

TSFX WEBSITES AND LEARNING PLATFORMS

Welcome to TSFX. This document will provide help and guidance for account setup and user access.

If you need assistance or have any questions, please contact our administration team.

Email: admin@tsfx.edu.au **Phone:** 03 9663 3311 **Website:** use the Chat function on each page.

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OVERVIEW - TSFX WEBSITES AND LEARNING PLATFORMS

Welcome to TSFX – we have two websites, and each has specific purpose to assist our students.

In addition, we use a third platform for delivery of our Live Streamed lectures.

Website - Primary website: <https://tsfx.edu.au>

1. Overview TSFX (Primary) Website:

(Best account setup is to use the email address for the student who will use the services)

- (a) Your email address (to register as a user) is what is used **across all** TSFX services.
- (b) Registered user status is required for purchasing/enrolling from the TSFX website.
- (c) This includes enrolling into programs or purchasing from our Bookshop.
- (d) Access to **ATAR Central** which offers close to 10,000 free student resources (A+ Resources).
- (e) **ATAR Central** is a great place to look for resources for SAC's, essays and work sheets.
- (f) Registered users are also logged in to access weekly "free" resources such as comprehensive subject study guides that TSFX purchase from previous VCE students who attain 48- 50 Study Scores. These come out under "**Freebie Friday**". **Sign up:** [Freebie Friday register](#)

2. Overview TSFX - eLearning Website:

- (a) To Access your recordings please login to your Account on <https://tsfx.edu.au> and select:

➤ **Green Icon** for the eLearning site.

(You will be automatically logged into this site from your TSFX account)

➤ **Blue Icon** to access A+ Free Resources

➤ **Grey icon** to access the Login/Help Guide

1	Access eLearning Site	2	Access A+ Resources	3	Login Help/FAQ
<p>Please Note that the eLearning site uses single sign on from the TSFX Website, so you will need to be logged in here first to access your account there.</p>					
<p>👤 Hello TSFX Admin (not TSFX Admin? Sign Out)</p>		<p>Need Assistance? VIC: 03 9663 3311 - NSW: 1300 364 173</p>		<p>E-mail us at admin@tsfx.edu.au</p>	
				<p>🛒 VIEW CART</p>	

LIVE BROADCAST SYSTEM – ACCESS LINKS PROVIDED BY TSFX 3-DAYS BEFORE EACH LECTURE

3. Overview Livestream Platform (TrainerCentral-Learner)

- (a) Where a lecture or class is to be held as a **Livestreamed** event, we use Zoho Trainer Central.
- (b) Enrolled students receive an invitation to register email three (3) days prior a lecture.
- (c) Once registered, students receive the access link via email.

If you do not register, you will not receive reminders or the actual lecture access link.

- (d) On the day, students click the access link (URL) and access is via a Browser.
- (e) If students have not received an invitation to register 24 hours before the lecture, their email service may be filtering. Please contact admin@tsfx.edu.au and we will send the link directly.
- (f) To access lectures, we use Google Chrome or similar browsers. You must access via a PC/Laptop.
- (g) Tablets and phones should use the Zoho **TrainerCentral-Learner** app. You paste the access link into the app.

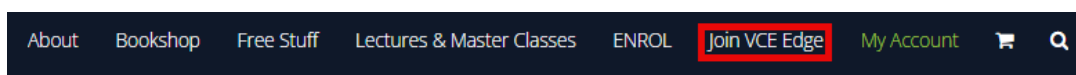
SETTING UP YOUR TSFX PRIMARY WEBSITE ACCOUNT

Website - Primary website: <https://tsfx.edu.au>

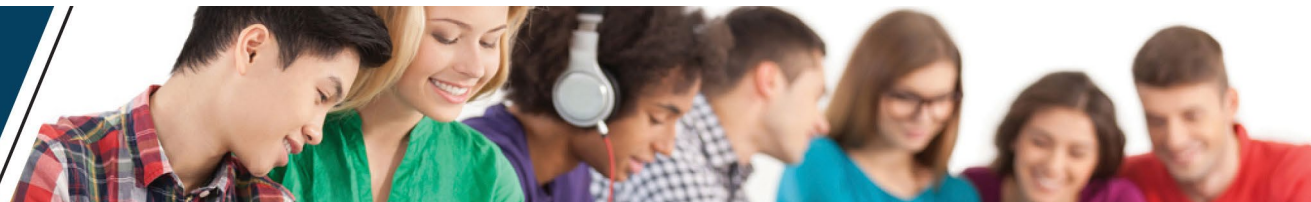
4. New Users:

(Best setup is to use the email address for the student who will use/access the services)

- (a) You must be a registered user to purchase/enrol from the TSFX website.
- (b) You can set up an account by selecting:
 - From anywhere on the website – select “Join VCE Edge” in the page header.
 - You will receive an email to verify and validate the user account setup.



- When enrolling or purchasing from the website, go to Checkout and select **New Customer** to create a new user account. (Registered Users select “Login”).



- (c) When setting up the user account, if you are enrolling or purchasing for a student, please select “Student” and provide the student’s email address at this point.

Registration Form - VIC

Note: Upon registration, you’ll receive an email enclosing a username and password so you can access the **FREE** resources exclusive to **Edge Online** members. Your personal information, including your residential and e-mail addresses will not be shared with other organisations outside the TSFX Group.

I am a

Please select...

Please select...

Student

Parent

Teacher

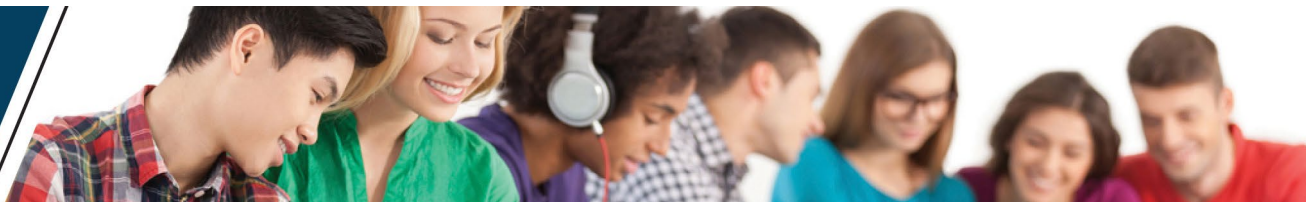
- The **next screen** provides fields to register the **Payee** (secondary contact/parent).
 - Registered Users will receive all emails and system notifications from TSFX.
 - Secondary users receive important emails like invoices, enrolment confirmations.
- (d) When enrolling or purchasing for a student please select “**Student**” and provide the student’s email address at this point.
- (e) If enrolling as a “**Parent**” for a student, you can use your email however you will be the registered user for all TSFX services.
- (f) If enrolling as a “**Teacher**” – you will be the registered user.
(important if you are enrolling on behalf of a sponsored student that you enrol the student as the registered user).

TIP: If you do not know the student’s email address, use your email address for the enrolment.

- Please advise admin@tsfx.edu.au that you wish the account to be transferred to the student’s email address and provide the student email address in your email request.
- We will create new accounts for the student and link all access to their email address.
- You can leave your email address however all reminders come to the registered user.

IMPORTANT: If you change the enrolment/registration email address to the student:

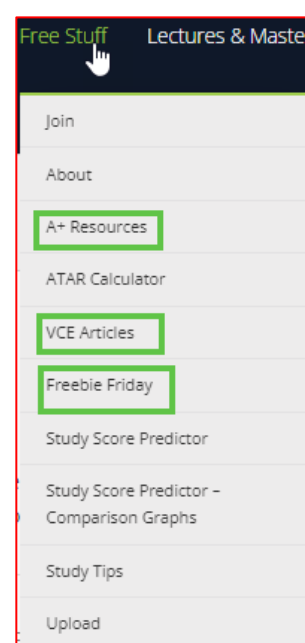
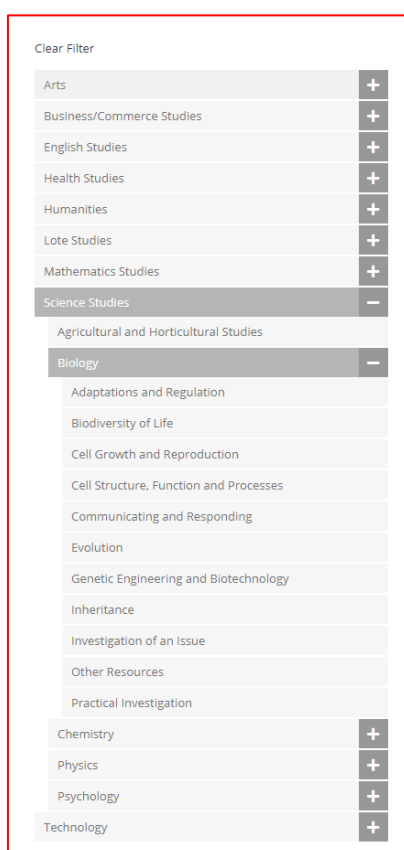
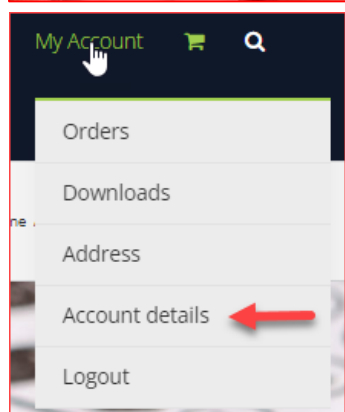
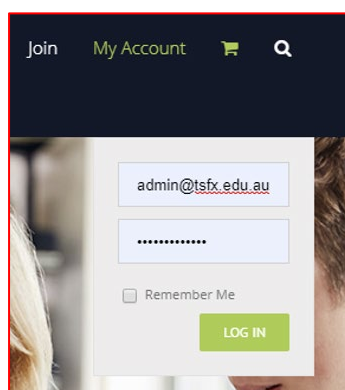
- Please use the student’s email address for any subsequent enrolments/purchases.
- This will ensure all courses/purchases are allocated under the one student profile.



LOGGING INTO THE (PRIMARY) TSFX WEBSITE

5. Log onto your TSFX Website Account:

- Go to <https://tsfx.edu.au>
- Use your email address and password (the one you registered/enrolled with).
- WE use Single Sign On (SSO) so you will not need to sign into eLearning (second website).
- If the registered user is your parents'/ guardian's email and password, you can create your own TSFX website account and email admin@tsfx.edu.au and request your eLearning credentials to be transferred to your login details. We will link your profile accordingly.
- To create a new user account [Click Here](#)



- Registered users can access **A+ resources**, **Freebie Friday**, enrol into programs and purchase items from the Bookshop.
- Registered users can access recordings for the recordings from your enrolled lectures via the eLearning site from your **Account details** (access link shown below).

1 Access eLearning Site
2 Access A+ Resources
3 Login Help/FAQ

Please Note that the eLearning site uses single sign on from the TSFX Website, so you will need to be logged in here first to access your account there.

© Hello TSFX Admin
(not TSFX Admin? Sign Out)

Need Assistance? VIC: 03 9663 3311 - NSW: 1300 364 173

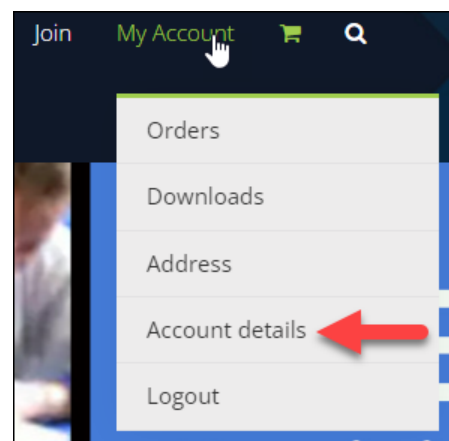
E-mail us at admin@tsfx.edu.au

[VIEW CART](#)

LOGGING INTO THE (NEW) TSFX ELEARNING WEBSITE

6. E-Learning (LearnWorlds) – New eLearning site – No URL required

- Go to <https://tsfx.edu.au>
- Use your email address and password (the one you registered/enrolled with).
- Go to **Account Details**.
- If the registered user is your parents'/ guardian's email and password, you can create your own TSFX website account and email admin@tsfx.edu.au and request your eLearning credentials to be transferred to your login details.
- You will then see the options shown below to access the eLearning website.
- When you open a new account and click **"Access eLearning"**, you create your eLearning Account.
- If when courses are loaded **you do not have an account**, TSFX will set this up and email you log in instructions.



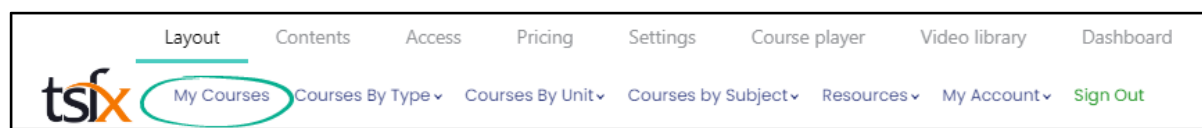
1
Access eLearning Site

2
Access A+ Resources

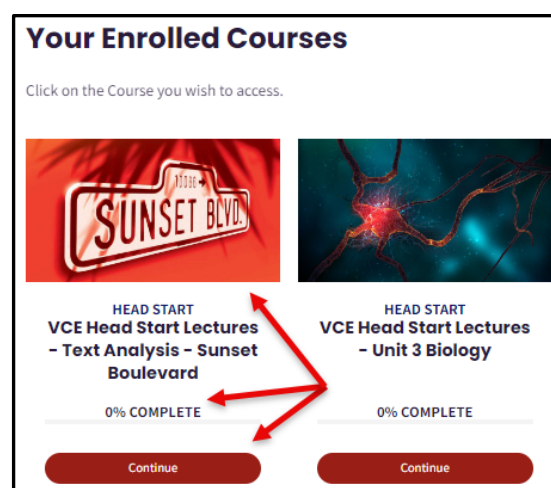
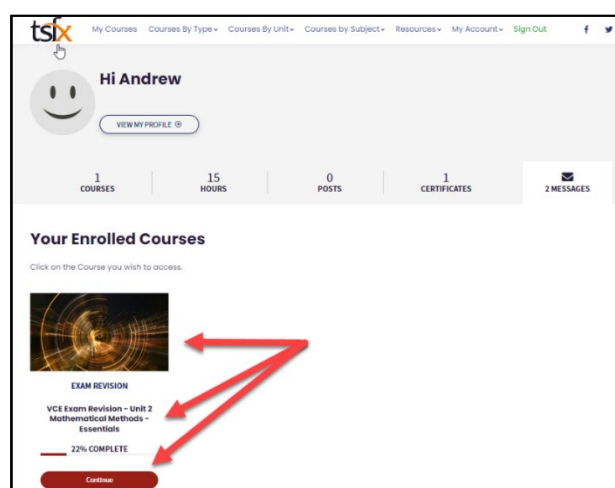
3
Login Help/FAQ

Please Note that the eLearning site uses single sign on from the TSFX Website, so you will need to be logged in here first to access your account there.

- Once the new eLearning site loads, in the top menu select "My Courses".



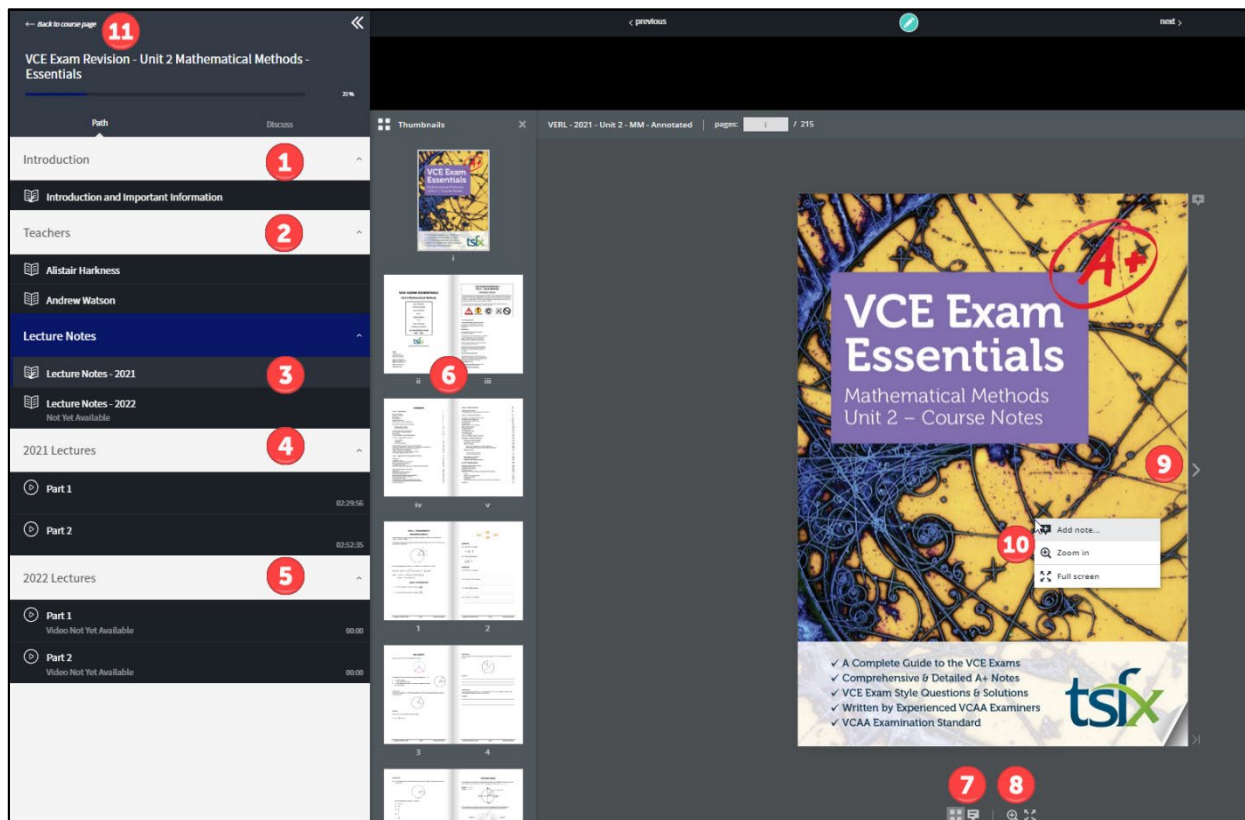
- Select the course you wish to access from the available list.

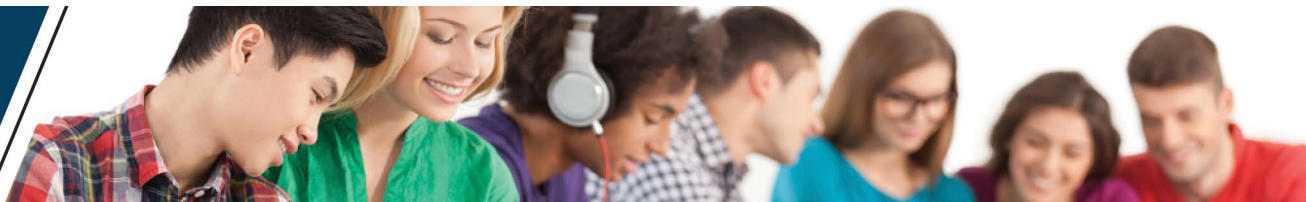




(j) Expand the left-hand menu:

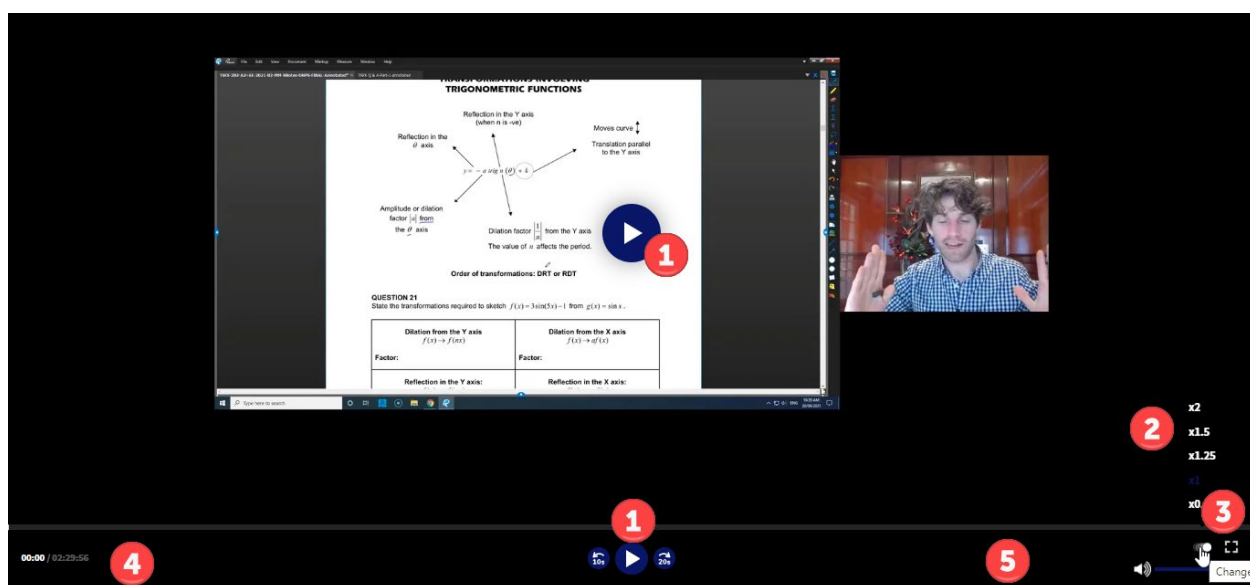
1. Introduction – about the course and what is included/covered.
2. Teachers/lecturer details.
3. Lecture Notes:
 - a. The previous year's annotated notes (to match the recording if relevant).
 - b. The current year lecture notes.
 - c. **Please refer to these if your notes have not arrived.**
4. Previous year Lectures (example is 2023)
5. Current Year lectures (example is 2024)
6. Course notes – thumbnail layout. Quick scroll to your required page(s).
7. Change view menu – single or thumbnail view.
8. Full screen mode.
9. Flip page forwards or backwards.
10. Right click option to make your own notes in any section (will then show as summary notes viewable by you).
11. Back to Course layout.



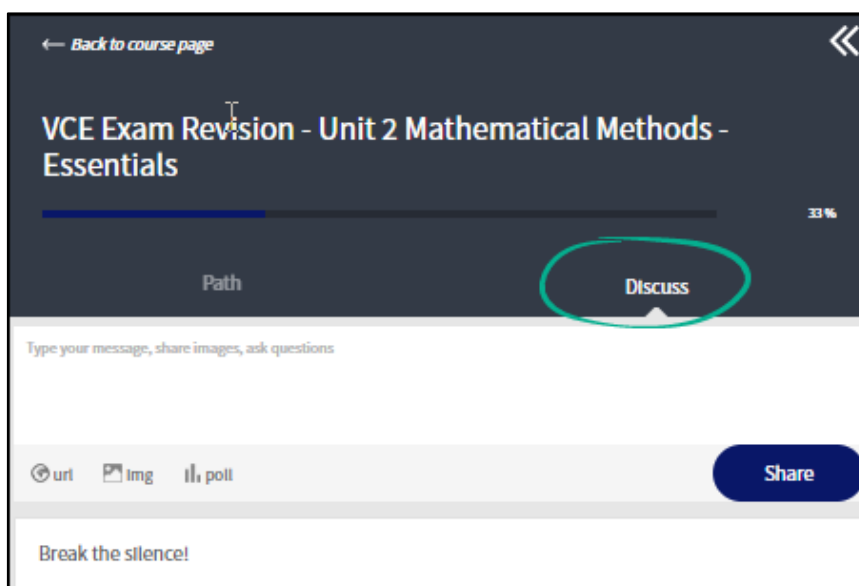


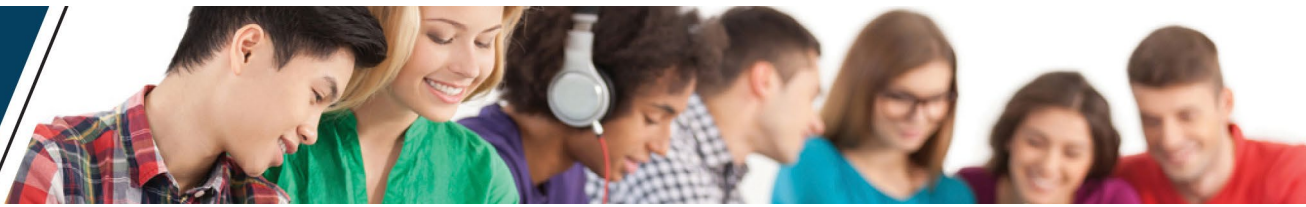
(k) Select the Lecture menu to display the video recording you wish to watch.

1. Play, 10 sec. back/forward function.
2. Playback speed – half speed to 2 x speed variable.
3. Full screen option.
4. Time length of video file.
5. If an audio transcript is available, the option to activate will be located here.



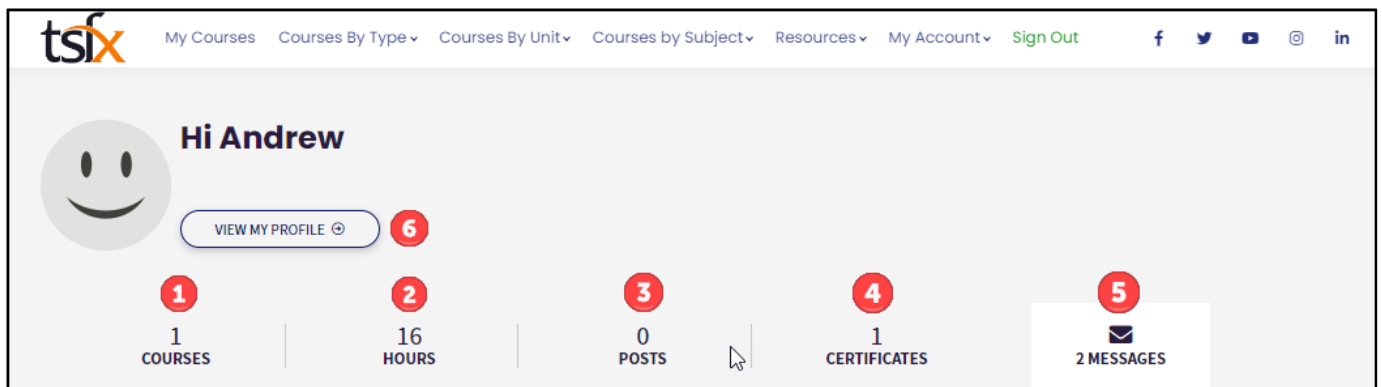
(l) At the top of each course, you have a “**Discuss**” option where you can ask the cohort a question, seek help/advice/clarification or start a chat conversation around a topic related to the course.





(m) Above your “**My Courses**” you will find your Dashboard.

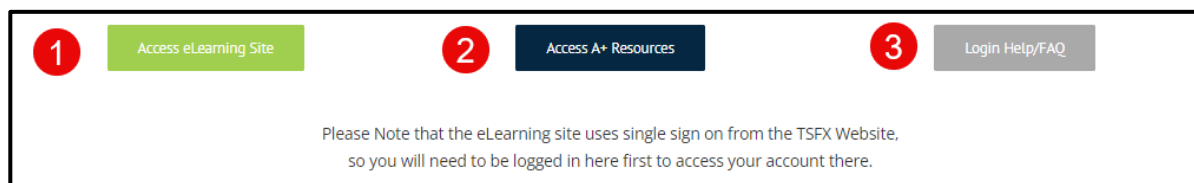
1. Access your assigned/enrolled courses.
2. Number of hours for all courses available to watch/view.
3. Posts that you have made/responses to your posts.
4. Certificates -available for 2024 courses completed. Some University courses like to see extracurricular activities you engage in. TSFX courses satisfy this requirement.
5. Messages from within the cohort system.
6. Your profile within the portal.
(Who you follow, who follows you, certificate download, courses, status based on activity).
7. Posts and interaction must be specific to the subject and always remain respectful.
8. Students must abide by the code of conduct for use of all TSFX digital portals.
<https://www.tsfx.edu.au/tcp/>
9. Misuse of digital portals may result in access being restricted and/or account closure.



PASSWORD RESET - TSFX and ELEARNING WEBSITE

7. What is Single Sign On (SSO)?

- (a) The two TSFX Websites are usually connected via Single Sign On (**SSO**).
- (b) **SSO** allows access to the eLearning site via your TSFX website account when you are logged into your TSFX User Account.
 - Select the **Green icon** as shown below when logged into your TSFX account.



- (c) TSFX websites are setup as:

Domain: <https://tsfx.edu.au>

- Your account holds purchase information & **SSO** link to the New eLearning to auto login).

Sub-domain: <https://elearning.tsfx.edu.au>

- **SSO** link to <https://tsfx.edu.au> to auto login is disabled.
- You must log in when redirected via the main site.
- You can change settings such as passwords within “My Account” under “Account Details”.

- (d) E-mail address and username (**IMPORTANT**)

- TSFX uses these two items to link all your accounts and records across our systems.
- For <https://tsfx.edu.au> your email address links all platforms (best to be the student).

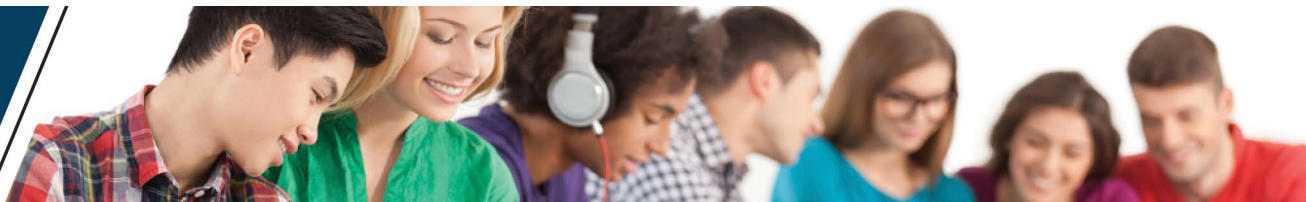
8. Password Reset (Primary) TSFX Website: [TSFX website -click here](#)

- (a) If you cannot access your <https://tsfx.edu.au> account, please use the URL address above and follow the steps to enter your registered email address and then **“Reset password”**.

You can access **eLearning**, **Checkout** for purchases or access **A+ resources** from this page

NOTE:

- Re-setting your password will update on <https://tsfx.edu.au> only.
- SSO will allow you to log into the (new) eLearning from your TSFX account.



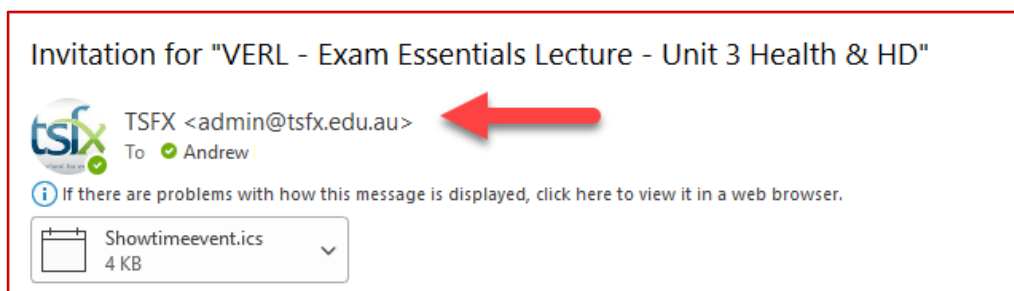
9. **If you have any issues** logging into the portal(s) please email admin@tsfx.edu.au and advise:
- (a) The site you are trying to access (web site or eLearning).
 - (b) The device you are using (i.e., mobile/tablet/laptop).
 - (c) The email address you are using.
 - (d) We will reset the log in password and test your login for you before replying.
 - (e) If you find that you have some courses under a parent's email address or two addresses that you access and would like them merged, please contact admin@tsfx.edu.au and we can merge the profiles and deactivate the redundant profile.

LIVESTREAM (SHOWTIME) - Troubleshooting

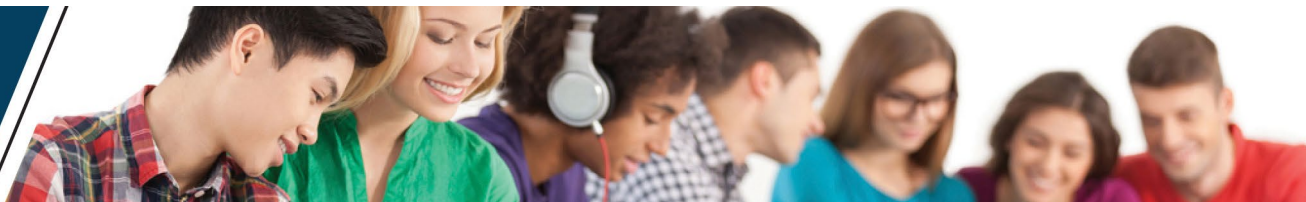
10. **If you have issues** logging onto and/or accessing a TSFX Livestream lecture/class:
- (a) **I do not have a Join link or code** – 3 days before your lecture start date an email will be sent to the registered email address.

Solution: Please check your junk and spam folders.

- Please make sure you add admin@tsfx.edu.au to your "safe senders" list in your mail program.
- Emails come from admin@tsfx.edu.au for Livestream lectures.



- Once registered, the final link comes via email, 24 hours and 1 hour before the lecture a reminder email is also sent.
- If you have not received any notification 24-hours before your lecture please contact admin@tsfx.edu.au and request the link to be sent. We can retrieve and email in reply.
- If the issue persists, your school mail server may be filtering/ blocking emails with links.
- If you provide an alternate non-school domain address, we can update your records for all future lecture invites and issue a link to register on the replacement email address.



- (b) **My Screen is Black and spinning/ not connecting** – your bandwidth may be too low or if using a school network or school provided device, your school may be blocking Streaming services.

Solution: Make sure your download is at least 2 to 4 Mbps.

- If your school is “Blocking” services, you will need to ask your school IT department to allow streaming services or connect on a non-school network - i.e., hotspot your phone.
- Your IT department may need to contact TSFX – we will provide a list of services and URL’s that will need to be whitelisted.
- The above two items are rare as most schools now allow lecture streaming.
- To test your download speed, go to Google, type Speed test, select the Blue box to run test or any of the other services listed on the search page (or fast.com).

- (c) **My Screen is Frozen, but I can hear the presenter.**

Solution: Refresh your URL (go to browser bar and just refresh). This will just re-synch and re-join you to the lecture. If your screen lags (slow refresh, please repeat this process. Recordings are unaffected as the two items described here are on your download side.

- (d) **I am getting an Unauthorized Access message (cannot access)**

Solution: Showtime is a Single Access Sign on (i.e. one device at a time).

- If you access on a laptop, then access on another computer, it disconnects the first user.
- If you try to come back to the first computer, the cloud system will restrict access to the first computer (Access denied).
- Contact admin@tsfx.edu.au if you require assistance.

- (e) **I cannot access the lecture using an iPad/iPhone**

Solution: Showtime requires you to use an App for mobile/tablet use.

- Go to the App store and search for **Zoho Showtime (Viewer)** and install.
- Paste the URL link for the session (you will find this in the invitation email you receive after registering).