



Student and Client User Guide

Contents

Welcome to LINK.....	2
Logging In	2
Dashboard Overview	2
Sessions to Confirm	2
Signing a Timesheet	3
Booking a Session	3
Viewing Your Support Worker's Pen Profile.....	4
Quarterly Reviews	5
Need Help?.....	6

Welcome to LINK

LINK is the Learning Support Centre's online system where you can:

- View your support hours
- Book sessions with your support worker
- Sign support session timesheets
- View your support worker's Pen Profile
- Access quarterly reviews
- Manage your account details

If you experience difficulties with any of the below, please contact **Link** Link@learningsupportcentre.com for assistance.

Logging In

1. Open the LINK portal.
2. Enter your email address.
3. Set your password using the registration email you received.
4. Complete Multi-Factor Authentication (MFA) when prompted.
5. If you forget your password, use the "**Forgotten your Password?**" link on the login page.

Tip: Save the LINK website as a browser favourite for easy access.

Dashboard Overview

After logging in, your Dashboard shows:

Sessions to Confirm

A list of completed sessions that require your signature.

Approved Hours

You can see:

- Your approved support types (for example, Mentoring or Study Skills)
- The number of support hours remaining

Book Next Session

A quick link to arrange your next support session.

Signing a Timesheet

After each support session, your support worker will complete the timesheet.

To sign:

1. Log in to LINK.
2. On your Dashboard, find **Sessions to Confirm**.
3. Select the session date.
4. Review:
 - Date
 - Time
 - Location
5. Enter your electronic signature.
6. Select **Complete**.

Once signed, the session will disappear from the list.

Important: Please make your electronic signature as close as possible to your normal signature to avoid delays with funding approvals.

Booking a Session

You can book sessions for support types such as:

- Mentoring
- Study Skills

- Coaching

Option 1: Through LINK

1. Log in to LINK.
2. Select **Book Next Session**.
3. Choose the support type you want to book.
4. Review available dates and times.
5. Select your preferred session.
6. Add an optional note if required.
7. Select **Book Session**.

Option 2: Using Your Unique Booking Link

Your support worker may provide a personal booking link. This allows you to book sessions without logging into LINK.

After Booking

Your support worker will receive notification of your booking.

Online Sessions

Contact your support worker to obtain the meeting link (for example, Microsoft Teams).

In-Person Sessions

Agree the meeting location with your support worker.

No Availability Showing?

If no sessions are available to book, contact your support worker as they may need to update their availability.

Viewing Your Support Worker's Pen Profile

LINK allows you to view information about your support worker before your sessions.

The Pen Profile may include:

- Photograph
- Professional background

- Experience
- Contact details

You can access this information from your Dashboard or Support area.

Quarterly Reviews

Every quarter, you and your support worker will complete a review of your support.

The review helps you discuss:

- Progress made
- Areas of success
- Support received
- Future goals
- Development areas

Viewing Reviews

1. Open your Support area.
2. Select **Reviews**.
3. Choose the review you wish to view.

You can access both current and previous reviews from this section.

Profile Settings

From the **Profile** section you can:

- Change your password
 - View your log in details
 - Update login information where applicable
-

Accessibility Tips

For students using screen readers:

- Use page headings to navigate quickly between sections.

- The Dashboard is the main area for booking sessions and signing timesheets.
 - Session dates and support types are presented as selectable links.
 - Contact The Learning Support Centre if you require additional accessibility support when using LINK.
-

Need Help?

If you experience difficulties with:

- Logging in
- Booking sessions
- Signing timesheets
- Viewing reviews
- Accessing your support information

Please contact your **Link** Link@learningsupportcentre.com for assistance.

Key Student Actions to Remember

- ✓ Check your remaining support hours
- ✓ Book sessions regularly
- ✓ Sign timesheets promptly after sessions
- ✓ Read your support worker's Pen Profile
- ✓ Take part in quarterly reviews
- ✓ Keep your password secure and up to date