



GUIDE TO: LEARNING ONLINE

A resource to assist you in the online learning space including useful tips and troubleshooting

How to use Thrive

Thrive is the online platform for completing the Personal Leadership Program, which includes self-paced modules and discussion questions. You will have access to the program on Day 1 of your program and will receive your login details via email. Beyond this resource, there is help available if you need it please contact support@marshmanfoundation.com.au and we will endeavour to get back to you within 48 business hours.

Login instructions

1. Open browser (preferable Chrome) and type in <https://thrivetoolkit.org.au/>.
 - a. Click on *Star* in the browser address bar to bookmark the page (save as favourite) – this way you can easily access the program each week.
2. Click on *Login*
3. Type in the *username* and *password* supplied in the login email
 An example:
 USERNAME: first initial + last name e.g. Steph Curry = scurry
 PASSWORD: as per email
4. Click *Login*
5. The system will prompt you to change your password. Enter current password and then create a new password and enter this twice.
 - a. Make note of your new password and username and store somewhere safe.
6. Click *Save Changes*
7. When the prompt, *Your password has been changed* appears, click *Continue*
8. *Site Policy* and *Terms of Use* will appear. Please read by scrolling down on the document and at the end click *Yes* to confirm you agree to this policy.

Troubleshooting – forgot your password?

1. In Thrive site, click on *Login* then *Forgot Password*
2. Search by username (preferred) or email address. Enter username/email address then click on search.
3. An email will be sent to your nominated email address (the one you provided to your coach). Find the email from Admin User (via Thrive) titled, re Password reset request, and open it.
4. Click on the link to reset your password and follow the directions.
5. This will open the Thrive Moodle change password window. Enter your new password twice.
6. Click *Save Changes* and ensure you record your password in a safe place.
7. Other issues? Email: support@marshmanfoundation.com.au (please allow 48 business hours for a response).

How to navigate Thrive

On your dashboard, click *Thrive Personal Leadership Program* under My Courses.



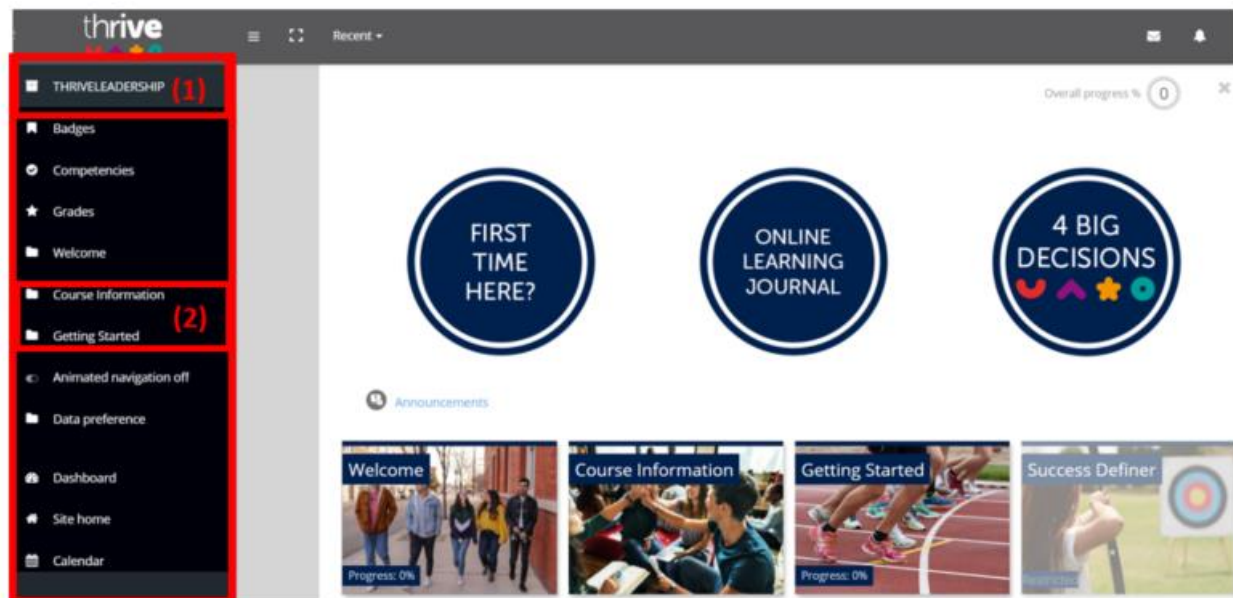
You can use the left-hand side to navigate through the course – this changes dependent on what you are doing.

It is best used in expanded form; click on the four-bars icon to expand the navigation pane.



You can use the navigation pane to move from one activity to the next.

If you want to navigate back to the beginning of the course or course view, you can click on *THRIVELEADERSHIP (1)* at the top of the navigation panel. Then you can choose the tool you are working on from there (2).



See Thrive [Navigation Tips & FAQ's](#) for more tips and help.

How to use Zoom

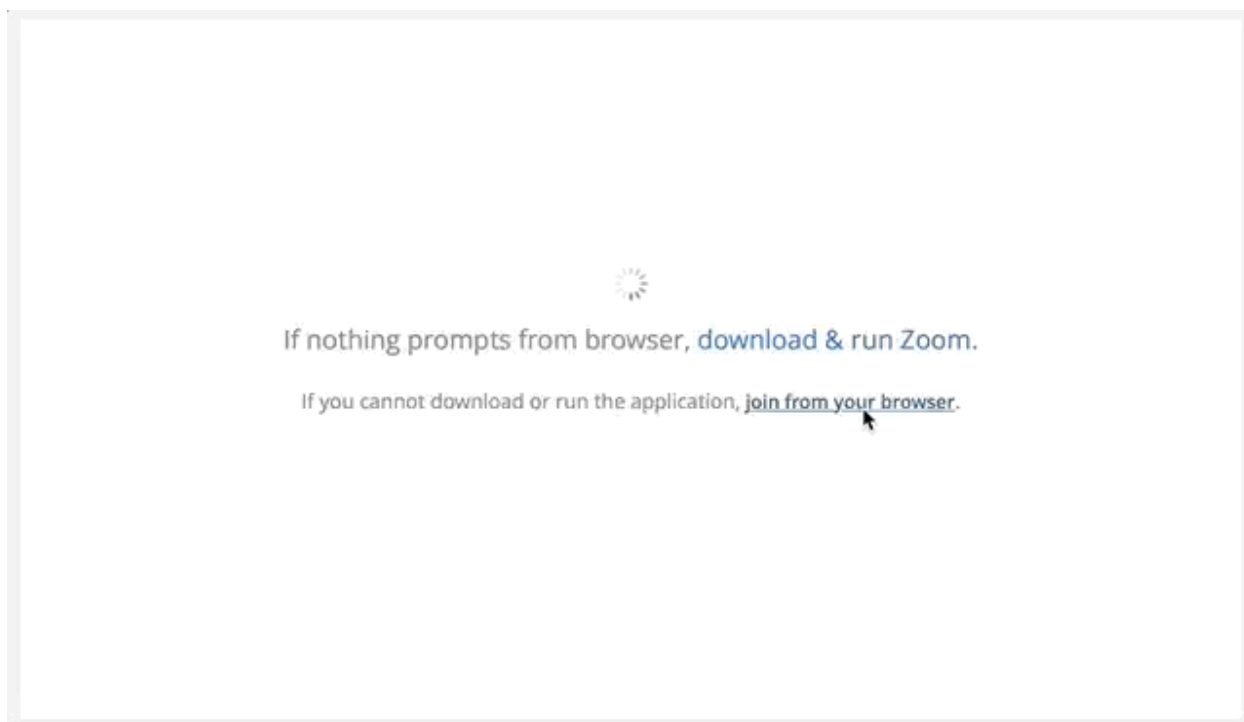
Zoom is the online video conferencing tool that will be used for your coaching sessions. Below are some instruction on how to log into Zoom, troubleshooting, and some tips and tricks on how to learn effectively via Zoom.

Log in instructions

1. Your coach will share with you the meeting details for joining sessions in advance. When you receive the details, click on the Zoom link (it may look like this: <https://zoom.us/j/275407795>).
2. When prompted, click *Open Zoom*
3. If nothing happens, click *Download and Run Zoom* and follow prompts to launch Zoom.

Troubleshooting Zoom

1. If you are having trouble downloading or running the Zoom application, you can launch Zoom from your web browser.
2. Click the Zoom link as above.
3. When nothing happened, click *Join from your browser* as below:



Tips and tricks for Zoom

When on Zoom use earphones to minimize echo.

When you are not speaking, please mute yourself to minimize background noise.

If your session is slow or internet connection is weak, try closing other programs or restart your connection.

- Try to be patient – it may fix itself.
- You may be able to use phone data as an alternative means of connection.

Utilise reactions to communicate during your online sessions.

- Click *Reactions* on the bar at the bottom of the screen to select either the Clap or Thumbs Up reactions, or select Raise Hand to let your coach know you have a question.
- Other reactions may be utilised to communicate during your sessions including Yes and No.

The chat function can be utilised to private message your coach if you need to leave the session or if you have a question you need to ask privately.

When your coach may be sharing their screen, you can press Esc to exit full screen mode.

Learning Online

Whilst completing the Thrive Personal Leadership Program we expect you to behave in an appropriate, respectful, and considerate manner. Outlined below are some online learning norms that we ask you to consider during the program, some tips to ensure you are keeping yourself safe and healthy whilst learning online, as well as some strategies to help you stay focused and organised.

Zoom session norms

There are safety guidelines in this document, please ensure you act in accordance with these guidelines whilst online.

Whilst on Zoom, be mindful of who is speaking. One person speaking at a time – if you have a question, use the Zoom function *Raise Hand*.

Please keep your camera on for the Zoom sessions: this ensures we are all engaged. If you need to step away from the session, i.e. if you need to go to the bathroom, communicate this with your coach via private message so that they know you are ok.

Wear appropriate attire – no inappropriate messages or pictures on your clothing. Ensure that your background is appropriate (nothing offensive or inappropriate on the walls behind you and no one is going to appear/walk by).

Ensure your working space is somewhere private and quiet to ensure confidentiality: use headphones if this helps.

Please be mindful of phone use during your sessions. If you are expecting/need to take a phone call during the session, please communicate this with your coach via private message.

Use appropriate language – please refrain from swearing during the sessions.

If you feel uncomfortable or are finding challenges with the session, please inform your coach via private message.

Creating a healthy home learning environment

Set up your workspace in a quiet and private space to ensure your confidentiality is upheld and that you are not easily distracted. Where possible work at a desk and sit on a chair (preferable with back support).

Keep your workspace tidy – this can help with feeling more organised and you may feel less distracted.

Remove distractions including your phone, TV or gaming devices.

Ensure you have a strong internet connection from your workspace.

Be mindful of your lighting. Try to work in a space that is well lit.

Please make sure there is nothing that could create harm to you in your environment: tripping hazards such as cords, things laying on the floor etc.

Ensure you have everything you need: device, device charger, paper, pens and a bottle of water.

Tips and tricks to staying focused and organised

Where possible create a routine.

Aim to get 8-10 hours of sleep.

Eat well and drink plenty of water.

Have a clear mind

- Consider the negative effect of drugs and alcohol on your focus and attention.

Make sure you get up and stretch every hour – do a lap of your space/house.

Utilise the Online Learning Journal to do list and weekly planner to help you plan your day/week.

- Your device (phone, laptop, computer) also may have some tools including calendar and lists to help support you.

Set reminders on your phone or computer to help you stay organised.

Make sure you have a safe spot to store any relevant notes or work. If you are working online ensure you have a backup of your work saves on a USB or on the cloud (such as Onedrive or Google Drive).

Find a safe spot to store login details and any other important information.

Safety

Please ensure you act in accordance with the safety guidelines below. If you breach these safety guidelines you may be asked to leave the program.

Remember everyone has the right to feel safe online and be treated with respect.

Confidentiality and privacy

Confidentiality is of utmost importance. Whatever is spoken about in the online session must stay in the online session.

You can discuss what you learnt on a day or in the program but please refrain from sharing other's personal stories or information spoken about in the online session.

You may not take or distribute pictures of the online sessions.

Cyberbullying

We will not tolerate cyberbullying. This includes:

- Abusive online messages
- Hurtful messages, images or videos
- Excluding others
- Humiliating others

Be respectful of other's values and opinions.