# Frequently Asked Questions

Here are a few questions that have been brought to our attention whilst running sessions both for clients and staff. Please feel free to email us with any other questions/suggestions that you think would be useful here.

## How do I register a client that I have been working with?

You can do this in two ways:

# E-mail the details of your client directly to the GBO team. Remember this must include full name, date of birth and postcode. (Email: digitalinclustionteam@gmail.com)

# Visit **getbonline.co.uk/staff** and follow the simple online form.

## Why do we have to register the clients we work with?

As discussed in the Frontline Staff Training, the Get Bridgend Online project is part of Welsh Assembly initiative to tackle digital exclusion across Wales. The project coordinators (Communities 2.0) require that all partners complete a basic enrolment of their beneficiaries in order to monitor engagement across the region.

## Why do we register a client on Government Gateway?

Allowing your client to learn at their own pace is paramount to success, however it is sometimes necessary to complete forms on their behalf. We recommend (if needed) you complete the registration on the government gateway website (including registering for an email account if required) if you have limited time with your client or if they are new to using a computer.

## Why can't I login to the clients email/government account?

These are a few problems you can encounter when trying to login:

# Website is down for maitenance – *This may be down for a length of time or a simple refresh may fix the problem.*

# Users login details are incorrect – *Triple check that the clients details are enter correctly.*

And I know this may sound silly, but **make sure you are connected to the internet!**

# What I do if a page doesn't load properly?

**Firstly,** make sure you are connected to the internet. If connected via WIFI please check that you have a medium to strong signal.

**Secondly,** if you are entering a website into the address bar please make sure that it spelt correctly without any spaces.

**Thirdly,** when clicking on links from emails or websites please double check your connection. A refresh may be required (F5)

*If problems persist try restarting your computer/tablet and or router.*

# What can I do when a client doesn't have their login details?

Providing you have completed the '**TUTOR CHECKLIST**' you should have at least half the required login details needed for both your clients email and Government Gateway account. Password recovery can be completed for both accounts via their websites.

If this is not a option clients can still access the Universal Jobmatch website and browse jobs. **However, they will not be able to log any activity.**

# What do you do if a client's CV needs uploading from a USB device or disc?

Having a CV on a USB stick is always useful. We recommend that a copy of the CV is uploaded to the clients chosen cloud storage. This can be done by choosing to upload a file from the cloud storage menu on either SkyDrive or Google Drive. Please make sure that the USB drive is fully connected when trying to do this.

*The process is no different than uploading the CV directly to the computer.*

# What do I do if my client doesn't have a CV?

We suggest that if your client has no existing CV or template to use the Universal Jobmatch CV builder. This can be accessed after login into their Government Gateway Account.

# Where can I access a digital copy of the training programme?

A complete PDF copy of the **Get Bridgend Online – Frontline Staff Handbook** can be found on the website **www.getbonline.co.uk/staff** along with other useful information.