**Community engagement for EBRD stakeholders e-learning course**

**Technical guide for all course users**

This brief technical guide is for all course users. It helps to clarify the course features and optimise the learning experience. Further guidance can be found in the course itself, where all steps are explained clearly.

## **Optimising your screen**

We suggest the following actions to increase visibility and ease of use:

* The course is presented on the EBRD e-learning platform which has a blue frame around it. To optimise the amount of space devoted to the course itself, we suggest you **minimise your browser toolbar** at the top of your screen or **view the course in full screen mode**.
* The course requires you to scroll up and down each page. We suggest that you reduce the size of what is on your screen (e.g., to 67%) to ensure that **the course pane is fully revealed on your computer screen**. In this way, you will only need to scroll up and down inside the frame and not outside it.

## **Key information features**

Some features are provided to help you understand the course and to provide access to relevant information and guidance:

* **Navigation panel:** In the top left-hand side of the course pane there are three parallel lines. If you click here, you will find the course navigation panel, including the titles of each module.
* **Resource library:** This contains all the downloadable material from throughout the course in one place. It can be accessed by clicking on the ‘Resources’ icon (the paper clip) at the bottom of the navigation panel.
* **Glossary:** This contains technical words that may not be clear to someone not familiar with the terminology used in international standards, or specifically the terminology used by the EBRD. The glossary can be downloaded as a single document at the start of the course (in the section entitled Practical Points) *N.B. The glossary is NOT accessed via the ‘glossary’ icon at the bottom of the navigation panel.*

## **Interactive features**

* Please note that you will only be able to progress through the course if you **explore all of the interactive features on a page** (i.e., the tabs, quizzes, interactive graphics and pictures, and videos).
* All the downloads are optional. Please note that although the downloads are labelled appropriately throughout the course and in the Resource Library, when you download files to your own computer, the actual file names are made up of random words and numbers. We strongly recommend that you **re-name each file when you download it to your computer**, so that you can store them systematically (e.g., file number + key word relating to the content).