



## **Enable Help and support:**

To support and assist you with completing your audit please refer to the following;

- User video guides which can be accessed here https://vimeopro.com/virtualcollege/enable-lms-user-guides
- User guides (PDF) these can be accessed through the platform using the <u>help and support</u> tab at the bottom of the dashboard (once logged in)
- Technical requirements document— To ensure your systems are compatible with the software system.



- The privacy statement for the Virtual College can be found here: <a href="https://www.virtual-college.co.uk/privacy-policy">https://www.virtual-college.co.uk/privacy-policy</a>
- For any technical issues please contact Virtual College on 01943 885085 ext 612 Mon-Friday 8:30am 5pm or e-mail <a href="mailto:customersupport@virtual-college.co.uk">customersupport@virtual-college.co.uk</a>
- Please contact Jatinder Matharu Education Safeguarding Officer if you require any clarification regarding the content (questions) at: <a href="mailto:Jatinder.matharu@slough.gov.uk">Jatinder.matharu@slough.gov.uk</a> | 01753 875068 and in my absence you can speak to Farahat Majeed on <a href="mailto:farahat.majeed@slough.gov.uk">farahat.majeed@slough.gov.uk</a> | 01753 476559
- For any password resets please select the <u>forgotten your password?</u> Link on the login page
  which will generate a link to your e-mail address allowing you to reset your password within
  1 hour