01 - Start Here and Sign In

A public guide for all OTE Learn users: learners, teachers, administrators, guardians, testers, and invited users.

Use this guide for testing, pilot, and early user onboarding. Screens may change while OTE Learn is being improved. If a menu item is missing, your role may not have permission to use it.

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1. What OTE Learn is

OTE Learn is a learning management system for institutions. It brings learning content, subjects, assessments, marking, results, reports, calendar items, support tickets, guardian access, testing feedback, and institution setup into one platform.

The system is designed around role-based access. A learner should see learner pages. A teacher should see teaching and marking pages. An institution admin should see setup and reporting pages. A guardian should see only approved view-only learner information.

- Use the system only with the email address assigned or invited by the institution.
- Never share your account with someone else.
- Do not try direct links to pages that do not belong to your role.
- If you see data that does not belong to you, stop and report it immediately.

2. How to sign in

OTE Learn is designed to use Microsoft or Google sign-in. Password registration may be disabled. If you received an invite, use the same email address that received the invite.

1. Open the OTE Learn link provided by the institution.
2. Select Continue with Microsoft or Continue with Google.
3. Sign in with the email address that the school, institution, or invite used.
4. If you were invited, the system should return you to the invite acceptance page after sign-in.
5. If your email matches the invite, access is linked automatically.

> If you are asked to create a password, you are probably on an old or wrong link. Go back to the invite email and use the new SSO invite link, or ask support to resend the invite.

3. Main areas of the site

- Use the left navigation menu to move between Home, Learning, My Subjects, Learning Hub, Assessments, Performance, Calendar, Support, Feedback, Privacy, Terms, and Documentation.
- Use the top-right account menu for profile, contact information, switch institution or directory, sign out, and other account actions depending on your role.
- If you are linked to more than one area or mode, confirm that you are in the correct institution or directory before working.
- If a page says forbidden, unavailable, or not found, first check whether you are signed in with the correct email address and whether the institution has assigned the correct role.

Area	Purpose
Home	Landing page, quick information, recent notices, and shortcuts.
Learning / My Subjects	Learner subject access and learning material.
Assessments	Assessment lists, writing, submissions, and status.
Marking	Teacher/marker queues and submitted attempts.
Reports / Performance	Learner marks, reports, transcripts, and progress views.
Calendar	Events, due dates, open dates, close dates, and institution reminders.
Support	Support tickets and help requests.
Feedback	Testing feedback form for bugs, confusion, slow pages, and improvement suggestions.

Documentation	Downloadable user guides.

4. First-time checklist

1. Sign in using Microsoft or Google.
2. Confirm that your name appears correctly.
3. Open Profile and Contact if available and check your details.
4. Confirm the institution or directory selected is correct.
5. Open the area related to your role: learner subjects, teacher marking, admin setup, or guardian view.
6. Report any missing access, wrong institution, wrong learner, or wrong class immediately.

Do not continue testing with the wrong role. Wrong role access can hide the problem or expose information incorrectly.

5. Common sign-in problems

Problem	What to do
I cannot sign in	Check your internet, try another browser, and confirm you are using Microsoft or Google sign-in.
Invite says wrong email	Sign out and sign in with the exact email that received the invite.
I see no subjects or classes	Your institution may not have assigned you yet. Contact the admin.
I see password login	Use the SSO invite link or ask the institution to resend the invite.
I get Forbidden	You are signed in, but your role does not have permission for that page.

6. Good testing behaviour

- Use test data where possible.
- Report exact steps when something fails.
- Include the page name, button clicked, and what you expected.
- Do not upload sensitive real learner documents during testing unless authorised.
- Use the Feedback page to submit issues.