Gemini Sustain plus – Training FAQs

Is there any training available for the new Gemini Sustain application?

Yes! If you are an existing customer with a short code and branch code (ask your LSO for these if you don't know them) you can follow this link and sign into the Learning Management System (LMS) using the "New user? Register" link.

If you are onboarding to the Gemini system, the link, branch and short codes and instructions on how to access the LMS will be sent to you once your short code and branch code is in the system.

What do I need to access the Gemini Training Learning Management System?

You will need a "branch code" which is sent to you as part of your onboarding to the Gemini system, and your industry "short code". If you are not sure what these are, please contact your Local Security Officer (LSO).

What are "branch code" and "short code"?

The branch code is used by the Gemini LMS to make sure you get the training appropriate to your role. Your short code is assigned to your supplier/DNO and identifies your company to the LMS.

You will need both to register as a new user in the system. You can ask your Local Security Officer (LSO) for them.

If you are already onboarded, you only need to sign in using your email address. This only applies if you have received an email to say that your details are already in the LMS.

How do I reset my password for the Gemini Training Learning Management System?

Click on the "Forgot your Password" link on the login screen. Instructions on how to reset your password will be sent to your email address.

What's the URL of the Gemini LMS?

https://correla.docebosaas.com/learn

Where do I go if I've got a problem or query about the Gemini training or LMS?

You can email the Training Team directly using box.xoserve.training2@xoserve.co.uk

How do I get access to the Gemini Sustain training?

If you are an existing customer with a short code and branch code, you can use follow this link and sign into the Learning Management System using the "New user? Register" link.

If you are currently onboarding, the link and instructions will be sent to you once your short code and branch code is in the system.

Do the modules show everything I can do in the Gemini Sustain application?
The modules provide full context for all user roles - individuals may have some limitations on screens/activities they can carry out which are assigned by your organisation.