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## Welcome

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Congratulations and welcome to the etrainu Learning Management System (LMS). Your etrainu account will be your personal training record management system. All courses that you complete using your etrainu account will stay safely online and are accessible 24/7.

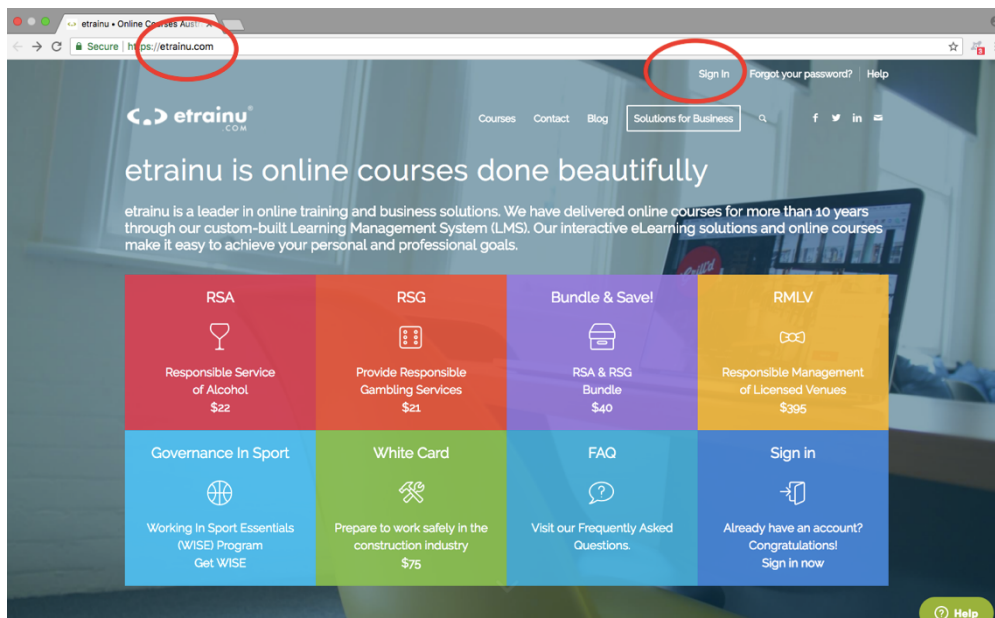
etrainu offers a range of accredited and non-accredited courses varying from hospitality through to retail and business based courses. To see the full range of courses on offer please visit [www.etrainu.com](http://www.etrainu.com) and review the courses and pricing pages.

If you are an employee of a company that utilises the etrainu LMS, you will have the ability to share your certificates/statements of attainments and records with your employer for your employment requirements. This feature is detailed later in this user guide in the Partnerships section.

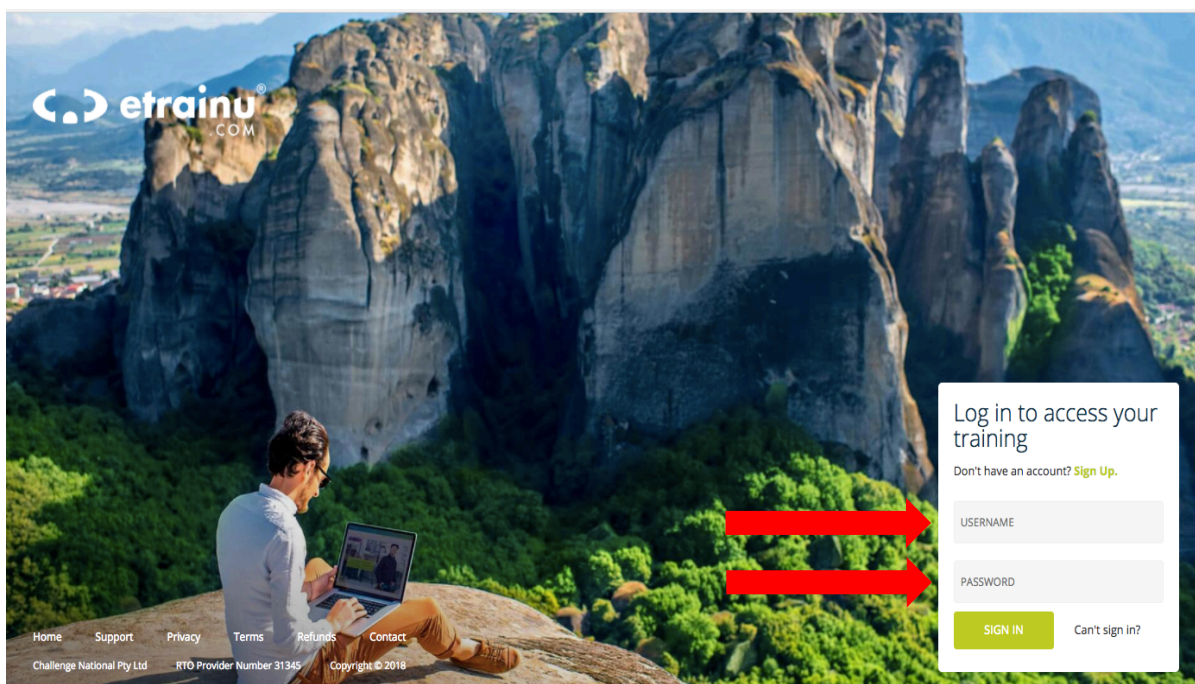
This guide has been designed to help you become confident in navigating and utilising the etrainu LMS to its maximum performance.

## Logging On

1. Go to the etrainu website: [www.etrainu.com](http://www.etrainu.com) then click “Sign In” at the top right screen to take you to the login page.



2. Type in your username and password in the bottom right hand corner and click “Sign In”. Your username was created when you first accessed the site, something that was familiar to you. Your password should consist of at least four characters long.

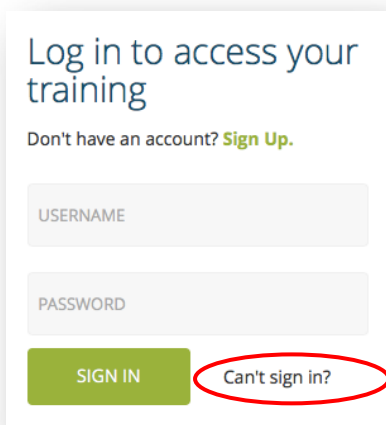


## Forgotten Your Password?

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If you have forgotten your password, the “*Can’t sign in?*” link can assist you to reset your password.

1. Click the “*Can’t sign in?*” link next to the Sign in button.



Log in to access your training

Don't have an account? [Sign Up.](#)

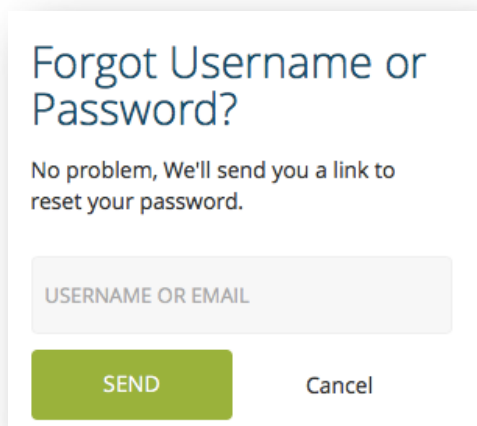
USERNAME

PASSWORD

SIGN IN [Can't sign in?](#)

2. You will be presented with a prompt to enter your email address or user name. This is the email address you have linked with your etrainu account.

**Please note if you have more than one account that has the same email address this will not work. You should then enter the username for the account you want the password to be reset for.**



Forgot Username or Password?

No problem, We'll send you a link to reset your password.

USERNAME OR EMAIL

SEND Cancel

3. Enter your email address or username in the field provided and then click “*Send*”.

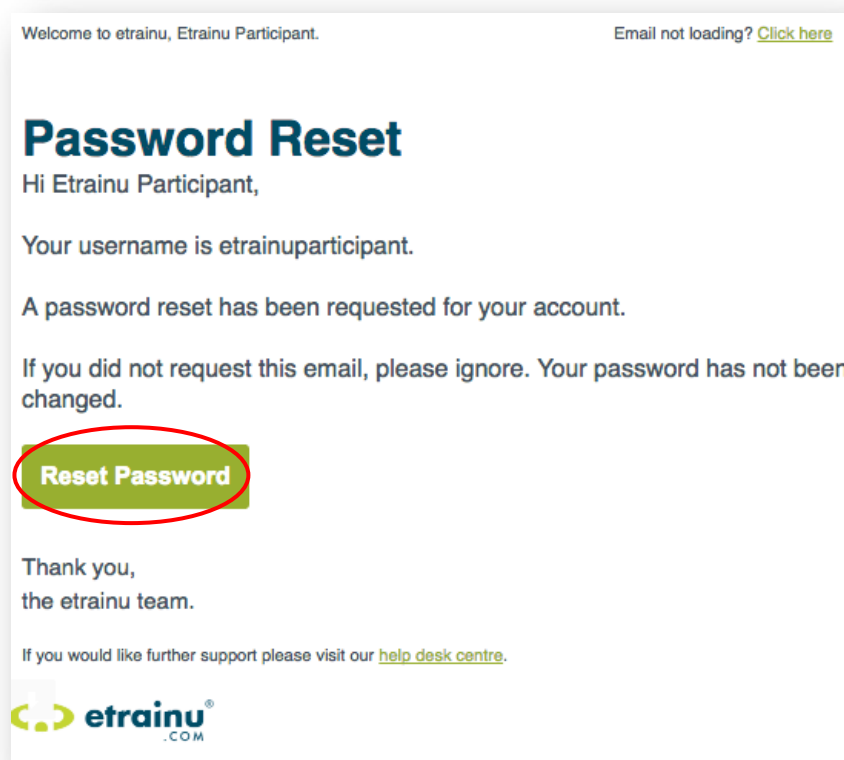
- A password reset link will be sent to your email from the email [helpdesk@etrainu.com](mailto:helpdesk@etrainu.com).

A password reset link has been dispatched to your email address.

No problem, We'll send you a link to reset your password.

**SEND** Cancel

- In the email click on “Reset Password”.



6. You will then be prompted to enter in a new password and then click “Save”.

Please enter the new password for your account.

PASSWORD

CONFIRM PASSWORD

SAVE

Cancel

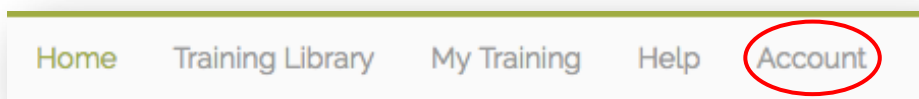
**NOTE:** Your username and password security are your responsibility. Ensure you keep your password private. If you cannot remember your username, please contact our help desk on [helpdesk@etrainu.com](mailto:helpdesk@etrainu.com)

## Managing Your Personal Account

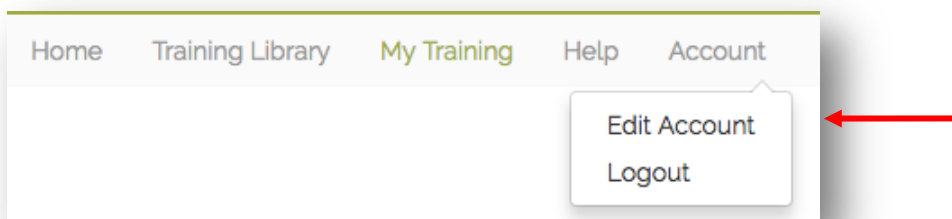
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It is important that your personal details are keep up to date. You can edit your personal information by following the steps below.

1. Click on “*Account*” from the menu bar up the top right hand side.



2. From the drop down menu click on “*Edit Account*”.



### 3. Make any relevant changes / updates.

#### Edit Account Information

##### Edit Account Information for Etrainu Participant

You will need a valid email address in order to receive notification messages from etrainu.

Please add etrainu.com to your email safe list so that these messages are not marked as spam.

**We need just a few more details before we can start your training.**

<h4>Account Information</h4> <p><b>Username *</b>  <input type="text" value="etrainuparticipant2018"/>  <small>Enter a unique username</small></p> <p><b>Password *</b>  <input type="password" value="*****"/>  <small>Must be at least 4 characters</small></p>	<h4>Contact Information</h4> <p><b>Email *</b>  <input type="text" value="etrainuparticipant@etrainu.com"/>  <small>Enter a valid email address</small></p> <p><small>Please double check that this address is correct and working. This email address needs to be your own email address so that etrainu can contact you if you require assistance.</small></p> <p><small>Please provide the physical address (street number and name NOT post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home. If you are from a rural area use the address from your state's or territory's 'rural property addressing' or 'numbering' system as your residential street address.</small></p>
<h4>Personal Information</h4> <p><b>Title *</b>  <input type="text" value="Title"/></p> <p><b>First Name: *</b>  <input type="text" value="Etrainu"/>  <small>Enter your name as you would like it to appear on your Statement of Attainment.</small></p> <p><b>Middle Name:</b>  <input type="text" value="Middle Name"/>  <small>Enter your name as you would like it to appear on your Statement of Attainment.</small></p> <p><b>Gender *</b>  <input type="radio"/> Male  <input type="radio"/> Female</p>	<p><b>Building/Property Name</b>  <input type="text" value="Building Name"/></p> <p><b>Street Number *</b>  <input type="text" value="(e.g. 205 or Lot 118)"/></p> <p><b>Suburb</b>  <input type="text" value="Suburb"/></p> <p><b>Country</b>  <input type="text" value="Country"/></p> <p><b>Postcode *</b>  <input type="text" value="1234"/></p>
<p><b>Last Name: *</b>  <input type="text" value="Participant"/>  <small>Enter your name as you would like it to appear on your Statement of Attainment.</small></p> <p><b>Date of Birth: *</b>  <input type="text" value=""/>  <small>Enter in the format dd/mm/yyyy.</small></p>	<p><b>Flat/Unit Details</b>  <input type="text" value="Unit Number"/></p> <p><b>Street Name *</b>  <input type="text" value="Street Name"/></p> <p><b>State</b>  <input type="text" value="State"/></p> <p><b>Phone Number *</b>  <input type="text" value="0712345678"/>  <small>Please include the country code if you do not reside in Australia. This phone number needs to be your own so that etrainu can contact you if you require assistance.</small></p>

### 4. Click "Save."



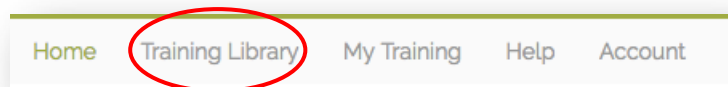
**NOTE:** All fields marked with a red asterisk (\*) is mandatory required information.



## Purchasing courses

This feature allows you to purchase additional online courses using your credit card. You can access additional training via the Training Library from the menu bar.

1. Click on “Training Library” from the menu bar in the top right hand corner.



2. Under the heading “Course” select the item you would like to purchase.

### Courses



#### LLN Quiz

After completing the enrolment process for accredited training only, you will be required to complete a short 10 question Language, Literacy and Numeracy (LLN) quiz to assist us in determining if we need to provide you with any additional assistance in completing your training. The quiz requires a pass rate of 90% and is a combination of multiple choice and written questions. If you receive a score under this, our LLN specialists are

[See More](#)

[View Courses](#)



#### SITHFAB002 - Provide Responsible Service of Alcohol

Responsible Service of Alcohol (RSA) is compulsory for anyone that wishes to work in a licenced venue in Australia. The course is designed to provide you with the knowledge of relevant laws and legislations relating to selling or serving alcoholic beverages. It will teach you how to identify which customers must be refused service and understand how alcohol affects people and the problems it causes in the wider community. You'll be

[See More](#)

[View Courses](#)



#### SITHGAM001 Provide Responsible Gambling Services

You MUST complete a Responsible Service of Gambling (RSG) course if you want to work in the gambling and gaming industry in Australia. Our online RSG course is interactive and fun. It is written to equip you with the skills and knowledge you need to provide responsible gambling services in Australia. On successful completion of this training material, you will be competent in the areas responsible for the advertising and promotion of

[See More](#)

[View Courses](#)



#### RSA/RSG Bundle

etrainu offers our learners with a heavily discounted bundle comprising of the RSA and RSG. Often both of these compulsory courses are required to be completed for anyone wishing to work in a licenced venue and / or the gambling industry in Australia. Both of these courses are written to equip you with the skills and knowledge you need to provide responsible gambling services and service of alcohol in Australia. [12:21] These units of

[See More](#)

[View Courses](#)



#### Prepare to work safely in the construction industry (White Card)

This unit of competency - CPC0WHS1001 - specifies the mandatory work health and safety training required prior to undertaking construction work. The unit requires the person to demonstrate personal awareness and knowledge of health and safety legislative requirements in order to work safely and prevent injury or harm to self and others. It covers identifying and orally reporting common construction hazards, understanding basic risk

[See More](#)

[View Courses](#)

3. Click on *“Purchase”* for the course you would like to purchase.

Categories SITHFAB002 - Provide Responsible Service of Alcohol

## Courses

SITHFAB002 - Provide Responsible Service of Alcohol

[View All Courses](#)

[Provide Responsible Service of Alcohol](#)

[RSA/RSG Hospitality Package](#)




Provide Responsible Service of Alcohol etrainu - Accredited Training - RTO#31345

1. Provide Responsible Service of Alcohol (SITHFAB002)
2. Language Literacy and Numeracy Quiz (ETULLNAC001)

**\$22.00** Purchase

4. Type in any promotional codes you may have. Enter your credit card detail in the space provided. You must then place a tick in the box agreeing to our terms and conditions regarding the course you are undertaking (this is only applicable when purchasing nationally accredited training).
5. Click *“Process Payment”*.



### Pay for your course

This is a secure 256-bit SSL Encrypted payment

ITEM	Cost
Provide Responsible Service of Alcohol	\$22.00

PROMOTIONAL CODE APPLY



CREDIT CARD NUMBER CARD TYPE ▼

NAME

EXPIRY DATE CCV NUMBER

MONTH ▼ Year

By checking this box, I acknowledge that I have read and understood the course information and requirements located at <http://etrainu.com/responsible-service-of-alcohol-rsa/>

PROCESS PAYMENT



- Once the payment has successfully processed, you will be advised that the purchase is complete and you can then begin your training by clicking on “Go To Training”.



## Purchase Complete

Thank you for choosing etrainu

Your payment was successful and your receipt has been sent to your email address:

**etrainuparticipant@etrainu.com**

You will now be directed to your online training.

**GO TO TRAINING**

- As a first-time user it will then request you to fill in all mandatory fields with a \* and then click “save”.

[home](#) | [manage personal account](#) | [edit account information](#)

### Edit Account Information

Edit Account Information for *etrainu Participant*

You will need a valid email address in order to receive notification messages from etrainu.

Please add etrainu.com to your email safe list so that these messages are not marked as spam.

Please ensure all mandatory fields have been completed.

<h4>Account Information</h4> <p><b>Username *</b> etrainuparticipant2018</p> <p><b>Password *</b> *****</p> <p><small>Username must be between 4 and 50 characters and contain only letters, numbers, dashes, dots and underscores. Optionally, a valid email address may be used.</small></p> <p><small>Passwords must be between 4 and 50 characters and contain only letters, numbers, dashes, underscores, or full stops.</small></p>	<h4>Contact Information</h4> <p><b>Email *</b> etrainuparticipant@etrainu.com</p> <p><small>Please specify a value for the email address.</small></p> <p><small>Please double check that this address is correct and working. This email address needs to be your own email address so that etrainu can contact you if you require assistance.</small></p> <p><small>Please provide the physical address (street number and name NOT post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home. If you are from a rural area use the address from your state's or territory's rural property addressing/ or 'numbering' system as your residential street address.</small></p> <p><b>Building/Property Name</b> Building Name: <input type="text"/> Unit Number: <input type="text"/></p> <p><b>Street Number *</b> 1</p> <p><small>Please specify a value for the street number.</small></p> <p><b>Street Name *</b> <input type="text"/></p> <p><small>Please specify a value for the street address.</small></p> <p><b>Suburb</b> <input type="text"/></p> <p><b>Country</b> Country: <input type="text"/></p> <p><b>State</b> State: <input type="text"/></p> <p><b>Postcode *</b> 4000</p> <p><small>Please specify a value for the post code.</small></p> <p><b>Phone Number *</b> 07 1234 5678</p> <p><small>Please specify a value for the phone number.</small></p> <p style="text-align: right;"><b>Save</b> <input type="button" value="Cancel"/></p>
<h4>Personal Information</h4> <p><b>Title *</b> Mrs</p> <p><small>Please specify a value for the title.</small></p> <p><b>First Name *</b> etrainu</p> <p><small>Please specify a value for the first name.</small></p> <p><b>Middle Name:</b> <input type="text"/></p> <p><small>Enter your name as you would like it to appear on your Statement of Attainment.</small></p> <p><b>Last Name *</b> Participant</p> <p><small>Please specify a value for the last name.</small></p> <p><b>Gender *</b> <input type="radio"/> Male <input checked="" type="radio"/> Female</p> <p><small>Please specify a value for the gender.</small></p> <p><b>Date of Birth: *</b> 01/01/1990</p> <p><small>Please specify a value for the date of birth.</small></p>	

- Additional details will also need to be advised. You will need to enter your USI key as well. If you do not have one click the link on the page and create one. Once this has been completed “Save” at the bottom of the page.

Manage Personal Account | Edit Account Information - Additional Details

## Edit Account Information - Additional Details

Edit Account Information - Additional Details for Etrainu Participant

Government reporting regulations now require that all accredited training providers collect and report on the following information relating to students completing training.

### Personal Details

Due to new VET regulations, a valid USI (Unique Student Identifier) is required before nationally recognised training can be completed and statements of attainment can be issued.

If you do not have a USI, you can create one [HERE](#).

More info on USI and how it affects you can be found [HERE](#).

USI \*

Click [HERE](#) for more info.

What is your postal address (if different from Address)

Building/Property name

Flat/Unit Details

Street number      Street Name

Suburb

State/Territory      Postcode

Postal Delivery Information

### Schooling

What is your highest COMPLETED school level?

Never attended school  
 Year 12 or equivalent  
 Year 11 or equivalent  
 Year 10 or equivalent  
 Year 9 or equivalent  
 Year 8 or below

In which YEAR did you complete that school level? \*

Are you still attending secondary school?

Yes  
 No

### Previous Qualifications Achieved

Have you SUCCESSFULLY completed any of the following qualifications? \*

Yes  
 No

If **YES**, then tick any applicable boxes.

Bachelor Degree or Higher Degree  
 Advanced Diploma or Associate Degree  
 Diploma (or Associate Diploma)  
 Certificate IV (or Advanced Certificate/Technician)  
 Certificate III (or Trade Certificate)  
 Certificate II  
 Certificate I  
 Certificates other than the above

### Language and Cultural Diversity

In which country were you born?

Do you speak a language other than English at home? \*

Yes  
 No, English only

Are you of Aboriginal or Torres Strait Islander origin?\*

No  
 Yes, Aboriginal  
 Yes, Torres Strait Islander

(For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes)

### Employment

Of the following categories, which BEST describes your current employment status? \*

Full-time employee  
 Part-time employee  
 Self-employed - not employing others  
 Employer  
 Employed - unpaid worker in a family business  
 Unemployed - seeking full-time work  
 Unemployed - seeking part-time work  
 Not employed - not seeking employment

### Disability

Do you consider yourself to have a disability, impairment or long-term condition? \*

Yes  
 No

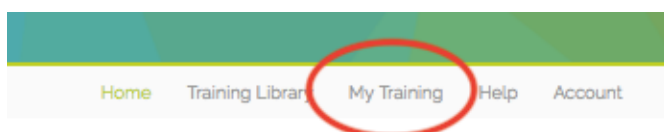


## My Training page

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As a participant, the “*My Training*” page is the most important area of our e-learning site. The “*My Training*” page is your gateway to all your training needs. All training that has been allocated to you will be displayed here.

Click on the “*My Training*” tab from the menu to view your training.




The “*My Training*” page has a number of features; these are explained further on the next page.

### My Training

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Filter By   Show Expired Training



**Provide Responsible Service of Alcohol** VIEW

Type: Course Bundle  
Accessible Since: March 15, 2018  
Status: IN PROGRESS  
Author: etrainu - Accredited Training - RTO#31345

## My Training

Filter By

Show Expired Training

### Filter by:

This will assist you to filter your training by completion status, i.e. Completed or In Progress.

### Show Expired Training

Tick this box to display your expired training.

### Status

This shows at a glance the progress you have made on a particular course, training plan or bundle.

### Provide Responsible Service of Alcohol

Type: Course

Course Code: SITHFAB002

Accessible Since: March 05, 2018

Status: COMPLETE

Author: etrainu - Accredited Training - RTO#31345

Certifications:

Certification 1

### Description

Responsible Service of Alcohol (RSA) is compulsory for anyone that wishes to work in a licenced venue in Australia. The course is designed to provide you with the knowledge of relevant laws and legislation relating to selling or serving alcoholic beverages. It will teach you how to identify which customers must be refused service and understand how

[See More](#)

REVIEW

### Author

This is the name of the provider of the training, i.e etrainu – Accredited Training – RTO#31345

### Certifications

When you have completed training which has a certification attached it is emailed to you and additionally you can view it here at any time by clicking on the PDF icon. You can print or save this file.

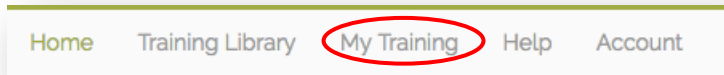
### Training Course

This is the individual and grouped training course. Any Grouped Training that contains more than one course allows you to click on the + to expand and view all the courses which are part of the group.

## Accessing Training

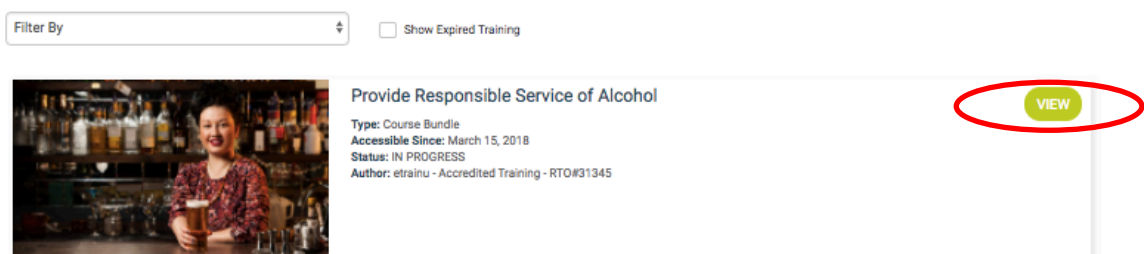
To access your training courses, complete the following steps.

1. Click on “My Training” from the menu bar on the top right hand side.

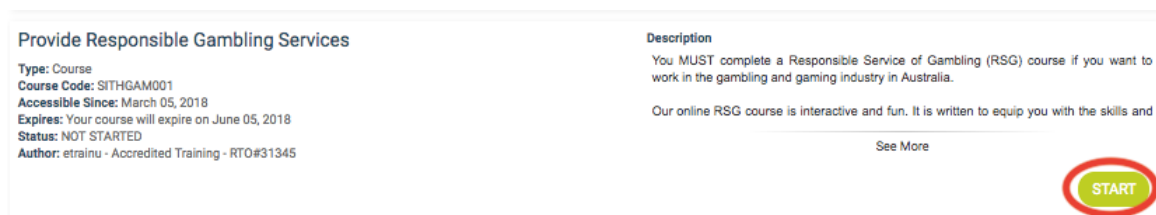


2. Find the course you would like to start training and click “View”.

### My Training

The 'My Training' page interface. At the top left is a 'Filter By' dropdown menu. To its right is a checkbox labeled 'Show Expired Training'. Below this is a course card for 'Provide Responsible Service of Alcohol'. The card includes a photo of a woman at a bar, the course title, and details: 'Type: Course Bundle', 'Accessible Since: March 15, 2018', 'Status: IN PROGRESS', and 'Author: etrainu - Accredited Training - RTO#31345'. A green 'VIEW' button is circled in red on the right side of the card.

3. On the next page select the course you would like to Start and click “start”.

The course details page for 'Provide Responsible Gambling Services'. On the left, it lists: 'Type: Course', 'Course Code: SITHGAM001', 'Accessible Since: March 05, 2018', 'Expires: Your course will expire on June 05, 2018', 'Status: NOT STARTED', and 'Author: etrainu - Accredited Training - RTO#31345'. On the right, under 'Description', it says: 'You MUST complete a Responsible Service of Gambling (RSG) course if you want to work in the gambling and gaming industry in Australia. Our online RSG course is interactive and fun. It is written to equip you with the skills and'. Below the description is a 'See More' link. A green 'START' button is circled in red at the bottom right.

4. You will then be prompted to select a reason for your study then click “next”.

- Depending on your course design you will either have the My stages screen or it will take you straight into commencing your training. If you have the “My Stages” screen click on the stage you wish to complete e.g. your first stage to begin.

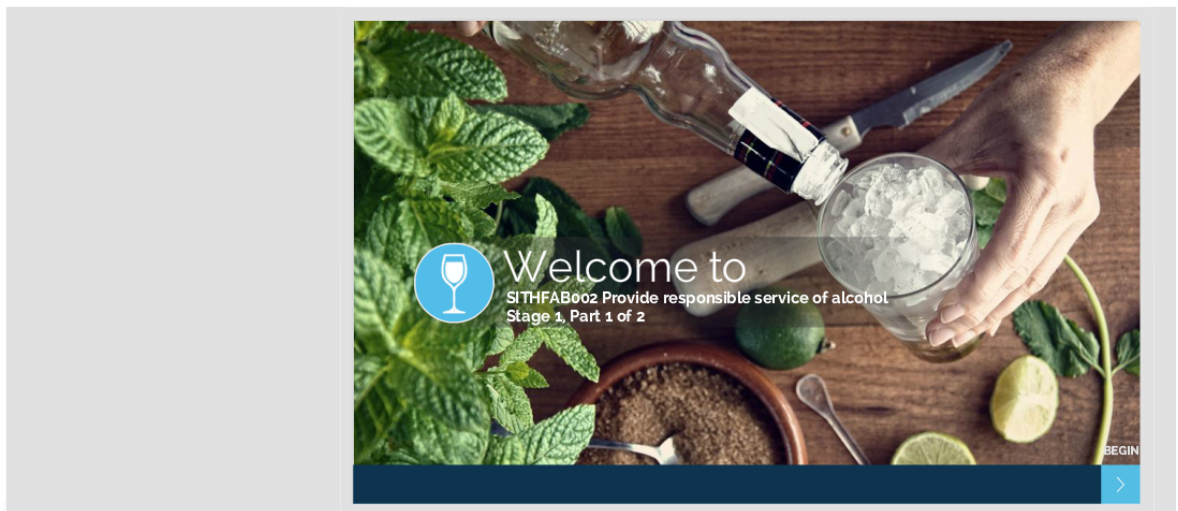
My Stages:

Stages in *Provide Responsible Service of Alcohol - National*

Current Stages		
ORDER	STAGE NAME	STATUS
1	Introduction	No Assessment
2	Legislation	Not Started

Straight into the course:

*Provide Responsible Service of Alcohol - Stage 1 : Stage 1 - Part 1 - Click here to review content*




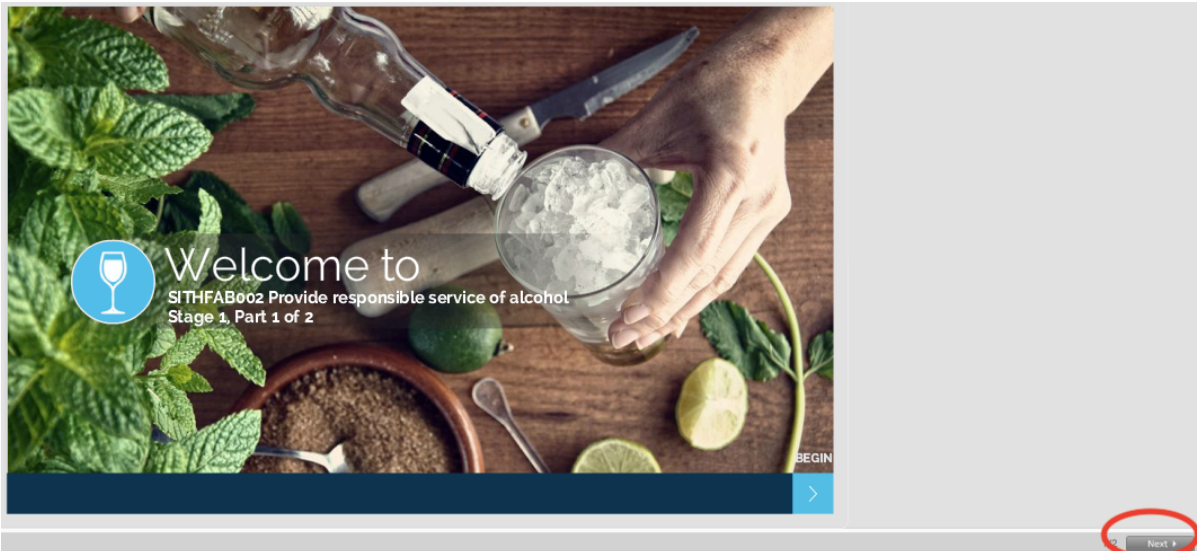
- If you have the “My Stages” view, the “My Slides” screen will appear. Click on first the slide name in blue writing and begin your training.

My Slides in *Legislation*


Current Slides		
ORDER	SLIDE NAME	STATUS
1	Introduction	
2	The Liquor Act	

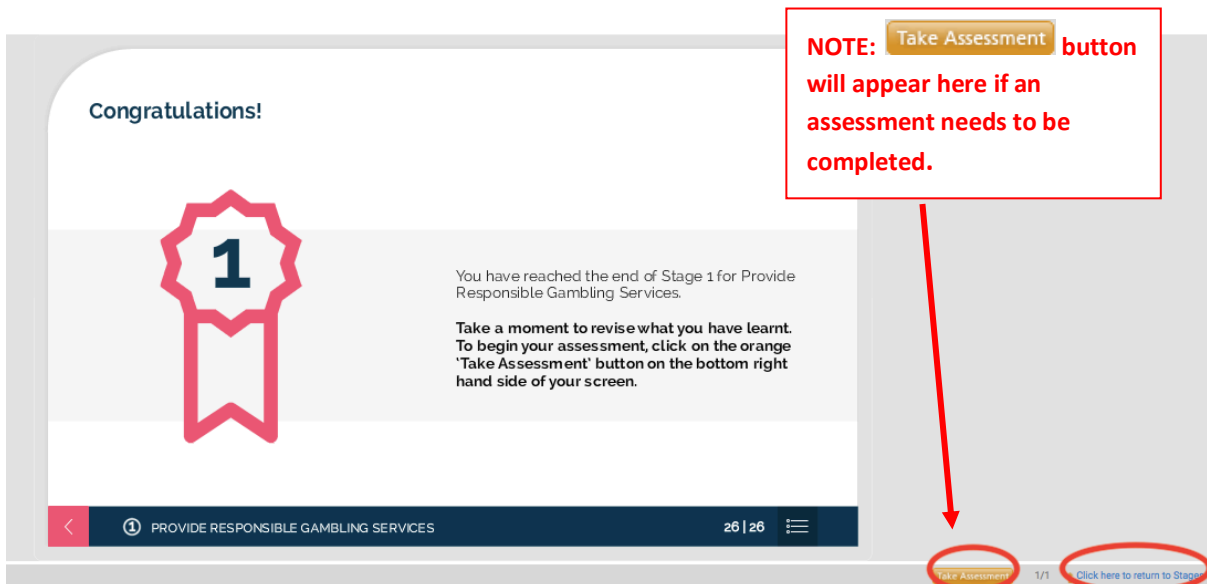



7. Read through each slide carefully. Click on the  button to progress to the next slide.

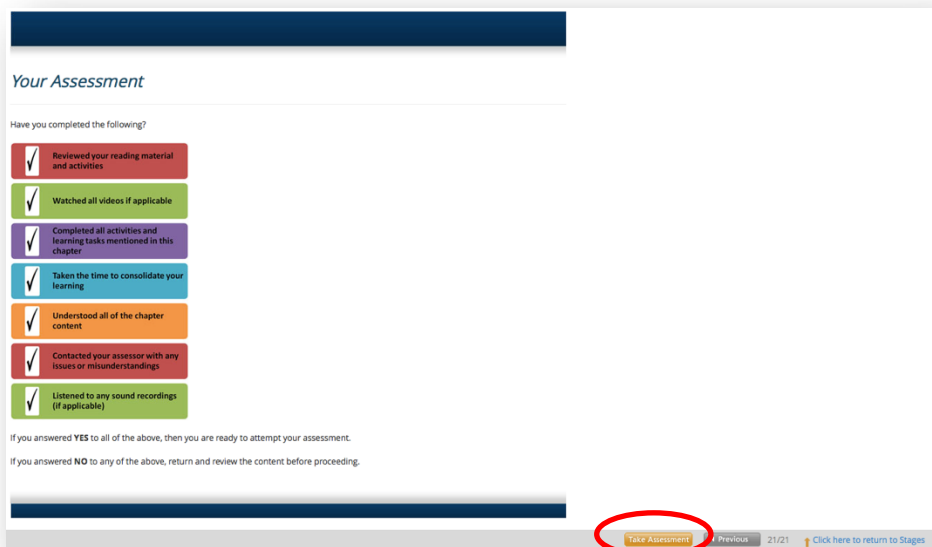


8. Once you have reached the last slide:

- a. If you have a course that takes you to My Slides you will get the below
  - i. If there is no "Take Assessment" button in the bottom right hand corner of the screen, click the  button to move to the next stage.



- II. If there is a “Take Assessment” button in the bottom right hand corner of the screen, click the  button to take your assessment.



- b. If you go straight into your course you will get a take assessment button within the module.

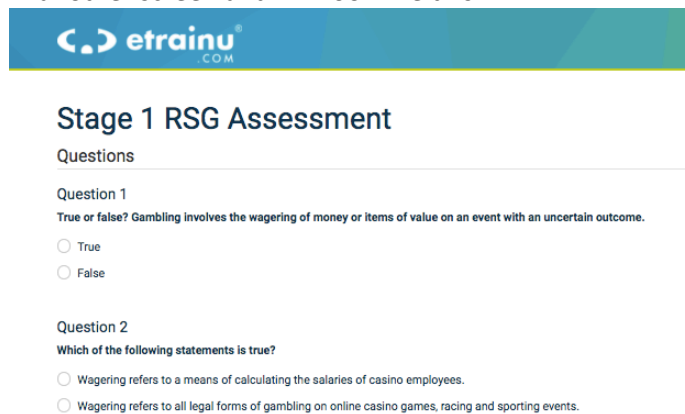


## Assessments

Various forms of assessments are incorporated throughout training courses to reinforce your understanding of the content and competency in completing the training.

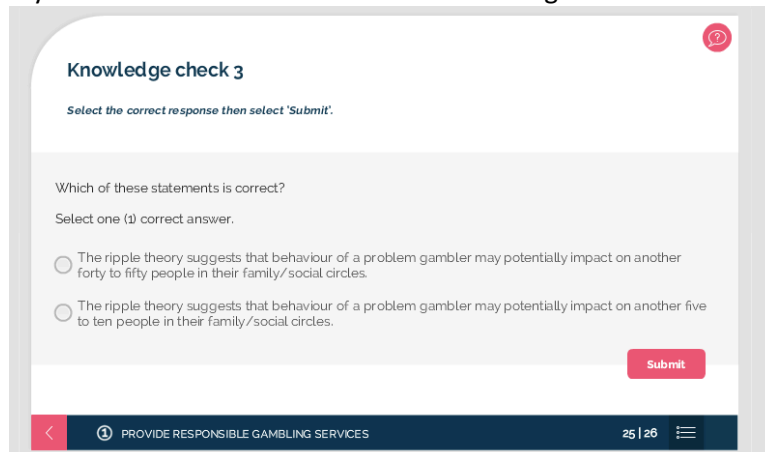
Assessments can occur intermittently throughout or alternatively at the completion of a course.

1. Once you have clicked the Take Assessment button, read through the questions and select your answers by selecting the checkboxes/radio buttons beside the answer you believe is correct.
  - a. If you have to click the orange take assessment button your assessment will open up in another screen and will look like this:



The screenshot shows the 'etrainu .COM' logo at the top. Below it is the title 'Stage 1 RSG Assessment'. Underneath, there is a section for 'Questions'. The first question is 'Question 1: True or false? Gambling involves the wagering of money or items of value on an event with an uncertain outcome.' It has two radio button options: 'True' and 'False'. The second question is 'Question 2: Which of the following statements is true?' It has two radio button options: 'Wagering refers to a means of calculating the salaries of casino employees.' and 'Wagering refers to all legal forms of gambling on online casino games, racing and sporting events.'

- b. If you have the assessment within the training it will look like this:



The screenshot shows a 'Knowledge check 3' interface. At the top right is a red question mark icon. Below the title is the instruction 'Select the correct response then select 'Submit''. The question is 'Which of these statements is correct?' and it says 'Select one (1) correct answer.' There are two radio button options: 'The ripple theory suggests that behaviour of a problem gambler may potentially impact on another forty to fifty people in their family/social circles.' and 'The ripple theory suggests that behaviour of a problem gambler may potentially impact on another five to ten people in their family/social circles.' At the bottom right is a red 'Submit' button. At the very bottom, there is a dark blue footer with a left arrow, a question mark icon, the text 'PROVIDE RESPONSIBLE GAMBLING SERVICES', and the page number '25 | 26' with a hamburger menu icon.

2. Once you have submitted your answers for the questions you will have either
- My Stages view – your window will close if you have answered all the questions correctly and will return you to the My Stages page. Alternatively, the window remains open and questions you need to attempt again will show for you to retry.

Current Stages		
ORDER	STAGE NAME	STATUS
1	Stage 1	✓ Complete
2	Stage 2	✓ Complete

**Questions**

**Question 1**  
You have already answered this question correctly.

Each state/territory have their own legislation to regulate the industry? True or False?

True  
 False

**Question 2**  
You have already answered this question correctly.

The Licensee/Manager of the licensed establishment has a duty of care to the patron and is responsible for the house policy, signage and record keeping. True or False?

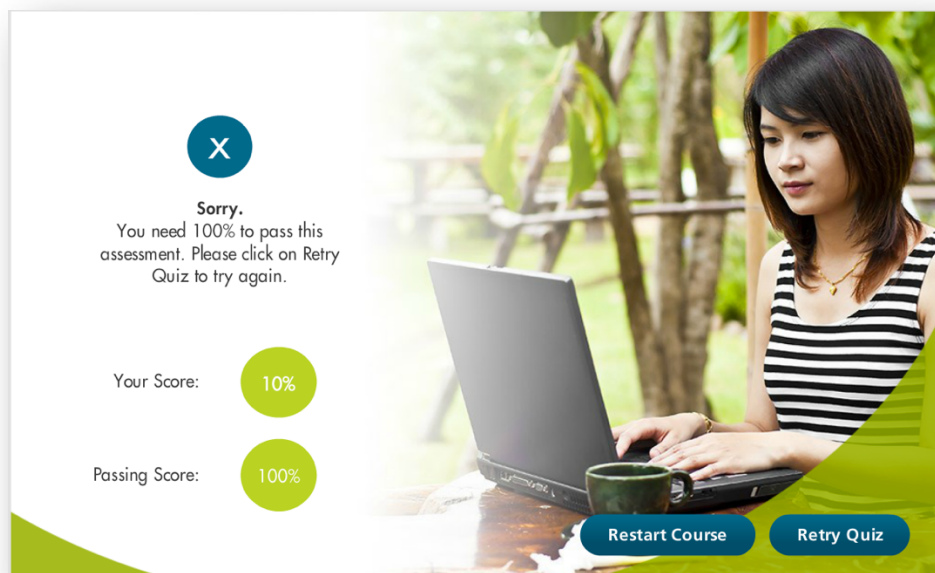
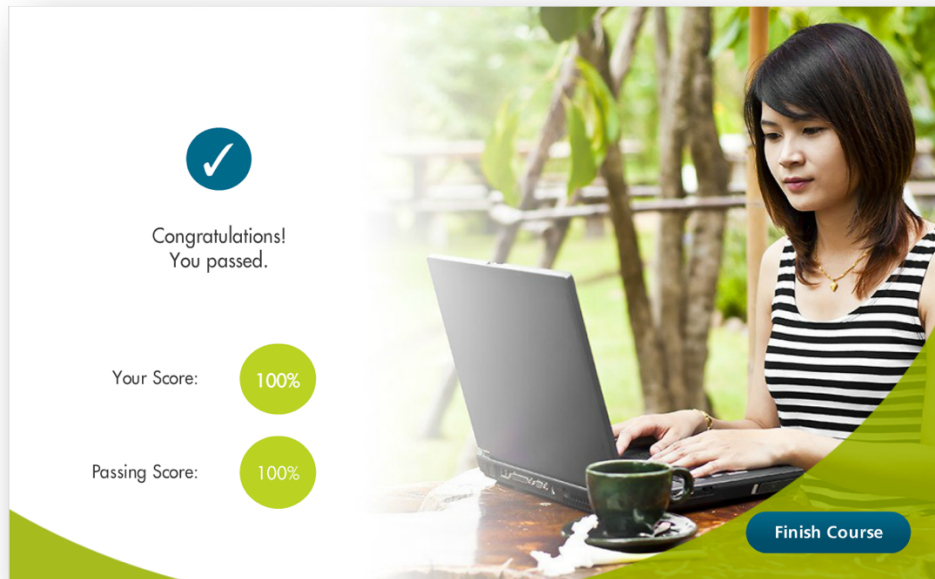
False  
 True

**Question 3**  
Sorry, but your answers to this question were incorrect.

There are there many types of liquor licences? True or False?

True  
 False

- b. Module View – successful completion of the assessment and your screen will say congratulations you have passed. Alternatively, if not all questions are answered correctly, the screen shows your percentage pass rate and displays a retry quiz button for you to attempt the assessment again.



Once you have read through all modules/stages and answered all questions correctly and met any required competency levels, you have completed the module or stage. You will then be able to begin the next module or stage.

You can monitor your progress by looking at your “My Training” page. This will show you which modules are completed and which are still to be done.

## Locked Out

Participants may be “locked out” if they have answered a question incorrectly three or more times when completing accredited training.

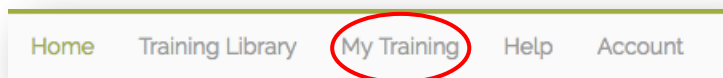
Our assessors are advised immediately via email when you are locked out and will make contact with you within 24 business hours. You can also request to be unlocked via email on [helpesk@etrainu.com](mailto:helpesk@etrainu.com) to request to be unlocked. A trainer/assessor will then assist you with any queries regarding your assessment.

## Viewing Your Certification

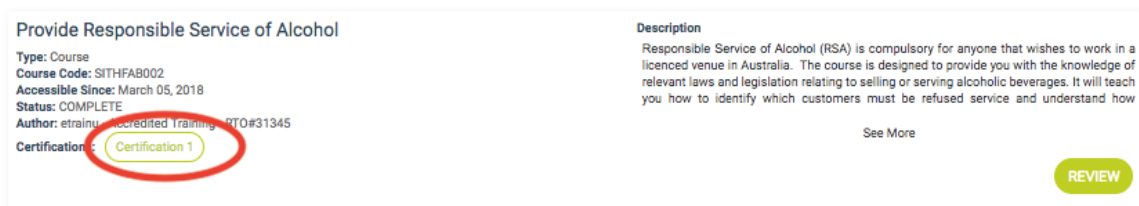
Once you have successfully completed a course you are able to view / print any certification attached to your training at any point in time by simply logging in.

**Note:** Not all training will have certification attached in the system. Eg. Employer created training.

1. Click on “My Training” tab.



2. To access your certification for this training click on the “certification 1” Next to Certifications.

A screenshot of a course page for 'Provide Responsible Service of Alcohol'. The page is divided into two columns. The left column contains course details: Type: Course, Course Code: SITHFAB002, Accessible Since: March 05, 2018, Status: COMPLETE, Author: etrainu Accredited Training RTO#31345, and Certification: Certification 1. The 'Certification: Certification 1' text is circled in red. The right column contains a description of the course and a 'See More' link. At the bottom right of the page is a green 'REVIEW' button.

This certification may be printed out, emailed or saved to another location. All certification is stored safely on the etrainu system for easy access. Below is an example:



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.COM

**STATEMENT OF ATTAINMENT**

**THIS IS A STATEMENT THAT**  
**Etrainu Participant**

**HAS ATTAINED**  
SITXFSA101 Use Hygienic Practices for Food Safety

**THESE COMPETENCIES FORM PART OF**  
SIT30713 Certificate III in Hospitality

This unit of competency from the SIT12 Tourism, Travel and Hospitality Training Package provides skills to work hygienically when handling food. It meets the prescribed certification requirements under some Australian, State and Territory food safety laws, for individuals to work as food handlers.

**A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.**

  
**NATALIE SCOPELLITI**  
CEO Challenge National Pty Ltd

**STATEMENT OF ATTAINMENT NUMBER**  
718f513f-d718-3d21-807f-86baaebdaf37

**DATE OF ISSUE**  
31/03/2016

 **challenge**  
NATIONAL

 **NATIONALLY RECOGNISED  
TRAINING**

**Challenge National Pty Ltd t/as etrainu**  
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(07) 3114 2958 | [www.etrainu.com](http://www.etrainu.com)  
ABN 12 060 782 667 | RTO Provider #31345

## Frequently Asked Questions

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For all our frequently asked question are listed here <https://etrainusupport.zendesk.com/hc/en-us> if you are unable to find an answer to your question please email [helpdesk@etrainu.com](mailto:helpdesk@etrainu.com)

## Contact Us

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Should you need any further support or assistance contact the etrainu helpdesk.

Email requests can be sent to etrainu Helpdesk [helpdesk@etrainu.com](mailto:helpdesk@etrainu.com)

All email requests are responded to you within one business day. If a request will take longer than one working day to complete, you will be notified by email.