WEBSITE – FAQ

Learner FAQs

How do I log in to my dashboard?

- If you have been identified with an additional learning need following a Cognassist assessment, check your inbox for an email from info@e-qualitylearning.com
- Click the link in the email to set a password
- Log in at https://app.cognassist.com

Does the neurodiversity report appear on my dashboard?

No, you need to contact your tutor following your assessment. They will go through your report with you and give you a copy after that.

What browser should I use to access my dashboard?

The latest version of Google Chrome or Mozilla Firefox are best.

Can I view my strategies on my phone?

Yes, you can use a smartphone, iPhone, tablet, laptop or desktop

FAQs Tutor

How do I view reports for learners who have completed the 30 minute assessment and who have not been identified as having an additional learning need?

- Log into https://app.cognassist.com with your log-in details
- Click on My Account
- You'll see all the learners assigned to you
- Click on the learner's name whose neurodiversity report you would like to see
- Click on learner's progress
- Click on the Assessment report button

How do I view the Assessment Report for a learner who has identified as having an additional learning need?

If a learner is identified with an additional learning need after the 30 minute assessment:

- Log in to your dashboard
- Click on My Account
- Click on the learner's name (blue link)
- Click on the Assessment report button

How do I view the coping strategies that are presented to my learners?

- Log in to your dashboard
- Click on My Account
- Click on the learner's name (blue link)
- Scroll down the page and you will see hyperlinks for the modules/strategies presented to the learner in current month.

How do I view individual monthly learner intervention reports?

- Log in to your dashboard
- Click on My Account
- Click on the learner's name (blue link)
- Scroll to the bottom of this page
- Click on Intervention Report
- Select the date range and click on report
- You can download the report in PDF format by clicking the download arrow (top right of the page)
- You can then upload this report into your ePortfolio as evidence of support if required
- This is the report that outlines the coping strategies for the month chosen: description, learning outcomes, learner and tutor guidance notes
- If your learner has not engaged with a strategy, the content in the report will be blank

How do I resend the log in email to learners for access to their dashboard?

- Log in to your dashboard
- Click on My Account
- Click on the learner's name (blue link)
- Click on Reset learner's password
- Your learner will receive another welcome email from info@e-qualitylearning.com

How do I edit my learner's details?

- Log in to your dashboard
- Click on My Account
- Click on the learner's name (blue link)
- Click 'Edit'
- Make amendments
- Click 'Save'

Cognassist
Thinking your way

My learner's email has changed; what do I need to do?

- Log in to your dashboard
- Click on My Account
- Click on the learner's name (blue link)
- Click 'Edit'
- Make amendments
- Click 'Save'
- Click on Reset learner's password
- Your learner will receive another email from info@e-qualitylearning.com

Where can I find the answers to my learner's 5-minute questionnaire?

- Log in to your dashboard
- Click on My Account
- Click on matched/not matched in the questionnaire report column

How do I add my own text to the monthly learner intervention report?

- Log in to your dashboard
- Click on My Account
- Click on the learner's name (blue link)
- Scroll to the bottom of the page, you will see modules given to the learners for current month, click add note
- Add note and click save
- The text will then appear on the monthly learner intervention report

How many strategies there are for learners to access per area of need?

Every matched learner receives 4 strategies to complete every month. These are domain and programme level specific.

Can I preload learner names before they sit the tests?

- From your dashboard, click Manage learners
- Click on Create a learner
- Populate all mandatory fields with *
- Click on Create
- Your learner then becomes an existing learner
- Alternatively, your Client Admin user will be able to bulk upload a set of learners for you if required.

Client Admin FAQs

How do I access the site?

- Log in at https ://app.cognassist.com

How do I add a user?

- Click on Users
- Create a user
- Populate all the required information
- Click Create

How do I amend a tutor's details?

- Log in at https ://app.cognassist.com
- Click Users
- Click Edit
- Make the amendments and click save

How do I bulk upload learners and automatically send out questionnaire/assessment invites?

- Click on Manage learners
- Click on Import learners
- Download the learner template
- Populate the template and save it
- Upload the completed template
- Click on Manage learners
- Click on actions and click, select Questionnaire/Assessment invite
- Ensure the filter is on
- Click Select All
- Click Send Invitation

NOTE. When populating the template:

- The sample row must be removed.
- The header row must be present.
- All columns must be present, even if there is no data in them.
- The columns must be in the same order.
- There should not be any columns that aren't included in the template.
- The forename, surname, ILP Reference columns are required. The email column is also required if you would like to send questionnaire invitations to the learners.
- If you are uploading lots of records, this may take a minute to process.

How do I add a learner?

- Click Manage learners
- Click Create a learner
- Populate all of the mandatory fields
- Click Create

How do I search for a specific learner?

- Click Search learners

How do I search for a specific tutor's learner along with the learner's status?

- Download the Engagement report by clicking on reports and downloading current month.
- On the tab Neurodiverse learners in period you will be able to filter per tutor and obtain a list of their current learners.
- You can also filter on the tab Processing Pipeline by tutor to see performance with all learners allocated to them on the system.

Terminology:

Not Started: Not done anything on the system at all

In Progress: Likely to have completed a questionnaire and needs to go onto complete the full assessment

Matched: Completed the assessment and has identified as having a learning need in one or more domains

Not Matched: Completed the assessment and hasn't identified as having a learning need

How do I export data to Excel?

- Click Manage learners
- Use the drop-down actions menu and select Export learner's details
- Click Select all
- Click Export learners