

## Background

E-Learning is accessed via an external platform called RSM. This has recently undergone an upgrade, so this guide provides information for all Pennon Employees to access the platform and complete the mandatory e-learning modules assigned to them

## How to access the system

### Pennon/SWW Users

<https://pennongroup.insight4grc.com/>

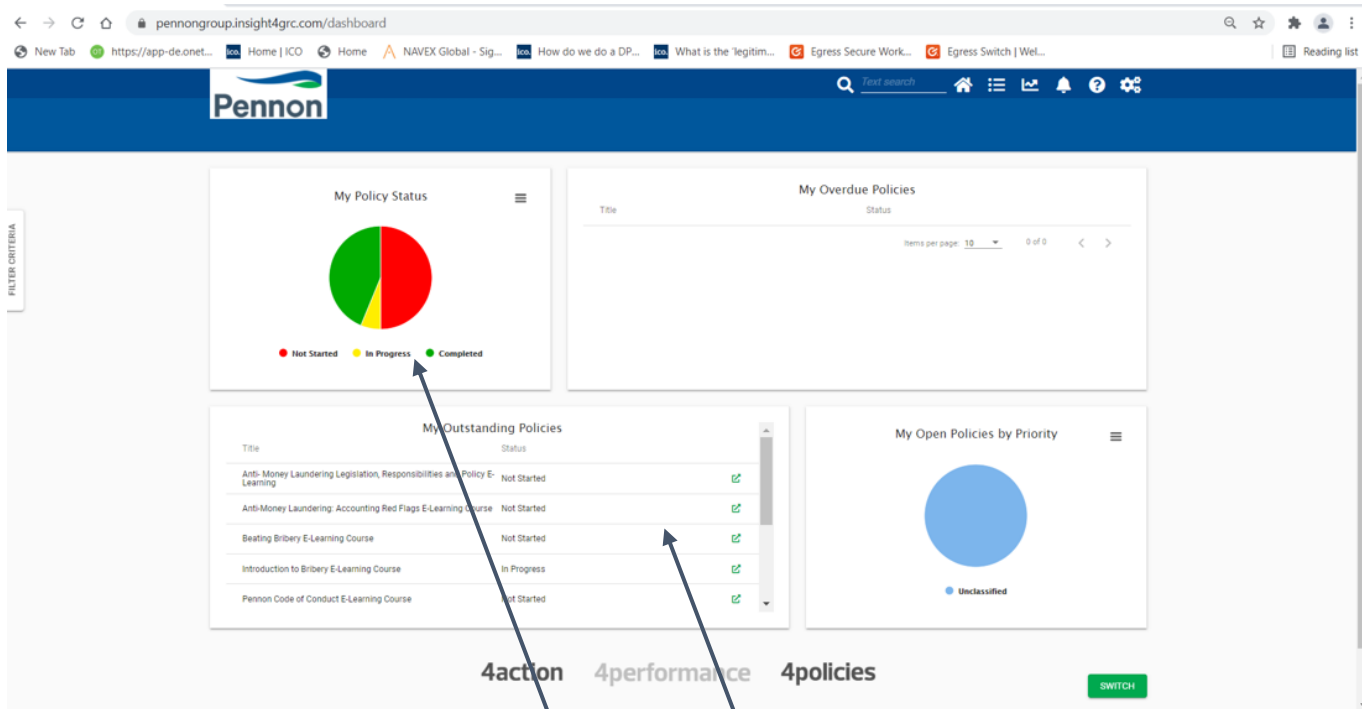
### PWS Users

<https://pennongroup.insight4grc.com/auth/login>

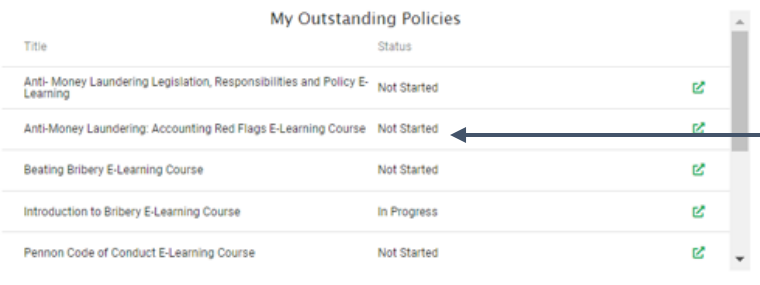
New Users: **User name** = Email address, **Password** = P3nnon123!

Current Users: **User name** = Email address, **Password** = what you used before upgrade

## The E-Learning Homepage & Accessing your courses



Your homepage may look a little like this. The pie chart, and the table beneath it, will show your progress and which policies/courses are awaiting your completion.



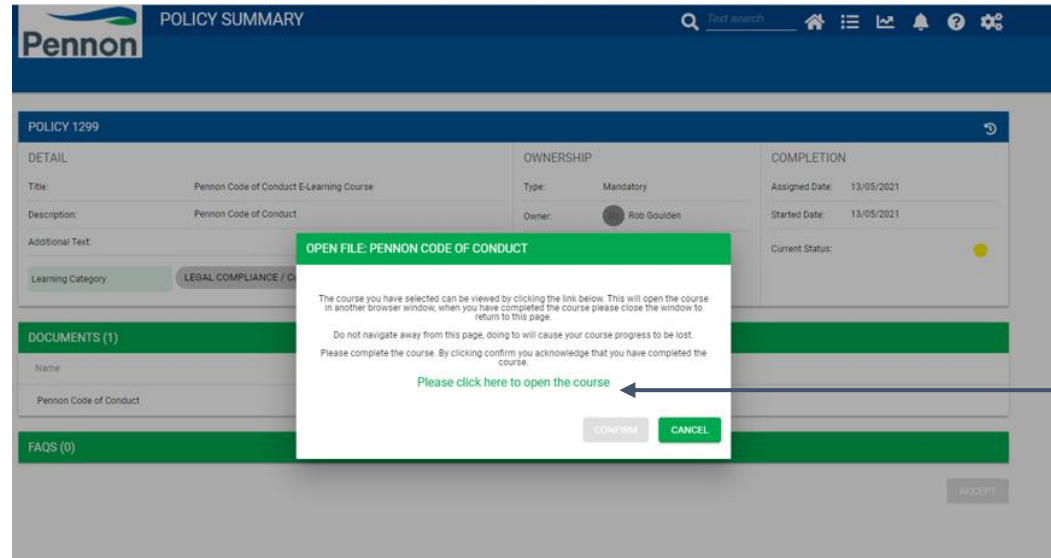
To complete e-learning, simply click on the desired course from the table beneath the pie chart. The status of the course will be shown as “Not Started” if you have not accessed, or “In Progress” if you have accessed but not completed the course.



Questions? Please email:  
[Homesafe-me@pennon-group.co.uk](mailto:Homesafe-me@pennon-group.co.uk)



## Completing your e-learning



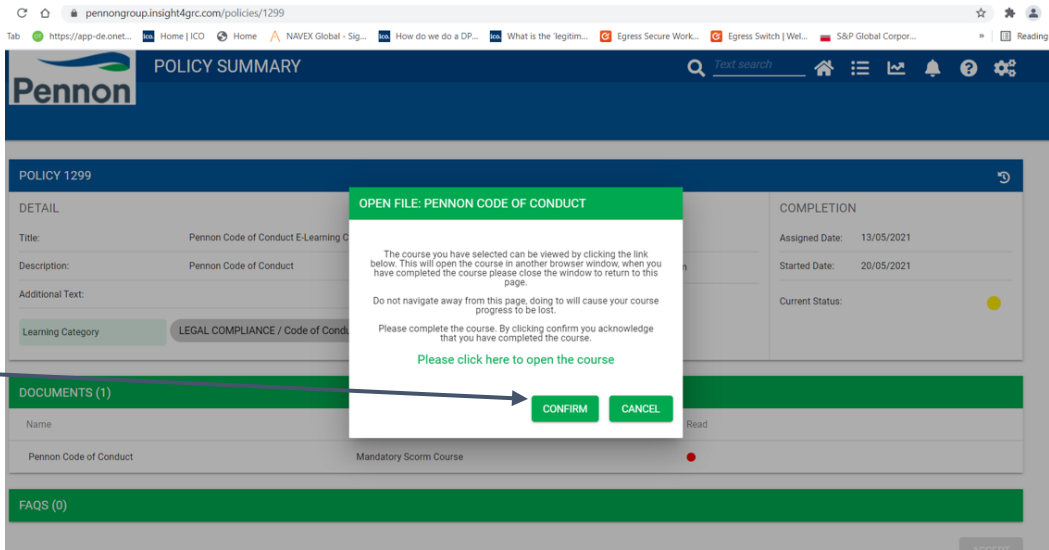
Having clicked the course you want to complete, the Policy Summary Window will open.

Click on the course to complete under "Documents"

Click on "Please click here to open course" on the pop-up window that appears

**\*\*\* The course will open a new window on your browser \*\*\***

**\*\*\* Closing the browser window will save your progress \*\*\***



Once you have completed the course, you only need to close the browser window.

You will see this screen

Click "Confirm" to submit your e-learning.

You then need to click **accept** to finalise the completions

## Summary of steps required to complete courses



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