

## CaptureIT - Frequently Asked Questions

### **Q. What is CaptureIT and how do I use it?**

CaptureIT is a new system for Network Partners to provide information on the people they are supporting who do not have an account on the Be Connected Learning Portal.

To use the CaptureIT system, you need to log in to [the Be Connected Network Partner site](#) with an account that has 'Organisation Editor' or 'Tutor' permissions for an organisation. For detailed instructions on how to register learners using CaptureIT, have a look at our ['Registering Learners with CaptureIT' resource](#).

### **Q. Why do we have another system to record learners?**

We have received feedback from our Network Partners that they were supporting a lot more people than what was reflected on their registrations on the Learning Portal. This was due to some people not having an email address, Network Partners not having enough time to help everyone register, or learners just not wanting to create an account. We have introduced CaptureIT so that even if a learner is not registered, you can let us know who you are supporting, and therefore meet grant requirements and eligibility to apply for further funding.

### **Q. What happens to learners who have already registered on the eSafety Learning Portal?**

Learners who already have an account are still able to log in and learn as per normal, and new learners should be encouraged to create an account on the Learning Portal if they would like to. CaptureIT is a new system for you to record learners who may not be able or do not want to create an account on the Learning Portal, so you have more accurate numbers of how many people you are supporting through Be Connected.

Please note: There are now two different lists of learners. All learners who have registered on the Be Connected Learning Portal will show on your report of learners on the Learning website. Learners who you have added through CaptureIT will only be visible on the list on the Be Connected Network Partner site.

### **Q. Why is date of birth required to add a new learner?**

The Be Connected program is specifically funded to support Australians over 50 years of age to learn digital skills. The Department of Social Services require the learner's date of birth to confirm they are over 50.

**Q. If a learner does not have an email address, do we just leave that section blank?**

Exactly! All you will need to register someone is their first and last name, date of birth and address (suburb, state and postcode). Any other information, including email addresses, is optional for you to collect from each learner.

**Q. What agencies will this information be shared with?**

As mentioned in the confirmation box when you add a learner, the information you provide will only be shared with those who have permissions at your organisation, Good Things Foundation (who manage the Be Connected program), and the Department of Social Services (who fund the program). We never sell data to third parties.

**Q. Do you have a form to capture this information to add later?**

[We have a CaptureIT Sign In sheet](#), which can help you when collecting the information from learners who attend your sessions. This document can be downloaded from our resources page, or you can create your own if you prefer! Just remember to add the information to the CaptureIT system afterwards. There is no requirement to keep the paper copy after the information is entered.

**Q. Some other fields have recently been added to the 'Create Learner' form e.g. language spoken at home and disability - why is this?**

Some additional questions have been added for us to collect more information on the people you are supporting through Be Connected. These fields are optional, but we encourage you to answer these questions as it helps to inform us on who is being supported, and possibly influence future programs.

**Q. Can you record bulk learning for multiple learners at one time?**

Through the 'Group' function, you are able to add activities for all learners in a group at once. [Instructions to do so are listed on the 'Registering Learners with CaptureIT' resource.](#)

**Q. Is the 'other' category counted towards course/activity requirements for Building Digital Skills grant?**

Yes, digital skills lessons/activities that are not specifically on the Be Connected Learning Portal can be added through the CaptureIT system. To do so, use the 'Other' category when adding learning. These activities will be counted towards the requirements of learners contributing to a Building Digital Skills grant.

**Q. How do we record "other" activity for learners who are registered on the Be Connected Learning Portal?**

Unfortunately, you are unable to add other learnings to a learner who has already created an account on the Learning Portal. Records of learning for these learners is automatically collected when a learner logs in and completes courses/activities, and nothing additional can be added to this.

**Q. Can staff or volunteers with tutor permissions access these records and add learners to CaptureIT?**

Yes, anyone who has 'Organisation Editor' or 'Tutor' permissions for your organisation can access the CaptureIT system. This includes adding learners, adding activities, creating groups, and seeing learners/groups that others have already added to that organisation.

**Q. I manage multiple sites through Be Connected, how do I switch between organisations on CaptureIT?**

When you first arrive at the Learner Management page, the top bar will display that you are "Managing your learners at: name of site". To access a different group that you have permissions for, simply select 'Change Centre' and search for the organisation you would like to manage.

**Q. Are we still be able to download a list of learners and courses completed?**

Soon you will be able to download a list of learners and their learning from CaptureIT. We will let you know when this becomes available.

**Q. How do learners log in after they are registered on CaptureIT?**

Learners who you add through the CaptureIT system will not have a login for the Be Connected Learning Portal, as these are learners who do not want or are not able to register on that site. We encourage these learners to access Be Connected for free, since you do not need to have an account to access most of the great resources on the Be Connected Learning Portal.

**Q. How do you track learning if a learner does not does not have an account?**

Learning will not be automatically collected for learners registered through CaptureIT, because they do not have an account on the Be Connected Learning Portal to log in to. You will therefore need to collect the information of what activities and courses your learners are completing, and then add it to CaptureIT. [You can find a list of the courses and activities on our Resources page.](#)

**Q. What if I put a learner on CaptureIT and they later decide to create their own account on the Learning Portal?**

We understand that once a learner becomes more comfortable online, they may want to create an account on the Learning Portal. If this is the case, let our team know so we can ensure there are no duplicates between the two websites.

**Q. In the groups section would you split learners into beginners, intermediate, etc?**

The groups function is to help you to add learning for multiple learners at once. Therefore you can create/manage groups however best suits the way you run your sessions, and what makes most sense for which learners have completed the same activities. Some

organisations will manage it by experience level, where as others may create a group for each weekly or individual session they run.

**Q. Which system should I use - registration on the Be Connected Learning Portal or CaptureIT?**

There are advantages to both systems. The Learning Portal will automatically track your learner's progress when they are logged in and they will be able to see the courses, topics and activities they have completed - but it does require learners to have an email and that can be time consuming to set up and get people logged in every time. CaptureIT doesn't require learners to have an email address and you can record their attendance relatively quickly and easily, as well as recording other digital learning you complete with them. Additionally, Good Things Foundation offers grants that are not funded through Be Connected e.g. Health My Way. Learners associated with these projects will have to be recorded on CaptureIT.