

e-track – Learner Login Issues

This guide explains how to troubleshoot difficulties that learners may have when logging in to e-track



Step 1 – Check that the learner is accessing the B-wbl e-track web page and not that of another provider

e-track is a system that is used by many providers throughout the UK. Each provider who uses e-track has their own site. If learners Google 'e-track', the B-wbl e-track site is not the first one that appears in the list.

Ensure that your learner is accessing the correct site by asking them to Google 'e-track Pembrokeshire' or by ensuring they have the following link, and making sure that the login page has the B-wbl logo on it:

<https://etrack.pembrokeshire.ac.uk/etrack/LoginPage.aspx>

This link is also in their e-track user guide.

A screenshot of the B-wbl login page. It features the B-wbl logo on the left and a login form on the right. The form includes fields for 'Username' and 'Password', a 'Forgotten Password?' link, a 'Save Details' checkbox, and a 'Log in' button. Below the form, there is a link for users without an account: 'Are you a learner without an e-track account? Click <here> to signup now'.

Step 2 – Check that the learner is using the correct username

It has been a common occurrence that learners will try and use various usernames to try and log in to e-track including college IDs and email addresses.

Ensure that they are using the correct username by going into the learner's record in e-track and clicking **View Details** on the summary tab:

A screenshot of the e-track user interface. The top navigation bar shows 'Home / Browse Trainees / Bloggs, Joe'. Below this, there are tabs for 'Summary', 'Mappings', 'Details', 'Visits', 'IQA', 'Files', 'Journal', and 'Messages'. The 'Summary' tab is active. In the 'Summary' section, there are several buttons: 'Add Objectives', 'Manage Tasks', 'Exports', 'View Details', and 'Assessment Wizard'. The 'View Details' button is highlighted with a red box.A screenshot of the 'Trainee Details' page. It shows a list of personal and contact information for a trainee named Joe Bloggs. The 'User Name' field is highlighted with a red box and contains the value 'jbloggs3'. Other fields include ULN (1234567890), Ref. Number (07791517768), Telephone (07791517768), Mobile (07791517768), Email (joeBloggs@gmail.com), and Address (The House, The Road, The Town, SA61 1ZS). There is a 'Resend' button next to the User Name field.

Make sure that the learner knows their username and is using that when logging in to the B-wbl e-track page. You can also view the learner's email address from here.

Step 3 – Reset the learner's password

If you find that the learner is using the correct login page and the correct username, then the next step would just be for them to reset their password. Either the learner can do this, or you can do this yourself for them. From the login page click the **Forgotten Password?** link. Enter the learner's username and email address (**see Step 2**) and click **Reset Password**. The learner will receive an email where they can click a link to set a new password. The new password must be at least 10 characters with a minimum of 1 upper case letter, 1 lower case letter, 1 number and 1 special character.

A screenshot of the 'Password reset' form. It prompts the user to enter their email address and corresponding username. The form has two input fields: 'Username' and 'Email', both highlighted with red boxes. There is a 'Close' button on the left and a 'Reset Password' button on the right.