

Hello and Welcome to Crowd Risk Analysis!

Please use the details sent from a **support@gksed.com** email to log in to the system. You'll get everything you need to log in and start your courses in just a couple of steps. Here's how it works:

Logging in for the first time:

- **Username - your email address.** They're the same, so enter your email address.
- Your **temporary password** will come in a **separate email** from **support@gksed.com**
- When you first log in, you'll be asked to set a new password.

Didn't get the password email?

- Check your spam/junk folder.
- Add **support@gksed.com** to your safe senders list.
- If needed, use the **"Forgotten your username or password?"** link on the login page.

Since your username **is** your email address, choose only **one** option to request a reset.

First things to do after logging in:

Update your profile with your **date of birth** – this is required for following courses:

- Level 3 Crowd Safety Course
- Level 5 Crowd Safety Course
- NCS4

Without it we won't be able to issue the certificate.

Support:

For help, email **support@gksed.com**. Email is the quickest way to reach us.

FAQ's

1. My login/password does not work:

You can log in using your registered email address. Copy the temporary password from the support email carefully, ensuring there are no extra spaces or characters. If you need assistance with your login, feel free to use the **"Forgot your username or password?"** link on the login page.

2. Which course am I on?

You can only access the courses for which you are registered, either individually or through your company. An introductory email will confirm your enrolment in the course.

If you see "You cannot enrol yourself in this course" at the bottom left of the screen, you have accessed the wrong course. Please select a different one.

3. I have another problem / I am not sure what happened:

To help us resolve your issue quickly, please email support@gksed.com with as much detail as possible. Include the type of device and operating system you're using, a clear description of the problem, when it occurred, and any error messages shown.

4. What should I do next / How does the course work?

Learning modules include **Lectures**, **Resources**, and a **Topic Discussion Forum**, with some also offering a **Background Materials** folder.

- Lectures - for the core video content.
- Resources - for slides and supporting documents.
- Discussion Forum - to ask questions and share insights with other learners.
- Background Materials - when available, provide extra reading to deepen your understanding.

Go through the lectures at your own pace. Once finished, you'll be ready for the final assessment.

5. I want to ask about a lecture / topic:

Please use the Topic Discussion Forum for each lesson so all learners can benefit from the questions and answers. This way, our responses are shared with everyone.

6. I still have a technical issue / I am not sure about the e-learning portal / I worry about the assessment:

For help, email support@gksed.com. Email is the quickest way to reach us.

7. How do I find out about updates and news regarding the e-learning portal?

Please remember to check the Announcements section of your course for important updates.