RelianceHOS Platform: User Navigation Guide

For New Candidates

1. Initial Access & Account Creation

- Visit reliancehos.ng and you'll see the homepage with login form on the left

- Below the login form, click **"Create new account"**

- Read and accept the platform's policies and terms of service

- Complete the registration form with your personal details

- Submit the form to receive a 6-digit verification code via email

- Enter the verification code to activate your account

2. First Login & Dashboard Overview

- Log in with your newly created credentials

- Upon first login, your dashboard will show **"You haven't enrolled in any courses yet"**

- At the top right corner, you'll see a green button **"New Enrollment"** button

3. Enrolling in Your First Course

- Click the **"New Enrollment"** button

- Select your preferred **course category** (organized by job/industry)

- Choose the specific **course** you want to take

- A registration form will appear:

  o Select sponsorship option: **Self-sponsored** or **Company-sponsored**

  o If you have a referral code for discounts, enter it here

  o Submit the enrollment form

4. Accessing Your Enrolled Course

- Your new course now appears in the **"My Courses"** section

- Three buttons will be available for each course:

  o **Start Course** (begin training)

- o **Overview** (course details)
- o **View Certificate** (will be available only after passing the course)

5. Course Completion Process

1. **Watch Training Material**:
   - o Click **"Start Course"** to access video lessons
   - o Complete all instructional content at your own pace

2. **Make Payment**:
   - o Before taking the test, click **"Make Payment"** on the course page
   - o You'll be redirected to a secure payment gateway
   - o Complete the transaction to unlock test access

3. **Take the Test**:
   - o Click **"Start Test"** after payment confirmation
   - o Complete the multiple-choice assessment
   - o **Note**: You have **2 attempts** to achieve the pass mark

4. **Receive Certificate**:
   - o If you pass, return to **"My Courses"**
   - o Click **"View Certificate"** to access/download your certificate
   - o The certificate serves as proof of course completion

For Returning Candidates

1. Login & Dashboard Access

- Go to reliancehos.ng and log in with your credentials
- Your dashboard displays all **previously enrolled courses**
- Course status indicators show:
  - o **In Progress** (not yet completed)

- o **Completed** (passed and certified)

- o **Payment Pending** (needs payment to continue)

2. Quick Navigation Features

A. User Profile Menu (Top Right)

Hover over or click your profile picture to access:

- **My Courses** - View all enrolled courses

- **My Profile** - Update personal information

- **Certificates** - Access all earned certificates

- **Logout** - Securely exit the platform

B. Course Management

From your dashboard, you can:

- **Continue** any in-progress course by clicking "Start Course"

- **Retake tests** (if you have remaining attempts)

- **View certificates** for completed courses

- **Download** certificates for your records

3. Enrolling in Additional Courses

- Click the **"New Enrollment"** button (top right, green)

- Follow the same enrollment process as a new candidate

- Your new courses will be added to your existing list

4. Test Retake Procedure

If you didn't pass on your first attempt:

1. Go to **"My Courses"**

2. Click **"Start Test"** on the specific course

3. Use your **second (final) attempt** to achieve the pass mark

4. If you fail both attempts, you'll need to re-enroll in the course

5. Certificate Access & Verification

- All earned certificates are stored in:

    1. **"My Courses"** section (course-specific)

    2. **User Menu → Certificates** (all certificates in one place)

- Certificates include:

    o Your name and completion date

    o Course title and identification

    o Unique certificate number for verification

Important Navigation Tips

For All Users:

- **Bookmark** reliancehos.ng for easy access

- **Save your login credentials** securely

- **Check your email** regularly for verification codes and notifications

- **Complete courses** within any specified time limits

Troubleshooting Common Issues:

1. **Login Problems**:

    o Use "Forgot Password" if available

    o Ensure caps lock is off

    o Clear browser cache if experiencing issues

2. **Payment Issues**:

    o Ensure stable internet connection

    o Have payment details ready

    o Contact support if transactions fail

3. **Test Access Problems**:

- o   Verify payment has been confirmed

- o   Ensure you've completed all video content

- o   Check you haven't exhausted your attempts

Mobile Access:

- The platform is responsive and works on mobile devices

- Navigation menu may appear differently on smaller screens

- Touch-friendly interfaces for all interactive elements

Support Channels

If you encounter navigation difficulties:

- **Email Support**: Contact the Enterprise and Employee Support Team (HSA)

- **Platform Help**: Look for help icons or documentation within the platform

- **Technical Issues**: Report any bugs or technical problems immediately

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Remember: Always log out after each session, especially when using shared computers. Your progress is automatically saved as you complete each section of a course.