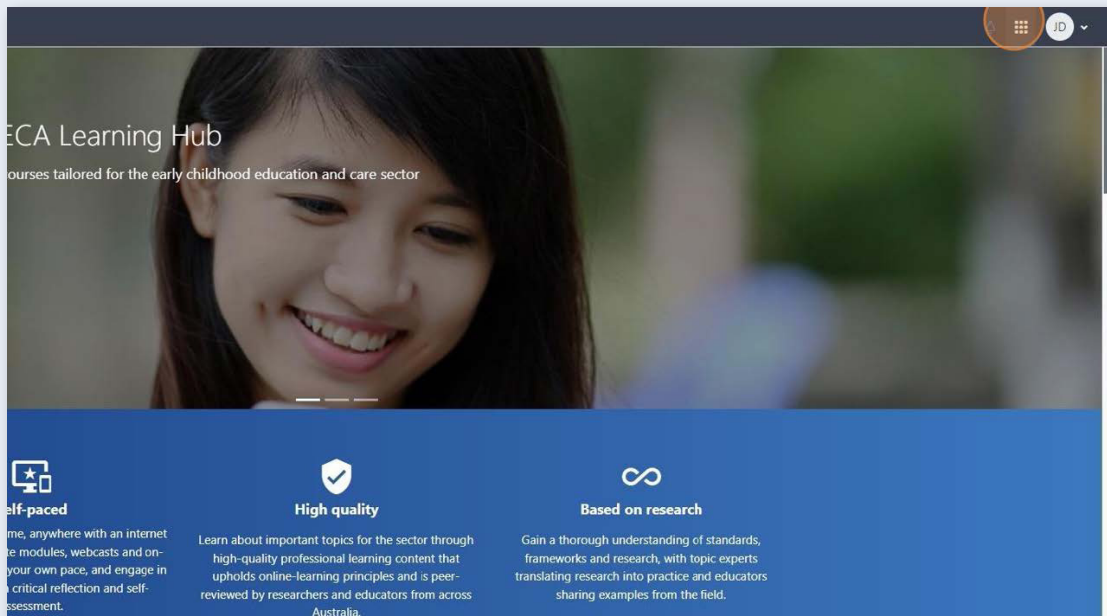
1

Once you have logged into the ECA Learning Hub portal with your unique username and password, you will be taken to the home page.



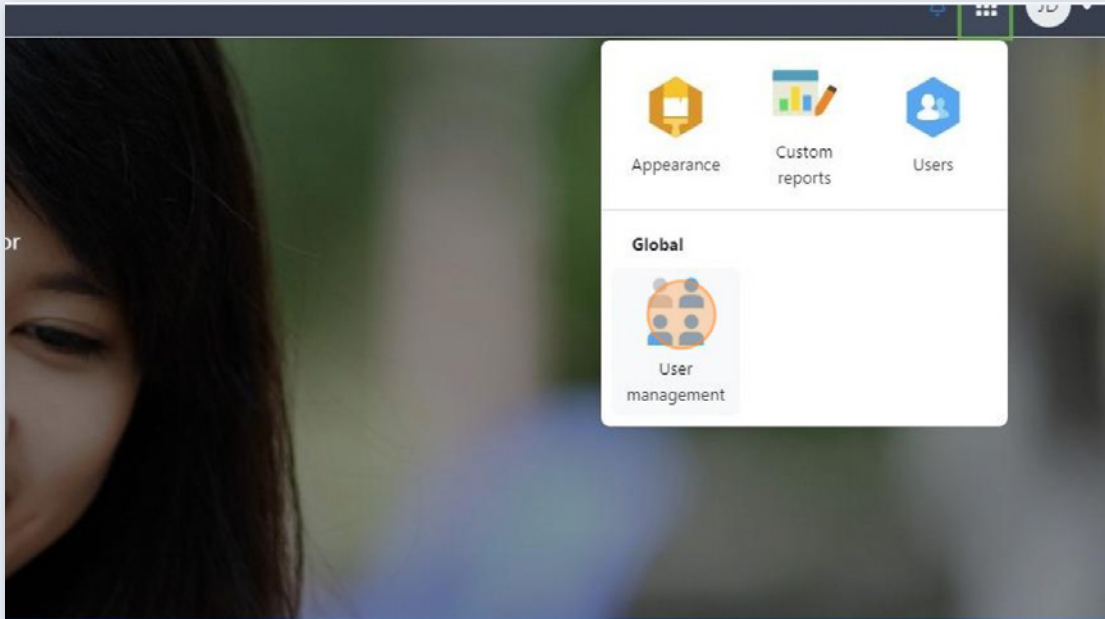
2

From the home page, click **Toggle workplace launcher** (the nine dots) in the right-hand corner.



3

Then click **User management**.



4

On the User management dashboard, the details of both your personal and organisational accounts will appear.

The left-hand box showcases:

- your name
- your role
- your personal customer number.

The screenshot shows the 'User management dashboard' with a navigation bar at the top containing 'My teams', 'Home', 'My learning', 'Support', and 'Contact Us'. The dashboard is divided into two main sections: 'My Account' and 'My Organisation'. The 'My Account' section is circled in orange and displays the following information:

My Account	Customer number
Name: Jane Doe Role: Account Manager	A21087

The 'My Organisation' section displays:

My Organisation	Customer number	Users
Name: Music League International Expiry date: 07/08/2024	B107111	11 of 25 in use

Below these sections is a search bar and a table of users. The table has the following columns: Username, Full name, Email address, City, Role, Status, and Actions. There are 14 results shown.

Username	Full name	Email address	City	Role	Status	Actions
B113010	Alicia Keys	a.keys@test.com	New York City	Student	Active	[Icons]
B113564	Amy Winehouse	amy.winehouse@test.com	Southgate	Student	Active	[Icons]
B107115	Delta Goodrem	delta.goodrem@test.com	Sydney	Group Coordinator	Active	[Icons]
B125366	Ed White	e.white@test.com.au	Moon	Student	Active	[Icons]
A21087	Jane Doe	jane.doe@test.com	Fyshwick	Account Manager	Active	[Icons]
B28891	Michael Buble	michael.buble@test.com	Burnaby	Group Coordinator	Active	[Icons]
B114035	Miley Cyrus	miley.cyrus@test.com	Franklin	Student	Active	[Icons]
B107114	Neil Finn	neil.finn@test.com	Te Awamutu	Student	Active	[Icons]
B116560	Ozzy Osbourne	ozzy.osbourne@test.com	Birmingham	Student	Active	[Icons]
B107491	Sachi Richards	sachi.richards@test.com	Watson	Group Coordinator	Active	[Icons]
B115729	Taylor Swift	taylor.swift@test.com	West Reading	Student	Active	[Icons]

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The right-hand box showcases:

- your organisation's name
- subscription expiry date
- your organisation's customer number
- user allocation count.

The user allocation count shows how many active subscription seats have been allocated out of your subscription tier total.

The screenshot shows the 'User management dashboard' with a navigation bar at the top. Below the navigation bar, there are two main sections: 'My Account' and 'My Organisation'. The 'My Organisation' section is circled in orange. Below these sections, there is a search bar and a status dropdown menu set to 'Active'. A table of users is displayed below, with columns for Username, Full name, Email address, City, Role, Status, and Actions.

Username	Full name	Email address	City	Role	Status	Actions
B113010	Alicia Keys	a.keys@test.com	New York City	Student	Active	
B113564	Amy Winehouse	amy.winehouse@test.com	Southgate	Student	Active	
B107115	Delta Goodrem	delta.goodrem@test.com	Sydney	Group Coordinator	Active	
B125366	Ed White	e.white@test.com.au	Moon	Student	Active	
A21087	Jane Doe	jane.doe@test.com	Fyshwick	Account Manager	Active	
B28891	Michael Buble	michael.buble@test.com	Burnaby	Group Coordinator	Active	
B114035	Niley Cyrus	niley.cyrus@test.com	Franklin	Student	Active	
B107114	Neil Finn	neil.finn@test.com	Te Awamutu	Student	Active	
B116560	Ozzy Osbourne	ozzy.osbourne@test.com	Birmingham	Student	Active	
B107491	Sachi Richards	sachi.richards@test.com	Watson	Group Coordinator	Active	
B115729	Taylor Swift	taylor.swift@test.com	West Reading	Student	Active	

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By default, the User management dashboard displays any users who have an active or cancelled subscription for your organisation.

You can filter this table to show only active or only cancelled users by clicking the status drop-down menu.

The screenshot shows the 'User management dashboard' with a navigation bar at the top. Below the navigation bar, there are two main sections: 'My Account' and 'My Organisation'. The 'My Organisation' section is circled in orange. Below these sections, there is a search bar and a status dropdown menu. The dropdown menu is open, showing options for 'Any', 'Active', and 'Cancelled'. The 'Active' option is highlighted. Below the dropdown menu, there is a table of users with columns for Username, Full name, and Email address.

Username	Full name	Email address
B113010	Alicia Keys	a.keys@test.com
B113564	Amy Winehouse	amy.winehouse@test.com
B107521	B.B King	bb.king@test.com
B107115	Delta Goodrem	delta.goodrem@test.com

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The other optional view for the dashboard is card view, which can be activated by clicking the display drop-down box.

ement dashboard

Customer number: A21087

Status: Active Search Display: Table Card Table + New user

Full name	Email address	City
Alicia Keys	a.keys@test.com	New York City
Amy Winehouse	amy.winehouse@test.com	Southgate
Delta Goodrem	delta.goodrem@test.com	Sydney

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Card display.

My Account: Name: Janie Doe, Role: Account Manager, Customer number: A21087

My Organisation: Name: Music League International, Expiry date: 07/08/2024, Customer number: B107111, Users: 11 of 25 in use

Status: Active Search Display: Card + New user

Results: 14

Alicia Keys (8113010) a.keys@test.com City: New York City Role: Student Status: Active	Amy Winehouse (8113564) amy.winehouse@test.com City: Southgate Role: Student Status: Active	Delta Goodrem (8107115) delta.goodrem@test.com City: Sydney Role: Group Coordinator Status: Active	Ed White (8125366) e.white@test.com.au City: Moon Role: Student Status: Active
Jane Doe (A21087) jane.doe@test.com City: Fyshwick Role: Account Manager Status: Active	Michael Buble (828891) michael.buble@test.com City: Burnaby Role: Group Coordinator Status: Active	Miley Cyrus (8114035) miley.cyrus@test.com City: Franklin Role: Student Status: Active	Neil Finn (8107114) neil.finn@test.com City: Te Awamutu Role: Student Status: Active
Ozzy Osbourne (8116560) ozzy.osbourne@test.com City: Birmingham Role: Student	Sachi Richards (8107491) sachi.richards@test.com City: Watson Role: Group Coordinator	Taylor Swift (8115729) taylor.swift@test.com City: West Reading Role: Student	Teddy Swims (8125195) tswimming@test.com City:

Adding a new user

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To create a new user click **+ New user**.

The screenshot shows the 'Management dashboard' for a user. At the top, there are navigation links: Home, My learning, Support, and Contact Us. Below this is the dashboard header with 'Management dashboard' and a search bar. On the right, there is a 'My Organisation' section with details: Name: Music League International, Expiry date: 07/08/2024. The main content area shows a table of users with columns: Full name, Email address, City, and Role. The table contains 9 rows of user data. Below the table, there are controls for 'Status' (set to 'Active'), a 'Search' button, 'Display' (set to 'Table'), and a '+ New user' button which is highlighted with an orange circle.

Full name	Email address	City	Role
Alicia Keys	a.keys@test.com	New York City	Student
Amy Winehouse	amy.winehouse@test.com	Southgate	Student
Delta Goodrem	delta.goodrem@test.com	Sydney	Group Coordinator
Ed White	e.white@test.com.au	Moon	Student
Jane Doe	jane.doe@test.com	Fyshwick	Account Manager
Michael Buble	michael.buble@test.com	Burnaby	Group Coordinator
Miley Cyrus	miley.cyrus@test.com	Franklin	Student
Neil Finn	neil.finn@test.com	Te Awamutu	Student

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Complete all mandatory fields as marked by asterisks.

The screenshot shows the 'Create new user' modal form. It contains a 'Please note' message and several input fields. The fields 'First name: *', 'Email: *', 'Last name: *', and 'Service: *' are highlighted with orange boxes, indicating they are mandatory. The 'Service' dropdown is currently set to 'Northern Music League'. The 'State' dropdown is set to 'ACT'. There is a 'Save' button with an asterisk and the text '* Required information' next to it, and a 'Close' button at the bottom right.

Please note: You are only able to create a new user for services that are currently listed in your organisation structure. Please refer to the 'service' tab for the full list. If you need to add an additional service to your organisation structure, please contact the ECA customer service team.

First name: * [] Last name: * []

Email: * []

City: []

Portfolio: []

Service: * [Northern Music League]

State: [ACT]

Save * Required information

Close

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The optional fields are: City, Portfolio and State.

Once completed, click **Save**.

Please note: You are only able to create a new user for services that are currently listed in your organisation structure. Please refer to the 'service' tab for the full list. If you need to add an additional service to your organisation structure, please contact the ECA customer service team.

First name: * Billie Last name: * Eilish

Email: * BE@test.com.au

City: Canberra

Portfolio: [Dropdown]

Service: * Southern Music League

State: ACT

Save * Required information

Close

Customer number	Surname	Full name	Email address	City	Portfolio	Service	State	Status
113010	Alicia Keys	Alicia Keys	a.keys@test.com					Active
113564	Amy Winehouse	Amy Winehouse	amy.winehouse@test.com					Active
107115	Delta Goodrem	Delta Goodrem	delta.goodrem@test.com					Active
125366	Ed White	Ed White	e.white@test.com					Active
21087	Jane Doe	Jane Doe	jane.doe@test.com					Active
28891	Michael Buble	Michael Buble	michael.buble@test.com					Active
114035	Miley Cyrus	Miley Cyrus	miley.cyrus@test.com					Active
107114	Neil Finn	Neil Finn	neil.finn@test.com					Active
116560	Ozzy Osbourne	Ozzy Osbourne	ozzy.osbourne@test.com	Birmingham				Active
107491	Sachi Richards	Sachi Richards	sachi.richards@test.com	Watson				Active
115729	Taylor Swift	Taylor Swift	taylor.swift@test.com	West Reading				Active

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Once a new submission has been created, you will need to allow up to two hours for the changes to be implemented and reflected on your account.

Please note: You are only able to create a new user for services that are currently listed in your organisation structure. Please refer to the 'service' tab for the full list. If you need to add an additional service to your organisation structure, please contact the ECA customer service team.

First name: * Billie ✓ Last name: * Eilish ✓

Email: * BE@test.com.au ✓

City: Canberra

Portfolio: [Dropdown] ✓

Service: * Southern Music League ✓

State: ACT ✓

Save * Required information

A new user account has been submitted for creation.

Please allow up to 2 hours for the changes to be implemented and reflected.

Close

Customer number	Surname	Full name	Email address	City	Portfolio	Service	State	Status	Actions
113010	Alicia Keys	Alicia Keys	a.keys@test.com					Active	[Icons]
113564	Amy Winehouse	Amy Winehouse	amy.winehouse@test.com					Active	[Icons]
107115	Delta Goodrem	Delta Goodrem	delta.goodrem@test.com					New (pending)	[Icons]
125366	Ed White	Ed White	e.white@test.com					Active	[Icons]
21087	Jane Doe	Jane Doe	jane.doe@test.com					Active	[Icons]
28891	Michael Buble	Michael Buble	michael.buble@test.com					Active	[Icons]
114035	Miley Cyrus	Miley Cyrus	miley.cyrus@test.com					Active	[Icons]
107114	Neil Finn	Neil Finn	neil.finn@test.com					Active	[Icons]
116560	Ozzy Osbourne	Ozzy Osbourne	ozzy.osbourne@test.com	Birmingham				Active	[Icons]
107491	Sachi Richards	Sachi Richards	sachi.richards@test.com	Watson				Active	[Icons]
115729	Taylor Swift	Taylor Swift	taylor.swift@test.com	West Reading				Active	[Icons]

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





















The new user request will show on your dashboard as 'pending' until the submission is successful.

Please note: You can cancel the request during a pending status by clicking the red bin icon on the right-hand side.

My Organisation

Customer number: B107111
Users: 12 of 25 in use





















+ New user

City	Role	Status	Actions
New York City	Student	Active	   
Southgate	Student	Active	   
Canberra	Student	New (pending)	   
Sydney	Group Coordinator	Active	   
Moon	Student	Active	   
Fyshwick	Account Manager	Active	   
Burnaby	Group Coordinator	Active	   
Franklin	Student	Active	   
Te Awamutu	Student	Active	   
Birmingham	Student	Active	   

14

To edit a user's details, click the cog symbol.

Users: 12 of 25 in use

Status	Actions
Active	   
Active	   
New (pending)	   
Coordinator	   
Active	   

15

From here you are able to update a user's:

- first name
- last name
- email address
- service.

Update user details

First name: * Alicia Last name: * Keys

Email: * a.keys@test.com

City: New York City

Portfolio:

Service: * Northern Music League

State: ACT

Save changes * Required information

Close

16

Using the update a user's service function is a great option for any team members who are transferring to a different centre within your organisation.

Please note: Students can only have one service assigned to them, so if the team member is a casual team member, you will need to select one home base location

Update user details

First name: * Alicia Last name: * Keys

Email: * a.keys@test.com

City: New York City

Portfolio:

Service: * Northern Music League
Northern Music League
Southern Music League

State:

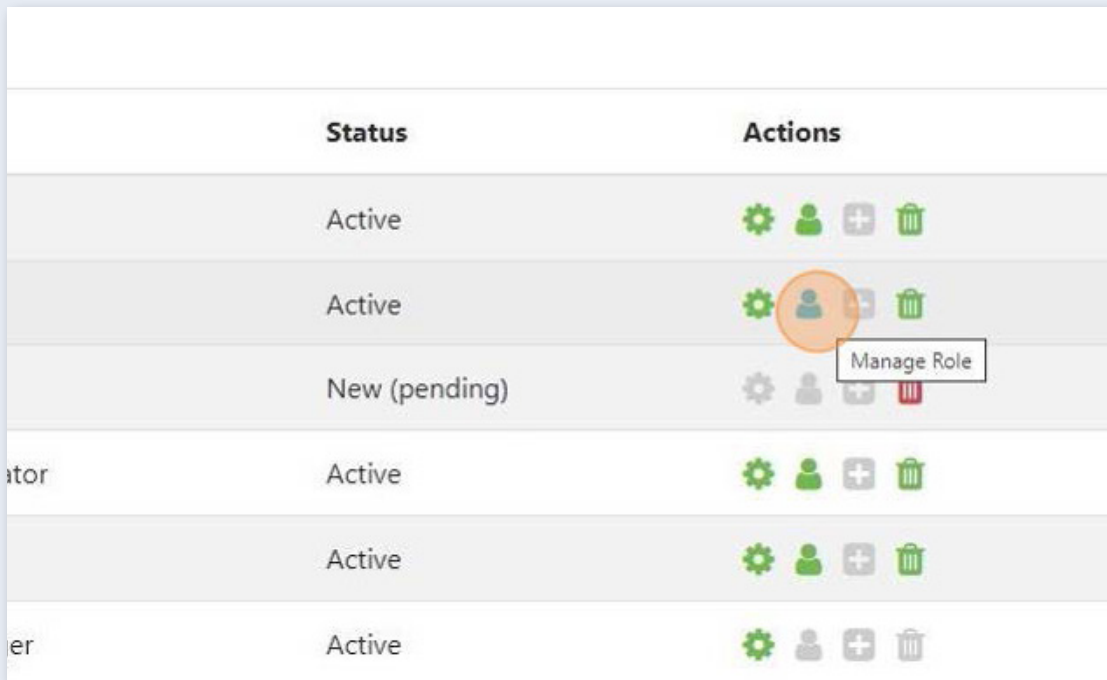
Save changes * Required information

Close

























Allocate the role of Group Coordinator

17

To assign the role of Group Coordinator, click on the person icon.

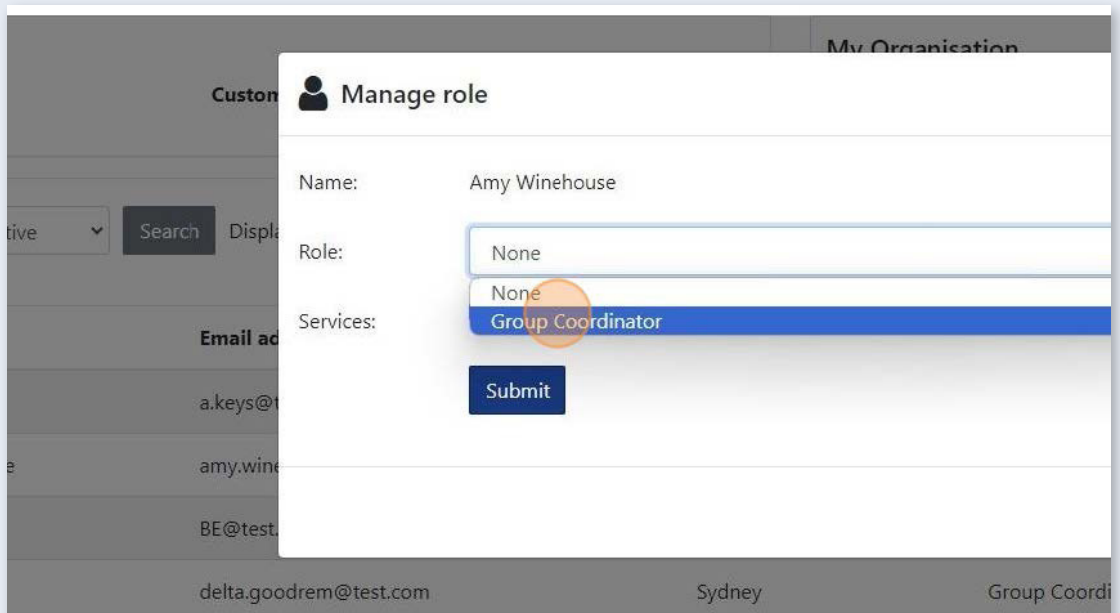


The screenshot shows a table with two columns: 'Status' and 'Actions'. The table contains several rows of users. The second row is highlighted, and a tooltip labeled 'Manage Role' is visible over the person icon in the 'Actions' column of that row.

Status	Actions
Active	   
Active	   
New (pending)	   
Active	   
Active	   
Active	   


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To assign the role of Group Coordinator, click on the drop-down menu and select **Group Coordinator**.



The screenshot shows a 'Manage role' dialog box. The 'Name' field is filled with 'Amy Winehouse'. The 'Role' field is a drop-down menu with 'None' selected, and 'Group Coordinator' is highlighted in blue. A 'Submit' button is visible at the bottom.

My Organisation

Custom  Manage role

Name: Amy Winehouse

Role:

Services:

delta.goodrem@test.com Sydney Group Coordi

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Then select the service or services that this user will have oversight of.

Please note: Group Coordinators can have multiple services assigned to them to have oversight of.

Manage role

Name: Amy Winehouse

Role: None

Services: Northern Music League Southern Music League

Submit

20

Click **Submit**.

Manage role

Name: Amy Winehouse

Role: Group Coordinator

































Services: Northern Music League Southern Music League

Submit

Unassign the role of Group Coordinator

21

To update a user's allocated role, click on the person icon.

	Status	Actions
	Active	   
nator (pending)	Active	   
	New (pending)	   
nator	Active	   
	Active	   
ager	Active	   
nator	Active	   
	Active	   


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To unassign the role of Group Coordinator, click on the drop-down menu and select **None**.

This will remove the assigned role of Group Coordinator and return that user to a student only role.

Manage role

Name: Delta Goodrem

Role: Group Coordinator 

Services: Group Coordinator

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Click **Submit**.

Manage role

Name: Delta Goodrem

Role: None

Services: Northern Music League Southern Music League



Submit

Email address	Location	Role
delta.goodrem@test.com	Sydney	Group Coordinator
e.white@test.com.au	Moon	Student

To cancel a user's subscription

24

If you have an educator who is going on temporary leave or leaving your organisation permanently, you can cancel their subscription by clicking on the bin icon.

Coordinator (pending)	Active	   
New (pending)		   
(pending)	Active	   
	Active	   
Manager	Active	   
Coordinator	Active	   
	Active	   
	Active	   
Coordinator	Active	   

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Once selected, you will be requested to confirm the cancellation.

Click **Confirm**.

Dashboard

My Organisation

Cancel subscription

Name: Miley Cyrus

Confirm?

Email address	Location	Role
a.keys@test.com		
amy.winehouse@test.com	Southgate	Group Coordinator (pend
BE@test.com.au	Canberra	Student

Reactivate cancelled subscriptions

26

You have the option to reactivate cancelled subscriptions. This is a great option for when you have team members returning from temporary leave.

To best filter your search, click on the **Status** drop-down menu and select **Cancelled**.

My Account

Name: Jane Doe Customer number: A21087

Role: Account Manager

Status: Active Search Display: Table + New user

































Results: 15

Username	Full name	Email address	City
B113010	Alicia Keys	a.keys@test.com	New York
B113564	Amy Winehouse	amy.winehouse@test.com	Southgate
	Billie Eilish	BE@test.com.au	Canberra
B107115	Delta Goodrem	delta.goodrem@test.com	Sydney

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This will then restrict your search to any users who have held a subscription in your organisation.

To reactivate the subscription, click on the plus icon.

Role	Status	Actions
Student	Cancelled	   
Student	Cancelled	   
Student	Cancelled	   
Student	Cancelled	   
Student	Cancelled	   
Student	Cancelled	   
Student	Cancelled	   
Student	Cancelled	   

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Select the service the user will be returning to from the drop-down menu.

+ Reactivate subscription

Name: Harry Styles

Portfolio:

Service: *
Northern Music League
Northern Music League
Southern Music League

State:

Reactivate * Required information

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Click **Reactivate**.

The screenshot shows a user profile form for 'Harry Styles'. The form includes fields for Name, Portfolio, Service (set to 'Northern Music League'), and State (set to 'ACT'). A 'Reactivate' button is highlighted with an orange circle. Below the form is a table of other users.

Username	Full name	Email address	City
james.hetfield@test.com	Downey		
john.bonham@test.com	Redditch		

Search function

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You can search the User management dashboard by entering text into this box:

The screenshot shows the 'User management dashboard' with a search bar highlighted by an orange circle. The dashboard includes a 'My Account' section, a search bar, a 'Status' dropdown, a 'Search' button, a 'Display' dropdown, and a '+ New user' button. Below the search bar, it shows 'Results: 26' and a table of users.

Username	Full name	Email address	City
B113010	Alicia Keys	a.keys@test.com	New York City
B113564	Amy Winehouse	amy.winehouse@test.com	Southgate
B107521	B.B King	bb.king@test.com	Mississippi

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You can search for a user by:

- username (unique customer number)
- first, last or full name
- email address
- role type.

User management dashboard

My Account
Name: Jane Doe **Customer number:** A21087
Role: Account Manager

Billie Status: Any Display: Table

Results: 1

Username	Full name	Email address
	Billie Eilish	BE@test.com.au