Access Support

TOUCH POINT

USER MANUAL

SUPPORT STAFF

CONTENTS

1. Introduction

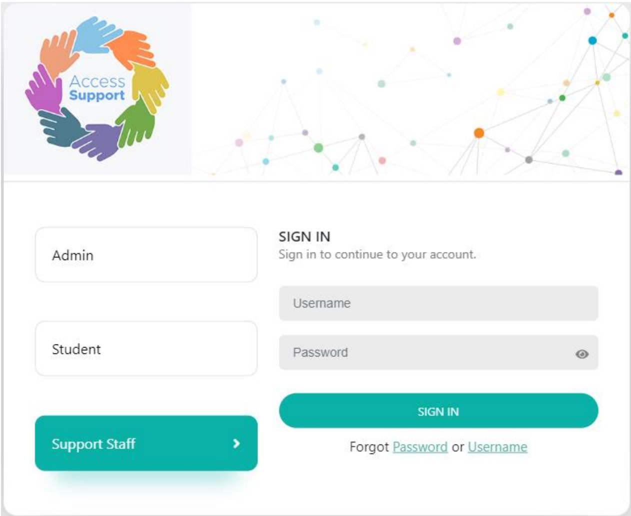
Touch Point is a web and mobile application that provides an online solution to enable providers of learning support a means of completing paperwork to meet regulatory requirements. It also allows support staff and students to book, log and authenticate support sessions.

This document acts as the user manual for Touch Point web application and presents an overview of the application's features with instructions for completing a variety of tasks.

2. Login

Once you have been set up onto the system by your organisation's admin, 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 to the login page.
- Select 'Staff' as user type then enter your username and the OTP 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.

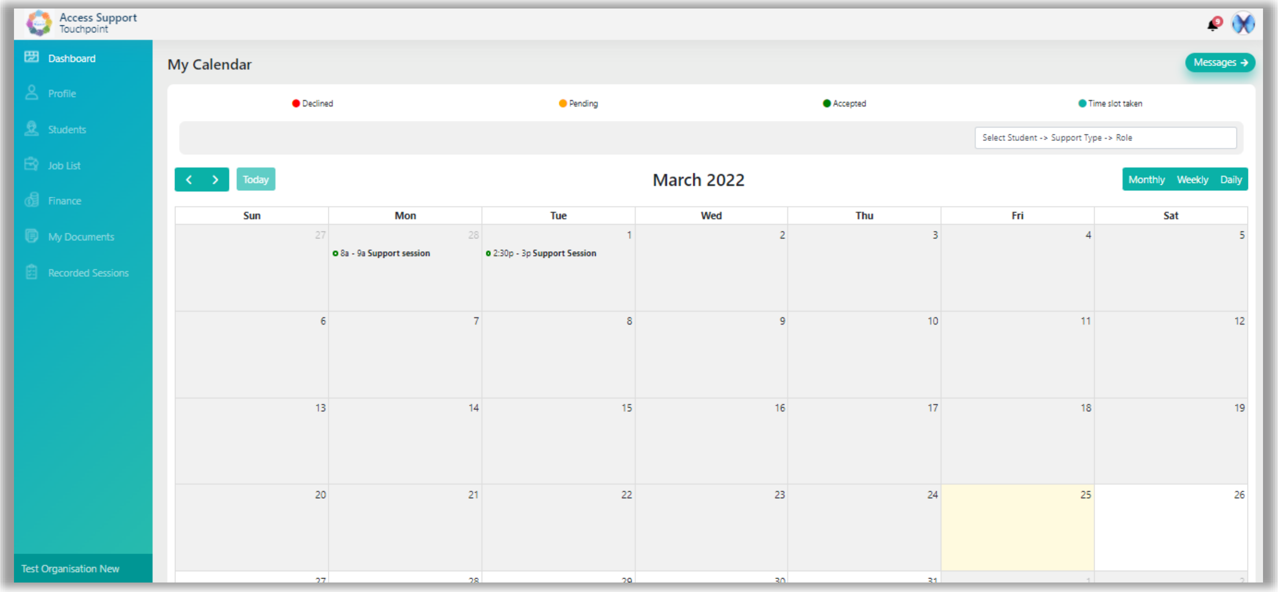
3. Dashboard

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.

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



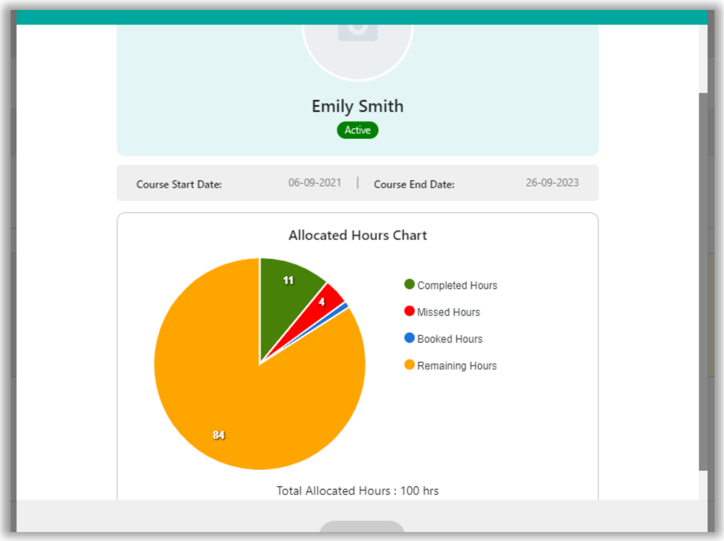
Click on the notification icon at the top right of the dashboard to view notifications of all activity taken place through Touch Point.

Clicking on ‘Messages’ allows you to send and receive messages from admin and students. 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 students will be displayed. Send messages and attach images, videos, documents or audio by clicking on the relevant icons.

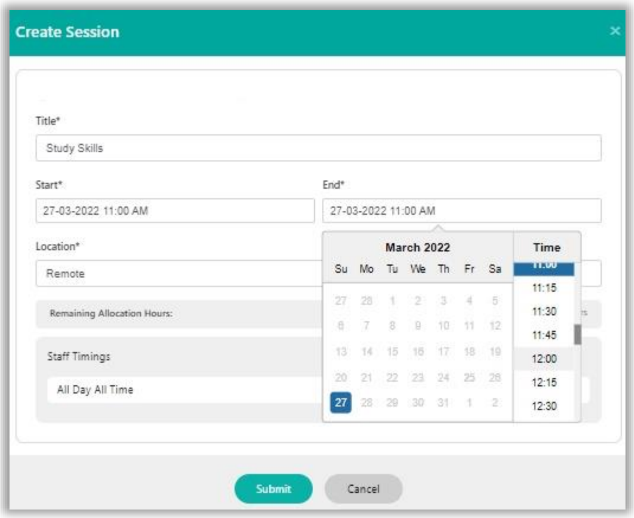
3.1 Viewing a student’s hours

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



Click on the ℹ icon to view a pie chart showing their total allocated hours, completed hours, booked hours, remaining hours and missed hours.

3.2 Book a session

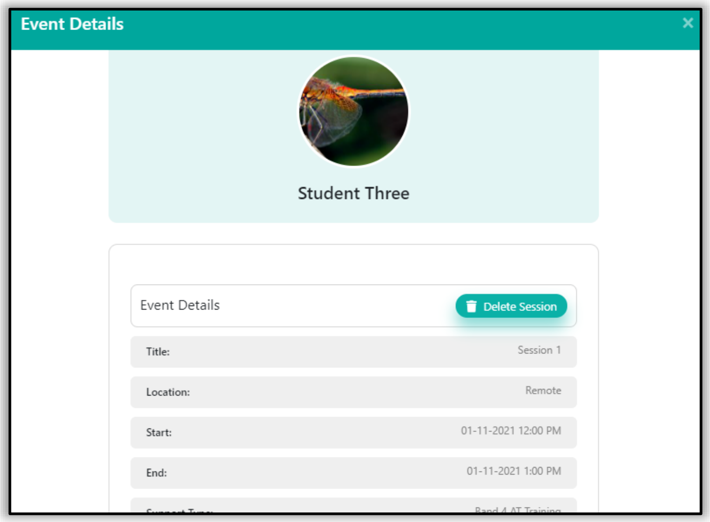


To request a new session, select a student from the dropdown list and click on a date on the calendar. In the 'Create Session' window enter details in the mandatory fields and submit.

The student 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 student's calendar (orange dot) and will then be displayed as 'accepted' (green dot) if the student accepts, or red dot if they decline.

Students are also able to request sessions, which you can accept or decline. Student session booking requests can only be made with a minimum of 24 hours before the desired session start time.



To view the details of a requested session, click onto it on the calendar and the 'Event details' window will be displayed.

To cancel a session, click on 'Delete'. Sessions booked on the calendar, whether accepted, declined or pending, can be deleted from the calendar up to the point of claiming the session.

Time slots in which a student has already booked a session with another staff member are displayed on the calendar and indicated with a blue dot. The system does not allow a member of staff to view the details of those sessions that students have booked with other staff members.

4.0 Profile

Select 'Profile' from the menu to view and edit your profile, set session reminders and availability.

4.1 Session reminders

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

Click on the edit profile icon and an edit window will appear, enabling you to edit and update the fields. Not all fields are editable.

4.2 Setting availability

Availability is automatically set to 'All day all time'. To set availability, click on edit on your profile then '+ Add' in the availability window. Enter start and end date, Repeat and Frequency and save. Availability can be updated as often as required.

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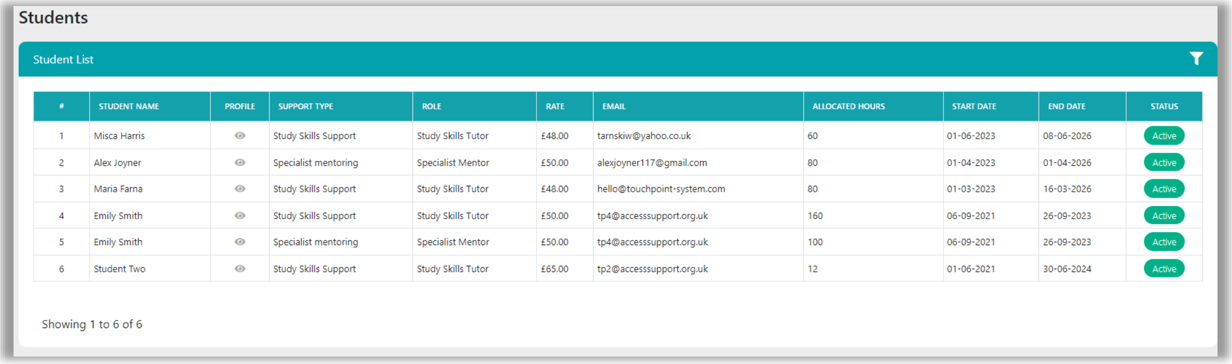
5.0 Students

To view the students allocated to you, click on 'Students' from the menu. All students will be listed. Either scroll down the list, or to search for a student, click on the filter icon on the Student List bar, enter the search criteria and click 'apply'.



Students

Student List

#	STUDENT NAME	PROFILE	SUPPORT TYPE	ROLE	RATE	EMAIL	ALLOCATED HOURS	START DATE	END DATE	STATUS
1	Misca Harris		Study Skills Support	Study Skills Tutor	£48.00	tarnskiw@yahoo.co.uk	60	01-06-2023	08-06-2026	Active
2	Alex Joyner		Specialist mentoring	Specialist Mentor	£50.00	alexjoyner117@gmail.com	80	01-04-2023	01-04-2026	Active
3	Maria Farna		Study Skills Support	Study Skills Tutor	£48.00	hello@touchpoint-system.com	80	01-03-2023	16-03-2026	Active
4	Emily Smith		Study Skills Support	Study Skills Tutor	£50.00	tp4@accesssupport.org.uk	160	06-09-2021	26-09-2023	Active
5	Emily Smith		Specialist mentoring	Specialist Mentor	£50.00	tp4@accesssupport.org.uk	100	06-09-2021	26-09-2023	Active
6	Student Two		Study Skills Support	Study Skills Tutor	£65.00	tp2@accesssupport.org.uk	12	01-06-2021	30-06-2024	Active

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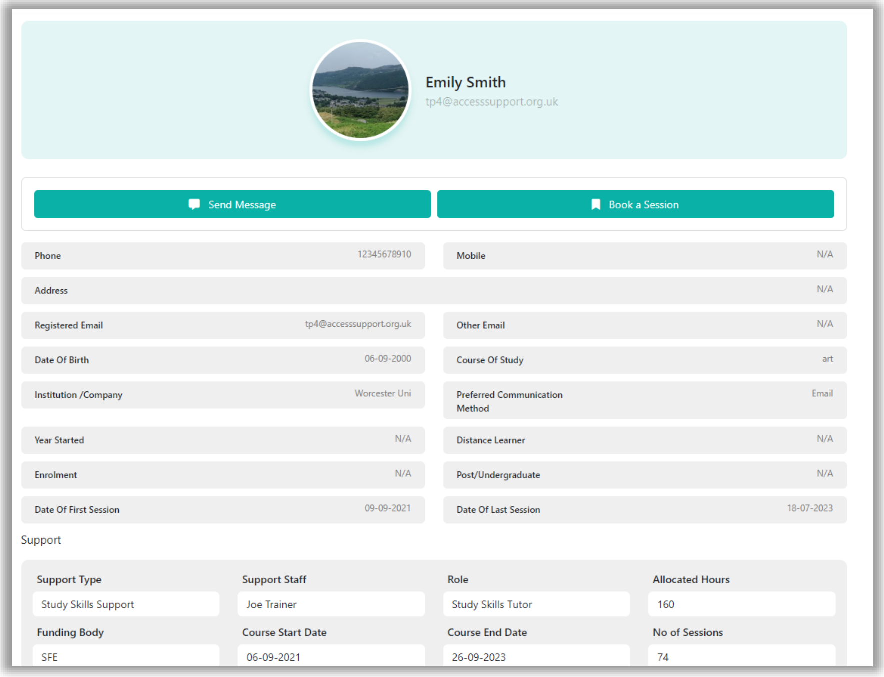
To view a student's record, click on the eye icon in the 'Profile' column.

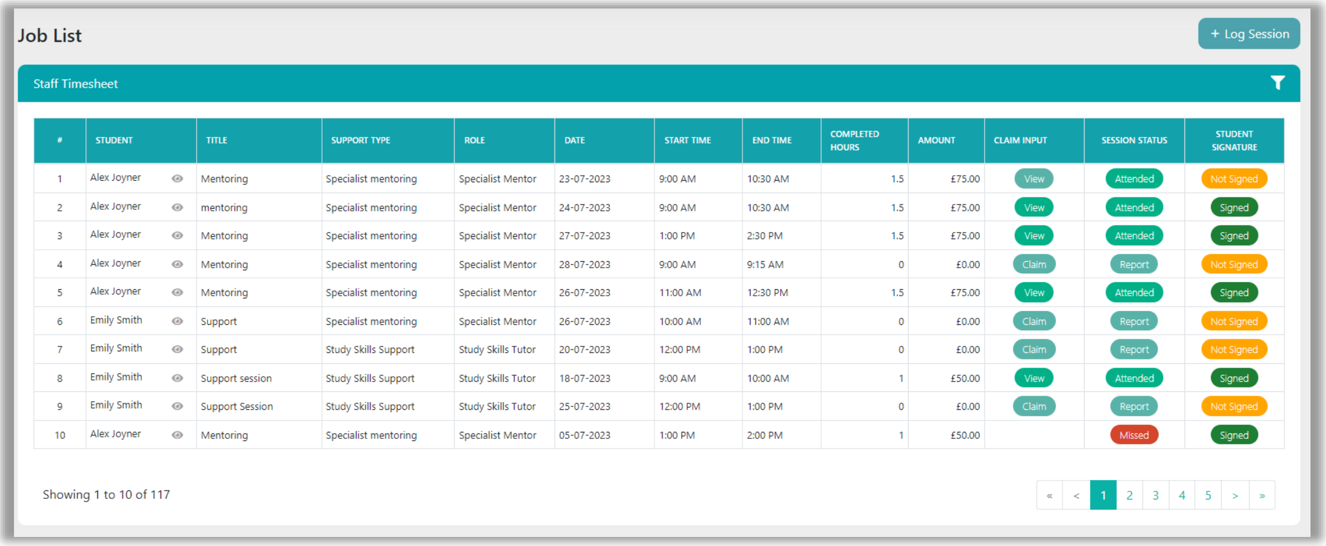


Click on 'Send message' and a window will appear for you to send a message to the selected student.

Clicking on 'Book a session' from the student profile directs you to the dashboard calendar. Book a session with that student by clicking on the required day on the calendar and creating a session request.

6.0 Job list

Search for students by clicking on the filter icon on the Staff Timesheet bar, add details and apply.


Job List

+ Log Session

Staff Timesheet

#	STUDENT	TITLE	SUPPORT TYPE	ROLE	DATE	START TIME	END TIME	COMPLETED HOURS	AMOUNT	CLAIM INPUT	SESSION STATUS	STUDENT SIGNATURE
1	Alex Joyner	Mentoring	Specialist mentoring	Specialist Mentor	23-07-2023	9:00 AM	10:30 AM	1.5	£75.00	View	Attended	Not Signed
2	Alex Joyner	mentoring	Specialist mentoring	Specialist Mentor	24-07-2023	9:00 AM	10:30 AM	1.5	£75.00	View	Attended	Signed
3	Alex Joyner	Mentoring	Specialist mentoring	Specialist Mentor	27-07-2023	1:00 PM	2:30 PM	1.5	£75.00	View	Attended	Signed
4	Alex Joyner	Mentoring	Specialist mentoring	Specialist Mentor	28-07-2023	9:00 AM	9:15 AM	0	£0.00	Claim	Report	Not Signed
5	Alex Joyner	Mentoring	Specialist mentoring	Specialist Mentor	26-07-2023	11:00 AM	12:30 PM	1.5	£75.00	View	Attended	Signed
6	Emily Smith	Support	Specialist mentoring	Specialist Mentor	26-07-2023	10:00 AM	11:00 AM	0	£0.00	Claim	Report	Not Signed
7	Emily Smith	Support	Study Skills Support	Study Skills Tutor	20-07-2023	12:00 PM	1:00 PM	0	£0.00	Claim	Report	Not Signed
8	Emily Smith	Support session	Study Skills Support	Study Skills Tutor	18-07-2023	9:00 AM	10:00 AM	1	£50.00	View	Attended	Signed
9	Emily Smith	Support Session	Study Skills Support	Study Skills Tutor	25-07-2023	12:00 PM	1:00 PM	0	£0.00	Claim	Report	Not Signed
10	Alex Joyner	Mentoring	Specialist mentoring	Specialist Mentor	05-07-2023	1:00 PM	2:00 PM	1	£50.00		Missed	Signed

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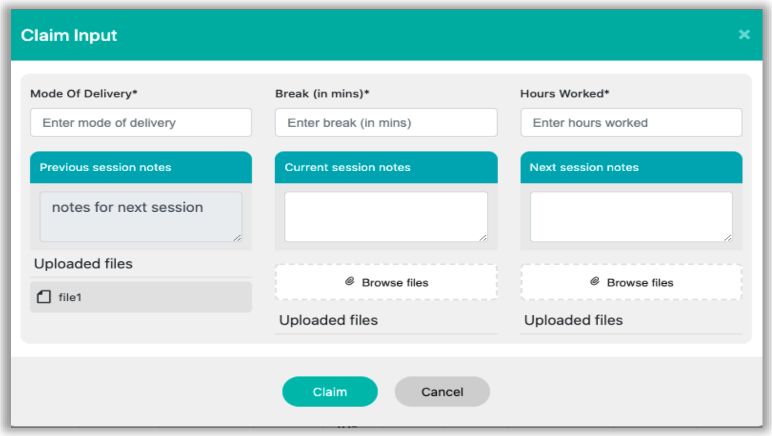
6.1 Claiming a session

To claim a session, click on the claim button in the 'Claim Input' column.

In the Claim Input window, enter the mode of delivery, break, and notes for current/next session. Hours worked are automatically calculated from the booked hours and should not be amended. Files, e.g., resources and ILP's can also be uploaded. The next session notes entered here will be shown in the previous session notes section when recording the next session.



You are able to log a session during or after the session time, as long as it's after the session start time. Students can authenticate the logged session either during or after the session.

Students and admin are also able to view the session record.

6.2 Missed sessions

Report a missed session by clicking on the 'Report' button from the 'Session Status' column.

A window will be displayed to enter the details of the missed session. Missed sessions do not need to be authenticated by students.

If two sessions have already been missed during a term the student may be blocked from booking a session without admin approval and be in 'blocked booking session' status. This is only applicable if your organisation's admins have enabled this function.

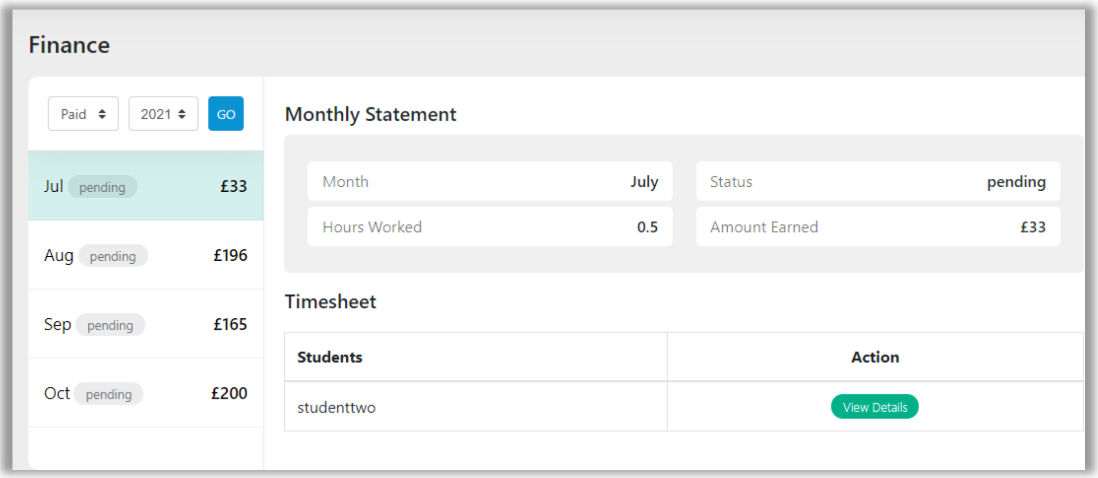
To view logged session details, click on the' View' button from the 'Claim Input' column. All details will be displayed in the window. Alternatively, see 'Recorded Sessions'

6.3 Book a session retrospectively (+ Log)

To log a session that has taken place but wasn't booked through the system, click on '+log session' and complete the details in the required fields. The session will then appear on your job list and you will then be able to claim that session.

7.0 Finance

You are able to view the total hours worked and the total amount earned in a month in the Finance section. Amounts earned in previous months will also be displayed in the finance section.
View student's timesheets and the session details, including missed sessions, by clicking on 'View Details'.



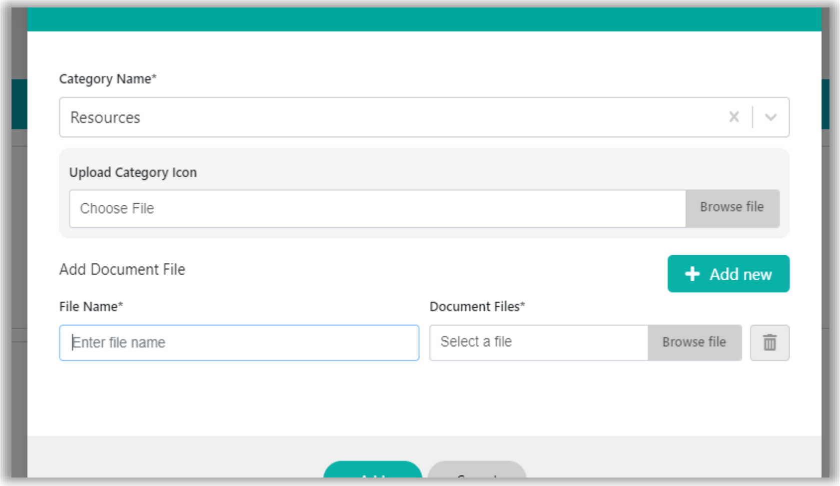
8.0 My documents

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'.



9.0 Recorded Sessions

Click on 'Recorded Sessions' from the menu and scroll down, or enter details in the search window to find a specific record.

Sessions that have been recorded and verified by the student will appear as 'Authorised' on the student's record. Recorded sessions pending verification from the student and sessions which are yet to be completed will appear as 'Unauthorised'.

To view the full session details, click on the down arrow.

10.0 Logout

Logout of the system by clicking on the logout option from the drop box next to your profile picture.

11.0 Contact

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

Email – hello@touchpoint-system.com

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