

aXcelerate - Learner Portal – Creating Your Account

The learner portal is called aXcelerate. It is a one stop shop where you can access;

- ✚ Theory lessons for online courses
- ✚ Theory assessment for online courses
- ✚ Your personal / enrollment information
- ✚ The status of your studies
- ✚ Your Certificates of Completion
- ✚ Invoices & receipts

Once You Have Booked a Course

Once you have booked a course new learners will receive 2 emails from us. It is important you read and action each one (they are different). Both emails & the steps to take are shown below.

Email 1: Is to set up your aXcelerate, learner portal account. Only new learners receive this email.

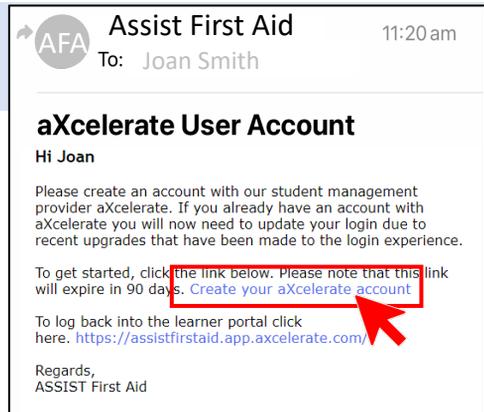
Email 2: Is where you provide the rest of the information to complete your enrollment. All learners receive this email.

1

Email 1 - Create an aXcelerate Account

Click on this link to create your aXcelerate learner portal account.

Your link is unique. Please do not share it, or use someone else's link. Only new learners receive this email, learners with an existing aXcelerate account will not.

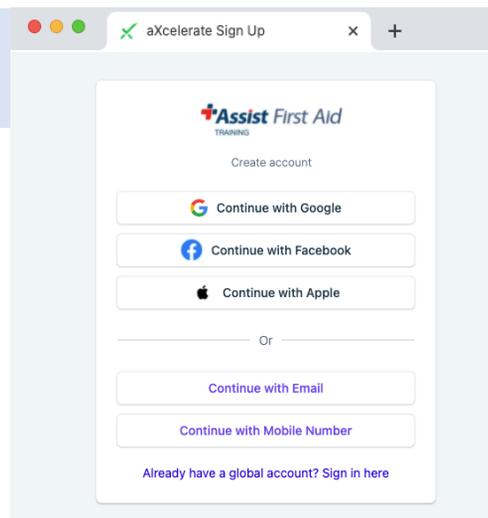


2

Creating an aXcelerate Account

The link from step 1 opens a webpage where you create your aXcelerate account. Choose the log in option that suits you.

Note: every student must have their own aXcelerate account. You cannot use someone else's.



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(07) 5444 4171

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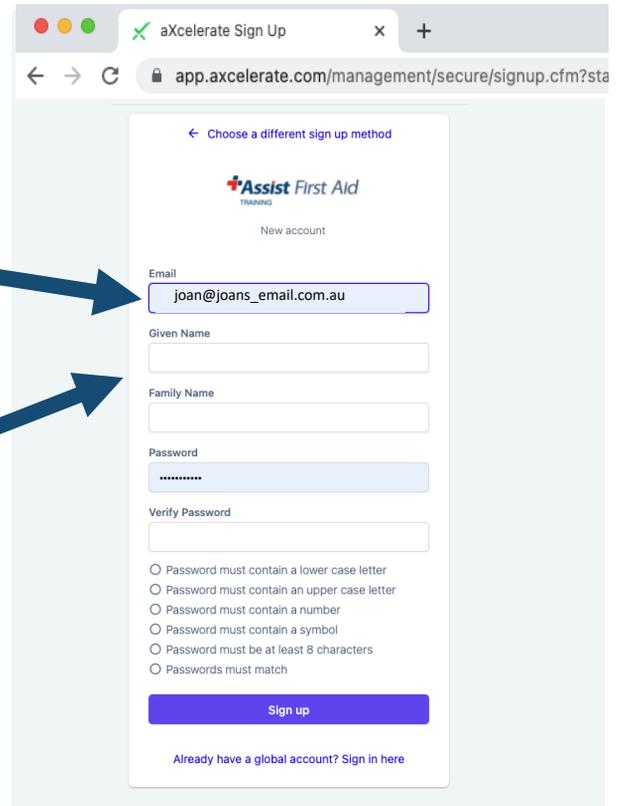
aXcelerate - Learner Portal – Creating Your Account

3

Creating an Account Using an Email Address

Every student **MUST** have a unique log in. If you log in with an email address each student must use a different email address.

Make sure to use your correct legal name not a shortened name or nickname (i.e. for Joan, don't put Jo or JJ)



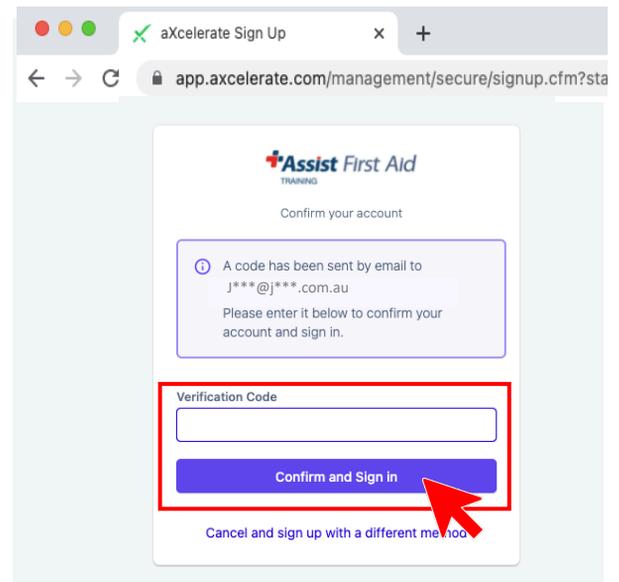
The screenshot shows a web browser window with the URL `app.axcelerate.com/management/secure/signup.cfm?sta`. The page title is "aXcelerate Sign Up". The main content area features the "Assist First Aid TRAINING" logo and the text "New account". Below this is a registration form with the following fields: "Email" (containing "joan@joans_email.com.au"), "Given Name", "Family Name", "Password" (with a masked input), and "Verify Password". There are radio buttons for password requirements: "Password must contain a lower case letter", "Password must contain an upper case letter", "Password must contain a number", "Password must contain a symbol", "Password must be at least 8 characters", and "Passwords must match". A blue "Sign up" button is at the bottom, with a link "Already have a global account? Sign in here" below it. Two blue arrows point from the text boxes on the left to the "Email" and "Given Name" fields.

4

Account Confirmation

You will be emailed a verification code. Enter it here.

Then click the button to go to your learner portal interface.



The screenshot shows a web browser window with the URL `app.axcelerate.com/management/secure/signup.cfm?sta`. The page title is "aXcelerate Sign Up". The main content area features the "Assist First Aid TRAINING" logo and the text "Confirm your account". Below this is a confirmation message: "A code has been sent by email to j***@j***.com.au. Please enter it below to confirm your account and sign in." There is a "Verification Code" input field, which is highlighted with a red box. Below the input field is a blue "Confirm and Sign in" button, also highlighted with a red box and a red arrow pointing to it. At the bottom, there is a link "Cancel and sign up with a different method".

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aXcelerate - Learner Portal – Logging in



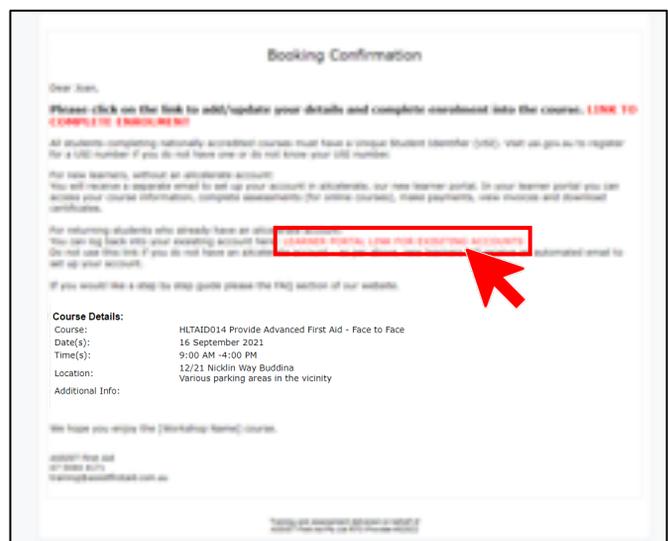
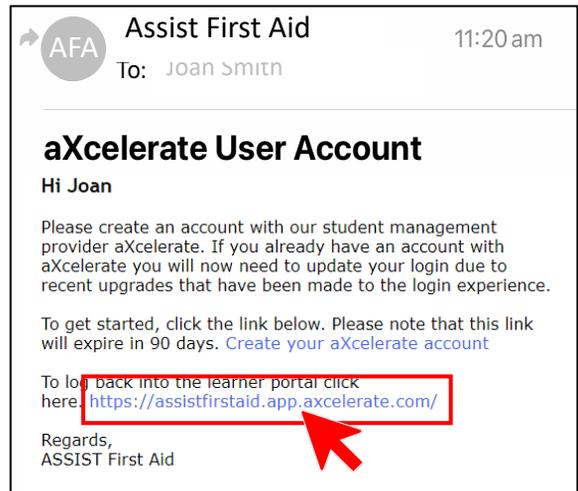
Logging into your aXcelerate Learner Portal

There are 3 ways to log in to your aXcelerate learner portal once you have set up your account....

1. From your aXcelerate account creation email (only new learners receive this email)

2. Enter this URL into your browser:
<https://assistfirstaid.app.axcelerate.com/>

3. From your Booking Confirmation email



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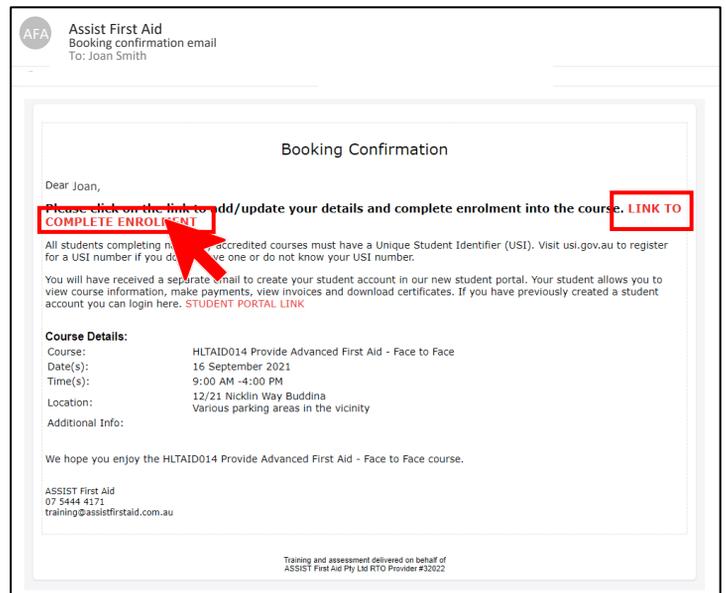
aXcelerate - Learner Portal – Completing Enrolment

5

Email 2 – Complete Your Enrolment

Once you have created your aXcelerate account click the link in the 2nd email to provide the rest of the information & complete your enrolment.

Note: your link is unique. Please do not share it with others or use someone else's link.



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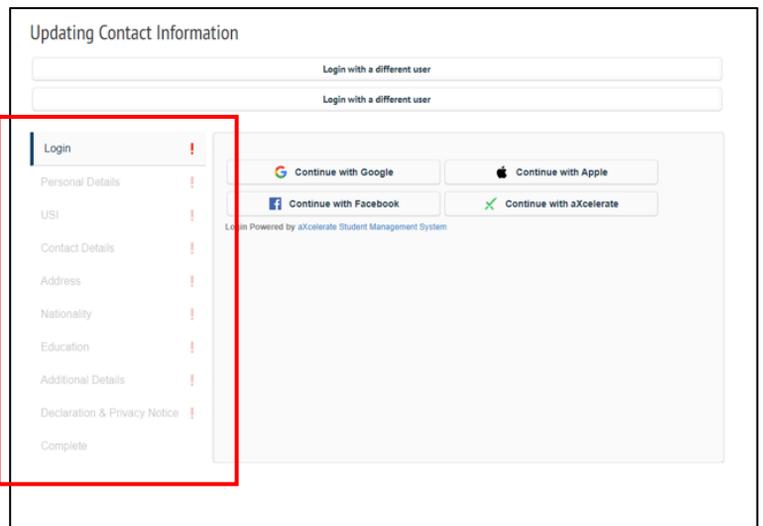
Email 2 – Complete Your Enrolment

The link from step 5 opens a webpage.

Log in using the log in you create in steps 1 to 4.

Check & fill in your information.

Ensure your USI is in there (we cannot issue you a certificate without it).



Followed these steps and something not working? Take note of which step you are at including what is / is not happening and get in touch. If possible take a screen shot to help us see what you are seeing and understand the issue.

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