

About your Tailored Training Program

Information for your organisation

Your organisation has signed up to a Tailored Training Program (TTP) with Dementia Training Australia. This information sheet has been compiled to provide your IT and Learning/Development departments with some commonly requested information to assist in the management of your TTP.

Your Learning Management System (LMS)

Our training cannot be housed on your LMS system, but you can link from your LMS to your Tailored Training Program.

Please note: At this time, we are unable to provide access to our SCORM packages.

All staff must create a DTA account

All staff must individually create a DTA Account if they have not created one in the past. We recommend staff create an account with their work email address.

If your staff member has created an account with us before but it is not the correct email address, they can contact us and request a merge of their accounts after they created one with their work email.

You can find instructions on how to create a DTA account in: [Starter Guide 1: Create your DTA Account](#) as provided within the [TTP Help Desk](#) webpage.

All staff must enrol into their TTP

All staff must enrol into their Tailored Training Program individually. To complete this process they require the **TTP enrolment link & password** provided to your organisation's key contact person by their DTA case manager.

You can find instructions on how to enrol into your TTP in:

[Starter Guide 2: Enrol in your Tailored Training Program](#)

as provided within the **[TTP Help Desk](#)** webpage.

This enrolment process only needs to be completed **once**. When staff log back in after completing the enrolment process, they can find their TTP in the menu of their Dashboard.

You can find instructions on how to access your TTP in:

[Starter Guide 3: Accessing your Tailored Training Program](#)

as provided within the **[TTP Help Desk](#)** webpage.

Signup and login process

To sign up or log in with their work email address, your staff will receive a 6-digit verification code in their email inbox.

The code will be sent in the *"Welcome to Dementia Training Australia"* email from support@dta.com.au. The code is valid for 30 minutes.

If your organisation uses an email filtering service, please add dta.com.au to your approved senders list to ensure your staff receive the code.

If your staff still haven't received the verification code, please ensure your staff have:

- checked their spam/junk folder
- used the correct organisational email account

If your staff are still having trouble receiving the code, please direct them to DTA using the **Help button** on our website.

Staff using a shared computer

If your staff are using a shared computer, it is very important that they log out of their profile at the end of their session. The cookies used on our website will keep the user logged in even if they close the internet browser. Next time a person opens the browser, the staff member could be accidentally logged into someone else's profile.

Contact DTA

If you need further assistance, please contact DTA via the **Help button** on our website or alternatively, please call us on 1300 229 092.