



TECH GOES HOME PORTAL USER GUIDE

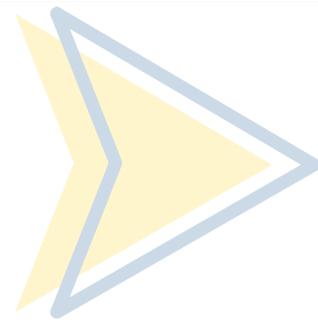
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Introduction

Welcome to the Tech Goes Home Portal User Guide



We're thrilled to introduce you to the new Tech Goes Home (TGH) Portal! This powerful platform is designed to streamline access to our resources, improve collaboration among staff and partners, and ensure a seamless learning experience for all users. Whether you're a TGH team member, partner, instructor, or learner, this guide will walk you through everything you need to know to get started.

The guide is divided into seven sections to help you navigate the portal with ease:

- **01 | Logging In:** Discover how to log into the portal securely and troubleshoot common login issues.
- **02 | Onboarding Staff:** Learn how to onboard TGH staff efficiently, manage accounts, and provide access to essential tools and resources.
- **03 | Onboarding Partners:** This section covers the process for setting up partners, assigning roles, and ensuring they're ready to collaborate in the portal.
- **04 | Onboarding Instructors:** We'll guide you through onboarding instructors, equipping them with resources, and supporting them as they deliver impactful learning experiences.
- **05 | Onboarding Learners:** Learn how to onboard learners, register them for courses, and provide guidance for a smooth start.
- **06 | Frequently Asked Questions:** Find answers to common questions, including troubleshooting tips and best practices for maximizing the portal's features.
- **07 | Next Steps:** Gain insight into how the portal will evolve, including future updates and how to contribute feedback for continuous improvement.

This guide is here to empower you to make the most of the TGH Portal. If you have additional questions or feedback, we encourage you to reach out. Let's work together to close the digital divide and create opportunities for all.

Welcome aboard!

Message from our team

We are excited to share an update on how the Tech Goes Home (TGH) Portal is helping us achieve our ambitious goal of providing devices, internet, and digital skills training to one million marginalized and excluded learners in urban areas by 2034.

Central to this effort is access—ensuring that learners and their families can easily connect to essential resources and services through a robust digital portal. As part of our strategic plan, we aim to build a platform by the end of 2025 that supports learners' goals and empowers them to share the benefits of digital equity with their communities.

To meet this goal, we are focused on several key results, including developing an instructor training module tailored to learners' needs, creating effective feedback channels to maintain portal accuracy and relevance, and implementing a tracking system to measure its impact. By encouraging learners to recommend the portal to family and community members, we are expanding its reach and impact exponentially.

We deeply value your participation in this transformative initiative and encourage you to explore, engage, and provide feedback on the portal to help us refine its features and resources. Together, we can close the digital divide and create a brighter, more connected future for all.



Priority 1: Access
Provide devices,
internet, and digital
skills training
to one million of
the most
marginalized and
excluded
populations of
learners in urban
areas by 2034.

Logging In

Let's Start Your Digital Skills Journey
tghportal.myabsorb.com



 tghportal.myabsorb.com

To get started, log in to the portal at tghportal.myabsorb.com. Once logged in, you'll find resources, training modules, and tools designed to meet your needs and support your digital journey. If you're new to the portal, be sure to explore the onboarding section for step-by-step guidance on navigating the platform and making the most of its features.

| Log-In Location | Instructions | Contact |
|------------------|---|---|
| TGH Website | You can visit our website and select Portal from our menubar | <ul style="list-style-type: none">For support, you can email us at program@techgoeshome.org |
| Instructor Email | You can log in from the link your instructor sent to your email | <ul style="list-style-type: none">For support from this link, you can email or meet with your instructor/course assistant |
| On your Own | You can save/bookmark our website to your browser | <ul style="list-style-type: none">For support, you can email us at program@techgoeshome.org |

Language Accessibility

There are **48** languages on the Portal and **9** languages for course modules



STEP 1

Once you enter the main login in page, users first see content in English. For learners who prefer language alternatives, search for the globe icon on the bottom left hand corner of the page.



STEP 2

Once you select the globe icon on the bottom left hand corner of the page, you are free to select from the list of 48 languages. Please note, text in images and media will not be translated.



STEP 3

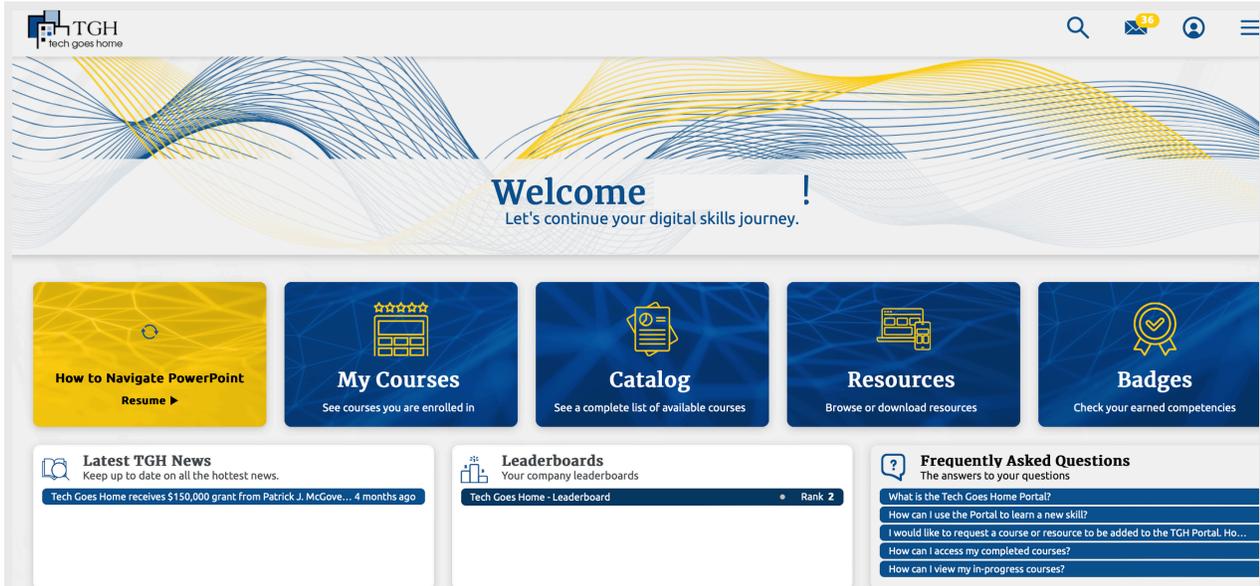
Once your are on the portal, and you select your course, more than 60% of our courses will be available to you in 9 languages. All original Tech Goes Home materials are available in 9 of the most common languages our learners speak.



NOTES

Original Tech Goes Home courses are available in English, Spanish, Haitian Creole, Mandarin Chinese, Vietnamese, Hindi, Portuguese Cape Verdean Creole and Arabic.

Portal Tiles



RESUME

The resume tile allows learners to continue where they last left off during their last session logged into the portal.



MY COURSES

Once learners enroll into a course, this tile directs them to a list of all of their courses. The learner course list can then be categorized based on the user preference.



CATALOG

This tile shows the entire catalog of courses offered by TGH and external content developers. The learner catalog list can then be categorized based on the user preference.



RESOURCES

The resource tile allows learners to browse and download resources that support their learning plans.



BADGES

The badges tile shows learners a compilation of competencies they have earned since they have begun their journey on the portal.

Course Categories



TGH continues to provide a digital skills packages that helps learners gain the core competency skills of learning how to use emails, video chat, safely searching online and navigating their device.

Know Email

Our email courses teach learners

- Creating an Email
- Email vs. Instant Messages

Know Video

Our video courses teach learners

- Basics of Zoom Video Chat
- Basics of Google Meet

Know Search

Our search sources teach learners

- How to Google Search
- Internet Safety

Know Your Device

Our device course teach learners

- Introduction to Chromebooks
- Introduction to iPads

Know Digital Health

Our health curriculum teaches

- Using Patient Portals
- Navigating Telehealth Visits

Know Business

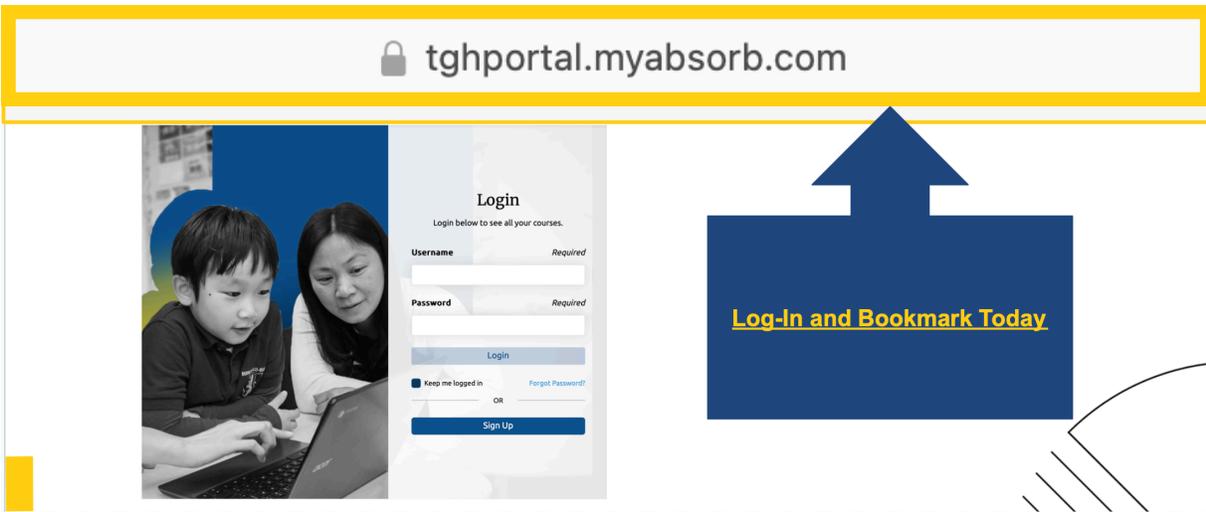
Our Business Curriculum teaches

- Intro to Entrepreneurship
- Starting a Small Business

Launching with 6 internal and external courses on the Learning Management System, the portal will feature 10 new courses a year that helps our learners explore more ways to further develop their digital skills.

Onboarding Staff

How do TGH staff enter the portal? Check your TGH email and accept your invitation:



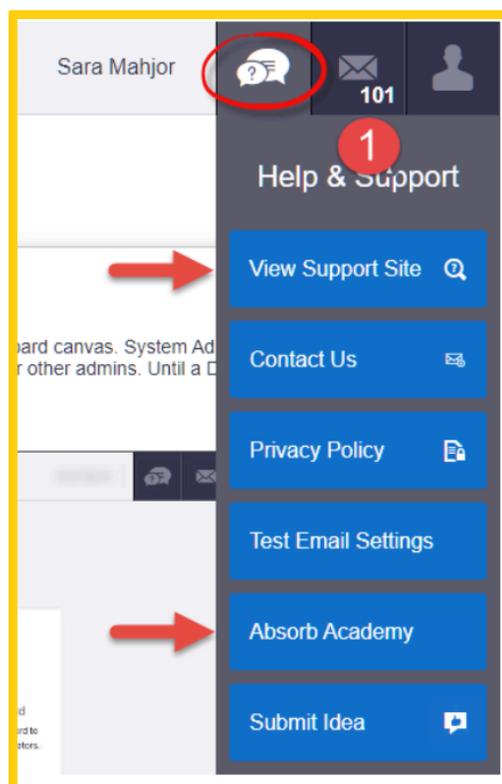
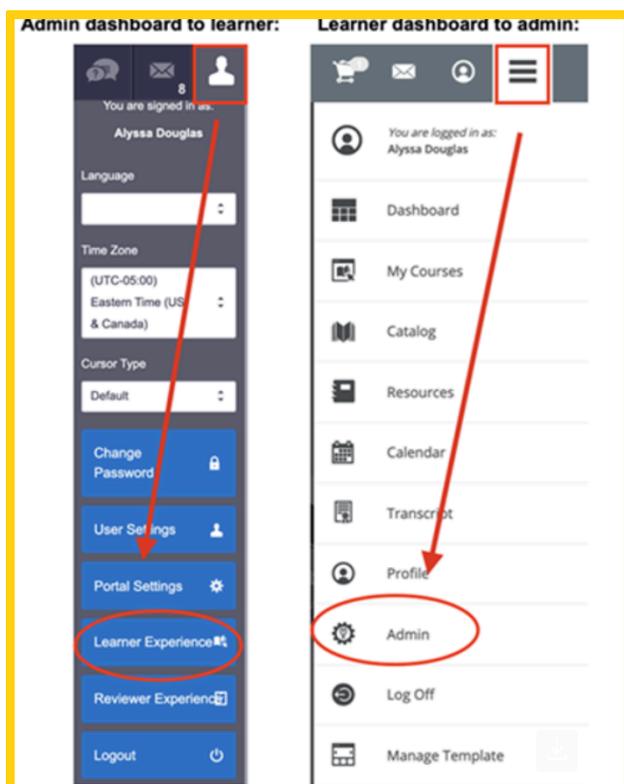
A User is an account in the LMS used by a person to complete training or other learning modules. Users with certain permissions can also manage, create, and delete other User accounts. Users are able to have different roles in the LMS including Learner, Reviewer, Manager, Instructor, Creator, or Administrator. Each of these roles has specific permissions that allow Users to access and use different parts of the LMS. TGH admin can follow these instructions to learn how to create a new User in the LMS.

To create a new User in the Admin Experience, please advise the following steps:

1. Click on the Users Report in the left-hand menu.
2. On the Users Report page, click the Add User button in the Actions menu on the right-hand side of the page.
3. Fill out the details for the new User. Fields marked with an asterisk (*) are required fields and cannot be skipped. The Account is set to Learner by default and can be changed to another role. Multiple roles can be selected for a User.
4. When done, click the Save button in the right-hand menu.

Onboarding Instructors & Partners

Once Instructor and Course Applications are completed and approved, partner sites and instructors will receive an invite via email.



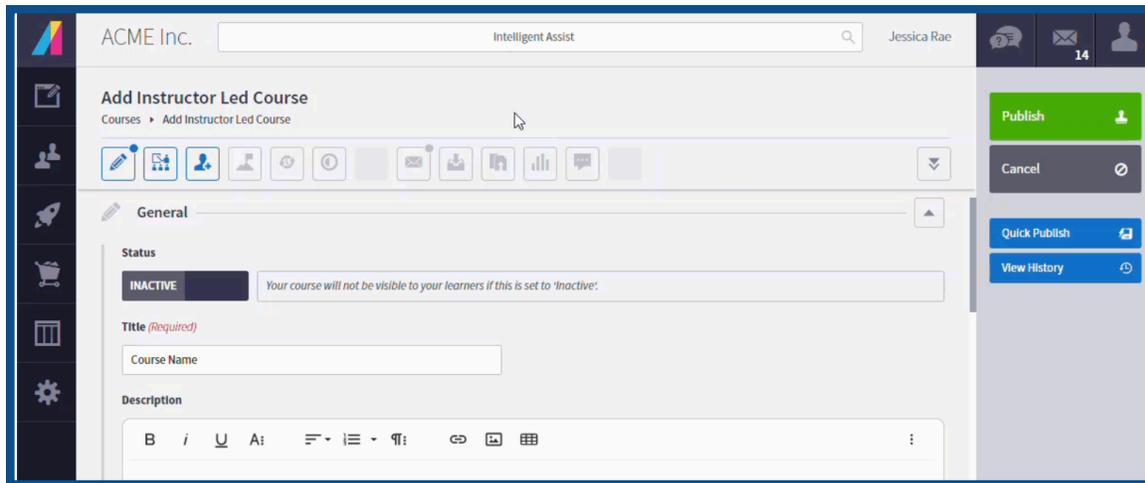
Getting Around:

When you log into the site, the first page you will land on is the Learner Dashboard. You can switch between the Admin Dashboard and the Learner Dashboard by selecting Learner Experience or Admin from the drop-down menu in the top right corner.

Getting Support:

You can access our Support Site knowledge base and Absorb Academy training from the Help & Support menu. You can also send a support ticket to us using the dashboard of the learner experience.

Creating an Instructor Led Course



Creating an Instructor Led Course

The following steps will walk through setting up an ILC. These are the required steps for creating an ILC; for additional options and common settings in ILC Courses, please see the [An Overview of ILC Course Settings](#) article.

How to Create an ILC

1. In the Admin Experience, navigate to the Courses Report from the Courses tab on the left.
2. Select Add Instructor Led on the right. This will open the Add Instructor Led Course page.
3. Begin by expanding the General tab and entering information such as Course Name and Description.
4. Next, move to the Sessions tab. This section is where you will add upcoming Instructor Led Sessions for Learners to enroll into. If you require further details on how to set up a Session, please see the Sessions section of this article.
5. Configure the Enrollment Rules and Course Administrators tabs to select which Users have access to this course.
6. Click Publish.

How to Create an ILC Report

The **ILC Sessions Report** provides details of **Sessions** and **Learners** who are enrolled into each **Session**. You can use this report to perform a variety of actions related to **Attendance**, **Waitlist**, and **Instructors**.

Common uses of this report are to:

- Manage Attendance
- View Waitlists
- Enroll Learners
- Message Instructors

The **ILC Sessions Report** is located in the **Reports** tab on the left side of the **Admin Interface**. Selecting the report name will redirect you to the **ILC Sessions Report** page. From here, you can filter results based on a variety of data points.



Customizing Reports

You can customize this report to provide information on many different data points in order to tailor it to your preferences. The available data fields, which are the columns in the report, are listed below.

Please note the following regarding data fields on this Report:

- Fields that have an asterisk (*) symbol are included in the Report's default layout.
- Custom fields configured in your Portal Settings will also be available.

Report Data Descriptions

| Date | Column Description |
|-----------------------|---|
| # of Users Absent | This column displays the number of Users whose Status was marked as Absent for this Session . |
| # of Users Completed | This column displays the number of Users whose Status was marked as Complete for this Session . |
| # of Users Enrolled | This column displays the number of Users whose Status was marked as Enrolled for this Session . |
| Class Start Date | This column displays the calendar date and time the Session will begin. |
| Class End Date | This column displays the calendar date and time the Session is finished. |
| Course | This column displays the name of the Instructor Led Course the Session is attached to. |
| Date Added | This column displays the calendar date and time the Session was created in the ILC . |
| Date Edited | This column displays the calendar date and time the Session was last updated. |
| Enrollment End Date | This column displays the calendar date and time Users can no longer enroll into the Session . |
| Enrollment Start Date | This column displays the calendar date and time Users can begin enrolling into the Session . |

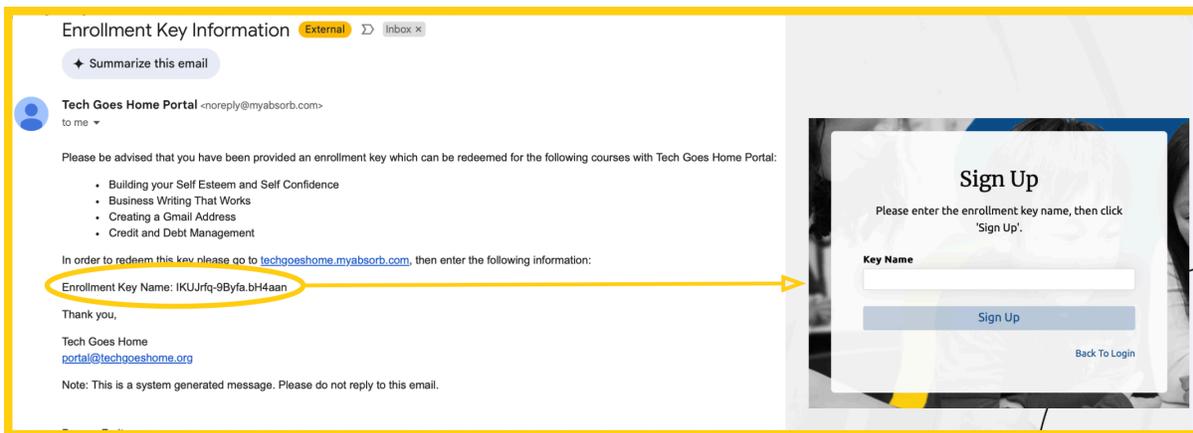
Report Data Descriptions

| Date | Column Description |
|----------------------|--|
| External ID | This column displays the value populated in the External ID field of the Session's Settings > Attribute section. |
| Instructor | This column displays the first name and last name of the User listed in the Instructor field of the Session . If there is more than 1 Instructor , the column will display Multiple . |
| Learners on Waitlist | This column displays the number of Users on the Waitlist of the Session . |
| Max Class Size | This column displays the maximum class size required for the Session . |
| Min Class Size | This column displays the minimum class size required for the Session . |
| Session | This column displays the Title of the Session . |
| Session ID | This column displays the GUID (unique ID) for the respective Session . |
| Spaces Left | This column displays the number of spaces open until Max Class Size is reached. |
| Time Zone Name | This column displays the Time Zone of the Session . |
| Venue | This column displays the Name of the Venue where the Session will be held. |

Onboarding Learners

Instructors will invite learners to the portal using customized enrollment keys.

Enrollment keys can be generated by TGH staff, by partners and instructors. We recommend instructors use the enrollment keys created by TGH staff alongside the course management page emailed to them when their course is approved. TGH instructors are then able to autogenerate emails to send their learners the course enrollment key using the portal. Instructions can be seen for learners below.



The image shows an email interface on the left and a 'Sign Up' form on the right. The email is titled 'Enrollment Key Information' and is from 'Tech Goes Home Portal'. It lists several courses and provides an enrollment key: 'IKUJrfq-9Byfa.bH4aan'. A yellow arrow points from this key to the 'Key Name' input field in the sign-up form. The form also has a 'Sign Up' button and a 'Back To Login' link.

Enrollment Key Information **External** Inbox x

Summarize this email

Tech Goes Home Portal <noreply@myabsorb.com>
to me

Please be advised that you have been provided an enrollment key which can be redeemed for the following courses with Tech Goes Home Portal:

- Building your Self Esteem and Self Confidence
- Business Writing That Works
- Creating a Gmail Address
- Credit and Debt Management

In order to redeem this key please go to techgoeshome.myabsorb.com, then enter the following information:

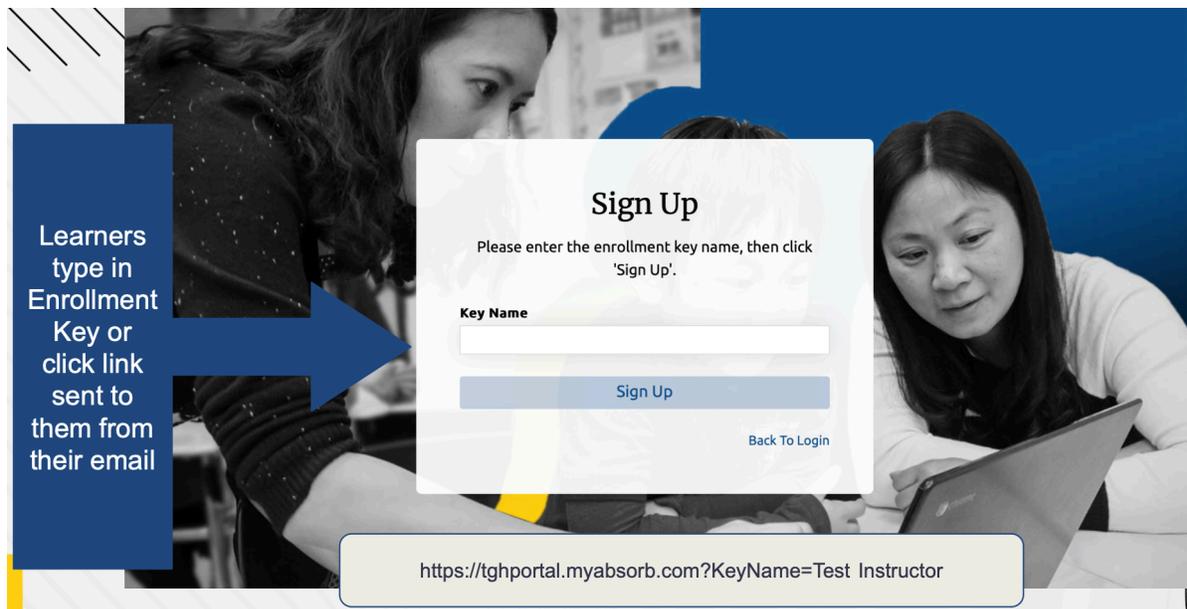
Enrollment Key Name: IKUJrfq-9Byfa.bH4aan

Thank you,
Tech Goes Home
portal@techgoeshome.org

Note: This is a system generated message. Please do not reply to this email.

Sign Up
Please enter the enrollment key name, then click 'Sign Up'.
Key Name

Sign Up
Back To Login



The image shows two learners looking at a laptop. A 'Sign Up' form is overlaid on the laptop screen. A blue callout box on the left explains that learners type in the enrollment key or click a link sent to them from their email. Below the form, a URL is provided: 'https://tghportal.myabsorb.com?KeyName=Test Instructor'.

Learners type in Enrollment Key or click link sent to them from their email

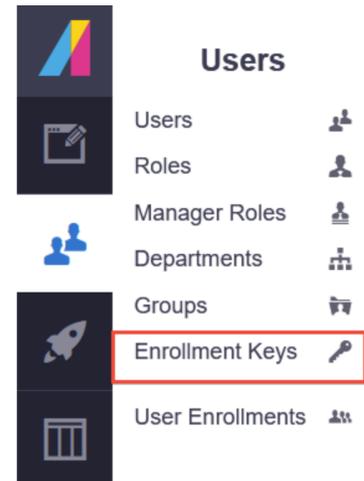
Sign Up
Please enter the enrollment key name, then click 'Sign Up'.
Key Name

Sign Up
Back To Login

<https://tghportal.myabsorb.com?KeyName=Test Instructor>

Onboarding Learners

Enrollment Keys can be found and managed through the Enrollment Keys Report.



Enrollment Keys can be found and managed through the Enrollment Keys Report. This Report can be accessed through the Users tab on the left-hand menu in the LMS. When adding an Enrollment Key, there are a number of options that you can choose from to set one up. These options will affect how the Enrollment Key is used, and what results the use will have for Admins and Learners. We will outline these options in the sections below, and then explain how to create a new Enrollment Key.

General

Below is a list of the options under the General tab, and their function:

- Name: This is the name that you will use for reference when looking at your Enrollment Keys Report. This name will not be shown to Learners, and can only be seen by Admins with access to Enrollment Keys, so you can make it as unique as necessary. This is a required field.
- Department: Selecting a Department from the drop-down list will ensure that any new accounts created with the Key are added to the selected Department. This is a required field.
- Username: You can check the box next to either Email Address, FirstName.LastName, or UserInput to determine a Group assignment method and how a Username will appear in the LMS.
 - Email Address: The Enrollment Key will create a Username from the provided Email Address.
 - FirstName.LastName: The Enrollment Key will create a Username from the provided FirstName and Last Name.
 - User Input: The Enrollment Key will create a Username from the provided input.

Onboarding Learners

- Use Temporary Password: Enabling this option sets a temporary password when the EnrollmentKey is redeemed, and Users are prompted to set a new password through a link in the New Usermessage.
- Assign Courses to Key: Click the Add Courses button to open a model to search for an select Courses. Any Courses selected by clicking on the Add Courses button will be added to the User'senrollments and be available once the Enrollment Key is redeemed.
- Generate Keys: Use this toggle to select Single or Bulk Key generation. These options are outlined in further detail in the table below.
- Once learners access their enrollment key, they will directed to the sign-up page. An example of what they should have prepared is below:

Sign Up

To use the key Test Instructor, please sign up for a new account or login to an existing one.

| | |
|--|---|
| First Name <i>Required</i> | Country <i>Required</i> |
| <input type="text"/> | <input type="text" value="United States"/> |
| Middle Name | State/Province <i>Required</i> |
| <input type="text"/> | <input type="text" value="State/Province"/> |
| Last Name <i>Required</i> | City <i>Required</i> |
| <input type="text"/> | <input type="text"/> |
| Email <i>Required</i> | |
| <input type="text"/> | |
| Password <i>Required</i> | |
| <input type="text"/> | |
| Re-enter Password <i>Required</i> | |
| <input type="text"/> | |

Partner Organization

[Sign Up](#)

[Back To Login](#)

Resources

Explore more resources and references through the modules listed below:

How to Videos

- [TGH Instructors Videos](#)
- [TGH Learner Videos](#)

TGH Staff

- [How to Create a User](#)
- [User Log-In Best Practice](#)
- [User Management](#)
- [Admin Roles & Permissions](#)
- [How To: Access the Admin Experience](#)
- [New Admin Guide: Overview](#)
- [Admin Dashboard Widgets](#)
- [How To: Access Absorb's Admin Training](#)
- [Introduction to Absorb Academy: A Training Portal for Admins](#)

Instructors

- [How to Create an Instructor Led Course](#)
- [How to Mark Attendance](#)
- [How to Create an ILC Session Report](#)
- [How to Create a Curriculum](#)
- [How To: Add a Course](#)
- [An Overview of Course Settings](#)
- [Creating Curricula](#)
- [How to Create a Course Bundle](#)

Learners

- [Enrollment Overview](#)
- [An Intro to Enrollment Keys](#)
- [Learner Progress Report](#)
- [Learner Activity Report](#)
- [Overview of the Learner Competencies Report](#)

Acknowledgements



**We thank you for your
continued support in
our efforts to contribute
to the TGH Portal.**

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