TOUCHPOINT

USER MANUAL

STUDENT

CONTENTS

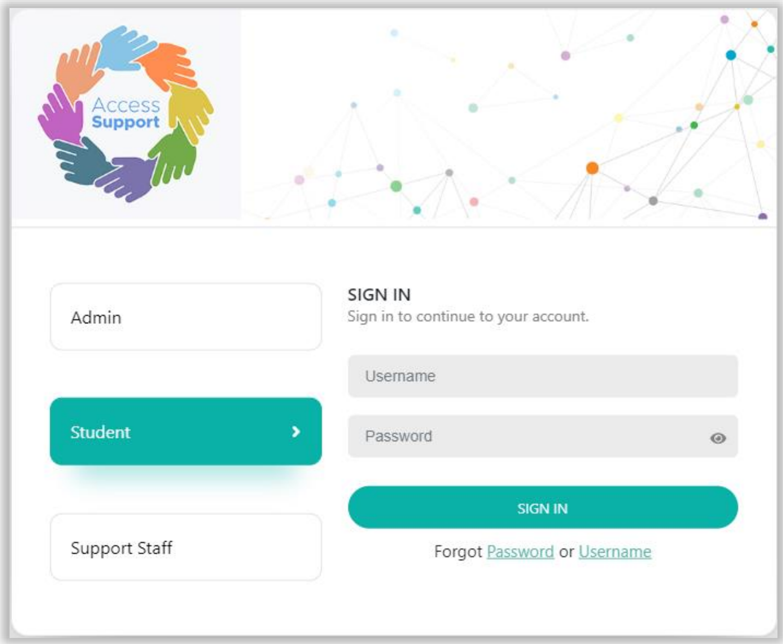
1. Introduction

Touchpoint is an application that provides an online solution to enable providers of learning support a means of completing paperwork to meet regulatory requirements. It also allows support staff and students to book, log and authenticate study skills support/mentoring sessions.

This document acts as the user manual for Touchpoint and presents an overview of the application's features, giving step-by-step instructions for completing a variety of tasks.

2. Login

Once you have been set up onto the system, you will receive an email with a link with the URL for the login page and details of your username and one time password. URL: https://touchpoint.ltslean.com



- A one-time password (OTP) will be sent to your email address. Copy the OTP then click on the link in the email to direct you back to the login page.
- Select 'Student' as user type then enter your email address and then the OTP as password and click on the login button.
- Reset password - enter a new password, confirm the password and click on the submit button.
- Passwords should be at least 8 characters and contain at least one uppercase letter and one lowercase letter.

Touch Point is also available as a mobile app on IOS and Android. Search for Touch-Point (education) in Apple and Google Play stores.

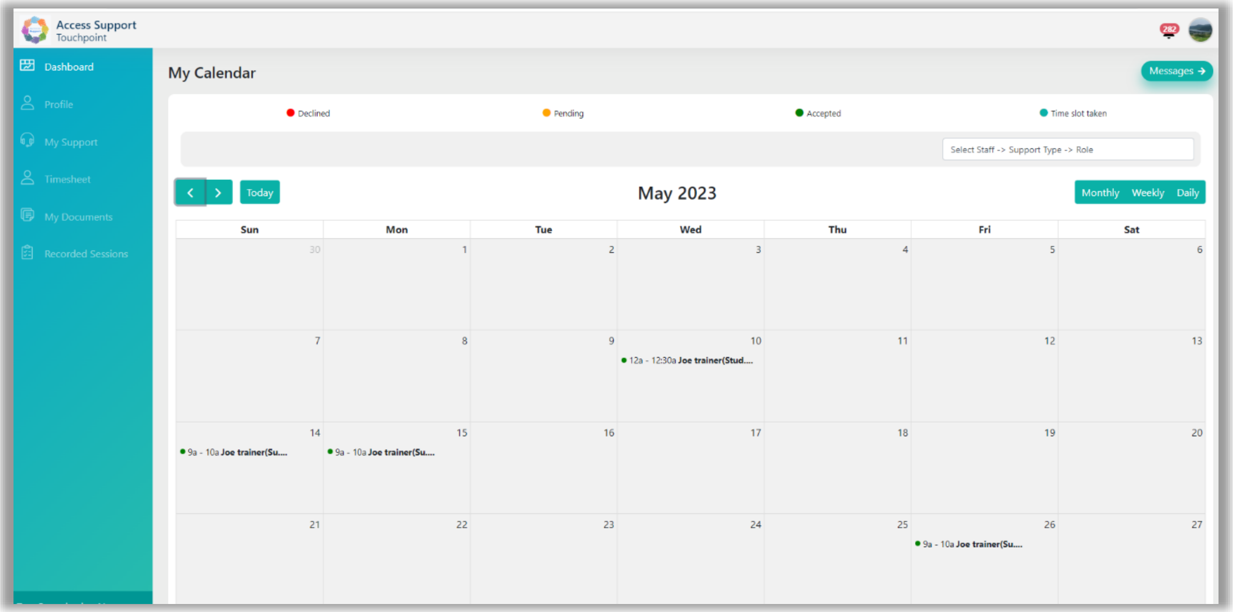
3. Dashboard

You are able to access your dashboard upon successful login.

Please note that any documents uploaded by admin that require verification, will appear when you have logged in and will need to be accepted before you can proceed to your dashboard.

Your calendar will be displayed by default in the dashboard where you can view and manage your sessions and view the calendars of your support staff.

You can switch the view mode of the calendar between monthly, weekly and daily options and use the < > arrows to navigate to the next or previous months, weeks and days.



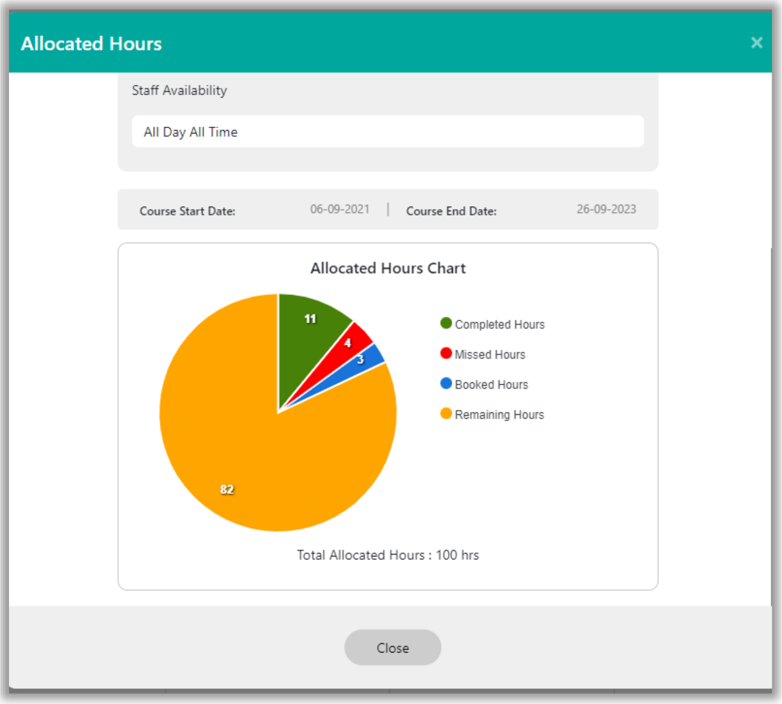
Click on the notification icon at the top right of the dashboard to view notifications of all activity taken place through Touch Point.

Clicking on 'Messages' allows you to send and receive messages from admin and support staff. In the 'all chat' section, all messages are displayed. Select a contact to see messages with that person only.

In the contacts section, a list of all admins and your support staff will be displayed. Send messages and attach images, videos, documents or audio by clicking on the relevant icons.

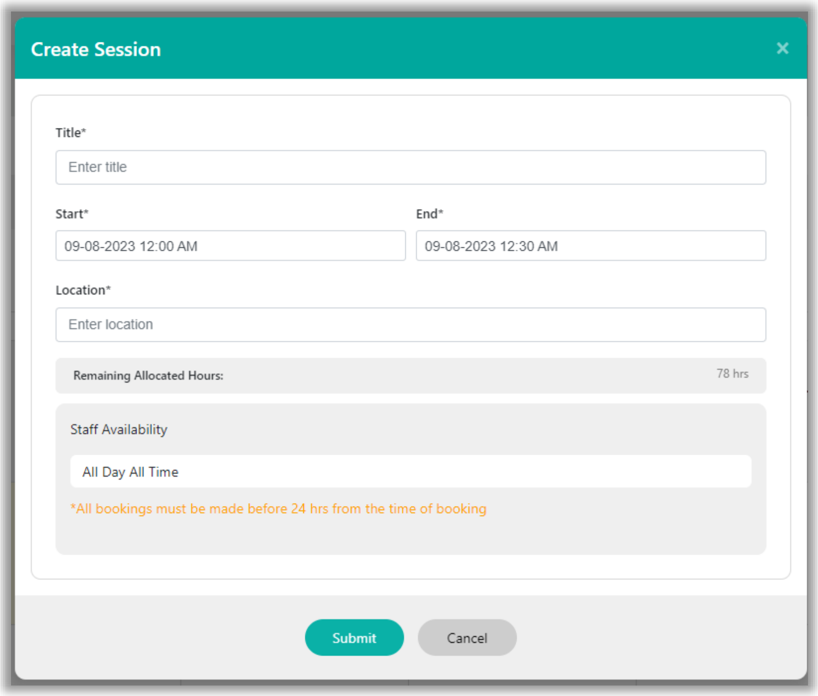
Select support staff from the drop-down list at the top right of the calendar. All staff allocated to you will be listed here.

Click on the button to view their availability and also the pie chart detailing the start and end date and your total allocated hours, completed hours, remaining hours, booked hours and missed hours.



3.1 Request a session

To request a new session, select support staff from the dropdown list and click on a date on the calendar. In the 'Create Session' window enter details in the mandatory fields and submit. *Please note that session booking requests from students can only be made with a minimum of 24 hours before the desired session start time. The same restriction does not apply to staff.*

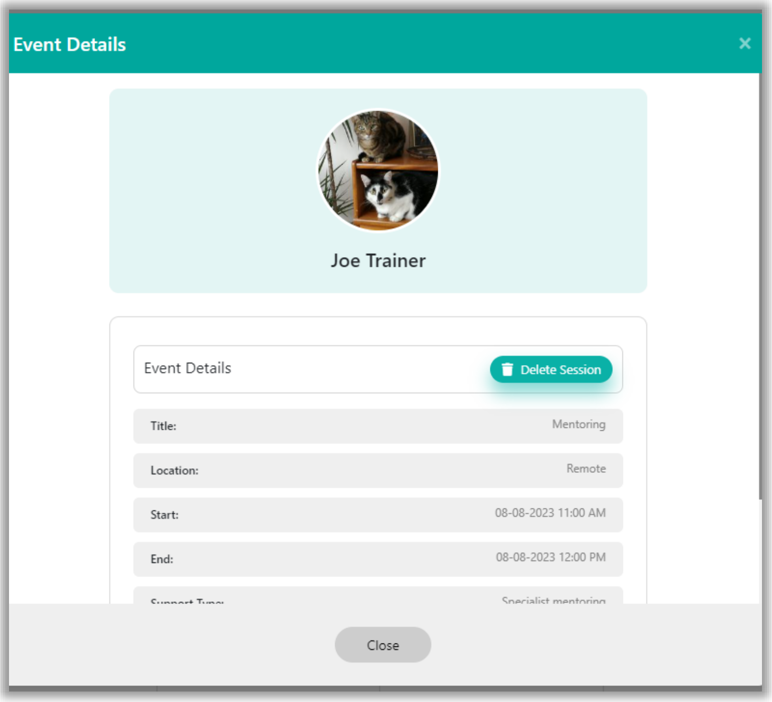


The staff member will receive an email and a notification detailing the request. They can either accept or decline the session booking request.

Session requests will be displayed as 'pending' in both yours and the support staff's calendar (orange dot) and will then be displayed as 'accepted' (green dot) if they accept, or red dot if they decline.

Sessions requested, by either you or your support staff, will be displayed as pending on the calendar until they are accepted or declined.

To cancel a session, Click on 'Delete Session' then save. *Please note, you are only able to delete a session booking in pending mode. Once the support staff has accepted the session, you are no longer able to delete it and you will need to contact them to delete/cancel a session.*



4. Profile

Select ‘Profile’ from the menu to view and edit your profile and set session reminders.

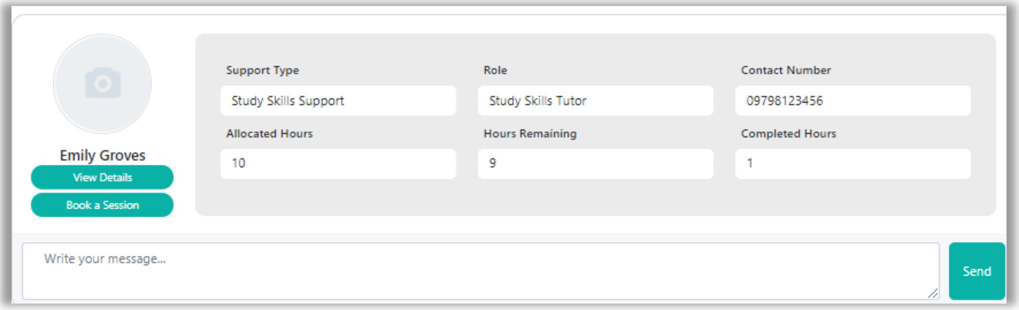
To edit your profile, click on the edit icon and an edit window will appear. Not all fields are editable.

Session reminders are pre-set into the system so you will automatically receive a reminder 48 hours before and 1 hour before the session start time. You are able to add your own reminders by clicking on ‘+ Add new’ at the bottom of your profile page and entering details. You are able to add and delete these as required, but the pre-set reminders are not editable.

5. My Support

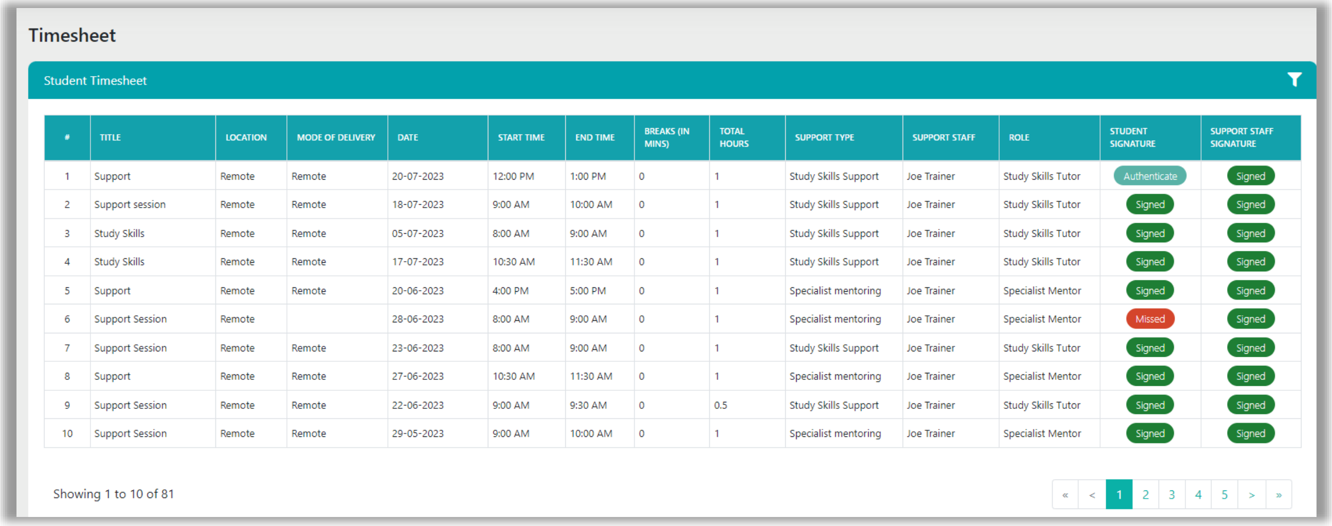
View details of your allocated support staff by selecting ‘My support’ from the menu then ‘View details’.

Click on ‘Book a Session’, and the system will navigate to their calendar page where you can request a session. You can also send messages to your support staff from here.



6. Timesheets (authenticate a session)

Click on ‘Timesheets’ from the menu to view details of timesheets submitted by your support staff.



Timesheet

Student Timesheet

#	TITLE	LOCATION	MODE OF DELIVERY	DATE	START TIME	END TIME	BREAKS (IN MINS)	TOTAL HOURS	SUPPORT TYPE	SUPPORT STAFF	ROLE	STUDENT SIGNATURE	SUPPORT STAFF SIGNATURE
1	Support	Remote	Remote	20-07-2023	12:00 PM	1:00 PM	0	1	Study Skills Support	Joe Trainer	Study Skills Tutor	Authenticate	Signed
2	Support session	Remote	Remote	18-07-2023	9:00 AM	10:00 AM	0	1	Study Skills Support	Joe Trainer	Study Skills Tutor	Signed	Signed
3	Study Skills	Remote	Remote	05-07-2023	8:00 AM	9:00 AM	0	1	Study Skills Support	Joe Trainer	Study Skills Tutor	Signed	Signed
4	Study Skills	Remote	Remote	17-07-2023	10:30 AM	11:30 AM	0	1	Study Skills Support	Joe Trainer	Study Skills Tutor	Signed	Signed
5	Support	Remote	Remote	20-06-2023	4:00 PM	5:00 PM	0	1	Specialist mentoring	Joe Trainer	Specialist Mentor	Signed	Signed
6	Support Session	Remote		28-06-2023	8:00 AM	9:00 AM	0	1	Specialist mentoring	Joe Trainer	Specialist Mentor	Missed	Signed
7	Support Session	Remote	Remote	23-06-2023	8:00 AM	9:00 AM	0	1	Study Skills Support	Joe Trainer	Study Skills Tutor	Signed	Signed
8	Support	Remote	Remote	27-06-2023	10:30 AM	11:30 AM	0	1	Specialist mentoring	Joe Trainer	Specialist Mentor	Signed	Signed
9	Support Session	Remote	Remote	22-06-2023	9:00 AM	9:30 AM	0	0.5	Study Skills Support	Joe Trainer	Study Skills Tutor	Signed	Signed
10	Support Session	Remote	Remote	29-05-2023	9:00 AM	10:00 AM	0	1	Specialist mentoring	Joe Trainer	Specialist Mentor	Signed	Signed

Showing 1 to 10 of 81

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Timesheets pending authentication will be displayed as 'Authenticate' in the list. By clicking on authenticate, a window will appear with the details of the session that have been entered by the support staff member.

You are required to answer Y/N to the question/s and have the option to leave feedback in the comments box. When completed, click on 'authenticate'.

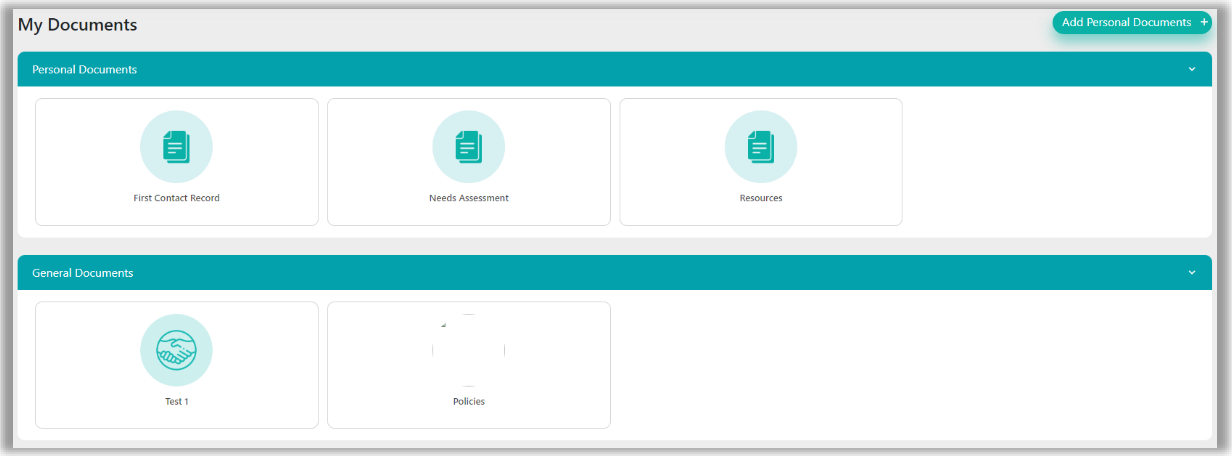
The system may not allow you to book a new session if more than two entries are pending verification by you.

To view a session record at any time, click on the 'Signed' button and the session details will appear.

To set a search filter, click on the search filter icon, enter search criteria and apply.

7. My documents

View uploaded documents and add new documents in 'My Documents' from the menu.



All documents that have been assigned to you by admin will be automatically saved to 'General Documents'

Documents that have been uploaded to your profile will be saved to 'Personal Documents'

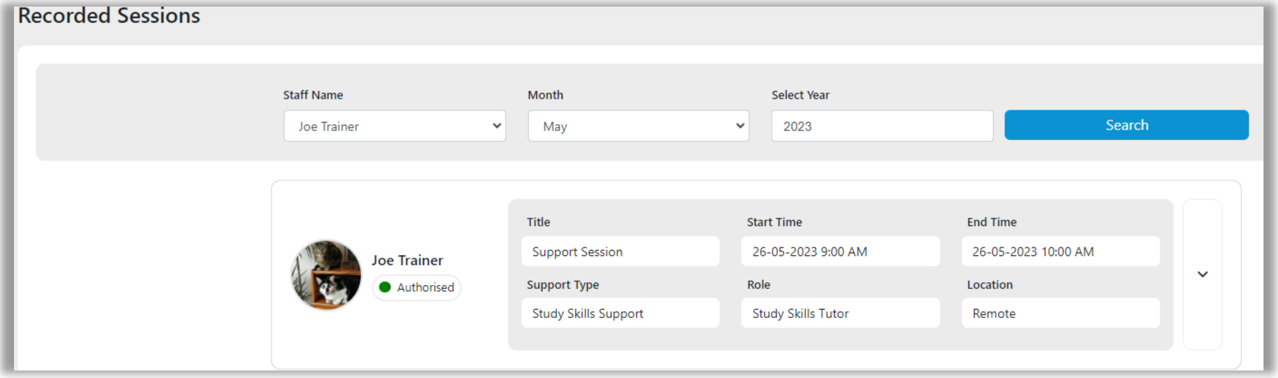
You can add your own documents to Personal Documents. Click on + Add personal documents. Type in a category name (or select from the drop-down list if already created) then click on 'Create…' that appears below. Upload a category icon, if required, enter a file name, upload a file then click on 'add'

Multiple documents can be uploaded by clicking on 'Add New'

8. Recorded Sessions

Select 'Recorded Sessions' from the menu to view all sessions that have been recorded.
To search for a session, select staff name, month, year and enter 'Search'. View full session details by clicking on the down arrow on the right.

Recorded sessions that you have verified will appear as 'authorised' on your record. Recorded sessions pending verification by you will appear as 'unauthorised'.



9. Logout

Logout from the system by selecting the 'Logout' option from the drop box next to your profile picture.

10. Contact

To receive technical support or if you have any questions relating to Touchpoint:

Email – hello@touchpoint-system.com

Website – https://touchpoint-system.com/