
Learning Management System (LMS) - Tutorial

Important Links:

- Preferra Insurance Company RRG Website <https://preferrainsurance.com/>
- Preferra Learn Website <https://preferralearn.com/>
- Preferra Learn Calendar (Educational Events) <https://preferralearn.com/calendar/>

To Keep in Mind:

- Preferra Insurance Company RRG is an ACE Provider (#2109), approved by ASWB from:
 - ✓ 9/30/2024-9/30/2025
 - ✓ 9/30/2025-9/30/2028
- Our courses are accepted in all states, except New York.
- Even when a social work board accepts courses offering ASWB ACE credit, licensees are responsible for determining whether courses meet the continuing education (CE) requirements in their jurisdiction. State and provincial regulatory boards have the final authority to determine whether any individual course may be accepted for credit.
- As of October 1, 2025, we are only approved to provide continuing education for in-person workshops and synchronous courses (live, interactive webinars), we can't provide continuing education for recorded versions of workshops or webinars.
- Recorded courses do not provide continuing education.


Link to create an online account:

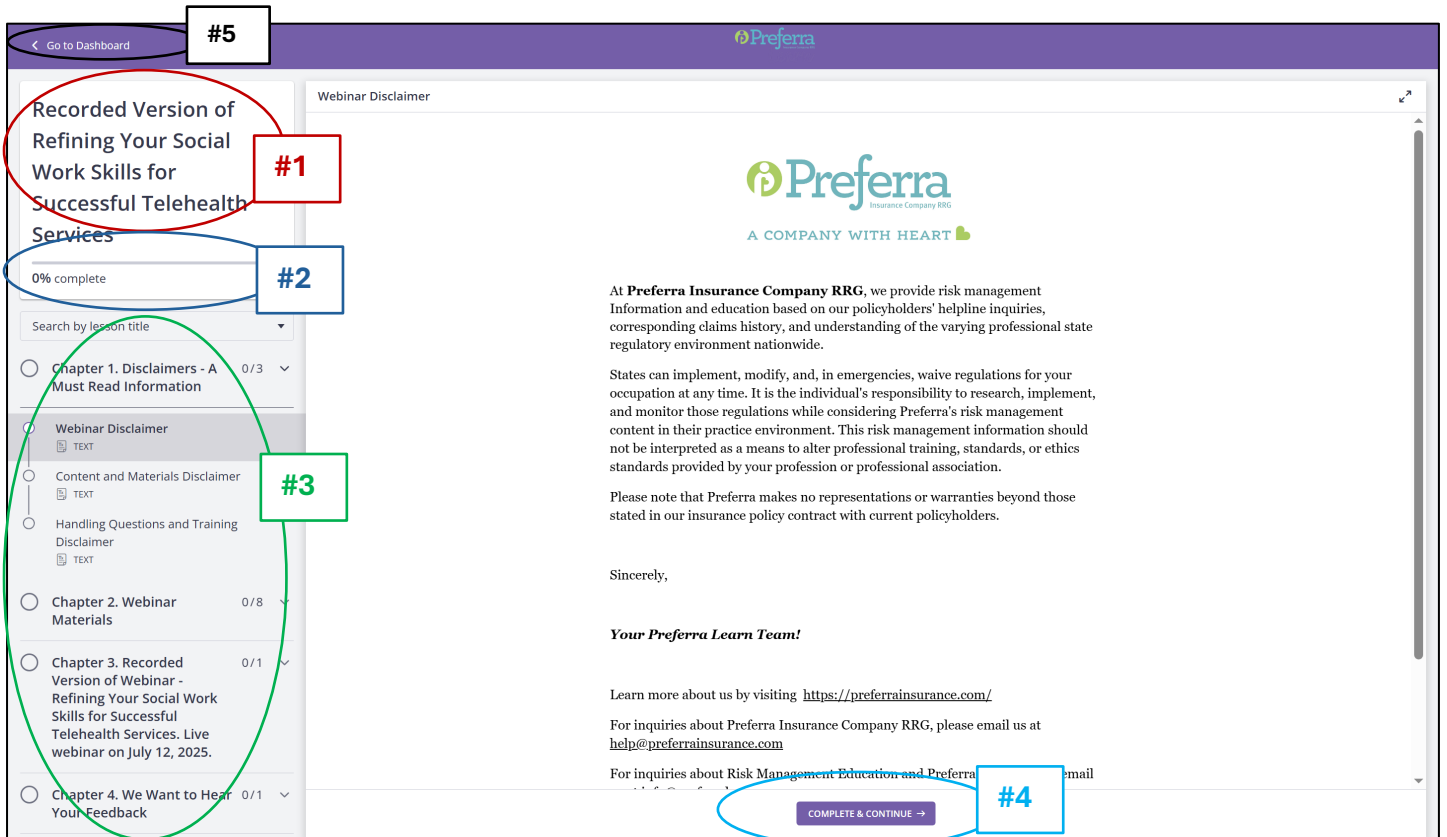
https://courses.preferralearn.com/users/sign_up

- Please complete all requested information when creating your account.
- Please keep your login information in a safe place:
 - ✓ **Email address**
 - Please take your time typing your email address correctly. If your email address is misspelled, you will not receive our welcome email, registration confirmations, or reminder emails.
 - Many users have multiple email addresses. Please write down the email address you use to create your online account.
 - After creating an online account, you will receive an automated welcome email. Please check both your inbox and your spam folder to ensure you receive future communications and important events reminders.
 - ✓ **Password**
 - Please keep your password secure but accessible, as you will need it to:
 - Register for new events
 - Access recorded events
 - Join live workshops and webinars
 - Retrieve certificates
 - Access courses materials.
 - You can reset your password. Instructions are provided on page 6 of this tutorial.

Link to Access Your Online Account

https://courses.preferralearn.com/users/sign_in

- Enter your email address
- Enter your password
- If you are registering for a course/workshop/webinar, you will land on the course/webinar page, not your dashboard. Please become familiar with the course page below.
 - ✓ Webinar/Course Title (# 1)
 - ✓ Course Progress (# 2)
 - ✓ Course Content (# 3):
 - You can Access the webinar materials at any time.
 - Materials with a download icon in the top-right corner can be downloaded. 
 - Webinar materials are usually located in Chapter 2.
 - ✓ Complete & Continue (# 4):
 - You must mark all chapters and lessons as **Complete & Continue** to complete the course.
 - Course completion will reflect in “Course Progress”.
 - To obtain your certificate (for the webinars offering continuing education), your course progress must be 100%.
- From the course registration screen, you can go to your dashboard:
 - ✓ Go to Dashboard (# 5)



The screenshot shows the Preferra course interface. A purple header bar contains a "Go to Dashboard" link (circled in blue and labeled #5) and the Preferra logo. The main content area is titled "Webinar Disclaimer" and features the Preferra logo and tagline "A COMPANY WITH HEART". The page contains a disclaimer text, a signature line, and contact information. On the left side, there is a course navigation menu with a progress indicator showing "0% complete" (circled in blue and labeled #2). The menu items are: "Chapter 1. Disclaimers - A Must Read Information" (0/3), "Webinar Disclaimer" (TEXT, circled in red and labeled #1), "Content and Materials Disclaimer" (TEXT, circled in green and labeled #3), "Handling Questions and Training Disclaimer" (TEXT), "Chapter 2. Webinar Materials" (0/8), "Chapter 3. Recorded Version of Webinar - Refining Your Social Work Skills for Successful Telehealth Services. Live webinar on July 12, 2025." (0/1), and "Chapter 4. We Want to Hear Your Feedback" (0/1). At the bottom of the page, a blue button labeled "COMPLETE & CONTINUE ->" is circled in blue and labeled #4.

Dashboard Overview

- Once in your dashboard, you can:
 - ✓ View all courses you are registered for (# 1)
 - ✓ Monitor course completion progress (# 2)
 - ✓ Start, resume, or replay courses (# 3)
 - ✓ View all courses available (# 4)
 - ✓ Access your account dropdown next to your name and avatar (# 5).

The screenshot shows the Preferra Learn dashboard for a user named 'Test profile 1 T'. The dashboard is titled 'My Dashboard' and includes a search bar and a dropdown menu for 'All'. The main section is 'My courses', which displays three course cards. Each card shows the course title, a progress indicator (87%, 57%, and 100% respectively), and two buttons: 'See Overview' and 'Resume Course'. The third card also has a 'Replay Course' button. The dashboard is annotated with five numbered callouts: #4 points to the 'Courses' link in the top navigation; #5 points to the user profile dropdown; #1 points to the course cards; #2 points to the progress indicator on the second course card; and #3 points to the 'Replay Course' button on the third course card.

My Dashboard

Test profile 1 T

Welcome back, Test profile 1 T!

My courses

Search

View more courses

All

The AI Revolution: Pros and Cons for the Social Work Profession

87%

See Overview Resume Course

Leading ME and My Thriving Practice

57%

See Overview Resume Course

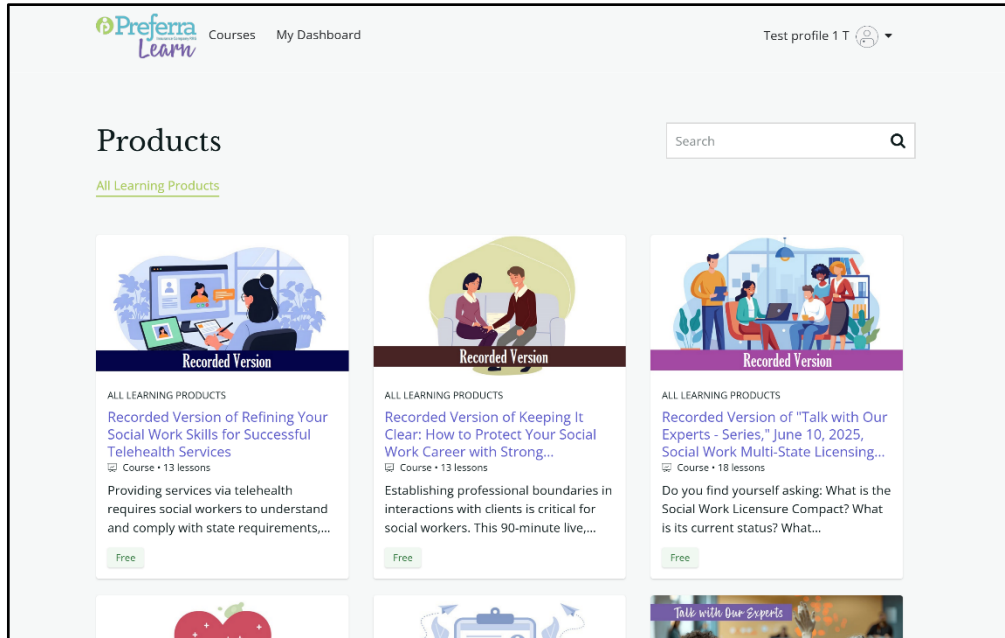
Should Social Workers Have Social Media?

100%

See Overview Replay Course

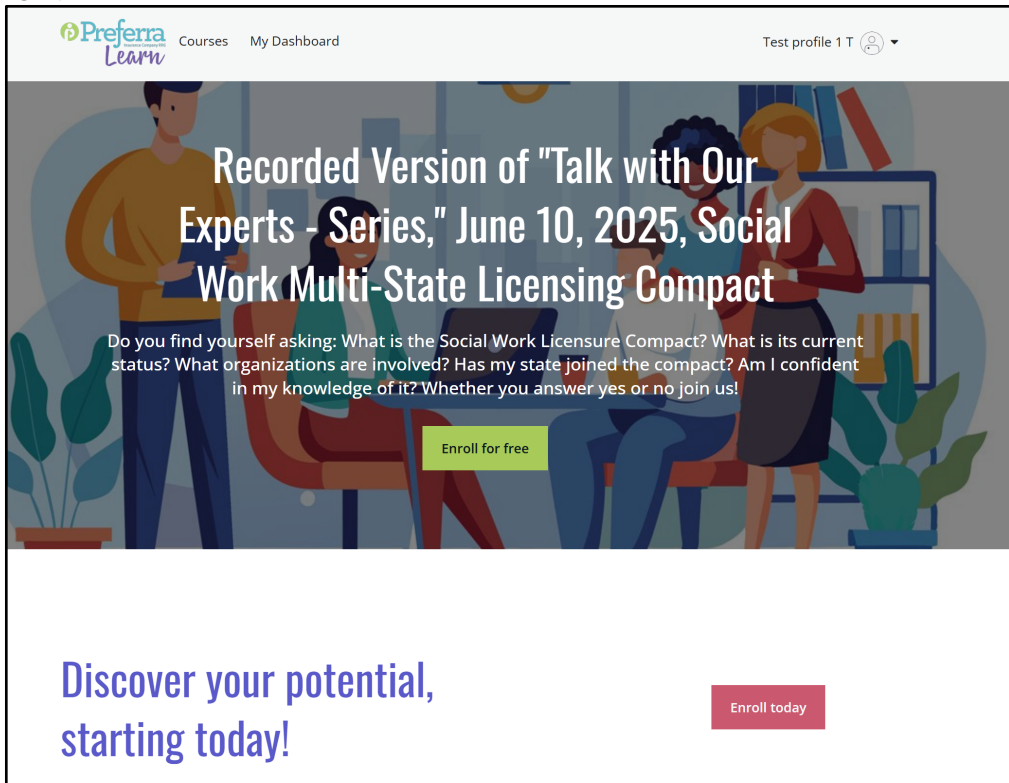
Courses Page

This page displays all available courses. To enroll, click on a course to be directed to its registration page.



Course Registration Page

Once on this page, proceed to enroll.

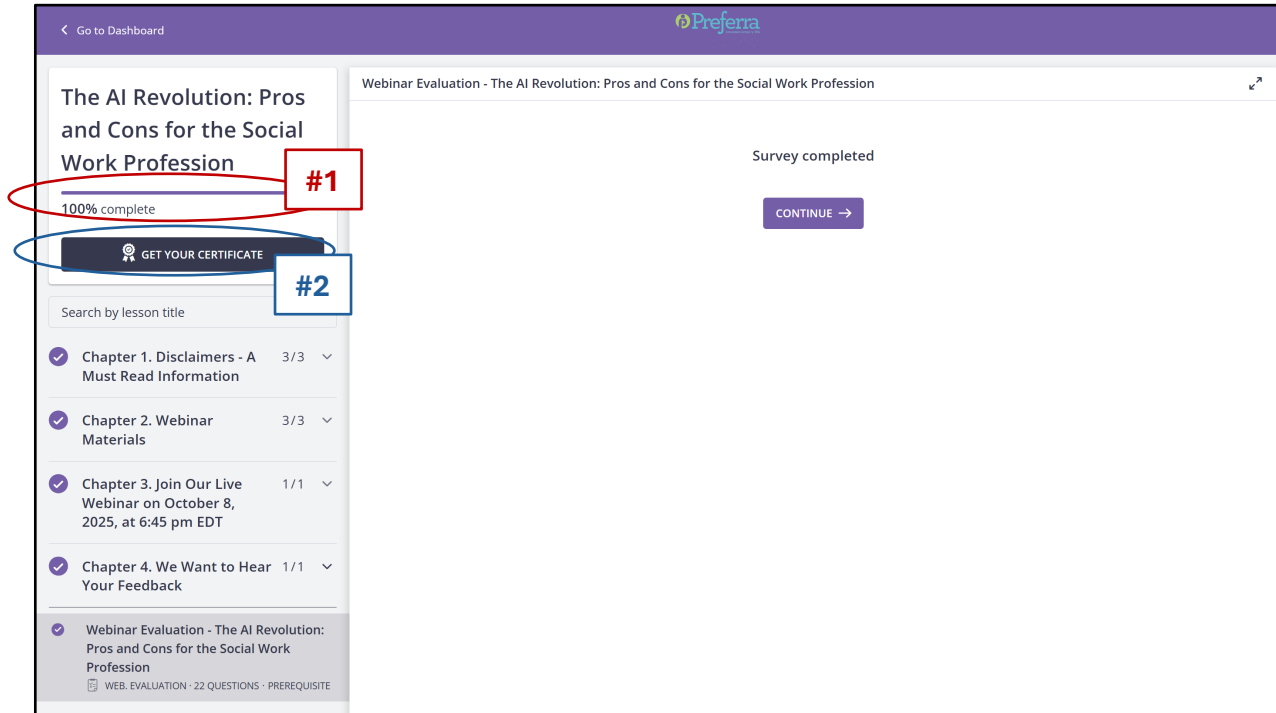


Remember: each time you register for a live workshop, webinar or recorded course, you will receive a registration confirmation email.

Course Progress & Certificates

(Screen sample)

- Course Progress at 100% (#1)
- Location to download your continuing education certificate (#2)



Account Menu (Top Right Corner)

When you click the dropdown next to your name and avatar, you will see the following options:

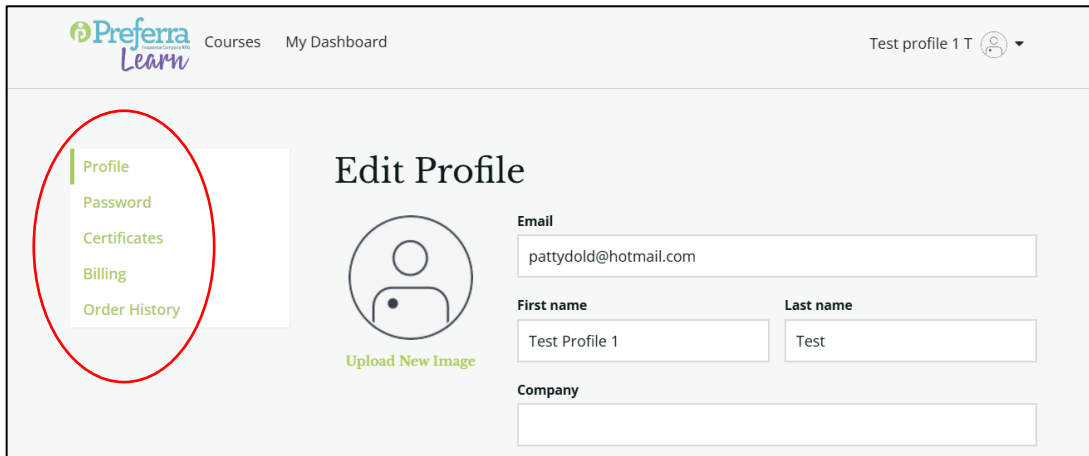
- My Account (see details below)
- Support:
 - ✓ Contact email: pbearden@preferralearn.com
 - ✓ Emails are answered within 24 hours, Monday-Thursday
 - ✓ Emails received on Friday or over the weekend will be answered the following Tuesday.
- Sign Out



My Account Options

When you click on “My Account”, you will see the following options on the top left of your screen:

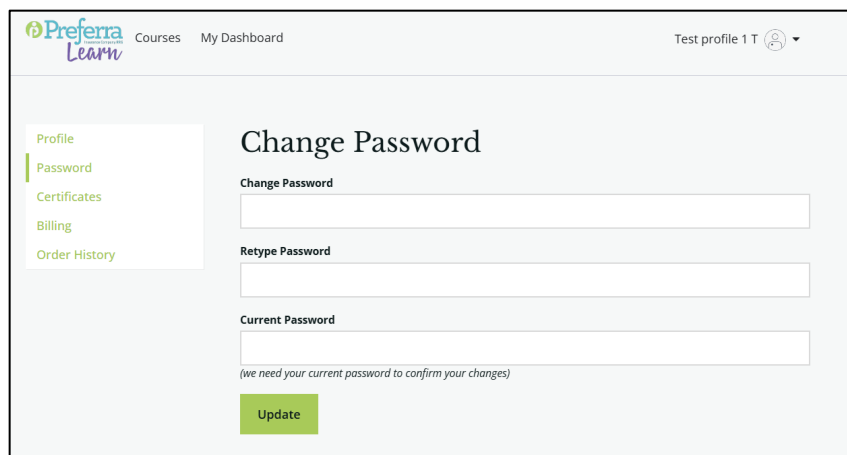
- Profile
- Password (to change your password)
- Certificates
 - ✓ We recommend saving your certificates in a folder on your computer and keeping a printed copy.
- Billing
- Order History



The screenshot shows the 'Edit Profile' page. On the left, a sidebar menu is circled in red, listing 'Profile', 'Password', 'Certificates', 'Billing', and 'Order History'. The main content area is titled 'Edit Profile' and features a profile picture placeholder with the text 'Upload New Image'. Below this, there are form fields for 'Email' (pattydold@hotmail.com), 'First name' (Test Profile 1), 'Last name' (Test), and 'Company'.

How to Change Your Password

- If you do not remember your password when logging in:
 - ✓ Click “forgot password?”
 - ✓ Enter the email address associated with your account
 - ✓ You will receive an email with the subject “Reset Password Instructions”
- To change your password while logged in into your account:
 - ✓ In **Change Password**, enter your new password
 - ✓ In **Retype Password**, re-enter the new password
 - ✓ In **Current Password**, enter your current password



The screenshot shows the 'Change Password' page. The left sidebar menu is visible with 'Password' highlighted. The main content area is titled 'Change Password' and contains three input fields: 'Change Password', 'Retype Password', and 'Current Password'. Below the fields, there is a note: '(we need your current password to confirm your changes)'. An 'Update' button is located at the bottom.

Need Help?

Remember we are always an email away. For questions, please email us at info@preferralearn.com.

- Emails received Monday through Thursday are answered within 24 hours.
- Emails received on Friday or during the weekend will be answered the following Tuesday.