thinqi

Frequently Asked Question's

General	
What is a Learner Experience Platform [LXP]?	A Learning Experience Platform is a piece of software that creates more personalised learning experiences, and helps users discover new learning opportunities. An example of this would be combining learning content from different sources, recommending and delivering them in a flexible way.
What is a Learning Management System?	A Learning Management System is a piece of software designed to create a more engaging learning experience and blends online training courses with workplace-based, informal learning.
What is Thinqi ['Think-e']?	Thinqi brings together the features of a modern LMS to help organise and manage your learning needs e.g. by making content available to you and our workforce. It does this while combining the features of an LXP to deliver a more personalised learning experience that enables users to discover a broader variety of learning sources and resources.
Why do we need a Learning Management System?	A Learning Management System can help upskill a workforce. It's vital that we are not only able to reach people with the right learning in a way that they can access it easily, but can also assign the relevant development pathways to future-proof our workforce.
Why haven't I got all of the icons that I've seen on the video?	The initial priority for everyone is to familiarise themselves with the system and complete the Essential Learning. In time we will be adding more content and enabling more of the icons.

Access and Logging on	
Can I get Thinqi on my mobile?	Yes, we have worked with Thinqi so that the new system is fully responsive for mobile devices and modern web browsers so you're free to learn on the go. If it's a Blaenau Gwent device and connected to the council network, you can use the Single Sign On option to log on.
What if I do not have a Blaenau Gwent email address?	Thinqi will be available via your personal email address – this will be the email address that you have stored in iTrent. To check this and make any adjustments go to Employee Self Serve (ESS) ESS - Login
I've followed the instructions but can't log on. Where can I get help?	If you're trying to use the Single Sign On option to log on to Thinqi, ensure that you're using a council device, and are connected to the Blaenau Gwent network. If you are trying to log on with either your work or personal email address, click 'Forgotten your password?' and enter your email address to reset your Thinqi password. If you are still unable to log on, email thinqisupport@blaenau-gwent.gov.uk giving details of the issue, and one of the team will be able to support. They will need your full name and preferred email address in order to identify your record.

People	
I'm a manager, but the team members showing when I click on the People icon are incorrect. What do I do?	Thinqi obtains information from your team directly from iTrent, so it's important to keep that information updated, not only for Thinqi, but also so that you see and manage your team in iTrent correctly. Contact hrpayroll@blaenau-gwent.gov.uk for support if there are any discrepancies.
I'm a manager and have recruited someone who is transferring from another post within Blaenau Gwent. Do they need to get different access to Thinqi?	No. Once the transfer form has been processed and iTrent has been updated with details of the new post and line manager, Thinqi will update these details automatically overnight. **Note that the details will not change on Thinqi prior to the start date in the new role.**
I'm a manager and have recruited a new member of the team who is new to Blaenau Gwent. How do I request access to Thinqi?	Thinqi obtains information about your team directly from Organisational Development, therefore it's important new starters are processed promptly. If your new team member will have a work email address, remember that you will also need to request New User access using ICT Self-Service on your desktop. Once these elements have been completed, Thinqi will obtain the information from Organisational Development who will create the account. Essential Learning will automatically be assigned to the account. You will also be able to assign role specific learning once the account is active.
Is Thinqi available to all Council staff, including temporary and Agency workers?	If you currently have any agency staff or students working with your team, and they are part of your staffing establishment they will have a Thinqi license. If they are not part of your staffing establishment (for example, super-numery) please contact thinqisupport@blaenau-gwent.gov.uk for advice on how they can access essential training courses.

Learning	
The e-learning that I'm trying to complete is giving an error message. Should I just leave it and try again another day?	Your feedback is invaluable to us, so please report any issues to thethinqisupport@blaenau-gwent.gov.uk email address or via the feedback form found here. It will help us to assist you more quickly if you can include a screenshot of the error in your email.
I have completed learning in a previous role. Can I add this to my learner record?	Yes, as a Learner, you can add prior learning through the Thinqi system. This can be accessed through the **My Learning** icon and **CPD Record** tab. Details of the prior learning can be entered and once confirmed, an automatic trigger will be issued to your Manager for authorisation.
Why isn't all of my prior learning showing on Thinqi?	Any essential learning you have already completed will be saved and brought into Thinqi within 24 hours of your access being activated. Further departmental/specific learning records will follow as we engage with services and teams for such detail.
I've completed an e-learning module, but the badge hasn't been awarded. What do I need to do?	Ensure that you have clicked 'Start Badge' in order to enrol on the badge. Thinqi will then recognise the completion and award the badge. This can sometimes take a few minutes to show as complete.
We provide training to staff within our department and would like to speak to someone about locating that training on Thinqi. Who do I contact?	Email thinqisupport@blaenau-gwent.gov.uk with details and a member of our team will contact you to discuss your requirements.
We would like to develop some new Digital Learning to be located on Thinqi. Where do we start?	Email thinqisupport@blaenau-gwent.gov.uk with details and a member of our team will contact you to discuss your requirements.