FSI Learner Portal Booking Guide

This short, simple guide has been developed to steer you through the booking process.

Please also see our FAQ (frequently asked questions page): http://www.thefsi.org/frequently-asked-questions/

Want to find out more about how to make the most of your learner portal? Check out this handy guide.

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Step 1 – Login to your account

Visit www.thefsi.org/join-us and click the ‘member login’ icon (if you have forgotten your user name or password, there is a forgotten password link on the following login page). Your username is your email address.

If you have not registered previously, click ‘become a member’ and complete the registration process.

Step 2 – Add courses to your basket

NOTE – If you have clicked ‘book now’ on one of our website event pages and already have your desired items in your basket, skip to step 4.
Step 3 – Review your Basket

1. Click the drop down arrow next to the course

2. Then click ‘book’. Please note this may say ‘waiting list’ if the course is already fully booked. (If this is the case, you will go through the remainder of the booking process but will not be asked to pay)

3. Course details can be viewed by clicking here

4. Change number of delegates here (please see our FAQ page for max delegates per course/event)

5. Once happy, click ‘next step’ to confirm selection

- IMPORTANT NOTICE:
  1. Please ensure you add delegates to your bookings by selecting ‘Add Delegate’ or ‘Add Myself’ and completing the Additional Information section.
  2. The cost above represents the initial deposit you owe. The remainder will be refunded upon full attendance and completion of feedback surveys.
  3. Please do not contact more than 3 trustees per organisation, per course. If you exceed this, your booking is otherwise ineligible due to not fitting our membership criteria, all of your places will be cancelled and your deposit returned minus an administration fee.
Step 4 – Add Attendees

PLEASE NOTE – The system is set up to allow delegates to book themselves as standard. If you find you are not able to add a colleague to a course, you will need to contact us (admin@thefsi.org) in order for us to change your permission settings. Please note we allow one person per organisation to book for colleagues.

If you have selected ‘Add Delegate’ for one or more places, please see the additional screenshots below. If not, please click ‘Next Step’ and proceed to step 5 of this guide.

Click ‘add myself’ if you are placing the booking for yourself.

If you are booking on behalf of someone else, click ‘add delegate’. (Please see note above about booking for others)

If you have selected ‘Add Delegate’, click ‘Create New’ to add a colleague to the booking.

Please note that if you already have the required permissions, a list of your colleagues already registered in our system will be available to select in the white space.
Step 5 – Paying Your Deposit

Enter information in all of the required fields (fields marked with a *symbol). The personal address fields can be the organisation’s address.

If the attendee has any access or dietary requirements, please ensure these cells are completed (you will need to scroll down).

Please note this is the only payment method available.

You do not need to complete Agent Details or Billing Details (you will be asked for these when entering your payment details on a subsequent page).

Read and click to agree with the terms and conditions and click ‘Pay Now’. This will then redirect you to a payment page hosted by Paypal.
Payment Portal (provided by Paypal)

Our payment system is hosted by Paypal. You should be given the option to pay with a Debit or Credit Card, if you don’t have a Paypal Account.

If you are not given this option, it maybe because you have signed into a paypal account previously on your computer. We recommend pressing ‘cancel and return to Foundation for Social Improvement’ (bottom of the screen). You will need to clear your PC’s cookies/cache files and try again.

Input your payment details. If you do not wish to create a paypal account, click ‘no thanks’.* Press ‘continue’ to complete and then finalise the transaction

We strongly recommend that you do not close any browser windows until you have received booking confirmation emails from the FSI.

*A small number of our members have reported that creating a paypal is mandatory at this stage. This maybe because your payment card has been used frequently at a paypal guest checkout, and for Paypal security requirements, Paypal requires you to create an account. Paypal customer support can be contacted on 0800 358 7911.

If this guide has not been able to answer your queries, you can contact us at admin@thefsi.org.