

Participant FAQs

Logging in and using Bridge LMS

Q: I haven't received a welcome email from Bridge so I can't log in

A: Please check your junk folder. If it's not there, please contact simon.haynes@brf.org.uk.

Q: I can't log in to Bridge LMS

A: There are two main causes for this:

- o **Are you using the correct password?** You can request a password reset, which will be sent to the email address registered on your Bridge LMS account (see 'How do I reset my password?' below)
- o **Are you using the wrong username (also called the 'unique identifier')?** Here are some suggestions to correct the problem:
 - **Did you enter a combination of one or both of your first name/last name – or something else as your username?** You will need to remember exactly how you entered your username previously to log in. If you can't remember or are not sure about your username (also called the 'unique identifier'), please contact your facilitator so they can check it for you.
 - **Did you enter your email address as your username?** Do you have more than one email address? Are you sure you're using the correct email address? Have you typed in the email address correctly? If you can't remember or are not sure about your username (also called the 'unique identifier'), please contact your facilitator so they can check it for you.

Q: How do I reset my password?

A: Step-by-step instructions to reset your password to access Bridge LMS can be found here: community.bridgeapp.com/hc/en-us/articles/360045182893-How-do-I-reset-my-password.

Q: I am logged in. What next?

A: You will automatically receive a link to Episode 1 of the Spiritual Care Series course. You'll normally watch the videos together with your group and facilitator. The questions are intended to be completed after the session. As you work through each episode, and pass the revision questions benchmark score, you'll automatically be sent a link to the next episode in the series.

Q: What do I do if I'm getting an 'invalid token' or 'session not valid' error?

A: For an incorrect URL (web address) error – check that you have entered exactly the right uniquely created URL for your specific course. If you are experiencing an 'invalid token error' or 'session not valid' error then you need to ensure you are not using a previously bookmarked link, cached or saved link to log in to the Bridge LMS system. The safest option is to always use the original unique link supplied to log in.

Other questions

Q: How long does my participant licence last?

A: Each individual participant's licence lasts twelve months from the date of purchase, so you will need to complete the course within twelve months. Your facilitator will provide you with more information.

Q: Do I have to complete the episode before the Zoom session starts?

A: **If you are on the online national Zoom course**, you can work through the episode in Bridge *after* you have attended the Zoom session and complete it before the next episode is covered on Zoom in your group. **If you are on a course run by a local group or church**, you can refer to your course facilitator to find out when each episode should be completed by.

Q: I keep getting Bridge weekly reminders that I have overdue items.

A: If your facilitator has set up notifications for weekly reminders or course progress, you will be sent these emails. Talk to your facilitator if you require more information about them.

Q: Can I watch the episodes again?

A: Yes. Log in to Bridge and scroll down until you see the icons for the episodes that you have already completed. When you hover your mouse over the episode you want to watch, the icon enlarges, and two buttons will appear, labelled 'Details' and 'Review'. Click on the 'Review' button and this will take you into the episode. You might need to click the 'Back' button at the bottom right-hand side of the screen to get back to the beginning.