

Facilitator FAQs

Setting up and logging in to Bridge LMS

Q: I haven't received my Bridge LMS login details

A: Contact HTN enquiries@htn.edu.au and request access giving the facilitator's full name, and the name of the church and / or location of the course, as it was supplied when the original purchase was made.

Q: I need help with the Bridge LMS set-up

A: Here are some suggested links to help you get started:

- o [Watch this video](#) for a step-by-step guide to adding participants to your course in Bridge LMS.
- o Further instructions to help set-up your participants is available from the Bridge Basics Guide: community.bridgeapp.com/hc/en-us/categories/360003356053-Bridge-Basics-Guide.

Q: How do I add an individual user to an account?

A: Please refer to the following page on the Bridge Customer Community website: community.bridgeapp.com/hc/en-us/articles/360045166533-How-do-I-add-an-individual-user-to-an-account.

Q: How do I update users using a .csv file?

A: Please refer to the following page on the Bridge Customer Community website: community.bridgeapp.com/hc/en-us/articles/360045166553-How-do-I-add-or-update-users-to-an-account-with-a-CSV-file.

Need more help setting up? Contact HTN via enquiries@htn.edu.au.

Navigating and using Bridge LMS

Q: I am logged in and I have set-up my participants. What next?

A: Once a new participant on the Bridge LMS system has been set-up, and the participant has set their password, they will automatically receive a link to Episode 1 of the Spiritual Care Series course. As they work through each episode, and pass the revision questions benchmark score, they will automatically be sent a link to the next episode in the series. As the facilitator, you might like to suggest when each episode should be completed by when you meet as a group.

Q: What is a course journey?

A: The basic course journey has already been set-up in Bridge for you. It means that when a participant finishes an episode of the Spiritual Care Series and passes the revision question benchmark score, they will automatically be enrolled on the next episode. We recommend that you do not set course deadlines, but instead let participants know when they need to complete each episode during your group sessions. As the facilitator, you can track your participants' progress. Here is some further information about viewing course summary details: community.bridgeapp.com/hc/en-us/articles/360045179413-How-do-I-view-course-summary

[details](#). You can find out more about journeys in Bridge and how to set deadlines at community.bridgeapp.com/hc/en-us/articles/360045166193-How-do-I-set-an-expiration-and-re-enrollment-date-for-a-course-in-an-account. Unfortunately, deeper functionality support is not available from BRF Ministries or HTN directly.

Q: Does the Bridge LMS send out automated notifications?

A: Yes. Bridge LMS will be set only to send out critical information to participants such as password reset emails and notifications of an episode they have completed or an enrolment on a new episode. Bridge has many options that you could use, such as tracking the progress of your participants. If you want to use the deeper functions of Bridge LMS, please refer to the tutorials and information directly on the Bridge LMS website community.bridgeapp.com/hc/en-us/categories/360003356053-Bridge-Basics-Guide. Unfortunately, deeper functionality support is not available from BRF Ministries or HTN directly.

Q: Is there a way to set-up automatic notifications for participants so they know when to complete a course and receive updates on their progress?

A: Yes. If you would like to set-up and choose notifications that participants receive and set specific deadlines for each episode, you can do this as a facilitator. Please refer to the tutorials and information directly on the Bridge LMS website community.bridgeapp.com/hc/en-us/articles/360044656034-How-do-I-manage-notifications-for-an-account. Unfortunately, deeper functionality support is not available from BRF Ministries or HTN directly.

Q: A participant is struggling to log in, but everything seems to be set-up correctly, what should I do?

A: Here are some suggestions to help identify what could be wrong

- o **Check that the participant's email address and/or username are spelled correctly** on the participant's account in Bridge and that the participant is using exactly the same email/username to log in with.
- o **Check how you have configured the participant in Bridge LMS.** Is their name/full name or email address in the 'unique identifier' field? Once you have identified which, check that they are using the same correct details to log in.
- o **Check if the participant has more than one email address they might have used.** If they do, then doublecheck that the email address they are using to log in matches the email address for the username ('unique identifier') in Bridge LMS.

Q: What do I do if a participant is having trouble with an 'invalid token' or 'session not valid' error when they try to log in to Bridge?

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

Q: How do I send out a password reset link to a participant?

A: Step-by-step instructions to send out a password reset link to a participant can be found here: community.bridgeapp.com/hc/en-us/articles/360044661154-How-do-I-set-a-password-for-a-user-in-my-account-using-a-password-reset-request.

Other questions

Q: How long does the participant licence last?

A: Each individual participant licence lasts twelve months from the date of purchase. You can choose how to run the course any way you like within the twelve months.

Q: How long does the facilitator licence last?

A: At present, the facilitator licence is perpetual – see the next question for more details.

Q: I have completed my first course for six people and now want to run again for another group. Do I have to order the six-pack bundle again?

A: No. Group facilitators (maximum two per group) have indefinite registrations on the Bridge Platform. If you are running another course, you need to just purchase additional individual licences using this special link: [brfonline.org.uk/products/spiritual-care-series-single-pack?ls=Tle3zz - QJiTVBt2FqwG3g](http://brfonline.org.uk/products/spiritual-care-series-single-pack?ls=Tle3zz-QJiTVBt2FqwG3g).

Q: How do I run the course videos from the Bridge platform?

A: Refer to the following video for a tutorial on how to run the videos:
youtube.com/watch?v=BFECQedW8F8.

Q: I am no longer the Bridge facilitator. How do I amend the details to a new contact?

A: Please click on the link below and complete the change of facilitator form:
docs.google.com/forms/d/1Vuc1KZ4vNX_cCUUzESgBZFxDBS-7QAPtNLzSCVNnwR0.

Q: How do I add subtitles to videos?

A: Unfortunately, there are no subtitles on the DVDs. However, subtitles are available when the videos are played on Bridge LMS. There's a CC (closed captioning) button located at the bottom right of the player. We recommend that the group sessions are conducted without the subtitles as they can be a distraction during the non-talking head sequences. We encourage participants who need subtitles to use them on Bridge when completing the assessment (after the group session).

Q: Can I view some tutorials to help me set-up Bridge as a facilitator and also set-up the participants?

A: Spiritual Care Series Tutorials – Playlist URL set-up (currently unlisted – only visible to those who have the link): youtube.com/playlist?list=PL2uFt0w2UbdciZXSSxkLS7L_s9DwRplp6.

Q: What if none of the above has answered my specific problem regarding the Bridge LMS?

A: Try searching on the Bridge LMS online help centre here: community.bridgeapp.com/hc/en-us or if that doesn't help, email spiritualcareseries@brf.org.uk or call BRF Ministries on 01865 319700 to arrange a call back.