

Client FAQs

How much does it cost?

CIEH e-Learning solutions are tailored to suit the needs of your organisation. Please contact our support team to discuss your requirements.

What is an LMS?

The LMS, or Learning Management System, is software for delivering, tracking and managing your training.

How do I access the LMS?

The LMS is a web-based application so you can access it from any PC or Mac with an Internet connection and a browser that supports JavaScript, with pop ups enabled.

Our LMS can be found at <http://elearning.cieh.org>. Simply login with the username and password you have been provided with.

How long does a licence last?

A licence lasts for the term of your agreement which is usually one calendar year, for example, 1st January 2018 until 31st December 2018.

What if I buy a licence but don't use it?

Licences are classed as active when a user starts a course. Once activated, the licence is locked to that particular learner and cannot be changed. However, if a license has not been activated it can be transferred to a new user.

What if my users/customers have problems running the course?

The e-Learning website itself is supported 24/7 and we guarantee 99.5% uptime. Technical support is provided by email Monday to Friday 9-5pm, and we guarantee to respond within two hours. Depending on the nature of the problem, we aim to have a resolution within one to three days.

What if I have problems using the LMS?

New customers can contact the support team with any questions about the LMS and we will endeavour to respond within 24 hours.

What if some of my users don't have an internet connection?

CIEH e-Learning courses are currently only available with an internet connection.

How do you prevent system abuse?

There is a perception that eLearning is open to abuse, because employees could share login details and complete the course on behalf of someone else (essentially cheat). Upon login the LMS recognises the specific learner and updates their personal training record. The LMS will track modules completed, the last time the learner accessed the course, the total number of accesses, and total recorded time spent. CIEH monitor this usage and in cases of abuse, immediately suspend any licences preventing access to the site.