



GOLD Frequently Asked Questions (FAQ's)

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🔑 How do I access GOLD?

There are a few ways you can access GOLD:

- a. If you are logged into a council device select [Online Resources and GOLD](#) on Connect
- b. Select Employee Development > Online Resources and GOLD
- c. You can access GOLD directly on <https://app.tessello.co.uk/gold>
- d. Or you can search for 'Glasgow Online Learning Development' from the search engine (e.g. Google).

🔑 Can I access GOLD at home?

Yes, it's really simple you can search for 'Glasgow Online Learning Development' from the search engine (e.g. Google) on your own device or you can access GOLD directly on <https://app.tessello.co.uk/gold>

🔑 Can I access GOLD from my own device?

Yes, GOLD is available on most PC and devices that access to the internet. When you login for the first time you may be asked to allow Popups. Please 'always allow popups' from Brightwave (this is the provider of GOLD)

There are many different PC's and devices you can access, so your learning experience will be dependent on things like the size of your screen or the speed of your internet connection.

You can find information on how to enable popups on an Apple device at <https://brightwave.zendesk.com/hc/en-gb/articles/360028594911-How-do-I-enable-pop-ups-in-my-browser->

We cannot support access on your own device but we will always try and advise how you can do this yourself.

🔑 What do I do if I am having trouble logging in?

If you are logged into a council device select [Online Resources and GOLD](#) on Connect for advice and contact information.

You have not logged into GOLD since March 2022 you can select the '[GOLD Login Tour](#)' on the login page for a step by step guide to accessing the new GOLD platform.

If GOLD already holds your email address select 'Forgotten your password' and follow the on screen instructions.

If you have not updated your password and HAVE accessed GOLD previously, again select 'Forgotten your password?'. Type in your SAP number and answer your favourite question (this is case sensitive so you will need to type it in exactly the same format as you initially set i.e. Year of Birth: 1976).

If you are new to the Council or Council Family and have a SAP number you should login as follows.

To create your password follow the onscreen instructions:

- Select the GOLD login <https://app.tessello.co.uk/gold>
- Enter your 8 digit SAP number as it appears on your pay statement e.g. 00654321
- Your default password will be your second name as you would normally spell it e.g. Jones, McLeod, MacFarlane.



If this is not successful all requests for GOLD password resets are carried out by CGI IT Service Desk, you can log your request via [My IT](#), email GCCservicedesk@cgi.com or phone CGI on 74000 (0141 287 4000) You must provide your SAP number to enable your GOLD password to be reset, you will find this on your pay statement.

If you are still experiencing issues with GOLD you should email OrganisationalDevelopment@glasgow.gov.uk and we will get back to you as soon as possible.

👉 What is my SAP number?

This is your employee number, you will find this on your pay statement. If you cannot find this please contact your line manager who will be able to help.

👉 How do I find courses relevant to my role?

The best place to find courses appropriate for your role is in the [Your Development](#) section on Connect. Please note you can only access Connect from your work device.

You can select the 'Your ALEO or Services' section on GOLD and find courses relevant for you. You can also search for key words using the Search Bar at top of the main menu.

👉 Are there any mandatory courses I should complete first?

The [Your Development](#) section on Connect is prioritised in order of courses you should complete first. However, this is only a guide and you may have role specific requirements based on your Service, ALEO or team. Speak to your line manager for more information and look out for advice from Managers Briefings.

👉 I have logged into a course but I cannot see the navigation buttons on the screen.

In order to fix this, you may need to return to default zoom settings, generally 100% or 125%. You can do this by going to 'view' and then selecting 'zoom' and clicking '100%'. Alternatively use the shortcut CTRL + 0 to return to default zoom. You may need to close and reopen your browser.

👉 How will my manager know what courses I have completed?

They can access their teams learning on My Portal, by checking SAP or contacting CBS Training and Events. They will only see what is completed not scores or if you have browsed or failed a course.

👉 How will I know if I have completed a course?

When you have successfully completed a course you will see a yellow tick and a full bar below the course title (this icon is not available on every course)

If you have completed a course recently you will see your progress since March 2022 in the 'Personal Learning Log' section of GOLD.

On some courses you need to self-certify that you have completed it.



🔑 Who do I contact if I have a technical issue using GOLD?

Follow actions for What do I do if I am having trouble logging in?

Again, if this is not successful all requests for GOLD password resets are carried out by CGI IT Service Desk, you can log your request via [My IT](#), email GCCservicedesk@cgi.com or phone CGI on 74000 (0141 287 4000) You must provide your SAP number to enable your GOLD password to be reset, you will find this on your pay statement.

If you are still experiencing issues with GOLD you should email OrganisationalDevelopment@glasgow.gov.uk and we will get back to you as soon as possible.

🔑 Is GOLD compatible with my web browser?

Yes, GOLD is compatible on most browsers including the latest versions of Chrome, Microsoft Edge, Firefox and Safari.

Internet Explorer (versions 9 and above) are not current recommended.

🔑 What should I do if have attempted to login 3 times and I am locked out?

Follow actions for What do I do if I am having trouble logging in?

If this is not successful all requests for GOLD password resets are carried out by CGI IT Service Desk, you can log your request via [My IT](#), email GCCservicedesk@cgi.com or phone CGI on 74000 (0141 287 4000) You must provide your SAP number to enable your GOLD password to be reset, you will find this on your pay statement.

If you are still experiencing issues with GOLD you should email OrganisationalDevelopment@glasgow.gov.uk and we will get back to you as soon as possible.

🔑 What do I do if I've forgotten my password?

See 'Follow actions for What do I do if I am having trouble logging in?'

🔑 What if I do not have a SAP number?

If you do not have a SAP number you will usually have to wait for this to be allocated. If you know will never be allocated a SAP number get your line manager to email OrganisationalDevelopment@glasgow.gov.uk confirming that you will never be allocated a SAP number with your full name and email address and we can allocate you a temporary SAP number.

🔑 I am a new member of staff, do I need to do anything before I access GOLD?

No, you do not have to do anything this is all done automatically. You do not have to tell us you have started your new post. You will usually have access to GOLD on the Tuesday after you are allocated your SAP number.

If you are logged into a council device select Online Learning GOLD on Connect
<http://connect.glasgow.gov.uk/article/11268/GOLD>

Please only contact OrganisationalDevelopment@glasgow.gov.uk if you cannot access GOLD after the Tuesday following getting your SAP number.



👉 Will GOLD track my progress if I access at home?

Yes, GOLD will track your progress of courses you complete at home exactly as it would on your work PC or device.

👉 Do I need to change any settings on my home PC?

When you login for the first time you may be asked to allow Popups. Please 'always allow popups' from Brightwave.co.uk (this is the provider of GOLD)

You will also need to set your screen resolution to minimum 1024x768.

You can find information on how to enable popups on your device at <https://brightwave.zendesk.com/hc/en-gb/articles/360028594911-How-do-I-enable-pop-ups-in-my-browser->

We cannot support access on your device but we will always try and advise how you can do this yourself.

👉 Can I share my GOLD login information with anyone else?

No, this would be a breach of the Glasgow Family Information Security Guidelines and leaving yourself and the Council vulnerable. Remember your SAP number and password is your personal information and unique to you.

👉 What is the best web browser to use?

GOLD is compatible on most browsers including the latest versions of Chrome, Microsoft Edge, Firefox and Safari.

Internet Explorer (versions 9 and above) are not current recommended.

👉 Is it compatible on all devices?

GOLD is compatible on most common PC's and devices but as there are so many options now we cannot guarantee your individual device will be compatible. If you have a question about a particular device please email OrganisationalDevelopment@glasgow.gov.uk who will advise as much as possible.

👉 What if too many people access GOLD at the same time?

GOLD has a generous limit of the number of users who can access at the same time. It may be slower at times but this is likely to be the performance of your device or your internet connection speed.

If you are experiencing performance issues please leave it for a short time and try again. If these issue persist you should email OrganisationalDevelopment@glasgow.gov.uk and we will check this for you as get back to you as soon as we can.



Help/Contact

If you are unable to find answers under frequently asked questions to any issues you may be experiencing, please see contact below:

- 🔍 Select Online Learning GOLD on Connect <http://connect.glasgow.gov.uk/article/11268/GOLD>

Contact Organisational Development by emailing OrganisationalDevelopment@glasgow.gov.uk if:

- a. You are unable to access the Employee Development website from your work PC or device.
- b. You are unable to find a course/link or resource or it is not functioning properly.

Contact CGI Service Desk email GCCservicedesk@cgi.com, phone CGI on 74000 (0141 287 4000) If:

- a. You have tried to reset your password but are still unable to log on.
- b. If the technical problems are with a council PC/Laptop or internet access.
- c. Technical/Hardware Issues (ie pop ups, Java, hidden objects)

- 🔍 If you are using your personal equipment internet access with you may need to contact your network provider directly.

- 🔍 If you the problems are with a PC in a public library or training centre, please report the problem to the assistant on duty.

For any other help or support please contact Organisational Development by email OrganisationalDevelopment@glasgow.gov.uk.