

Trainer Portal Guide

Your complete guide to viewing your schedule, preparing for sessions and accessing course materials.

THIS GUIDE IS FOR

GTS MedOH trainers and course deliverers

Your Trainer Portal

The trainer portal is your personal space for everything related to your sessions. You can see your full schedule, review who is attending each session, access course materials and view your profile. Everything is scoped to you — you only see your own sessions and the courses you are qualified to deliver.

-  Sign in at your trainer portal link using your email and password. If you have not yet been given access, contact the GTS MedOH team.

Your Schedule

The Schedule tab is the first thing you see when you sign in. It shows all sessions assigned to you, with filters to help you focus on what's relevant right now.

FILTER	WHAT IT SHOWS
Upcoming	All sessions in the future — your full forward schedule
This Week	Sessions in the next 7 days — your immediate focus
Next 30 Days	Planning view for the coming month
Past	Completed sessions for reference

Each session card shows the course name, date and time, location and how many delegates are booked. Click on any session card to expand it and see the full details.

Preparing for a Session

When you expand a session card, you see everything you need to prepare and deliver the session.

Session details

- **Date and time** — the confirmed session time
- **Location** — venue name and address, with a Google Maps link
- **Online link** — for virtual sessions, the Microsoft Teams joining link is shown here

- **Capacity** — total places and how many are booked

Delegate list

The delegate list shows everyone who has a confirmed booking for your session:

- Delegate name
- Email address
- Organisation / employer
- Any additional named delegates added by their booker
- Notes (if any were added at the time of booking)



Print the delegate list before travelling to an in-person session. The list updates in real time — someone may book at the last minute, so always check the morning of your session.

Course Resources

The Resources tab shows all pre-reading materials and trainer resources for courses you are qualified to deliver. Materials are grouped by course name.

- Click any file to open it
- PDF files open in your browser — you can download and print from there
- You only see resources for courses in your qualifications list — if a course is missing, contact the GTS MedOH team



Resources are updated by the GTS MedOH team. If materials have changed since you last delivered a course, the latest version will appear here.

After Your Session

After you have delivered a session, the GTS MedOH operations team handles the rest. Here is what happens:

1**Attendance is recorded**

The operations team marks which delegates attended and which did not. You do not need to do this yourself.

2**Feedback emails are sent**

Delegates who attended receive an automatic feedback request. Their certificate is released once they submit feedback.

3**Certificates are issued**

Certificates are generated automatically and emailed to each attended delegate. Compliance records update automatically where applicable.



Something to report? If a delegate attended but wasn't on the list, or if there was an issue during the session, contact the GTS MedOH operations team directly so attendance can be recorded correctly.

Your Profile

The My Profile tab shows your trainer record — your name, contact details, employment type, specialisms and the courses you are qualified to deliver. This is read-only; if any details are incorrect, contact the GTS MedOH team to update them.

Frequently Asked Questions

A session is showing on my schedule but I'm not delivering it. Who do I contact?

Contact the GTS MedOH operations team. Sessions are assigned manually and can be corrected if there has been a scheduling error.

I can't see the resources for a particular course.

Resources are only visible for courses in your qualifications list. If a course you deliver is missing, contact the GTS MedOH team to update your qualifications record.

A delegate says they didn't receive their certificate.

Ask them to check whether they submitted their course feedback. Certificates are only released after feedback is submitted. If they have submitted feedback and still haven't received it, the GTS MedOH team can investigate.

I can't sign in to the trainer portal.

Use the Forgot password link on the sign-in screen. If the problem continues, contact the GTS MedOH team — your account may need to be set up or linked.