

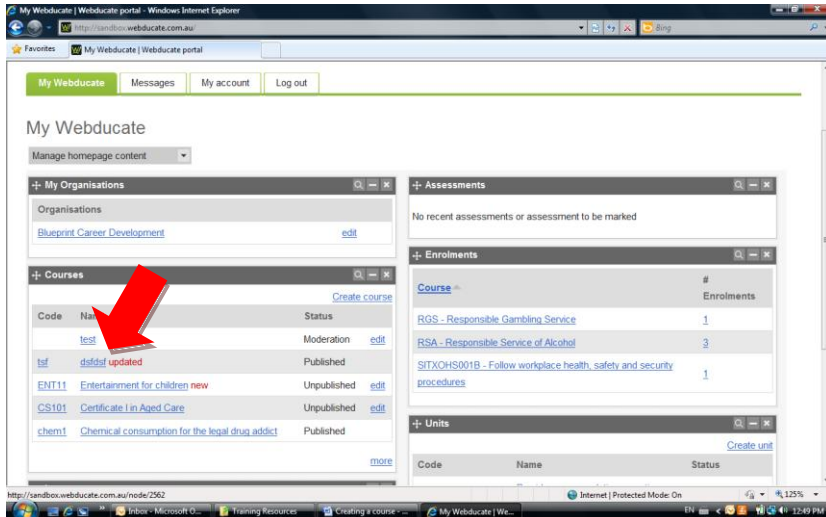
When student pays a training organisation directly for their course (rather than through website e-commerce), the training organisation will need to issue a token manually.

## STEP 1

Login to your Webducate portal as an Administrator or with permission to “Manage Enrolments”. If you do not have either of these permissions, you will not be able to create or issue Course Tokens.

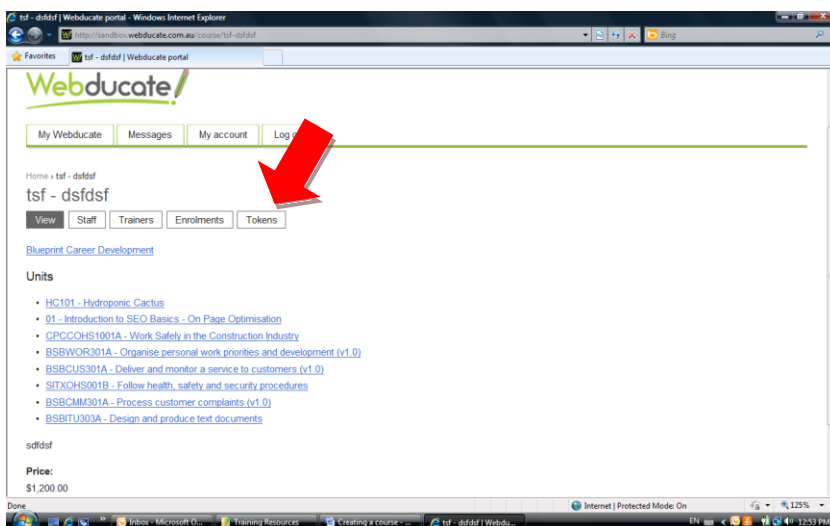
Click on the title link of the course you want to issue a token for.

Tokens can only be issued for published courses



## STEP 2

Click on the “Tokens” tab link.

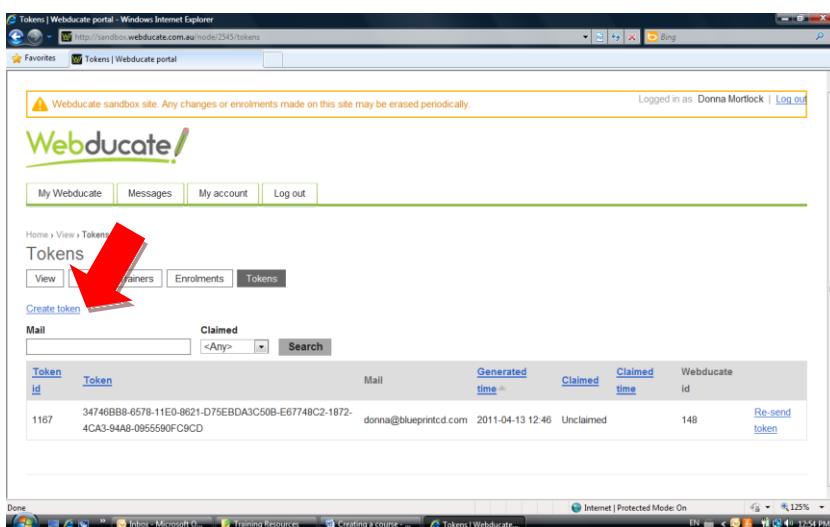


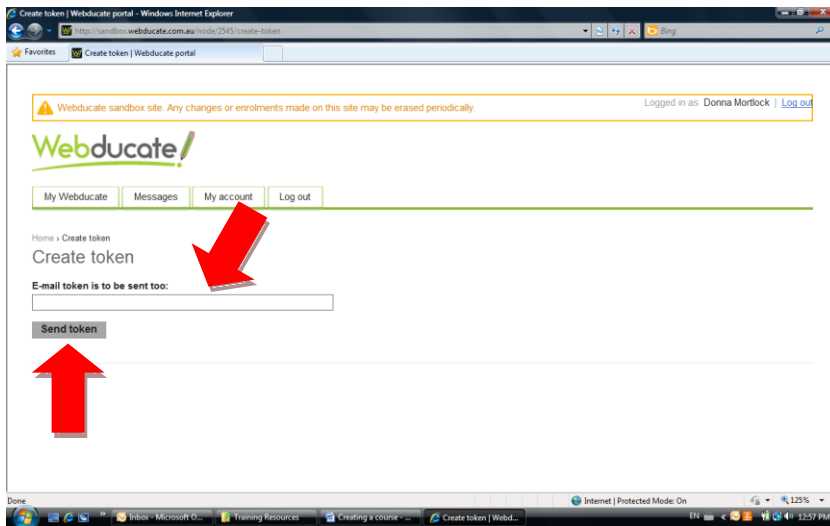
## STEP 3

Screen will automatically show you previously issued tokens with information about who they were issued to, time the token was generated and if the token has been claimed.

You can re-send a previously issued token from here by clicking on the “Re-send token” link.

To issue a new token, click on the “Create token” link.

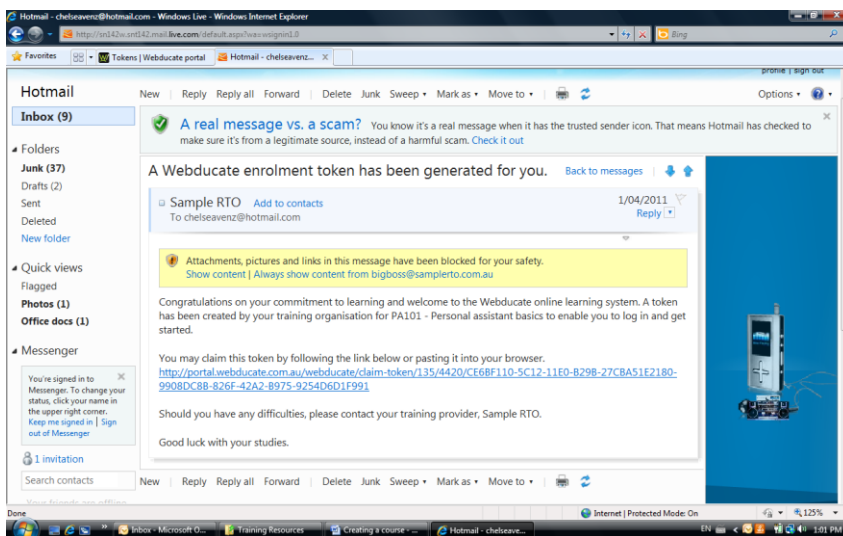




#### STEP 4

Insert the email address of the person you want to issue a token to and click "Send token".

The token will now appear in the list shown on STEP 3 image.



#### STEP 5

The recipient of the token will receive an email that welcomes them to their course on behalf of the training provider and instructs them on how to claim their token and start their course.

If a student advises that they have not received a token you have issued:

- Check that the email address you used was correct
- Ask the student to check their spam and junk folders as some email security filters are particularly strong.