



# Digital Certificate Learner Portal Manual

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## INTRODUCTION

This guide describes user functions for the Learner Portal of the OTHM Qualifications.

## WEBSITE URL

**dcwstudent.othm.org.uk**

### Functionality of the Learner Portal

- Learners can view electronic versions (in PDF format) of qualification and status documents which can be downloaded or printed.
- Order and pay for printed copies of qualification and learner status documents.
- Share your electronic documents with third parties by creating connections with them.
- Keep your personal details up to date by managing your profile.

### Useful links

On the home page there are a number of useful links including Privacy, FAQ, Cookies, Terms and Support on the bottom right of the page.



### Registration

You need to register first by providing your name, OTHM learner number, email address and date of birth. Please make sure to use the same email address and the date of birth you have provided at the time of registration with OTHM. If you don't know your OTHM learner number, please check the email that you received at the time of registration, or you can get it from your OTHM study centre.

If the learner does not provide exact matching data then the system will put the registration in a Pending authorisation queue. In this case you need to contact your centre or contact the **OTHM customer care** at <https://othm.org.uk/registered-learner-enquiry.html>



## Login

Username

This is your email address.

Email address

This can be changed from within your profile.

Password

This can be changed from within your profile.

Locked out

If you become locked out you can either wait until the system automatically unlocks you (this is configurable and varies between customers) or contact support using the details provided in the link at the bottom of each web page.

## Forgotten password

In the event that you have forgotten your password you will be able to recover from this by clicking on the link <https://dcwstudent.othm.org.uk/ForgotPassword> or by clicking on the **Forgot my password**

The screenshot displays the OTHM Digital Certificate Learner Portal. At the top, there's a navigation bar with 'Login' and 'Register' links. Below this is a large banner with the text 'Welcome to the OTHM Digital Certificate Learner Portal'. Underneath the banner, a section titled 'Use the Learner Portal to:' features four icons and their corresponding functions: a document icon for 'View electronic qualification and other secure documents', a shopping cart icon for 'Order printed copies of qualification and other secure documents', a group of people icon for 'Share your electronic documents with third parties by creating connections', and a person with a plus sign icon for 'Keep your personal details up to date by managing your profile'. To the right of these icons is a 'Login or Register' section with an input field for the email 'david.smith@qualcert.com', a password field, a 'Log in' button, and a 'Forgot my password' link.



## Dashboard

### Documents

- Displays eDocuments available to you, which are PDF representations of their paper qualification documents. Here they can view, order reprints or raise an issue/enquiry about a qualification.

### Connections

- Allows learners to invite 3rd parties to have access to their secure documents online. Which documents are made available and for how long, are controlled by you who may end the connection at any time. Any cancelled or expired connections can be reactivated if required.

### Orders

- This provides a historic list with the details of all your orders made on the portal.

### Profile

- All the following items can be edited in the user profile
  - o Photo
  - o Personal details
  - o Additional Contact information
    - Phone numbers
    - Email addresses
    - Social media
  - o Addresses
  - o Change password

## BASKET

Any purchases made on the portal can be stored in the basket prior to on-line payment.



## LOGOUT

Logout by using the logout button which is found by clicking on your name or profile photo (Initial if no photo is uploaded) at the top right of the web page.





*For any assistance required:*

<https://www.othm.org.uk/contact-us.html>



[www.othm.org.uk](http://www.othm.org.uk)