TRUST FOOD

Co-funded by the European Union

"Advanced Digital Skills
on Blockchain for Trusted Food Supply Chains"

Project: 101100804 — TRUST-FOOD
DIGITAL-2022-TRAINING-02-SHORT-COURSES

USER MANUAL

Responsible Partner: UBITECH

This project has received funding from the European Union's Digital Europe Programme under Grant Agreement N° 101100804

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1. Introduction

Welcome to the user manual for TRUST-FOOD e-learning platform, a comprehensive guide designed to help you navigate, use, and get the most out of both our mobile and web applications. This manual serves as an essential resource for users of all roles, including trainees, trainers, and administrators. Whether you're a first-time user or familiar with the system, this manual provides step-by-step instructions, feature breakdowns, and detailed overviews to support every aspect of your learning journey.

Overview

Our e-learning platform is designed to provide engaging, efficient, and flexible educational experience that adapts to various learning needs. With separate mobile and web applications, the platform offers users convenient access to courses, resources, and tools to enhance their learning, anytime and anywhere. These manual divides content by platform—mobile and web—detailing each interface, feature, and functionality to ensure a smooth user experience.

What You'll Find in This Manual

In this manual, you will find everything you need to know to make the most of TRUST-FOOD e-learning platform. We delve into detailed sections on the *Mobile Application* and the *Web Application*, breaking down core functionalities like course access, account management, and accessibility options. Additional sections include frequently asked questions, troubleshooting, and contact information, offering answers to common queries and guidance for immediate assistance.

1. Who Should Use This Manual

This manual is intended for all users of the platform:

- **Mobile Application Users**: Access lessons, complete quizzes, and track progress on the go.
- **Web Application Users (Trainees)**: Engage with an expanded feature set ideal for in-depth learning and resource management.
- **Trainers**: Utilize specialized sections to manage course content, monitor trainee progress, and optimize learning experiences.

Whether you are here to take courses, provide instruction, or explore the platform's additional resources, this manual will empower you to utilize the platform with confidence. We hope this guide enhances your experience, making your journey on our e-learning platform smooth, productive, and rewarding.

2. Mobile Application

2.1 Introduction

2.1.1 Core Functionality

The mobile app offers two primary types of quizzes, designed to assess and enhance the user's understanding of the Food Supply Chain:

1. **Knowledge Level Quiz**: This quiz assesses the user's overall knowledge level, which is categorized into *Beginner*, *Intermediate*, and *Expert* levels.
2. **Category-Specific Quiz**: This quiz focuses on specialized areas within the Food Supply Chain. Users can select from the following categories:
    a. Information & Communication Technologies
    b. Supply Chain/Logistics
    c. Financial Services
    d. Food/Agriculture
    e. Legal

Upon completion of each quiz, users receive scores that help guide them to relevant courses available on the TRUST-FOOD web application. These recommended courses are tailored to the user's knowledge and expertise level, ensuring a personalized learning experience.

2.1.2 Additional Features

The app includes several additional screens to enhance the user experience:

- **About Screen**: Introduces the app's concept, goals, and purpose.
- **FAQ Screen**: Answers common questions, offering quick support and guidance.
- **Object Detection Screen**: Using the device's camera and an integrated machine learning model, this screen detects specific logos. Once a logo is identified, the app redirects the user to a corresponding webpage with further information.

For a detailed description of each screen, along with images and examples, please refer to the following sections.

2.2 Splash screen

After the user downloads and installs the mobile app from either Google Play or the App Store, a splash screen (*Figure: 2.2 Mobile App - Splash screen*) briefly appears while the home screen loads.

Figure: 2.2 Mobile app - Splash screen

2.3 Home screen

The screen shown in "*Figure: 2.3 Mobile app – Home screen*" displays the home screen of the mobile application. This view serves as the starting point for the user's personalized learning journey. Here, the app presents two quiz options:

1. **Knowledge-Level Quiz**: A quiz tailored to assess and enhance the user's current knowledge base.
2. **Expertise-Focused Quiz**: A quiz targeting specific areas of expertise, allowing users to focus on subjects of interest as described in previous sections.

These options are designed to guide the user toward a more customized and effective learning experience.

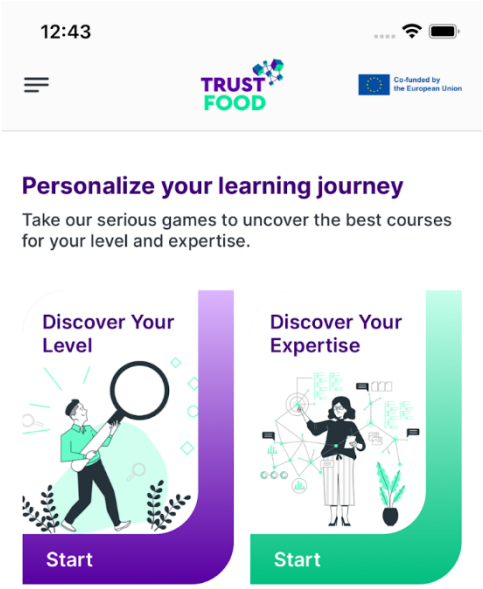


Figure: 2.3 Mobile app – Home screen

2.4 Sidebar Navigation

The app's sidebar (refer to "*Figure: 2.4 Mobile App – Sidebar/Menu*") acts as a central navigation hub, offering easy access to essential features and information. Menu items, including "Home", "About", "Scan Logo" and

"FAQ" are designed for straightforward navigation. Selecting any item takes users directly to the corresponding feature or content area within the app, providing a seamless user experience.

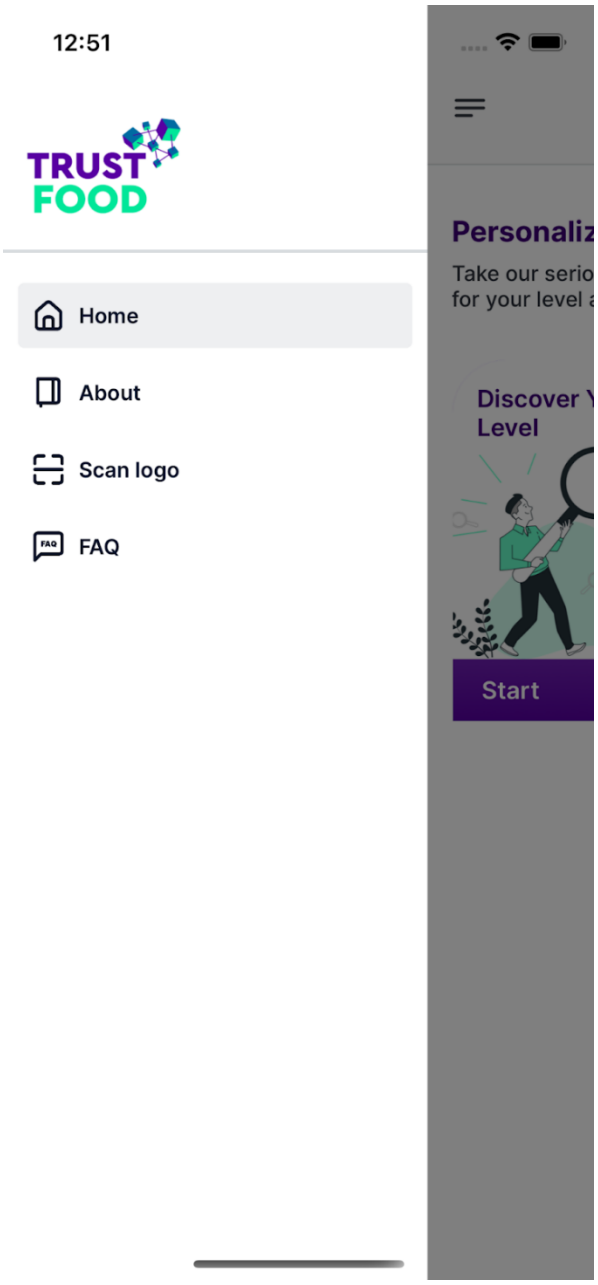


Figure: 2.4 Mobile app – Sidebar/Menu

2.5 About screen

The **About screen**, labelled as "*Figure 2.5 Mobile App – About Screen*", gives users an overview of TRUST-FOOD's background and mission. This screen presents a brief description of the organization's core values,

goals, and objectives, enhancing transparency and building a stronger connection with users. Additionally, links are included within the text—such as the **Terms of Use**—which direct users to external content when needed.

Figure: 2.5 Mobile app – About screen

2.6 Breaking Down the Steps of the Quiz

Each quiz offers an engaging way for users to assess their knowledge or expertise level within the app. The following steps outline the user journey through this feature:

1. **Introductory Screen**

The quiz journey begins with an introductory screen. This screen provides a brief overview of the quiz, along with a "Start" button to begin (refer to "*Figure: 2.6.1 Mobile app – Quiz Start screen*").

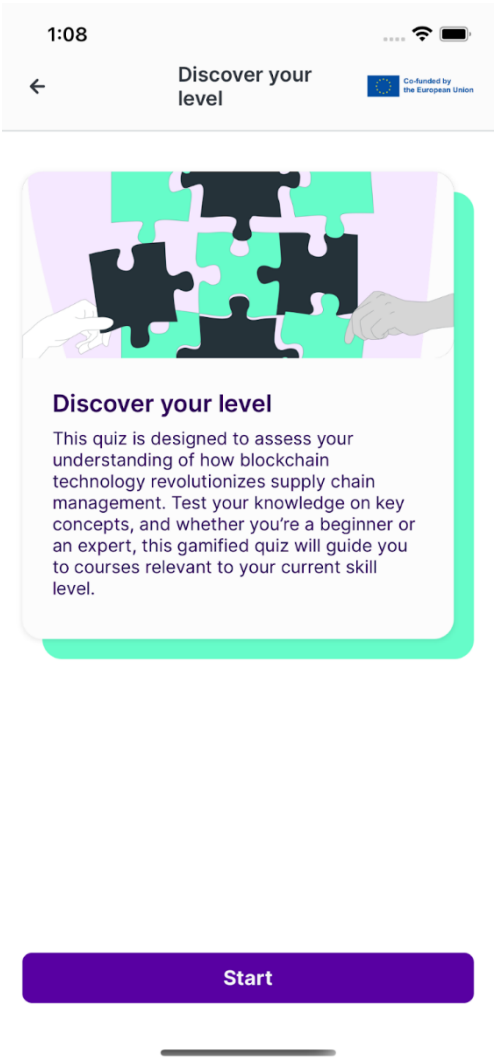


Figure: 2.6.1 Mobile app – Quiz Start screen

2. **Question Screens**

   After tapping "Start", users are guided through a series of multiple-choice question screens. Each screen presents a question with multiple answer options (refer to "*Figure: 2.6.2 Mobile app – Quiz Question screen*"). Once a choice is selected, it will appear highlighted, allowing users to clearly see their selection (refer to "*Figure: 2.6.3 Mobile app – Quiz Question & Selected Answer screen*").

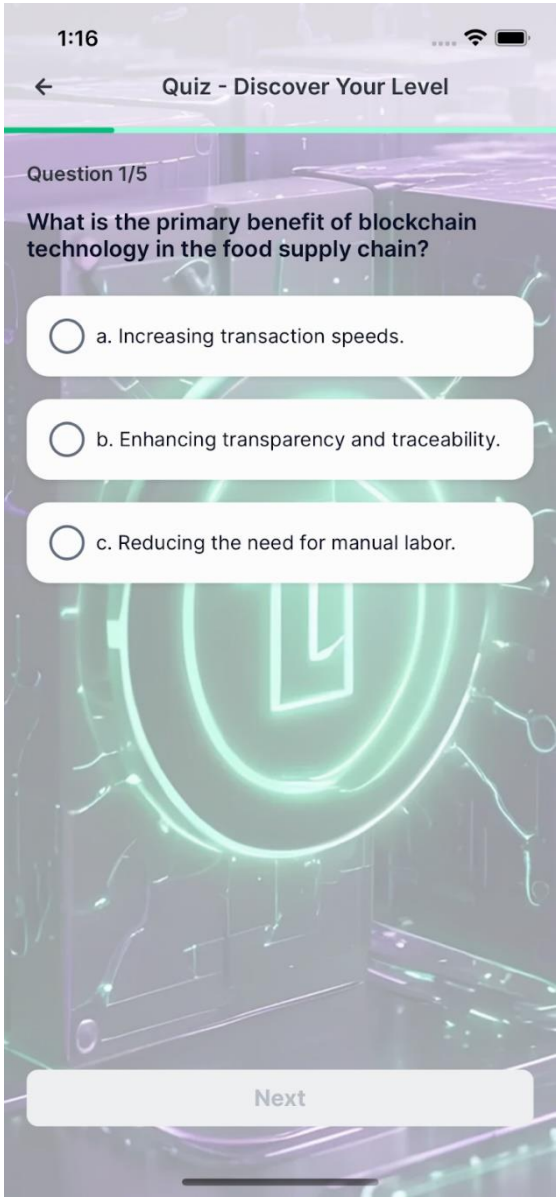


Figure: 2.6.2 Mobile app – Quiz Question screen

3. **Navigating Questions**

   Users can proceed to the next question by tapping the "Next" button (refer to "*Figure: 2.6.3 Mobile app – Quiz Question & Selected Answer screen*") or finalize their responses with the "Complete" button on the last question (refer to "*Figure: 2.6.4 Mobile app – Quiz Complete screen*").

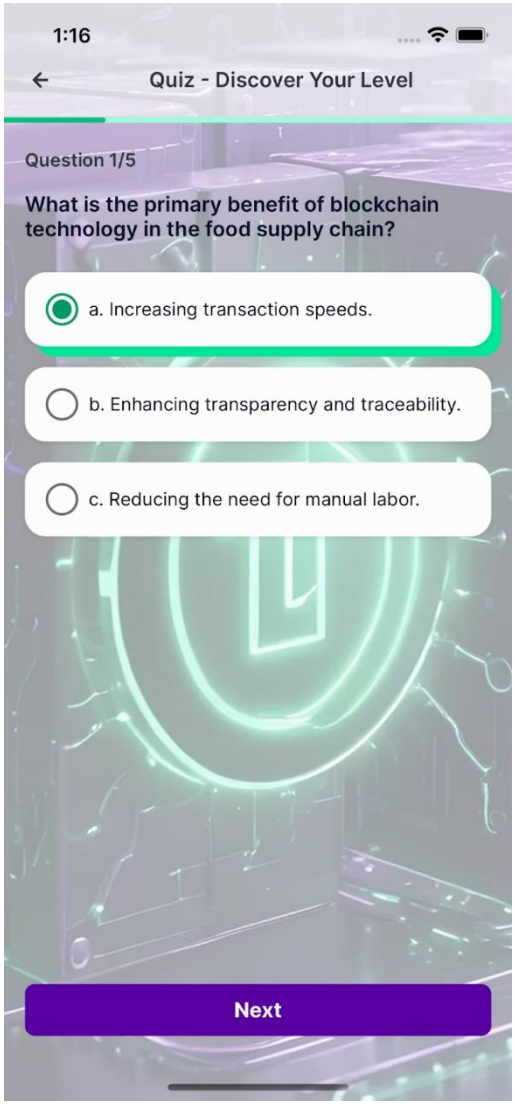


Figure: 2.6.3 Mobile app – Quiz Question & Selected Answer screen

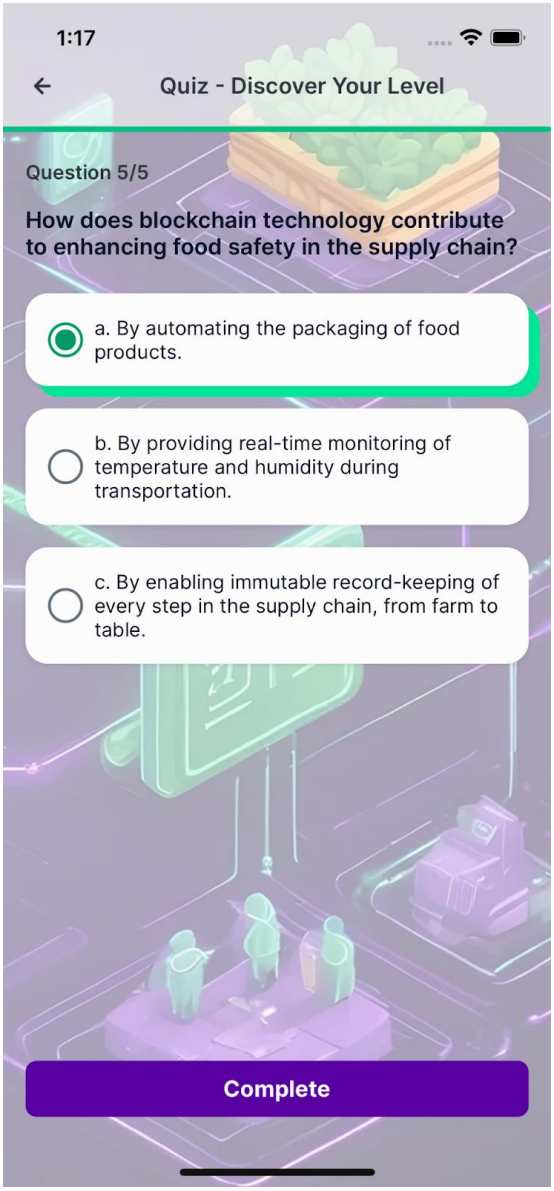


Figure: 2.6.4 Mobile app – Quiz Complete screen

4. **Results Screen**

   Upon completing the quiz, a final screen with a congratulatory image displays the user's level (for knowledge-based quiz) or relevant category (for expertise-based quiz), based on their responses (refer to "*Figure: 2.6.5 Mobile app – Quiz Success screen*").

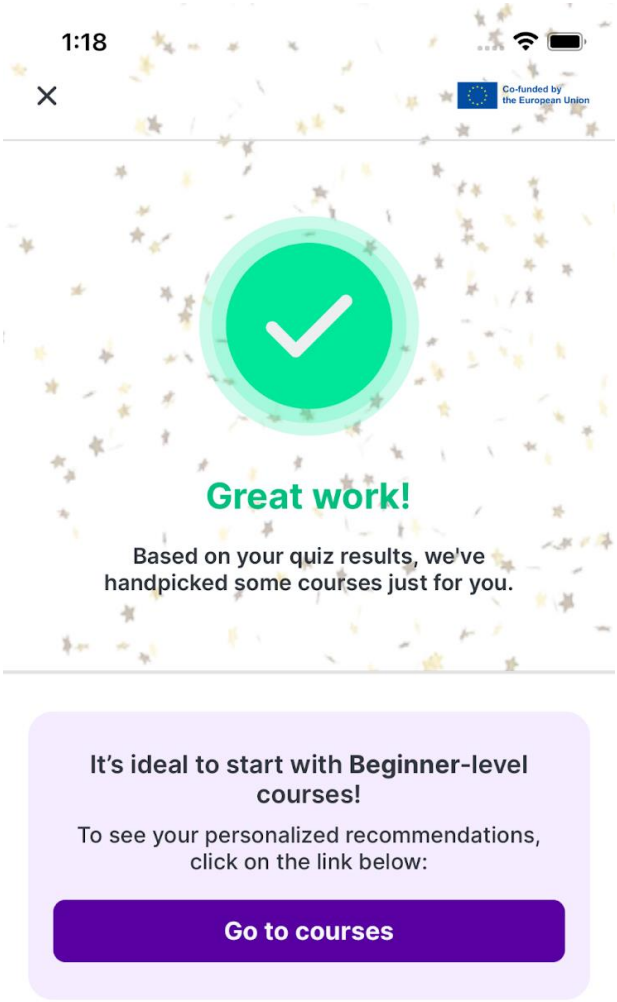


Figure: 2.6.5 Mobile app – Quiz Success screen

5. **Redirect to Courses**

   To explore tailored learning resources, users can tap the "Go to Courses" button refer to "*Figure: 2.6.5 Mobile app – Quiz Success screen*"), which directs them to the courses page on the web

application (https://trust-food.ubitech.eu/). The page will automatically filter courses according to the user's quiz results for a personalized learning experience.

Following these steps will guide users smoothly through each quiz, providing insightful results and relevant course recommendations.

2.7 Frequently Asked Questions (FAQ) screen

The image labelled "*Figure 2.7: Mobile App – FAQ Screen*" illustrates the application's FAQ screen. This screen is designed with expandable sections, each summarized by a heading. When you tap on a heading, the section expands to reveal detailed answers to frequently asked questions. Additionally, relevant links for further information are provided where applicable, helping to clarify and address common user inquiries.

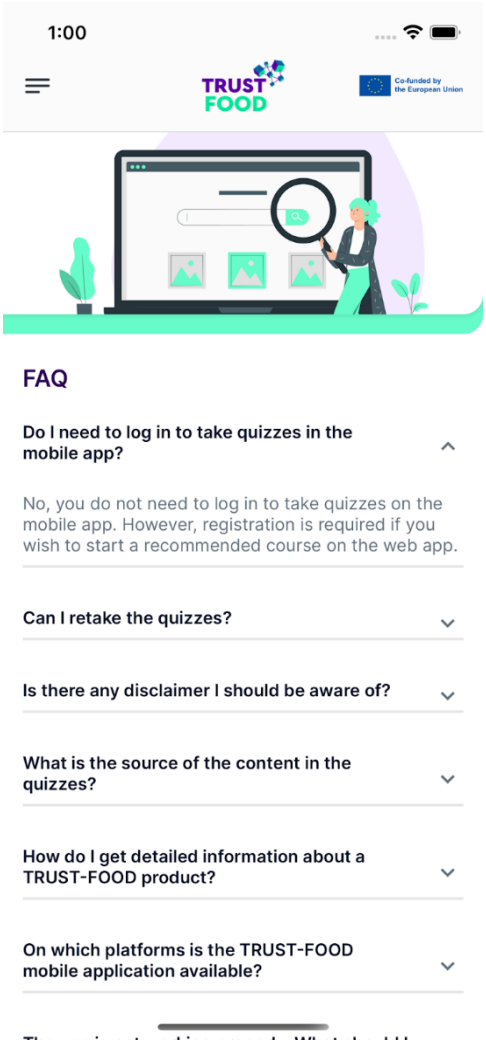


Figure: 2.7 Mobile app – FAQ screen

2.8 Scan Logo screen

The Scan Logo screen (refer to "*Figure: 2.8 Mobile App – Object detection screen*") provides users with an intuitive way to interact with TRUST-FOOD's printed materials. By utilizing the device's camera, the user can easily search for specific items through object detection technology. Once the app identifies the item, the user will be automatically redirected to the corresponding web application (https://trust-food.ubitech.eu) for more detailed information.

Figure: 2.8 Mobile app – Scan Logo screen

3. Web Application

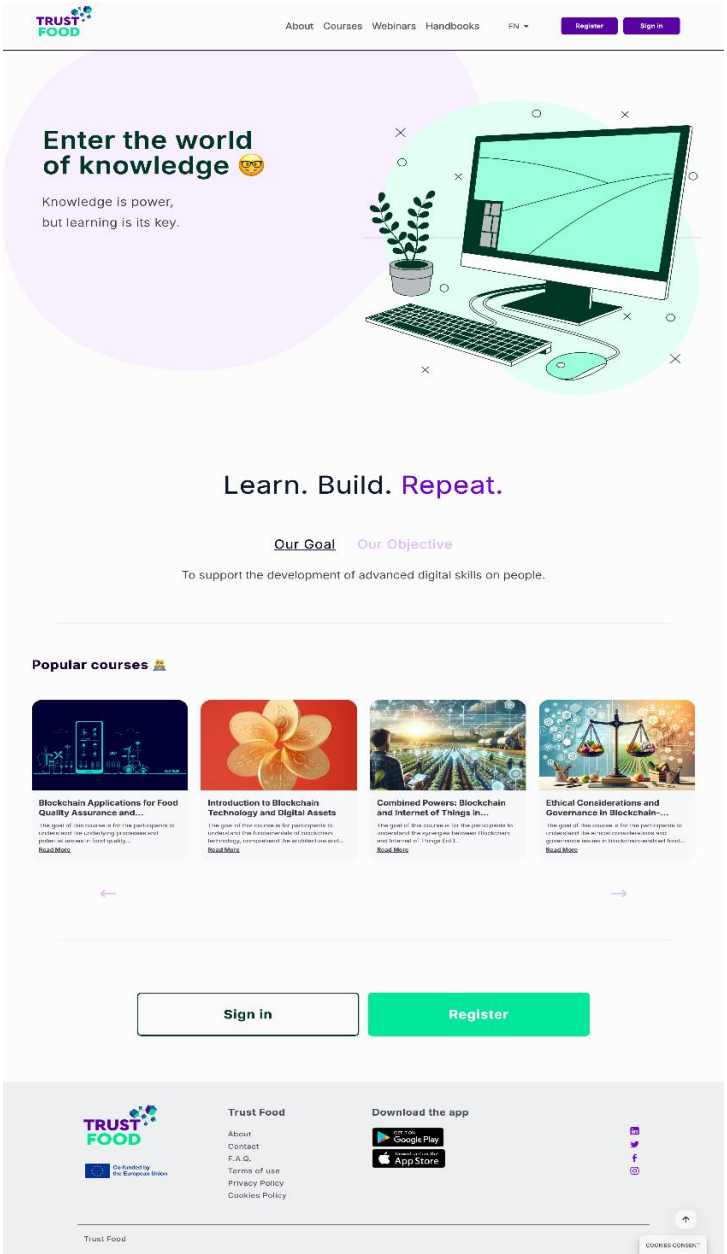
3.1 All Users (Registered and Unregistered)

3.1.1 Homepage

TRUST-FOOD homepage provides an overview of its mission to enhance digital skills in the food supply chain sector through blockchain technology. It offers practical courses on topics like food traceability, smart contracts, and blockchain applications for quality assurance. Users can explore content, register for courses, and gain insights into blockchain's impact on food industry integrity. There is also a list of the most popular courses that customers viewed to make it easier for end users to access them.

Figure: 3.1.1 Web Application - Homepage

3.1.2 Header



The **header** on the Trust Food homepage includes a navigation menu with options like Home, Courses, About, and Contact, along with a logo. Users can register or sign in, and for those already signed in, there are Profile and Logout options for easy account management.

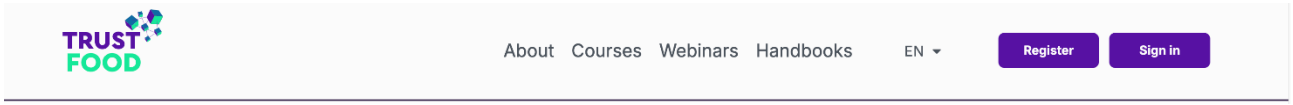


Figure: 3.1.2.1 Web Application - Header for Unregistered Users

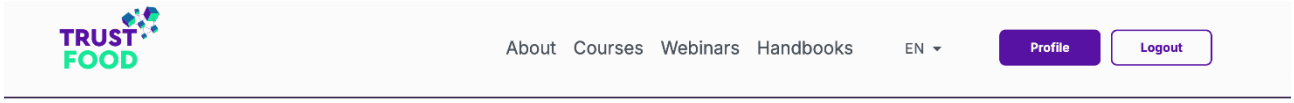


Figure: 3.1.2.2 Web Application - Header for Logged in Users

3.1.3 About

The About page provides insights into our mission under the Digital Europe project to enhance digital skills in the Food Supply Chain sector. We focus on upskilling and reskilling SMEs and job seekers through high-quality training courses with a focus on Blockchain technologies. This page also highlights our most popular courses, offering valuable knowledge to help you thrive in this evolving industry.

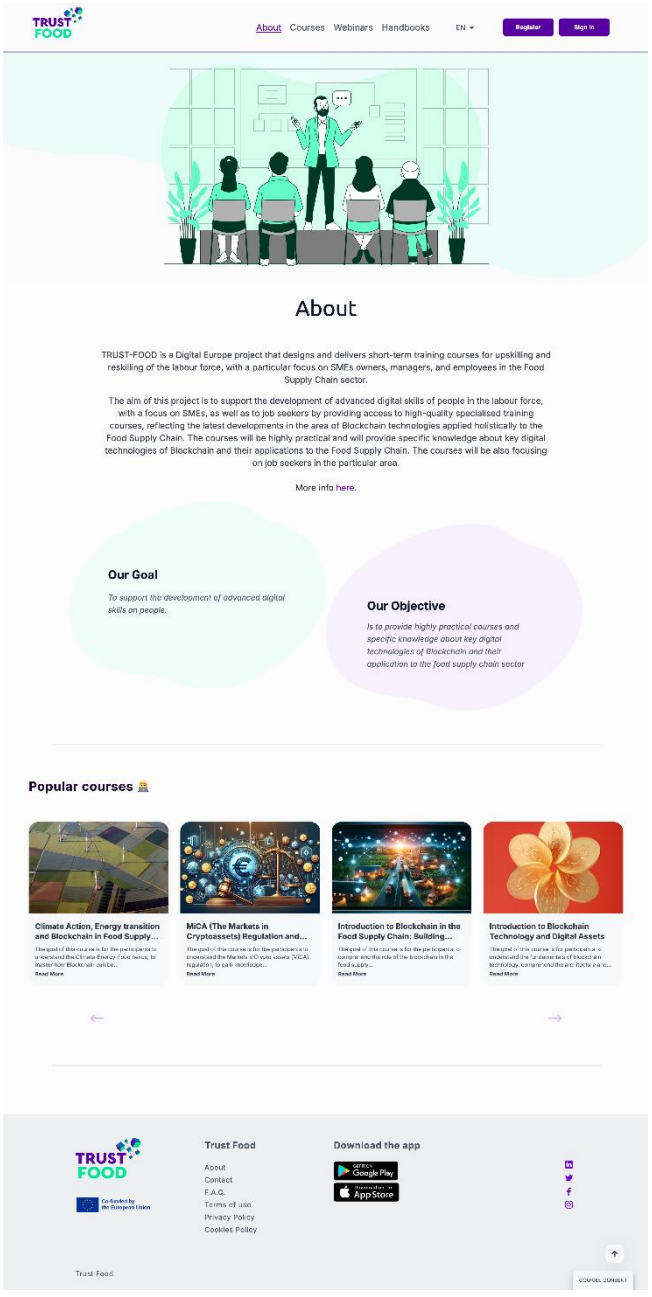


Figure: 3.1.3 Web Application – About page

3.1.4 Courses

The "Courses" page on the TRUST-FOOD web application (refer to "*Figure: 3.1.4 Web Application – Courses page*") provides a visually engaging and user-friendly interface accessible to all users. This page features a diverse selection of courses on topics such as blockchain, digital assets, sustainability, and more, each displayed with an image, title, duration, knowledge level, and a brief description for quick browsing.

A sidebar with search functionality and multiple filter options allows users to narrow down courses by categories, levels, instructors, and tags, making it convenient to find courses that align with their specific interests and skill levels.

Users can scroll through the course offerings and select individual courses to view detailed information about the content, objectives, and enrolment options, making this page a comprehensive hub for exploring educational opportunities.

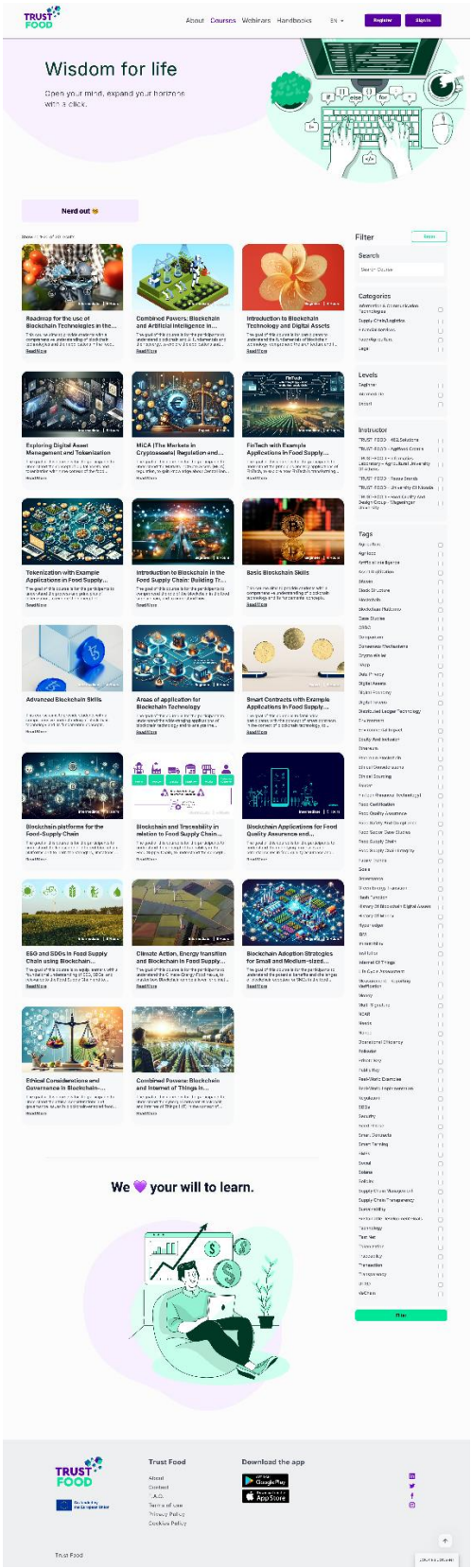


Figure: 3.1.4 Web Application – Courses page

3.1.5 Course Details

The "Course Details" page offers an in-depth view of individual courses, showcasing essential information for prospective learners. At the top, the course title, description, and learning objectives provide an overview, outlining what participants can expect to learn. Details like the instructor's name, associated categories, and a review rating system are also visible, helping users evaluate the course's relevance and quality.

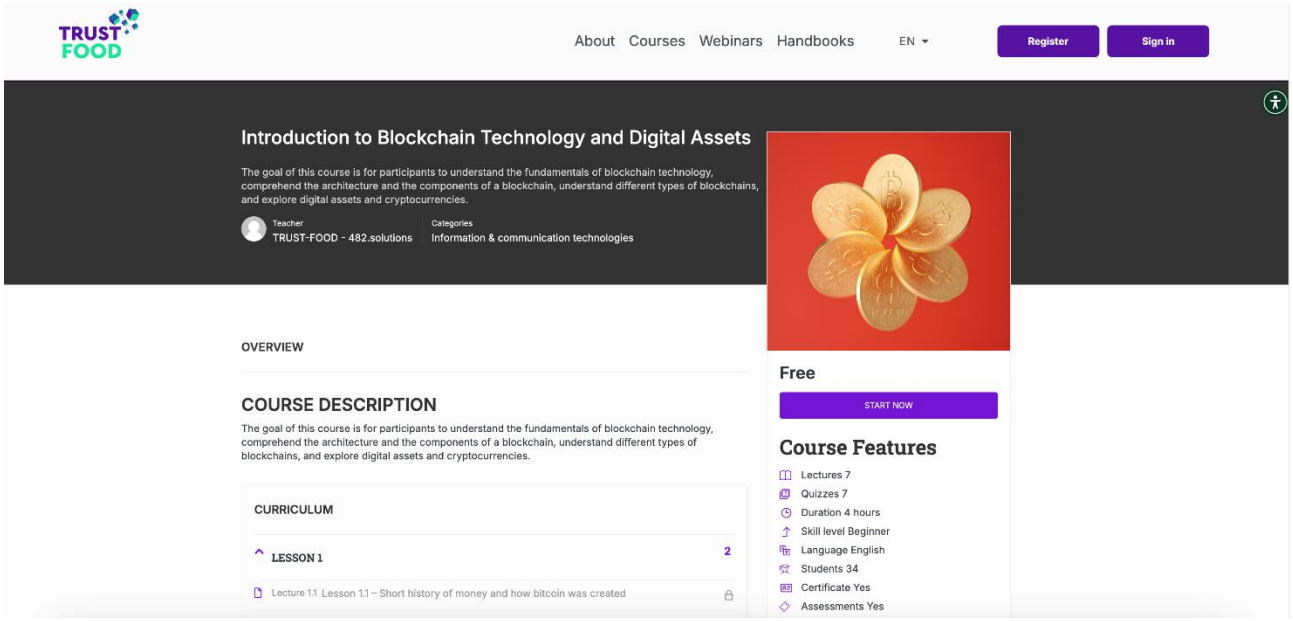


Figure: 3.1.5.1 Web Application – Courses Details page (1)

On the right side, a prominent "Start Now" button encourages enrolment, with a "Course Features" section highlighting key course details, including the number of lectures, quizzes, total duration, skill level, language, student count, certificate availability, and assessment options. Below the overview, the "Curriculum" section provides a breakdown of each lesson, including lectures and quizzes, organized by topic. Each lesson and quiz display its title and number of questions, giving learners a clear roadmap of the course structure.

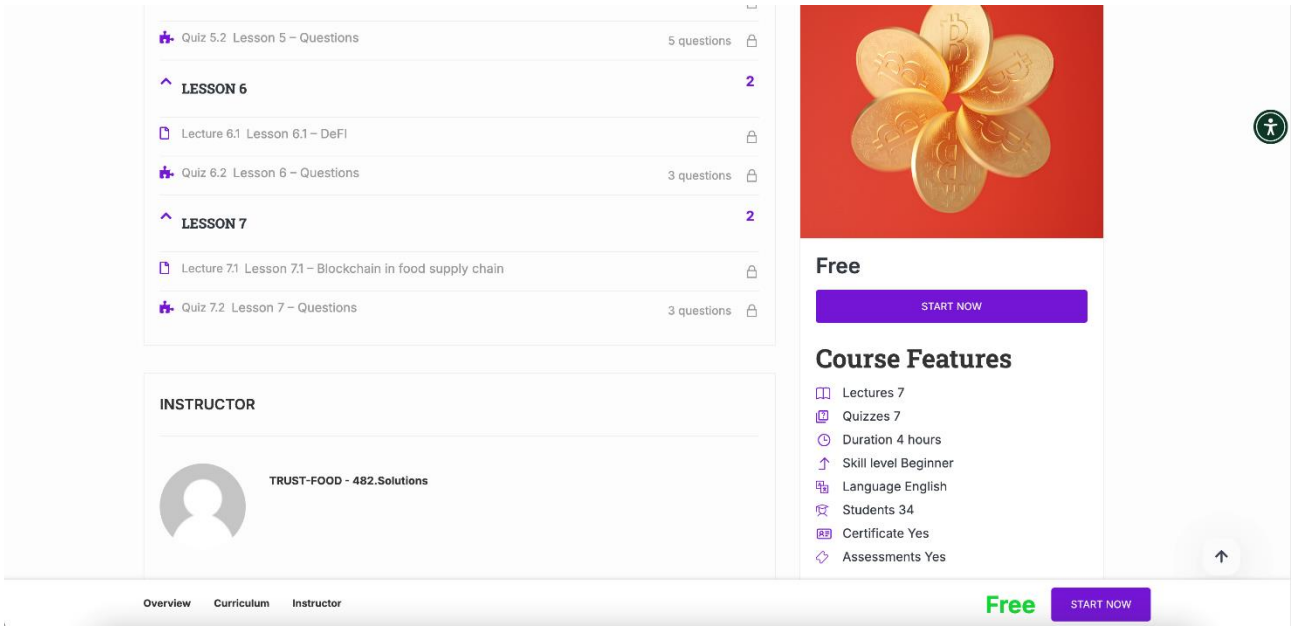


Figure: 3.1.5.2 Web Application – Courses Details page (2)

An "Instructor" section at the bottom provides further information about the course creator, enhancing credibility. This layout allows users to easily understand the course content, requirements, and structure, supporting informed decision-making before enrolling.

3.1.6 Informative Webinars

On the Informative Webinars page, you can access useful takeaways through our two featured videos. The first video provides an overview of the innovative applications of Blockchain technologies in the Food Supply Chain, while the second delves into the importance of digital skills for professionals in the sector. These webinars are designed to enhance your understanding of key topics and support your professional development.

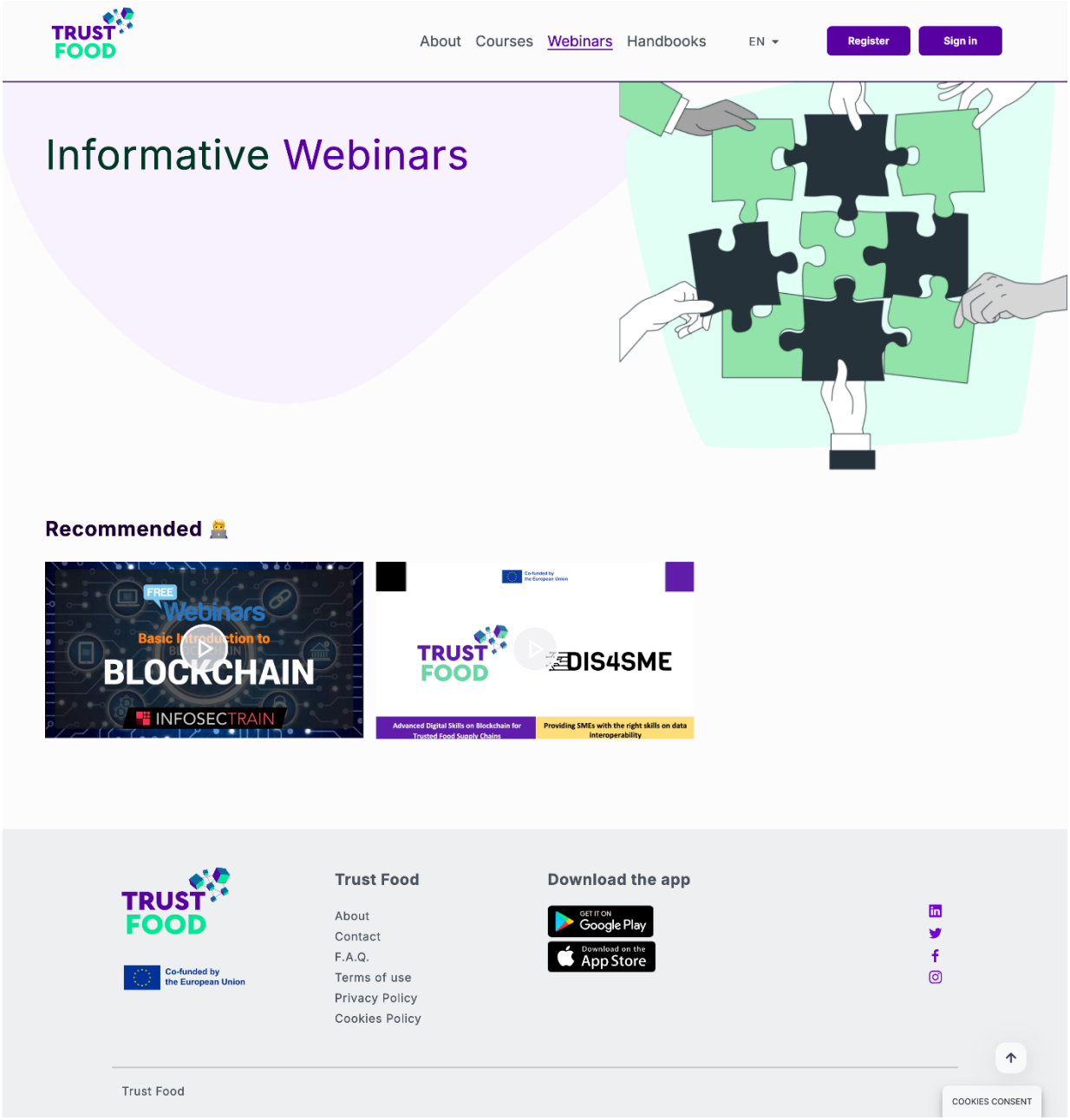


Figure: 3.1.6 Web Application – Informative Webinars page

3.1.7 Handbooks

The "Handbooks" page (refer to "*Figure: 3.1.7 Web Application – Handbooks page*") serves as a resource center offering structured guides for both trainers and trainees involved in blockchain and digital asset courses focused on the agrifood industry.

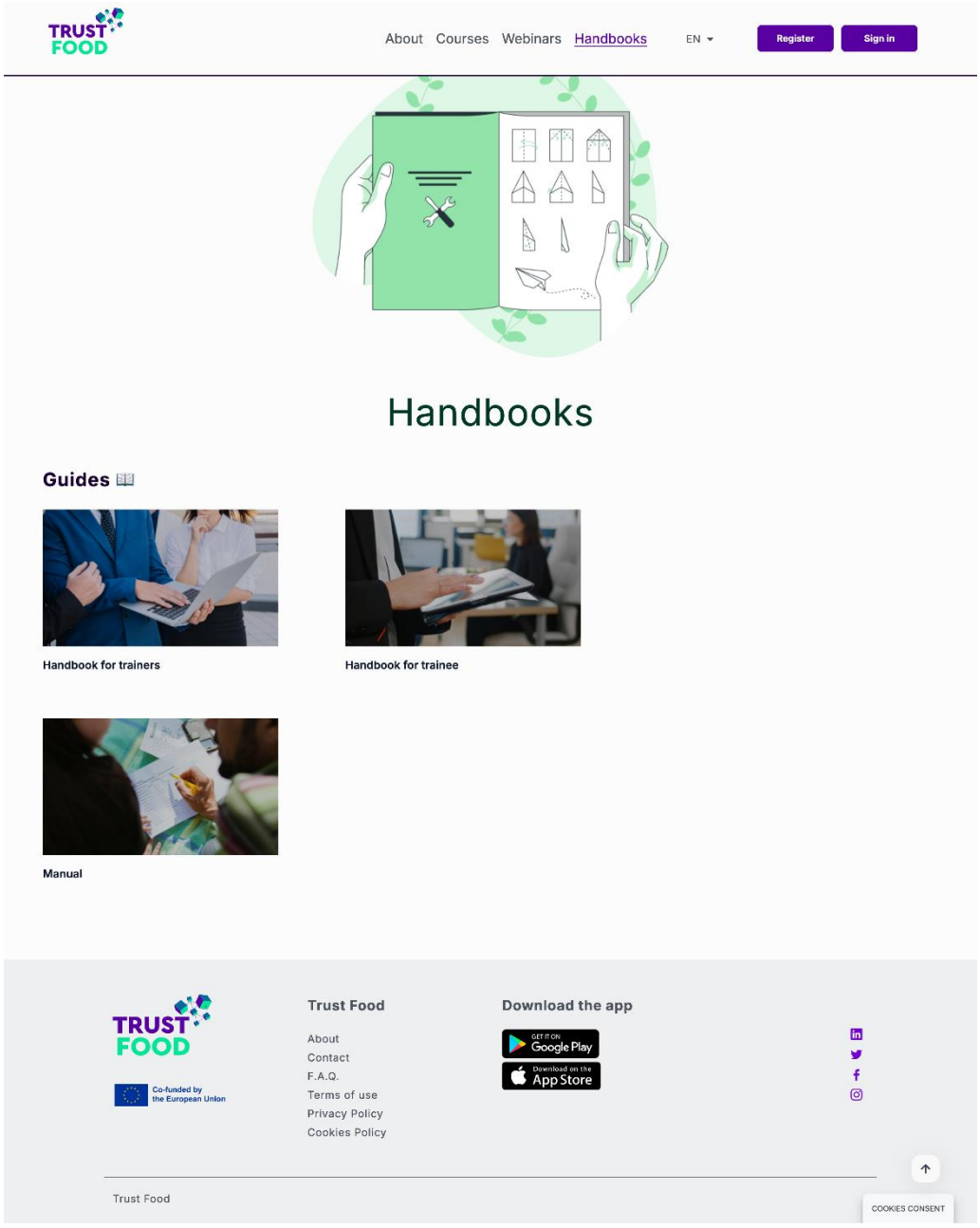


Figure: 3.1.7 Web Application – Handbooks page

It includes:

1. **Handbook for Trainers**: This guide provides trainers with essential information on instructional strategies, learning theories, and engagement techniques to optimize the delivery of blockchain and digital asset management training. It also covers course objectives, learning outcomes, assessments, and certification processes, empowering trainers to create an effective and interactive learning environment.
2. **Handbook for Trainees**: The trainee handbook offers a detailed overview of each course, including the content, objectives, and expected outcomes. It serves as a comprehensive guide for learners to understand blockchain applications in the food supply chain, offering tips on navigating lessons, self-assessment strategies, and insights into the practical application of knowledge gained during training.
3. **Manual**: This document—currently being compiled—aims to be an all-encompassing guide covering the entire platform's functionalities. It includes descriptions of key pages, features, and user instructions, acting as an accessible reference for both trainers and trainees.

These handbooks are downloadable and serve as valuable offline resources for trainees and trainers, supporting learning continuity beyond the digital environment.

3.1.8 Register

The "Registration" page on the TRUST-FOOD platform provides a straightforward form for trainees to create an account. Basic information fields include email address, username, and password, with a confirmation field for password verification. Trainees also enter their first and last names and a display name, which will appear on their profile.

The form includes checkboxes to indicate if the user is a "Job Seeker" or an "Employee". If "Employee" is selected, the trainee must fill in the "Current Organization" field, ensuring relevant context for platform use. After agreeing to the Privacy Policy and Terms of Use, users can complete the registration by clicking the "Register" button. Upon successful registration, the user receives a confirmation email to verify their account, providing secure access to the platform's courses and resources.

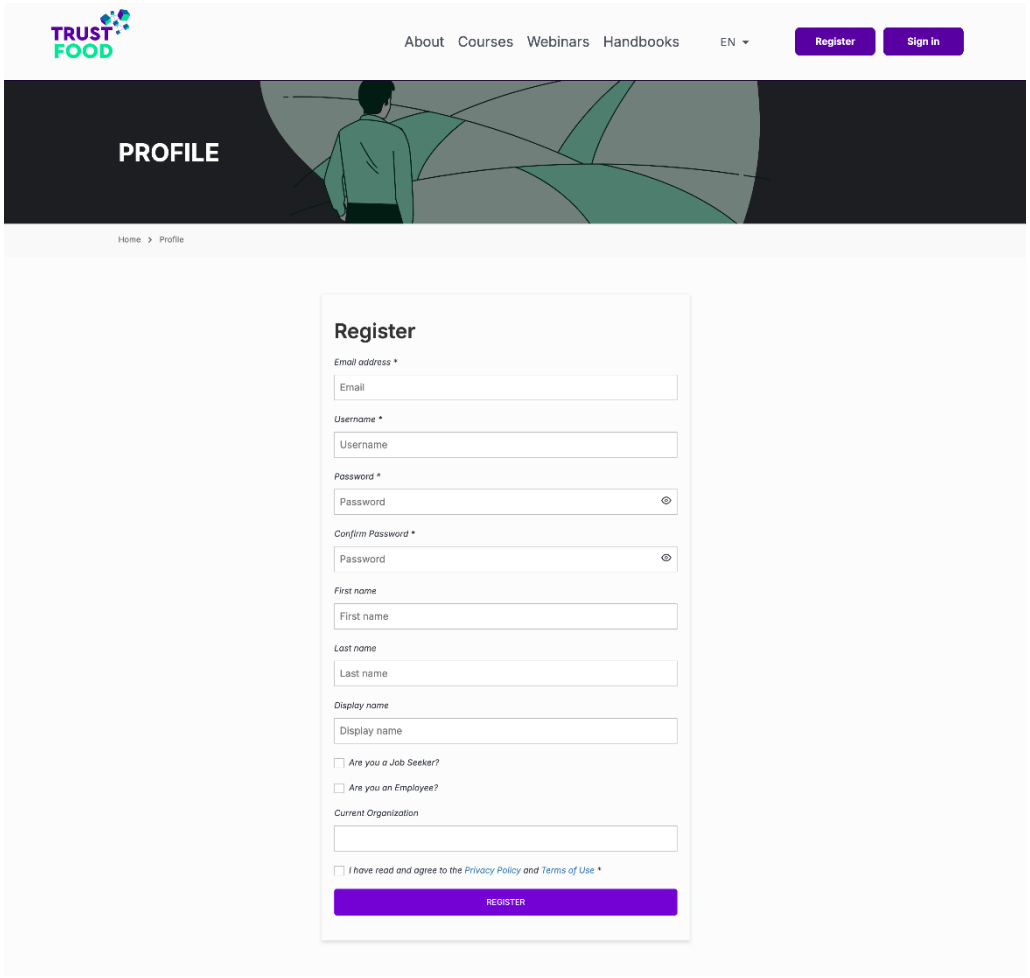


Figure: 3.1.8 Web Application – Register page

3.1.9 Login

The "Login" page on the TRUST-FOOD platform (refer to "*Figure: 3.1.9.1 Web Application – Login page*") allows users to securely access their accounts. The login form prompts users to enter their username or email and password, with a "Remember Me" checkbox for convenience on future visits. A "Lost your password?" link is available for users who need to reset their password. The "Login" button completes the sign-in process, while a "Register now" link at the bottom directs new users to the registration page if they haven't created an account yet.

Upon successful login (refer to "*Figure: 3.1.9.2 Web Application – Login successful page*"), users receive a confirmation message at the top of the page, indicating they have signed in. The "Register" and "Sign In" buttons in the header are replaced by "Profile" and "Logout" options, allowing easy access to account settings and a quick sign-out.

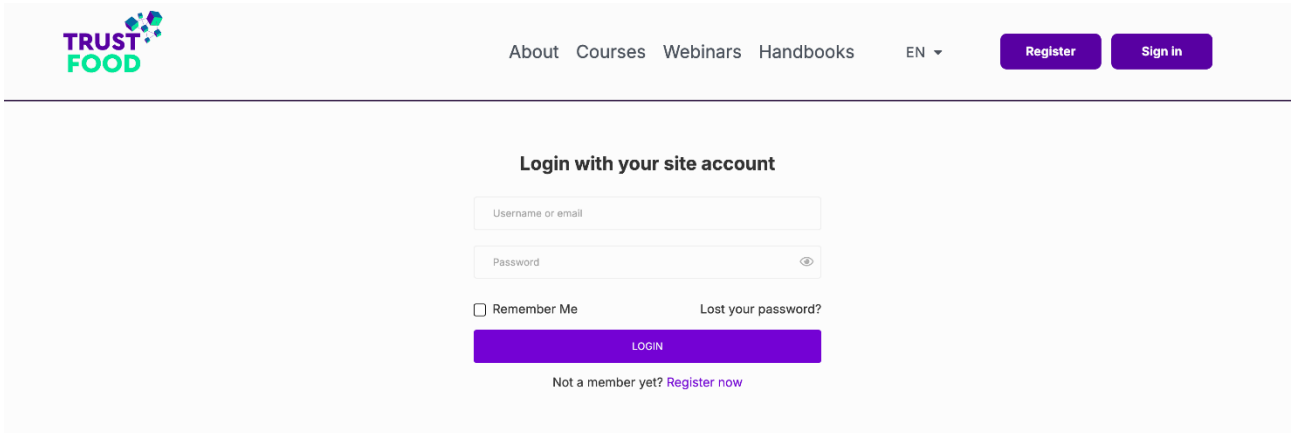


Figure: 3.1.9.1 Web Application – Login page

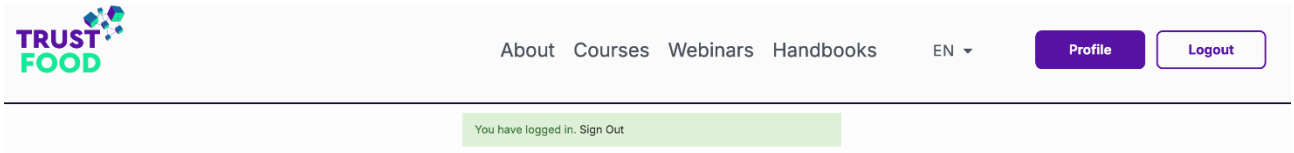


Figure: 3.1.9.2 Web Application – Login successful page

3.1.10 Reset Password

The "Reset Password" page (refer to "*Figure: 3.1.10.1 Web Application – Reset Password page*") provides users with a simple way to regain access to their accounts if they've forgotten their password. The page prompts users to enter their username or email address and click the "Reset Password" button. Upon submission, a confirmation message appears at the top (refer to "*Figure: 3.1.10.2 Web Application – Reset Password prompt*"), instructing the user to check their email for a link to reset their password. The email sent to the user contains further instructions and a secure link to create a new password (refer to "*Figure: 3.1.10.3 Web Application – Change Password page*"), ensuring account security.

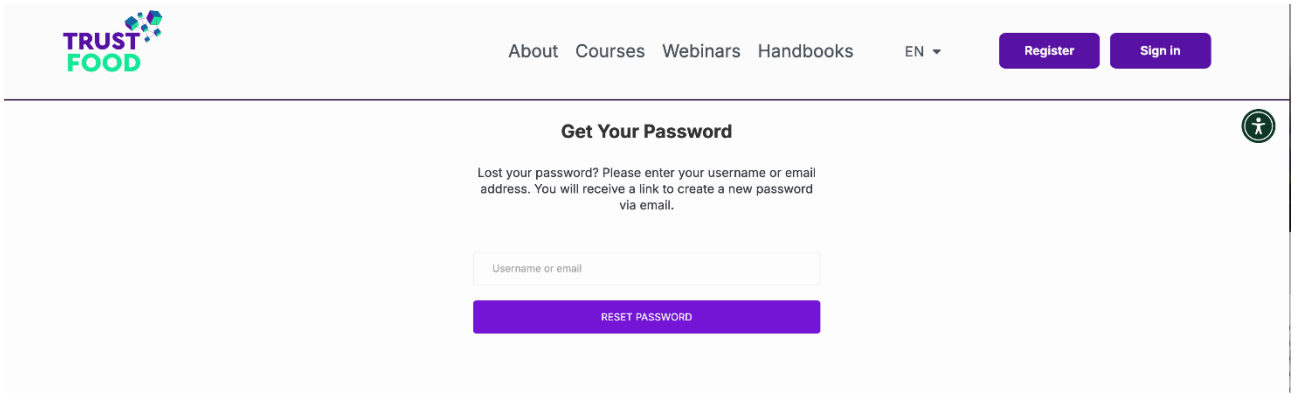


Figure: 3.1.10.1 Web Application – Reset Password page

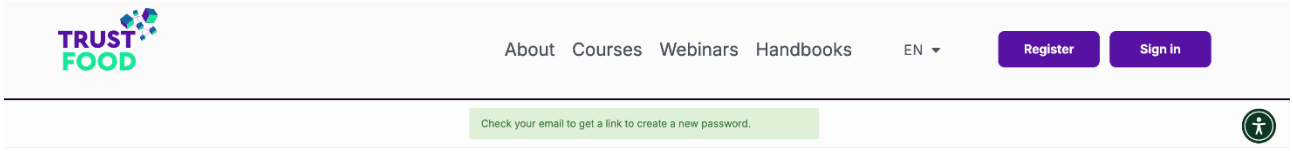


Figure: 3.1.10.2 Web Application – Reset Password prompt

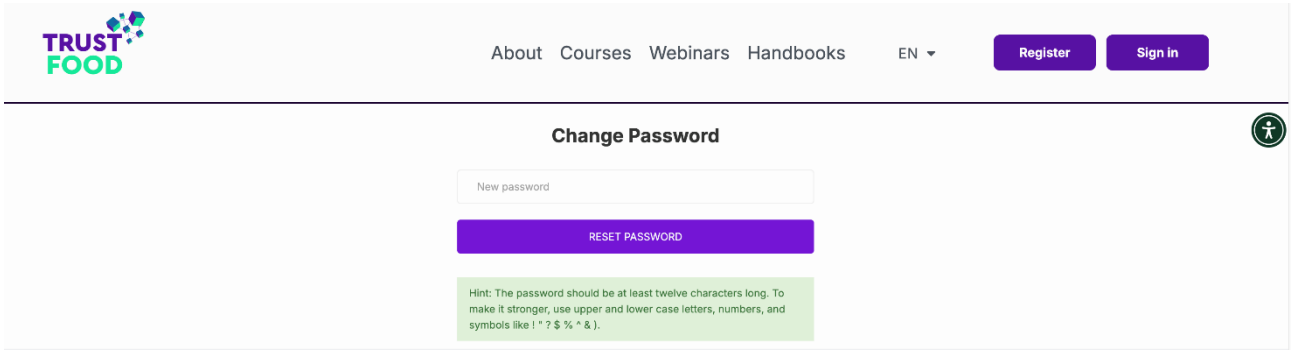


Figure: 3.1.10.3 Web Application – Change Password page

3.1.11 Footer

The TRUST-FOOD website footer includes quick links to About, Contact, FAQ, Terms of Use, Privacy Policy, and Cookies Policy. It features the TRUST-FOOD logo, a European Union co-funding acknowledgment, app download buttons for Google Play and the App Store, and social media icons linking to the corresponding TRUST-FOOD accounts.

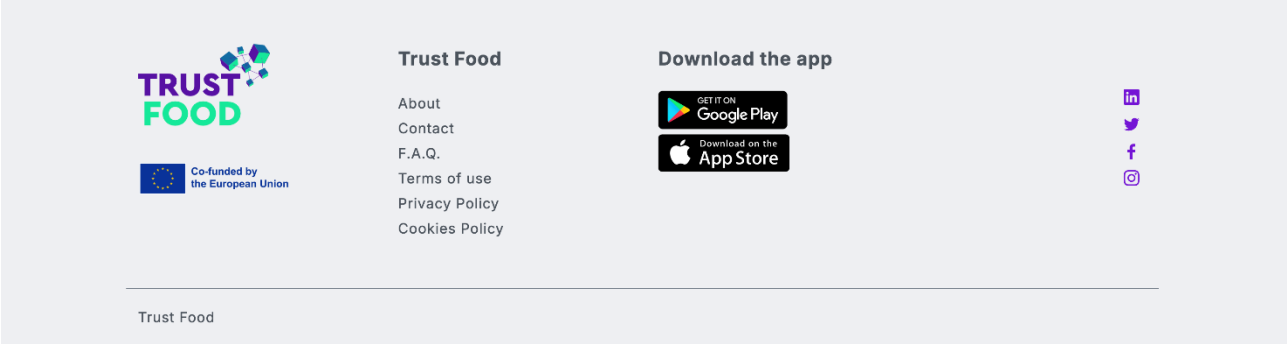


Figure: 3.1.11 Web Application – Footer

3.1.12 Contact page

On our Contact page, you can reach out for support or any inquiries regarding TRUST-FOOD. Whether you have questions about our courses, need assistance, or want to provide feedback, we're here to help. Please fill out the contact form, and our team will get back to you promptly.

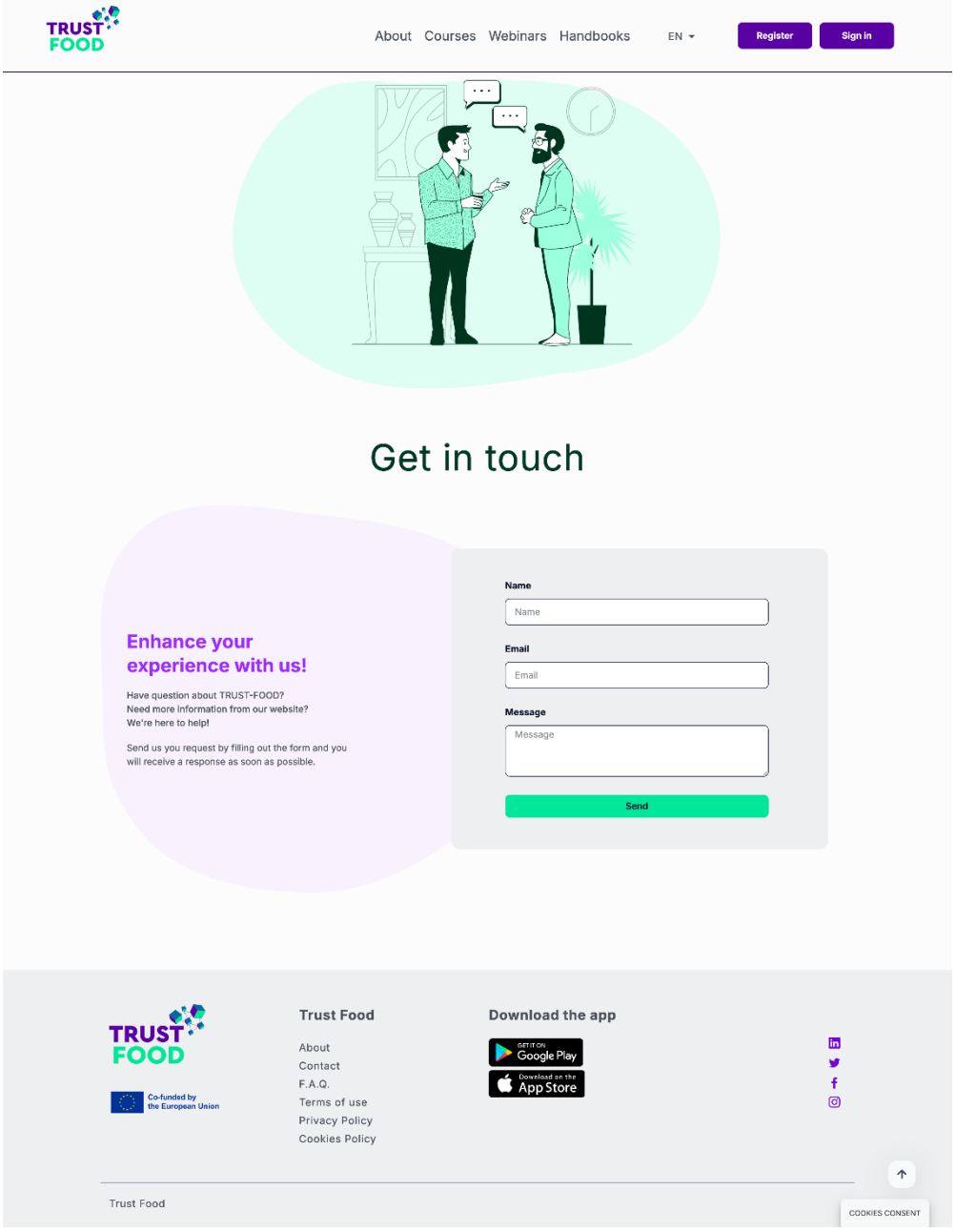


Figure: 3.1.12 Web Application – Contact page

3.1.13 Frequently Asked Questions (FAQ) page

On our FAQ page, you'll find answers to common questions about TRUST-FOOD. Discover whether you need to create an account to access our courses, if you will receive a certificate upon completion, and whether the courses are free of charge. We also provide guidance on what to do if you encounter registration issues or wish to delete your account. For further assistance, feel free to explore our website or contact our support team.

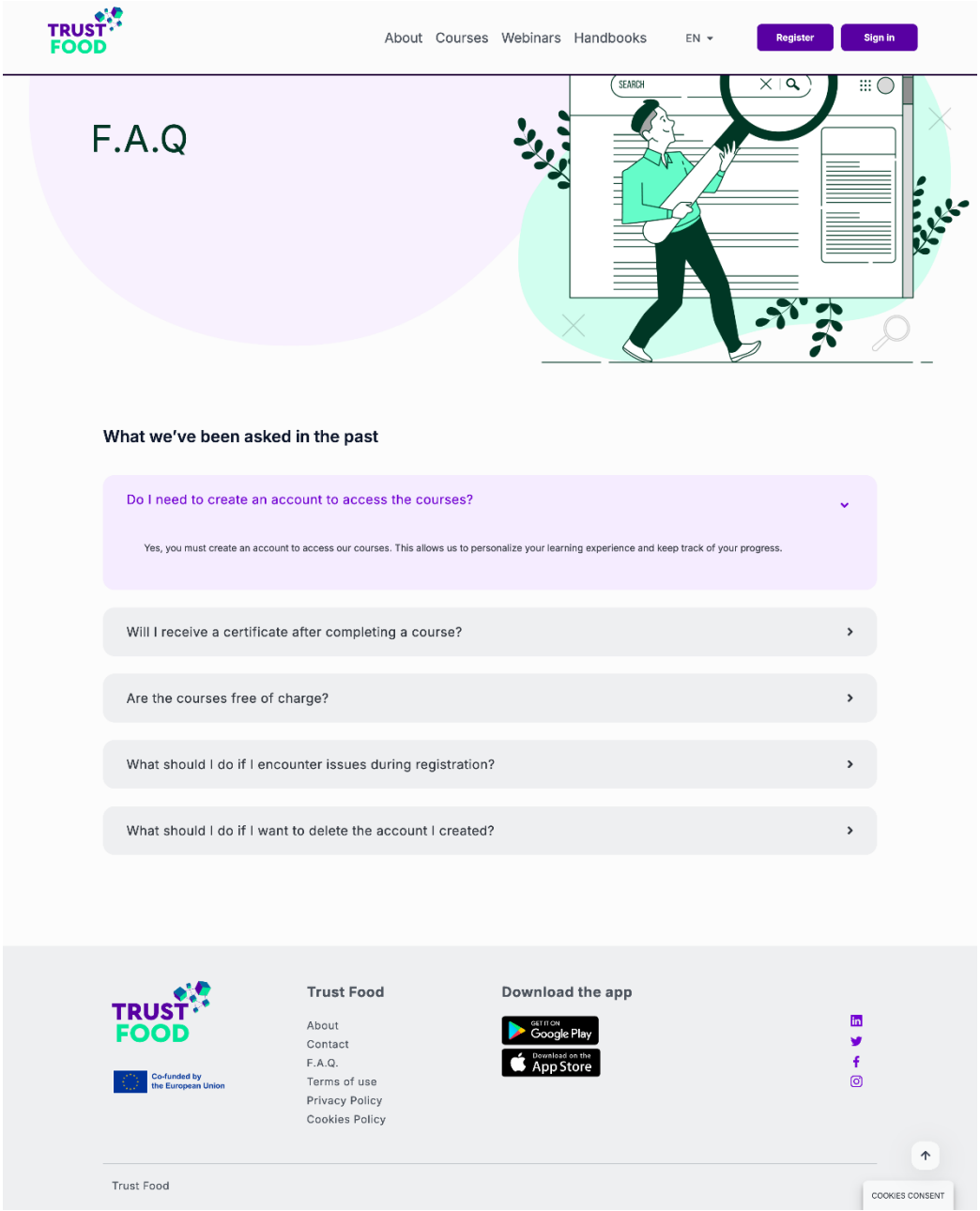


Figure: 3.1.13 Web Application – FAQ page

3.1.14 Terms of Use

A detailed Terms of Use page outlines the rules for accessing and using the platform. It covers topics such as registration, content usage, intellectual property, user conduct, privacy, and liability limitations. The terms ensure users understand their responsibilities and rights while engaging with the platform. By signing in, users agree to comply with these terms, which may be updated periodically.

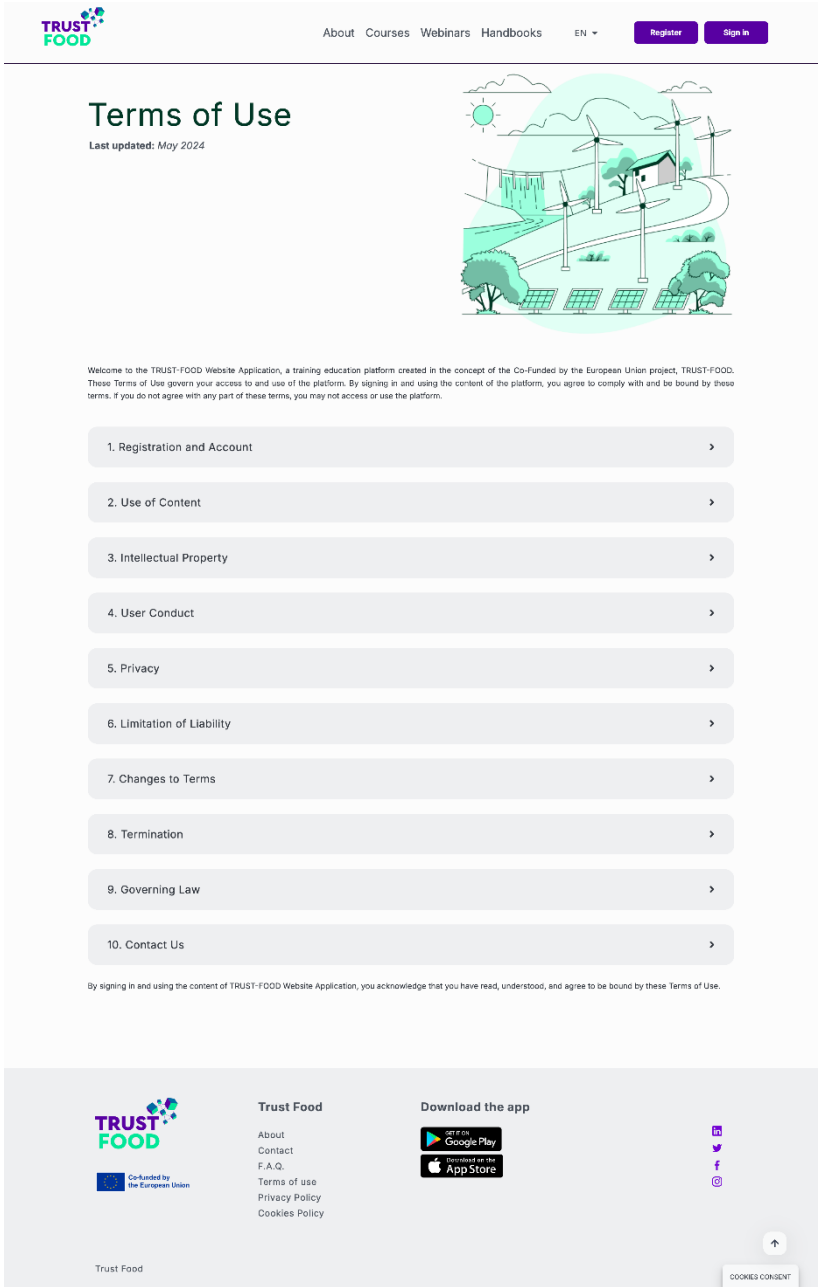


Figure: 3.1.14 Web Application – Terms of Use page

3.1.15 Privacy Policy

A detailed Privacy Policy page on the TRUST-FOOD web application explains how user data is collected, used, stored, and protected. It outlines data categories such as personal information, course participation records, and usage data. The policy also informs users of their rights under GDPR, including rights to access, correct, or delete their data. It includes contact information for privacy concerns and describes data protection measures, as well as how TRUST-FOOD periodically updates the policy to reflect any changes in data handling practices.

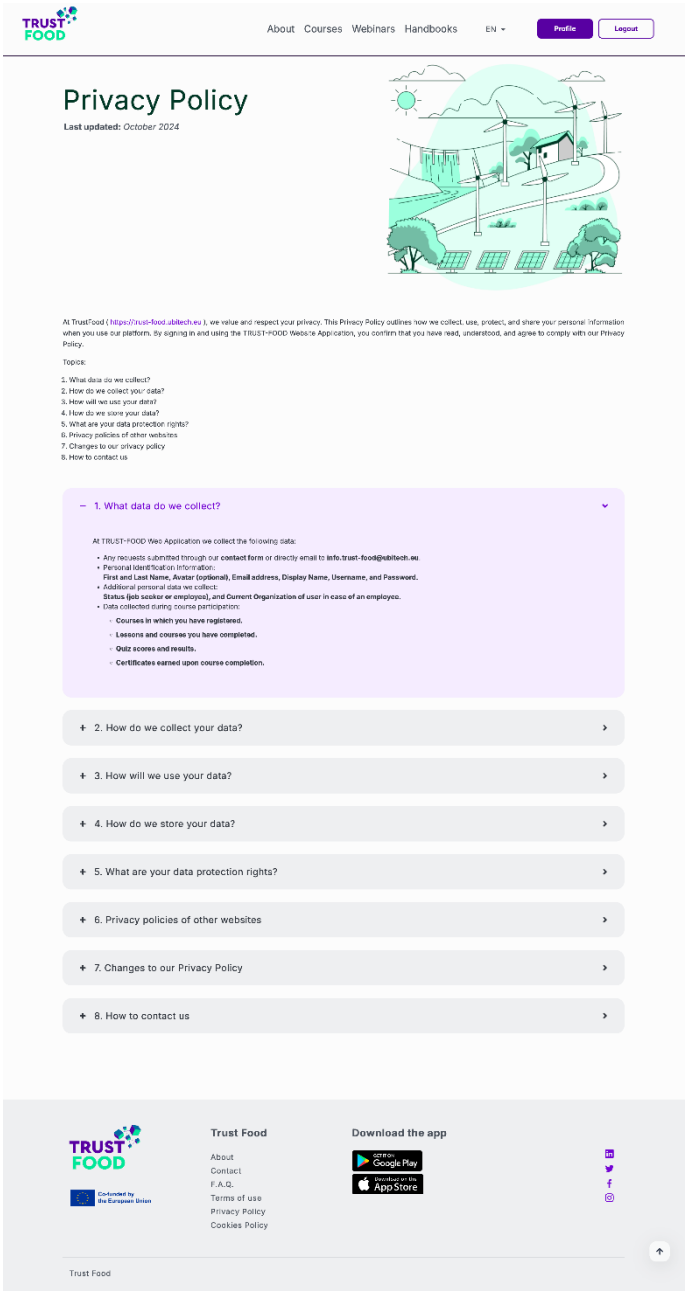


Figure: 3.1.15 Web Application – Privacy Policy page

3.1.16 Cookies

3.1.16.1 Cookies Consent Popup

The cookies consent popup on the TRUST-FOOD website informs users about the use of cookies to enhance their experience. It allows users to manage their preferences, with options to enable or disable cookie categories like "Functional", which is always active for essential functions, and "Statistics", which gathers data for analytical purposes. Users can choose to "Accept" all cookies or "Save preferences" to customize their settings. Links to the Cookies Policy and Terms of Use provide further information.

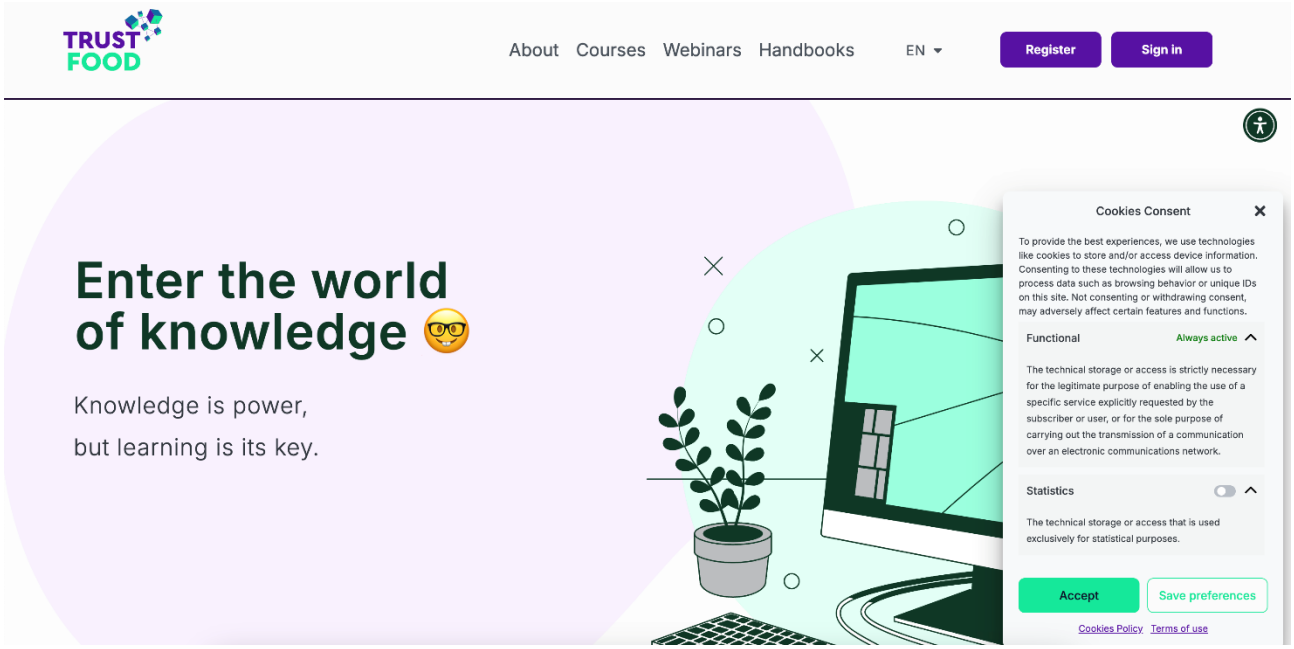


Figure: 3.1.16.1 Web Application - Cookies Consent Popup

3.1.16.2 Cookies Consent Page

A comprehensive cookies policy page is available, detailing the website's use of cookies and similar technologies to enhance user experience, improve functionality, and collect analytics. It explains each category of cookies, including essential and optional ones, and provides information on how users can manage their consent preferences. The page ensures transparency, helping users understand how data is handled while they browse the site.

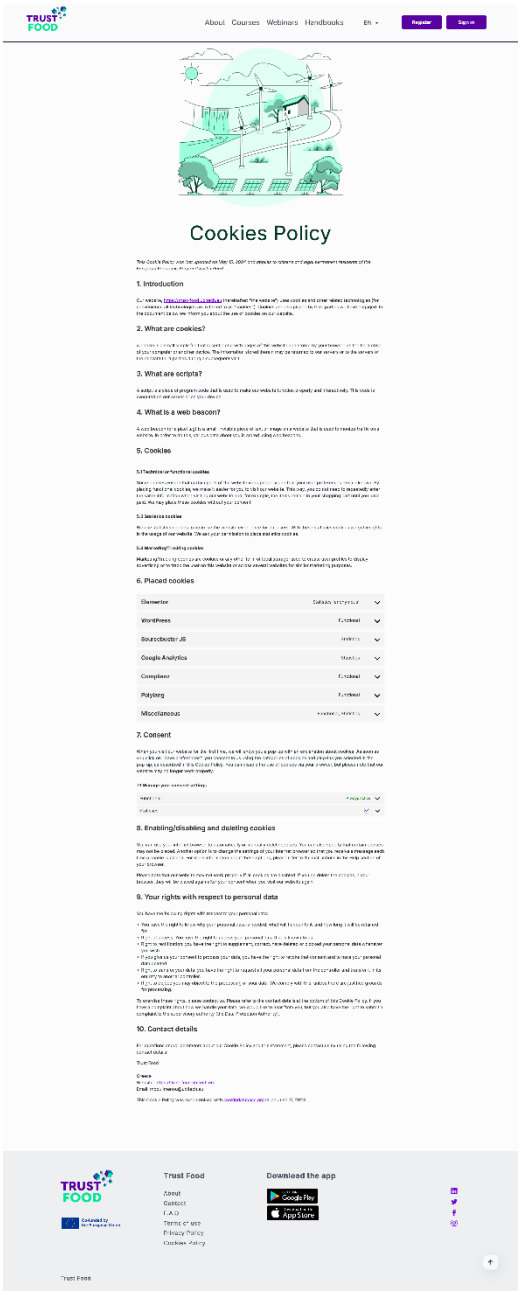


Figure: 3.1.16.2 Web Application - Cookies Policy page

3.1.17 Accessibility

The accessibility menu can be accessed by clicking the green person icon fixed on the right top side of the screen. Powered by UserWay, this menu provides several tools to enhance accessibility. Users can adjust contrast, highlight links, enlarge text, change text spacing, pause animations, and hide images. Other features include a dyslexia-friendly mode, customizable cursor options, and an instructional video explaining how to use UserWay. For added convenience, users can also report issues or configure settings within this menu, accessible via the keyboard shortcut (CTRL+U).

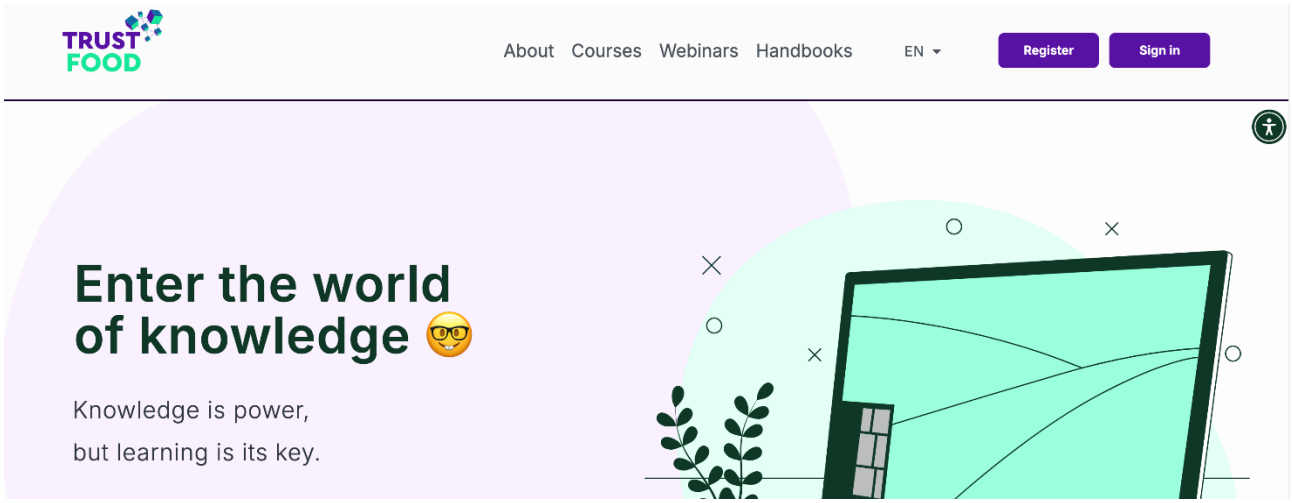


Figure: 3.1.17.1 Web Application - Accessibility icon

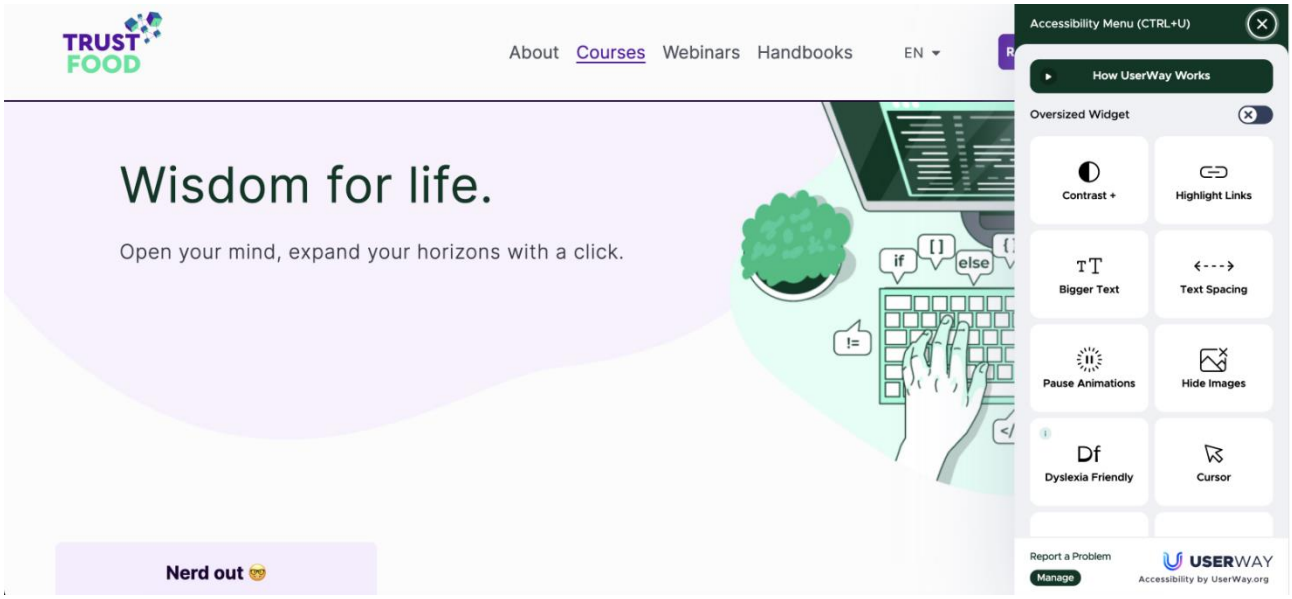


Figure: 3.1.17.2 Web Application - Accessibility menu

3.1.18 Not found page (Error 404)

The "404 Not Found" page is displayed when a user attempts to access a non-existent or broken link. The page features a large "404" graphic, clearly indicating that the requested page was not found. Below the graphic, a message informs the user that the page doesn't exist and suggests checking the URL or contacting the administrator for assistance.

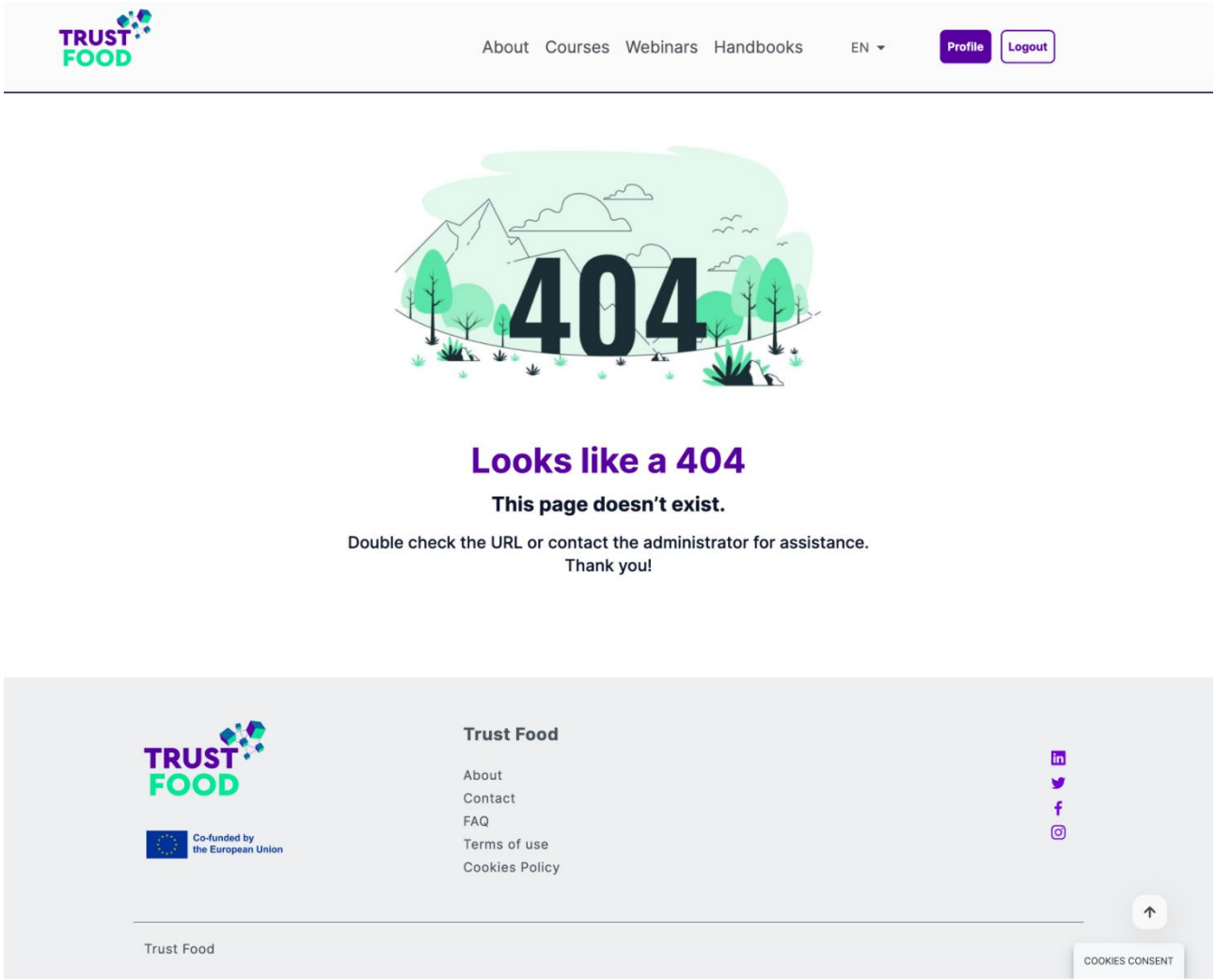


Figure: 3.1.18 Web Application – 404 Not found page

3.2 Trainer

3.2.1 Front Office

3.2.1.1 Profile

The "Trainer Profile" page on the TRUST-FOOD web application provides trainers with an organized dashboard to view and manage their courses. In the "Courses" section, trainers can see a summary of key metrics, including the total number of courses, published courses, pending courses, total students enrolled, students who have completed courses, and students currently in progress. This overview helps trainers monitor engagement and progress at a glance.

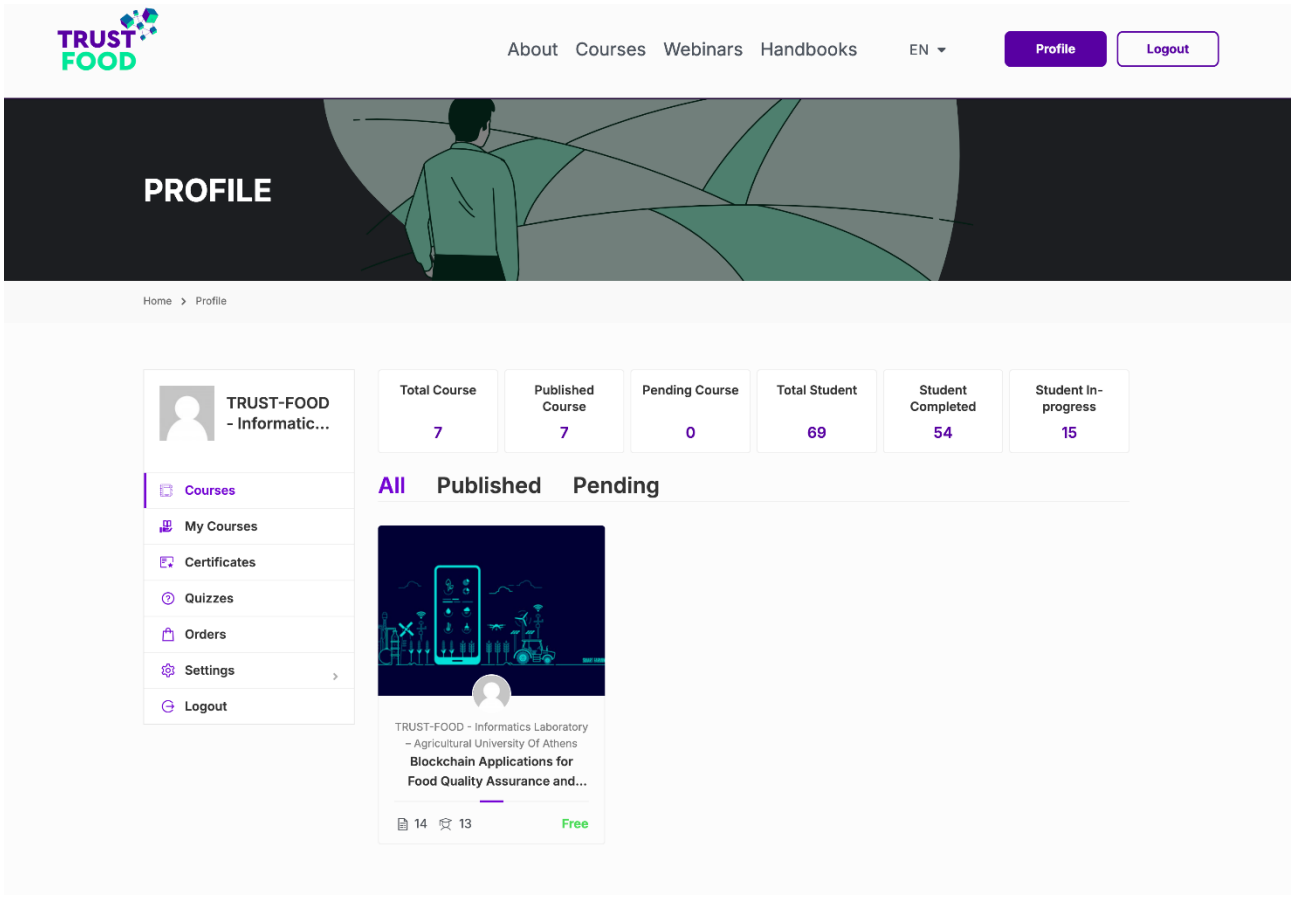


Figure: 3.2.1 Front Office – Profile | Courses

Below the metrics, the page displays the trainer's courses under tabs labelled "All", "Published", and "Pending". Each course is represented with a title, image, and details such as the number of lessons and enrolled students, along with its status (free). This layout allows trainers to easily manage and track their courses, providing insights into student participation and progress, all within a user-friendly interface.

The sidebar menu also provides quick navigation to other relevant sections, such as "My Courses", "Certificates", "Quizzes", "Orders", "Settings", and "Logout". These sections are primarily oriented toward the trainee's role and will be detailed in the Trainee's Profile section (3.2.1). However, they are also accessible to trainers, allowing trainers to experience and utilize the platform's features from a trainee's perspective as needed. This dual access supports a cohesive user experience, enabling trainers to better understand and support the trainee journey.

3.2.2 Back Office

To access the back office, trainers need to click on the "TrustFood" link located at the top of the header. This link is visible when trainers are logged into their accounts, allowing them quick access to the administrative area where they can manage course content, track student progress, and handle other instructor-related tasks within the platform.

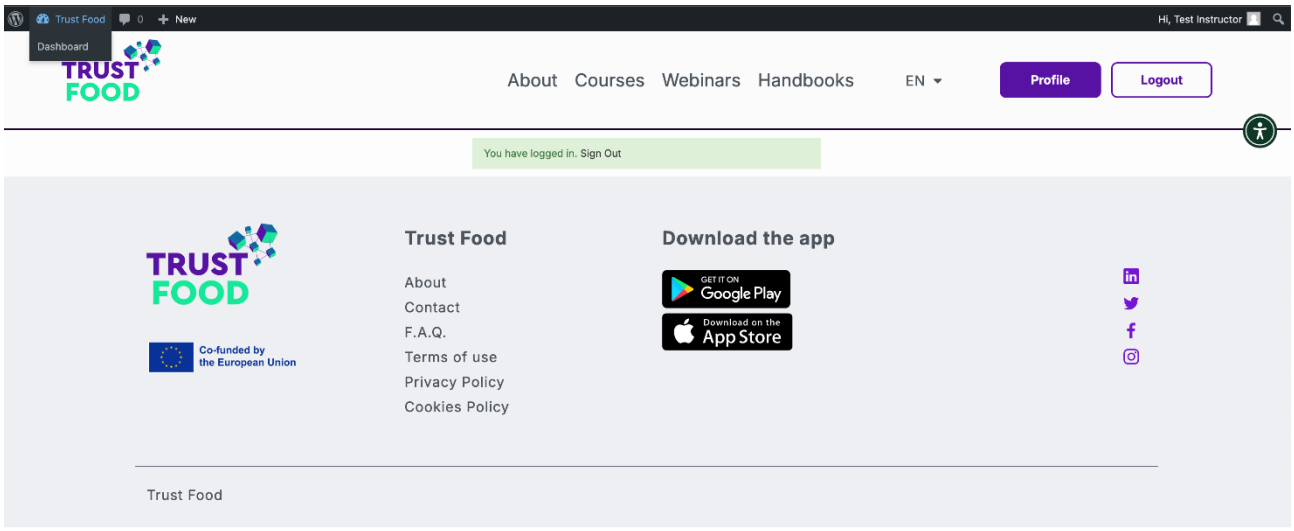


Figure: 3.2.2.1 Back Office

The Back Office Dashboard, accessible to trainers via the "TrustFood" link in the header, serves as the central control panel for managing content on the platform. This dashboard includes an overview with recently edited items, news updates, and quick access to Elementor for content creation. While trainers can view and utilize some of the dashboard's features, most of the administrative functionalities, such as plugin management, WordPress updates, and settings adjustments, are primarily relevant for administrators who oversee the platform's technical and structural setup.

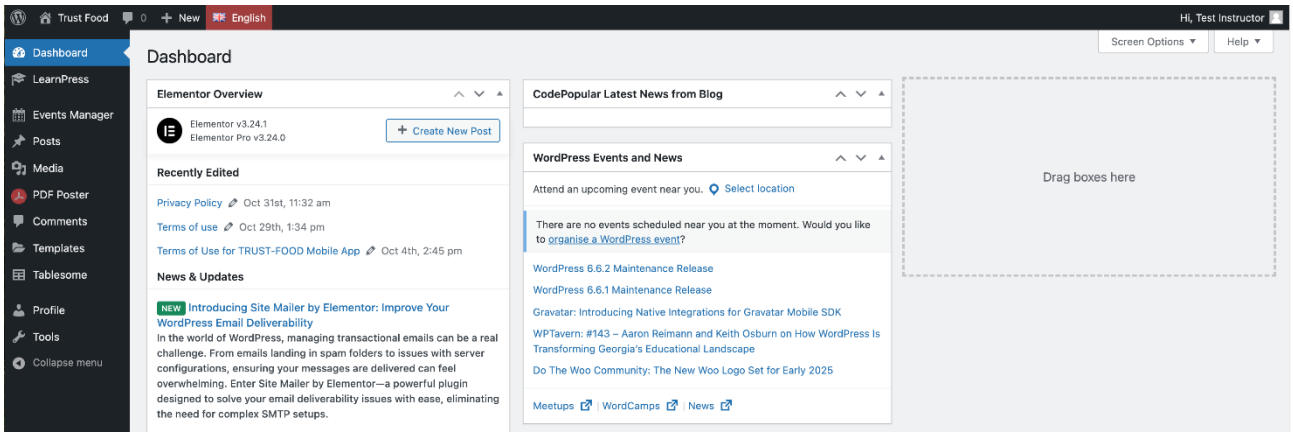


Figure: 3.2.2.2 Back Office

3.2.2.1 Courses

3.2.2.1.1 Courses List page

The *Courses* page under the *LearnPress* menu item displays the course management interface within WordPress, where instructors can oversee their courses. This section lists published courses with details such as titles, content breakdown (sections, lessons, quizzes), student enrolment numbers, categories, and publication dates. Each course entry provides options to view, duplicate, or edit; however, instructors can only edit their own courses (refer to "*Figure: 3.2.2.1.1.1 Courses List Page – Edit permissions*"), while they can only view, or duplicate courses created by others (refer to "*Figure: 3.2.2.1.1.2 Courses List Page – View only permissions*"). The page also includes options for bulk actions, date filtering, and a search bar for efficient course management.

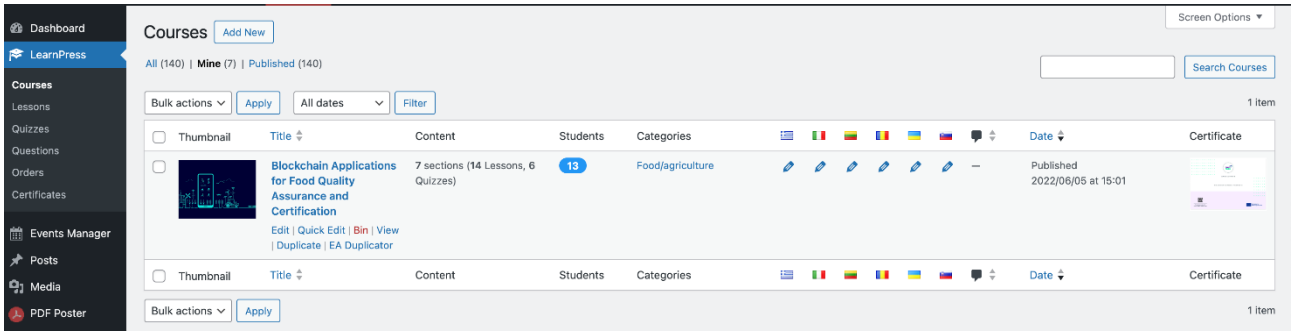


Figure: 3.2.2.1.1.1 Courses List Page – Edit permissions

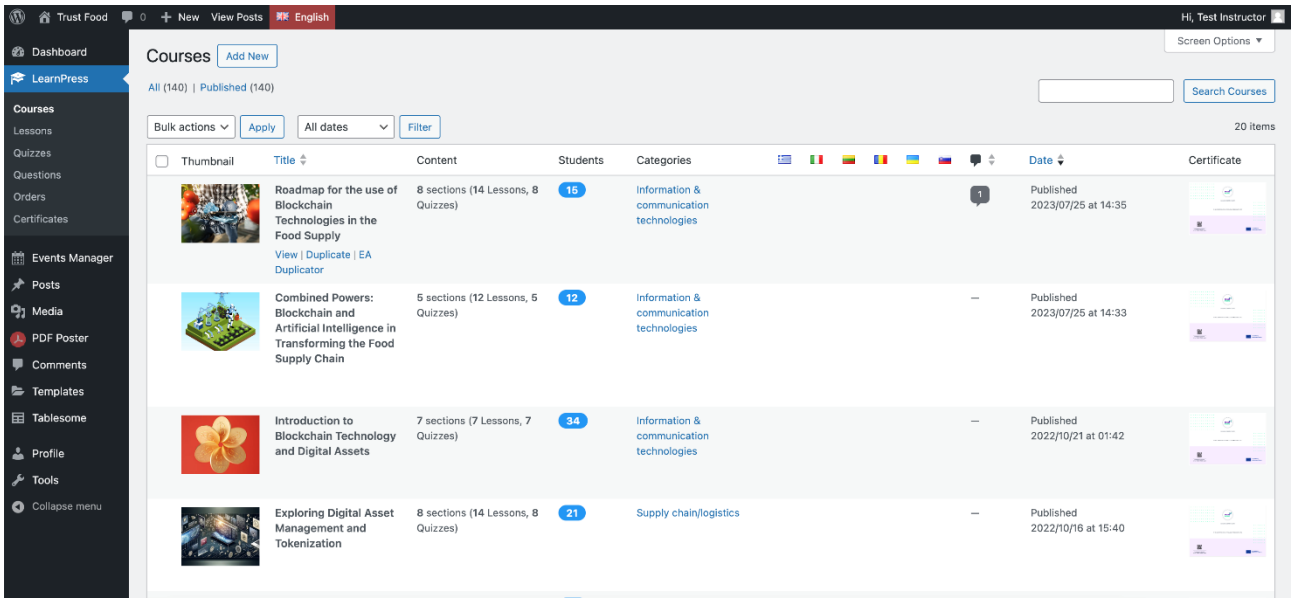


Figure: 3.2.2.1.1.2 Courses List Page – View only permission

3.2.2.1.2 Course Edit page

The *Edit Course* page (refer to "*Figure: 3.2.2.1.2 Course Edit Page*") under the *LearnPress* menu item allows instructors to configure and manage the details of their courses. Here, instructors can set the course title, description, and key features, as well as determine pricing, duration, and prerequisites. The *Course Description* section provides a rich-text editor for adding detailed information about the course. Instructors can organize course content into sections and lessons using the *Curriculum* area, where they can create and structure lessons, quizzes, and other materials.

Additional settings on this page include publishing options, where instructors can select categories and tags, manage course languages, and upload featured images. The *Sidebar* offers quick access to attributes like course prerequisites, evaluations, and passing criteria. Instructors can preview, publish, or save course changes as drafts using the options available in the *Publish* section.

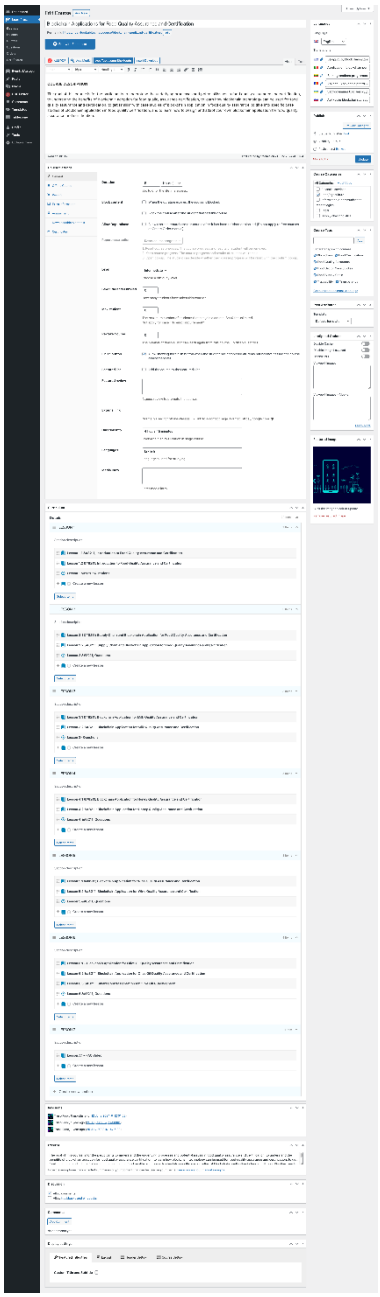


Figure: 3.2.2.1.2 Course Edit Page

3.2.2.2 Lessons

3.2.2.2.1 Lessons List page

The *Lessons* page (refer to "*Figure: 3.2.2.2.1 Lessons List page*") under the *LearnPress* menu item provides a comprehensive list of all lessons. Here, instructors can view lesson titles, associated courses, and publication dates. The page is organized to allow instructors to search and filter lessons by title, date, or status (published, draft, unassigned). A search bar at the top further aids in quickly locating specific lessons.

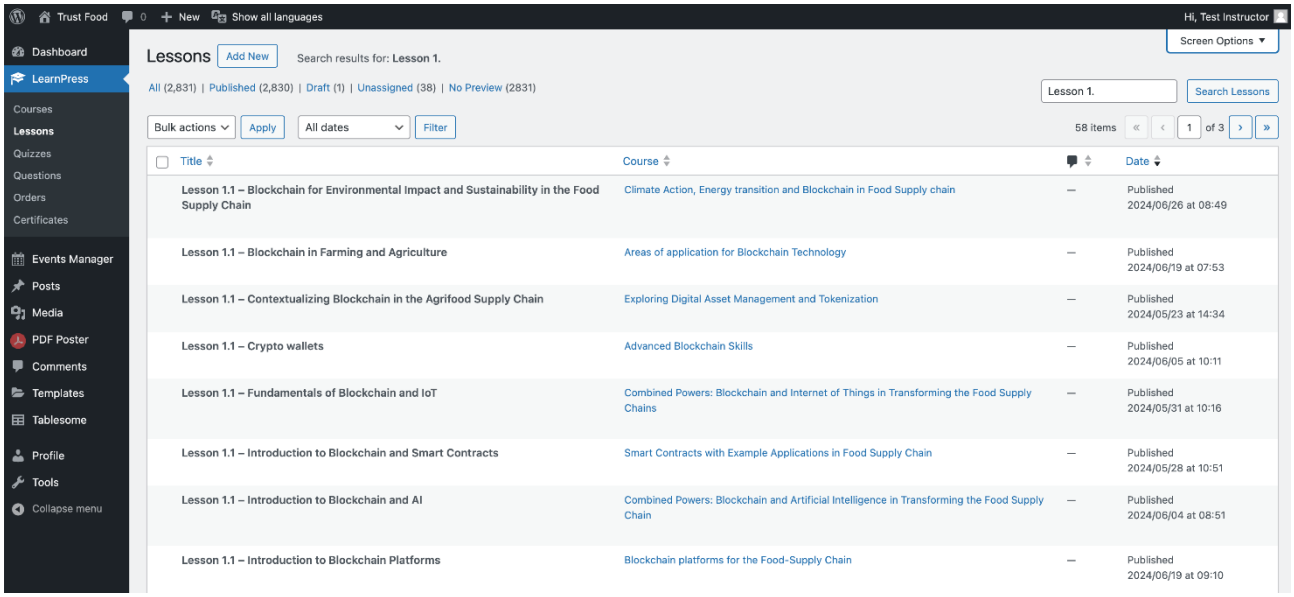


Figure: 3.2.2.2.1 Lessons List page

3.2.2.2.2 Lessons Add New page

The *Add New Lesson* page (refer to "*Figure: 3.2.2.2.2.1 Lessons Add New page*") under the *LearnPress* menu item enables instructors to create and configure lessons for their courses. Instructors can set the title, description, and core content of the lesson. The description often includes a shortcode from the *PDF Poster* plugin, allowing instructors to embed a PDF document that students can view directly within the lesson. Instructors can customize the PDF view settings to control display options, such as page layout, zoom, and toolbar visibility, ensuring an optimal reading experience. *PDF Poster* is accessible via its dedicated menu in the WordPress dashboard for easy management (refer to "*Figure: 3.2.2.2.2.2 PDF Poster page*" and "*Figure: 3.2.2.2.2.3 PDF Poster - Add New*").

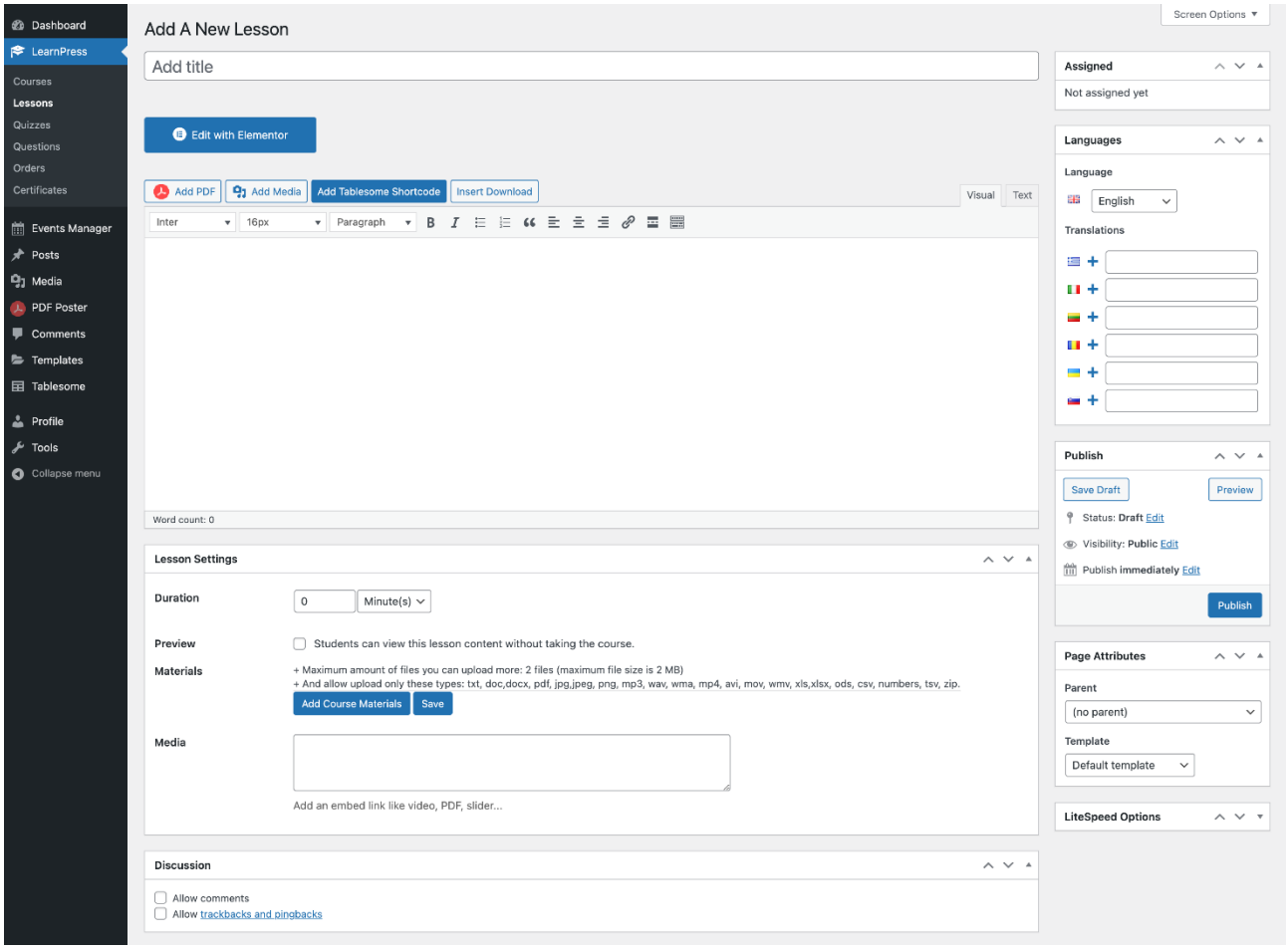


Figure: 3.2.2.2.2.1 Lessons Add New page

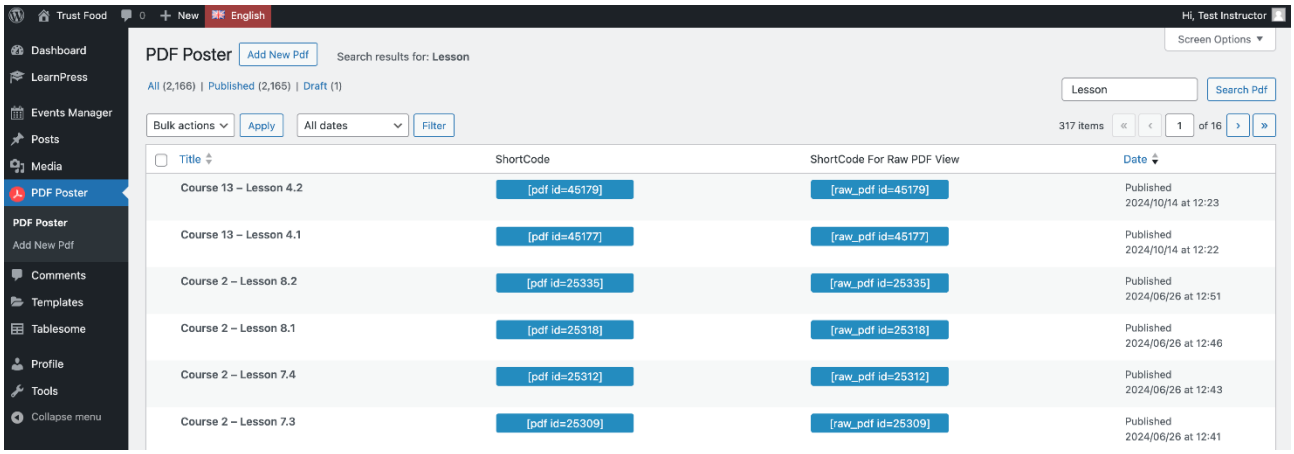


Figure: 3.2.2.2.2.2 PDF Poster page

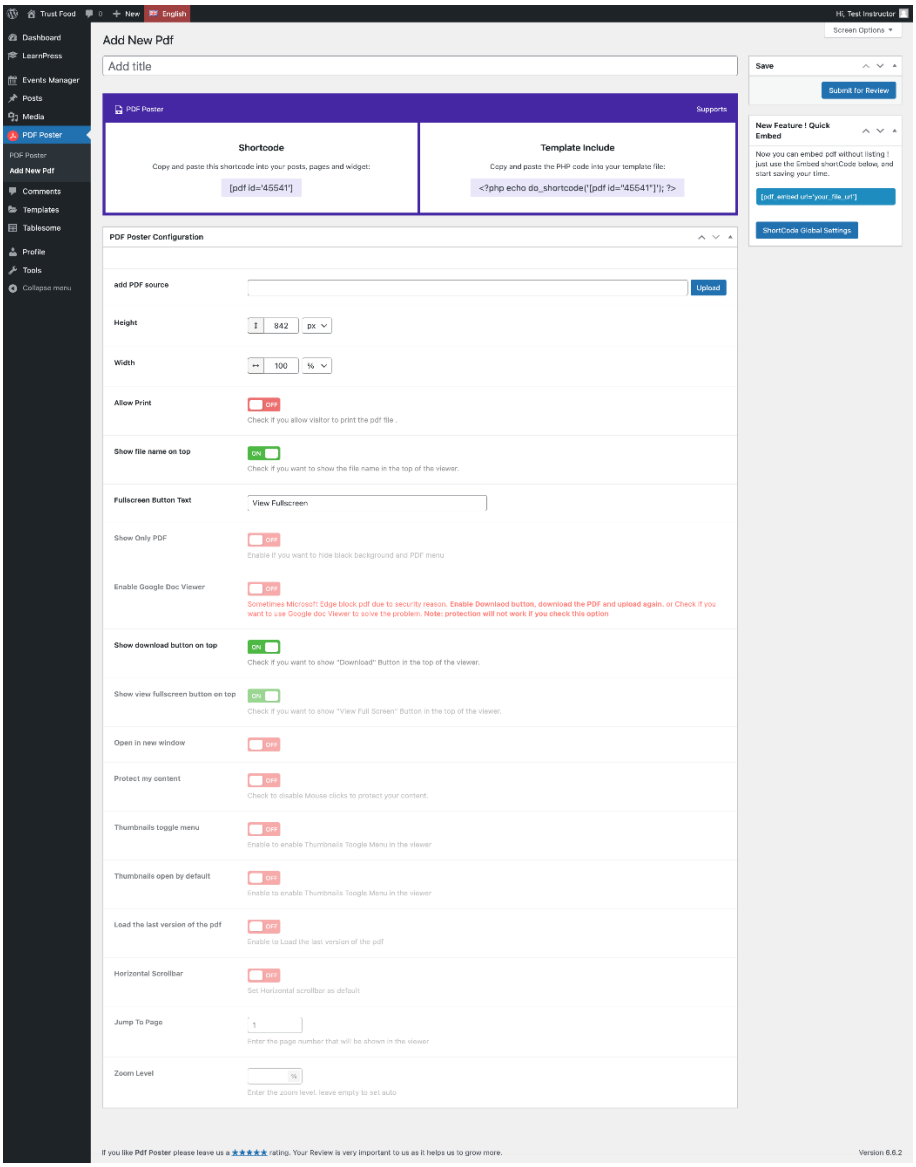


Figure: 3.2.2.2.2.3 PDF Poster - Add New

Additionally, instructors typically include a shortcode for the formative assessment using Elementor's templates (refer to "*Figure: 3.2.2.2.2.4 Formative Assesment Elementor templates*") to provide interactive course content. The complete lesson PDF is added under the *Course Materials* section, making it accessible through the Media Library (refer to "*Figure: 3.2.2.2.2.5 Media Library*") for reuse in other lessons. Other settings allow adjustments to visibility, prerequisites, and completion criteria before publishing the lesson.

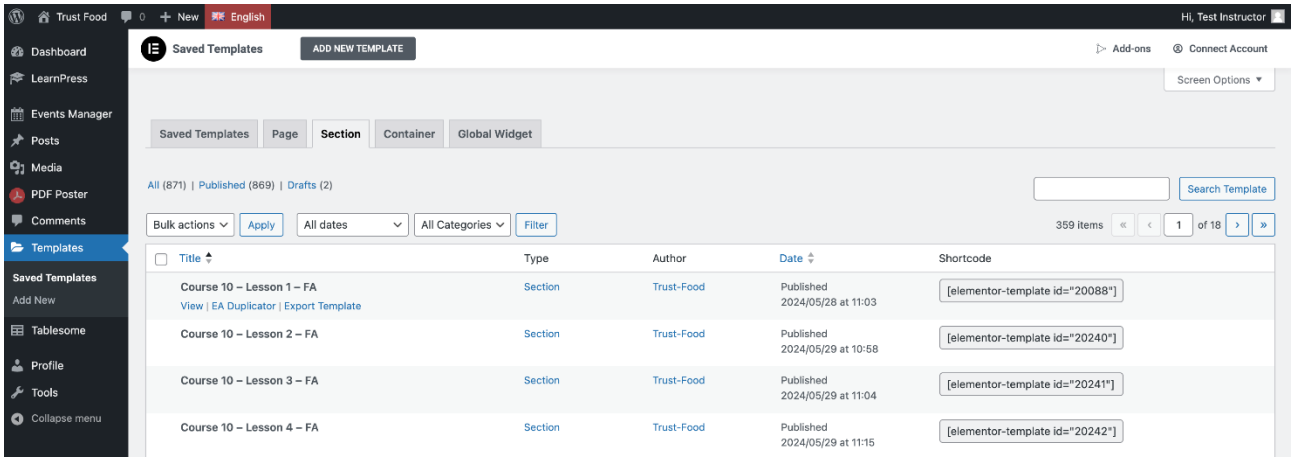


Figure: 3.2.2.2.2.4 Formative Assesment Elementor templates

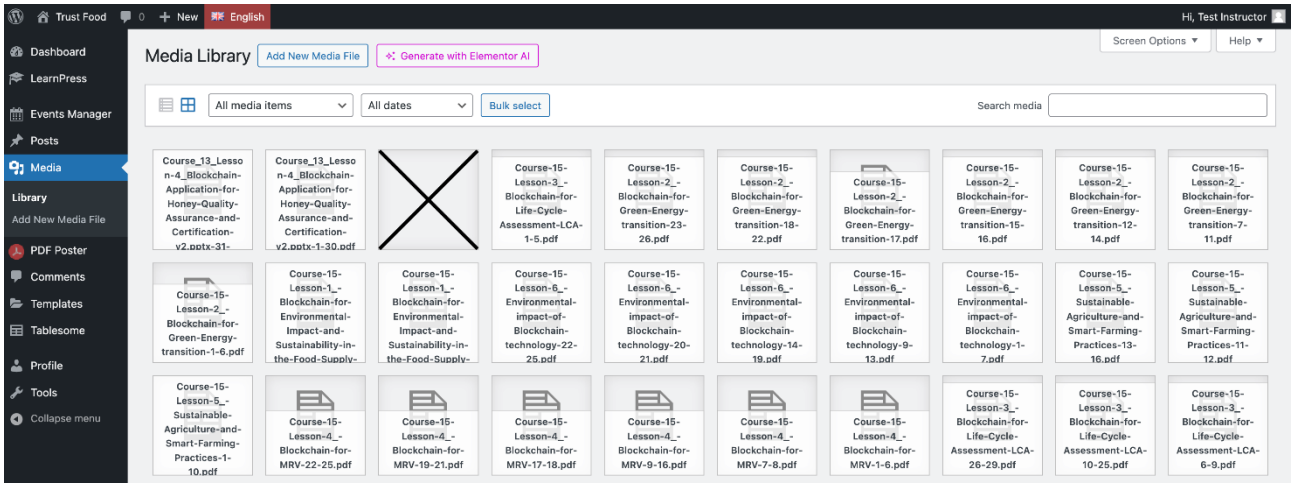


Figure: 3.2.2.2.2.5 Media Library

3.2.2.3 Quizzes

3.2.2.3.1 Quizzes List page

The "Quizzes" list page provides an organized view of all quizzes associated with various courses on the TRUST-FOOD platform. Each entry displays the quiz title, linked lesson or course, and the number of questions included, allowing easy management and quick identification. Filtering options, such as "Published", "Draft", and "Unassigned", enable efficient navigation through quiz statuses. This interface supports course instructors in overseeing and maintaining a structured collection of quizzes, enhancing course content organization and accessibility for students.

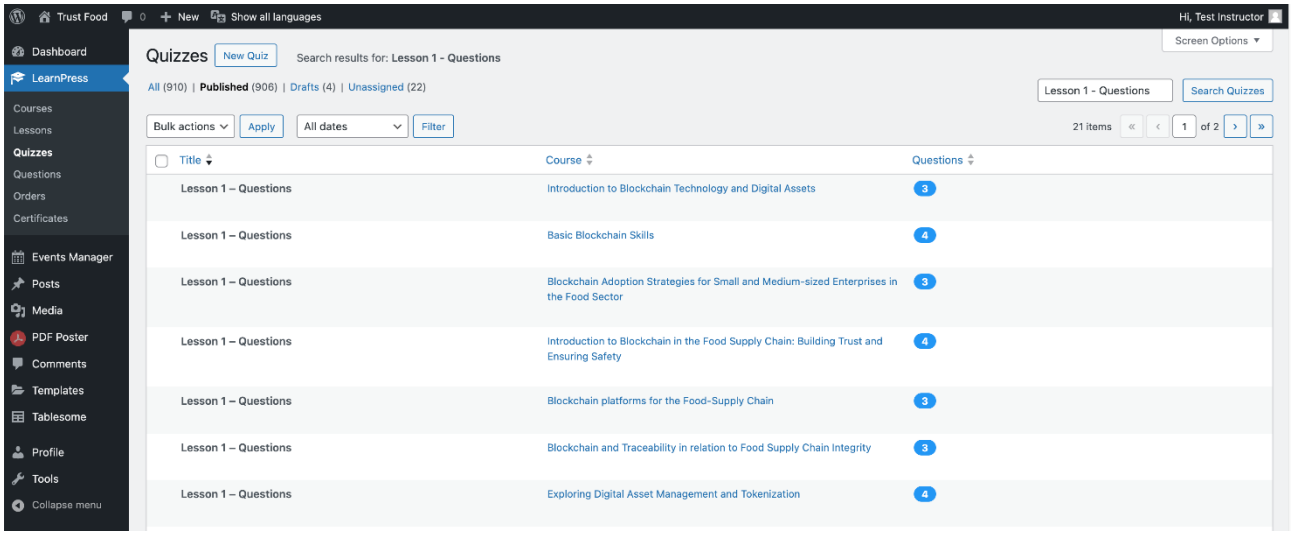


Figure: 3.2.2.3.1 Quizzes List page

3.2.2.3.2 Quizzes Add New page

The "Add New Quiz" page offers a structured layout for creating quizzes within courses. This interface supports the addition of individual questions, with options for various question types, including True or False, Multiple Choice, Single Choice, and Fill in Blanks. Each question setup includes fields for descriptions, point allocation, hints, and explanations, enabling clear guidance and feedback for students. The "Quiz Settings" section below provides customization options for quiz duration, passing grade, and behaviour settings, such as instant answer checking, negative marking, and retake limits. Additionally, settings allow students to review the quiz and view correct answers after completion, making it a comprehensive tool for enhancing student engagement and understanding on the platform.

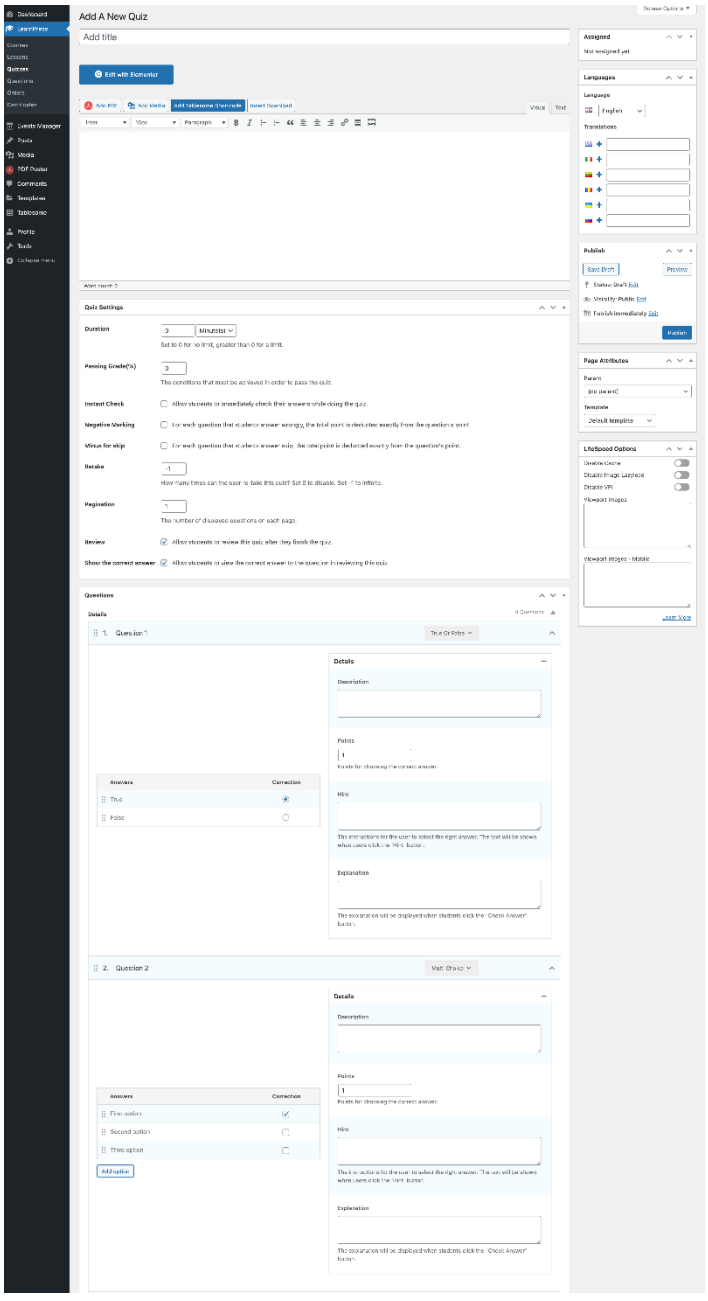


Figure: 3.2.2.3.2 Quizzes Add New page

3.2.2.4 Questions

3.2.2.4.1 Questions List page

The "Question Bank" list page provides an organized overview of all questions included in quizzes on the TRUST-FOOD platform. Each entry displays the question title, associated quiz, question type, and publication status, along with the date of creation or last update. This layout enables easy identification and management of questions, with search and filter options allowing for targeted access to specific questions by quiz, type, or date. Bulk actions allow instructors to apply edits across multiple questions simultaneously, streamlining the question management process.

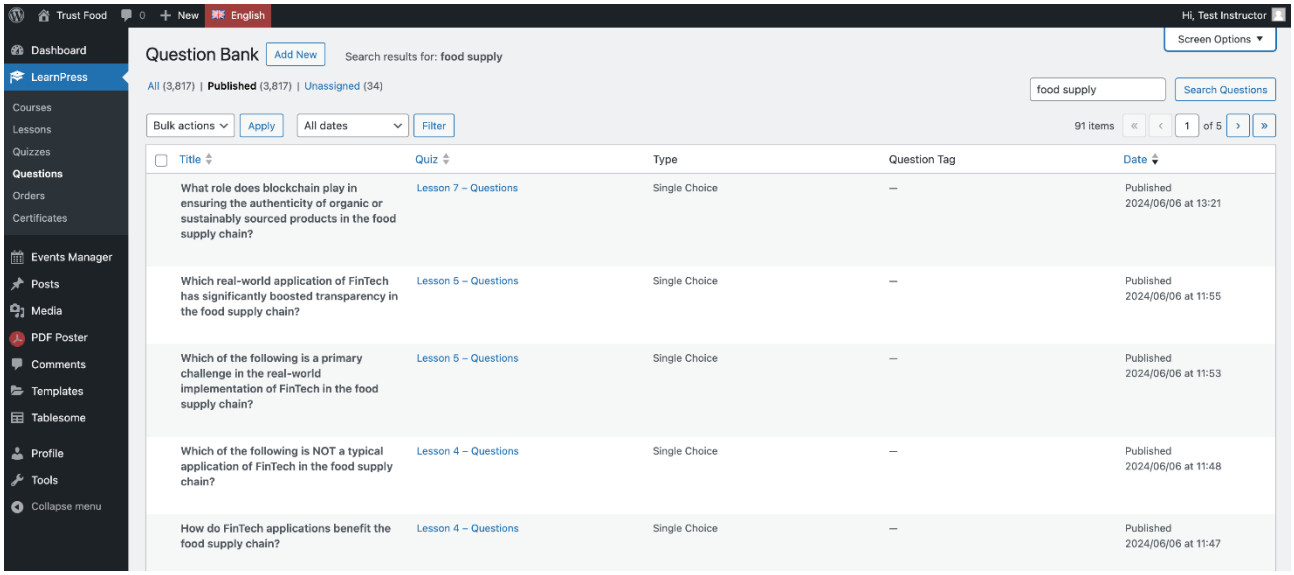


Figure: 3.2.2.4.1 Questions List page

3.2.2.4.2 Questions Add New page

The "Add a New Question" page provides a user-friendly interface for creating questions to include in quizzes on the TRUST-FOOD platform. Instructors can input the question title and add content using the text editor, including multimedia elements for enhanced engagement. The "Answer Options" section allows instructors to define possible answers, with settings for question types such as True or False, Multiple Choice, and others. In the "Question Settings" area, instructors can allocate points for correct answers and add hints or explanations, which are displayed to students as feedback or guidance. Additional options allow setting question tags, language, and publication status, making this interface a versatile tool for constructing comprehensive and varied quiz questions that support effective student assessment.

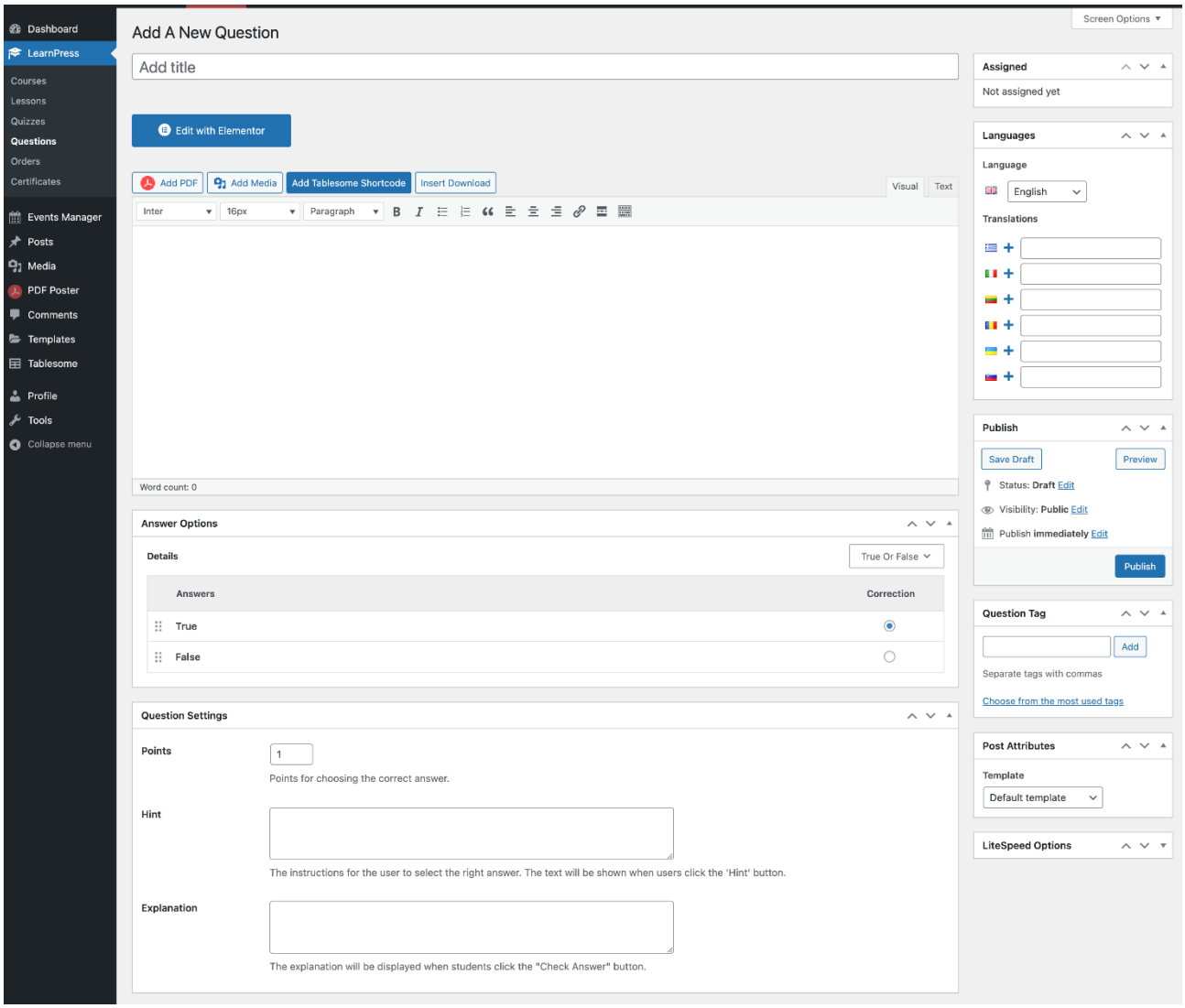


Figure: 3.2.2.4.2 Questions Add New page

3.2.2.5 Orders List

The "Orders" list page functions as a comprehensive overview of user subscriptions for various courses on the TRUST-FOOD platform. Each entry represents an individual order, which corresponds to a user enrolling in a specific course. Key details are displayed, including the order number, course name, purchase date, and completion status. The status column provides a quick visual indicator, showing whether the subscription is active or completed. Filtering options, such as bulk actions and date filters, facilitate efficient management of orders, allowing for easy tracking and administrative adjustments as needed. This interface helps administrators maintain a clear record of user engagement and course subscriptions on the platform.

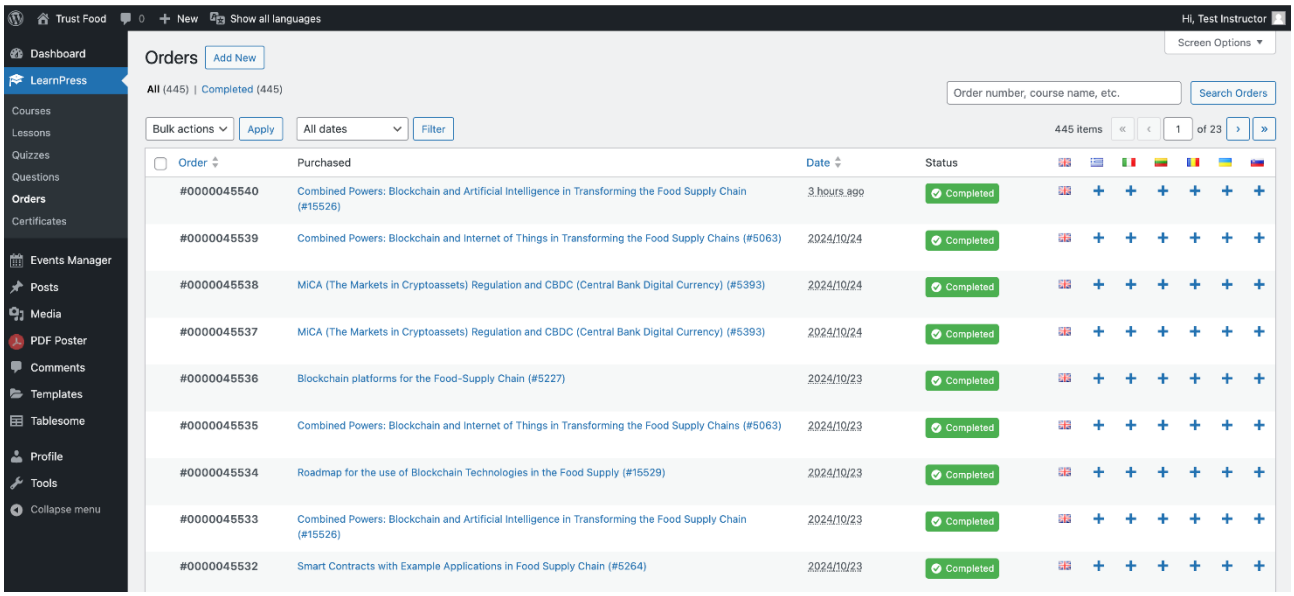


Figure: 3.2.2.5 Orders List page

3.2.2.6 Certificate

The "Certificate" page provides an overview of certification templates available on the TRUST-FOOD platform. Each certificate entry displays essential details, including the certificate title, author, publication date, and a comprehensive list of associated courses for which the certificate is awarded. This layout allows administrators to manage and review certificates efficiently, ensuring that each course has the appropriate certification option.

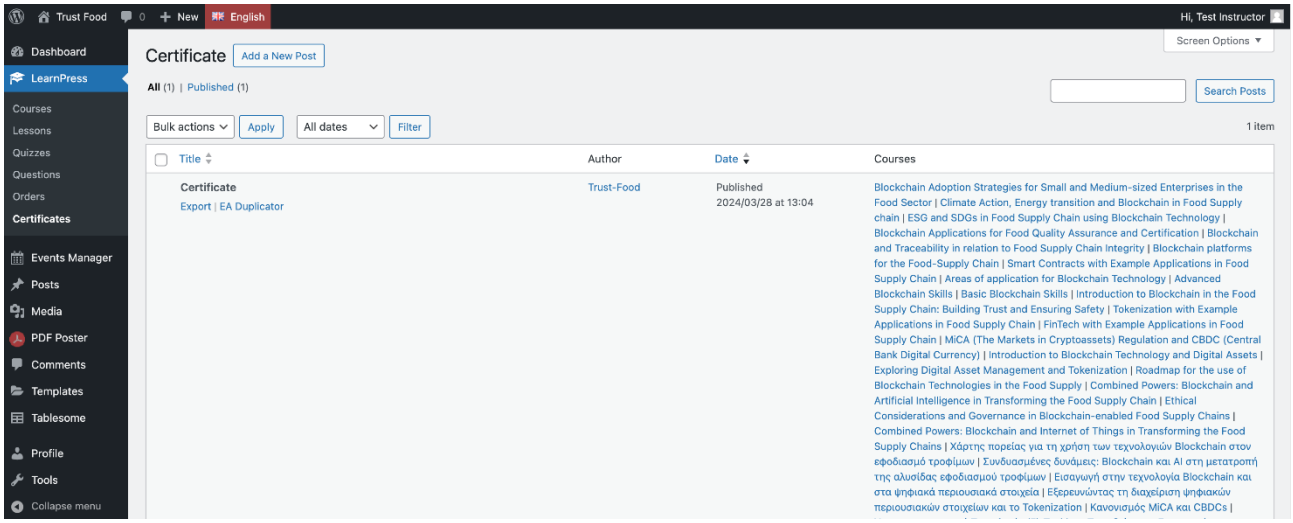


Figure: 3.2.2.6 Certificate page

3.2.2.7 Comments

The "Comments" list page provides an overview of feedback and engagement from users on various courses. Each entry displays the author, the comment content, the course it pertains to, and the date it was submitted. Filters at the top allow administrators to view comments by status, such as "Pending", "Approved" and others, making it easy to manage interactions. This interface helps maintain an organized record of user feedback, allowing for efficient moderation and fostering a positive learning community on the platform.

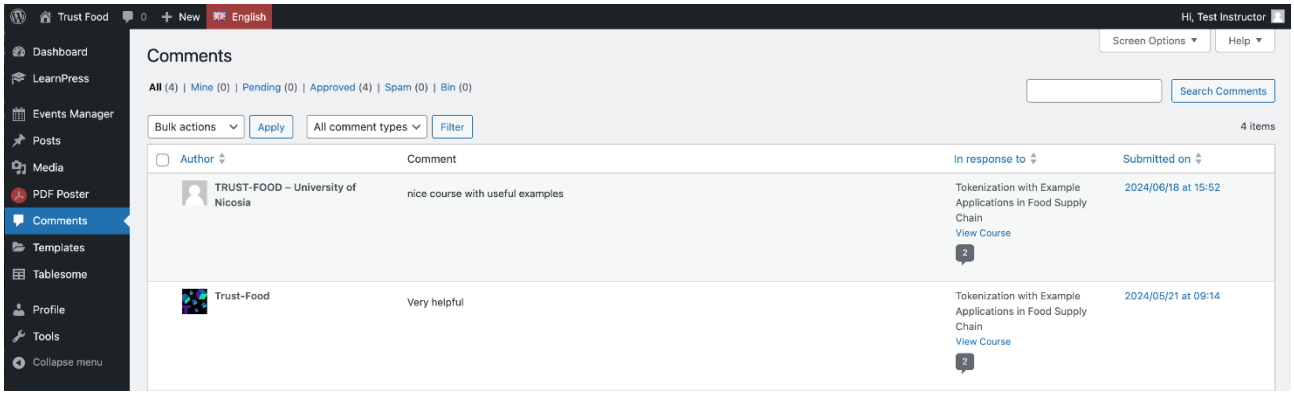


Figure: 3.2.2.7 Comments page

3.2.2.6 Learning Courses

The "Tables" list page under Tablesome -> All Tables menu, provides an overview of all available tables created with the Tablesome plugin. Each table entry displays the title, shortcode, author, and publication date, allowing easy identification and access. For the "Learning Courses" table, instructors can use the "View" option to view the table's content. Selecting "View" leads to the detailed "Learning Courses" table page, where instructors can explore or update course-related information such as titles, abstracts, syllabus details, broader and narrower subjects, creators, contributors, and partners. This structure enables efficient management of course information and facilitates organized presentation to users.

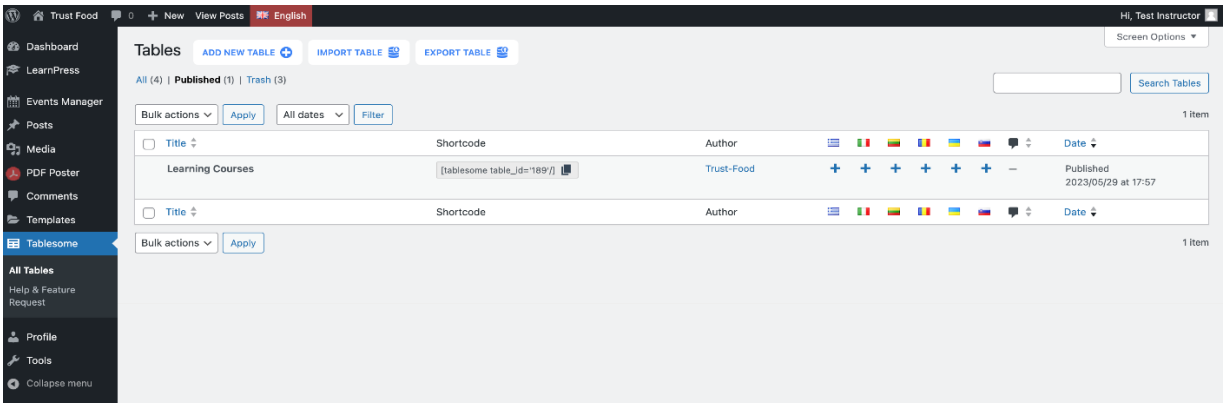


Figure: 3.2.2.6.1 Tables List page

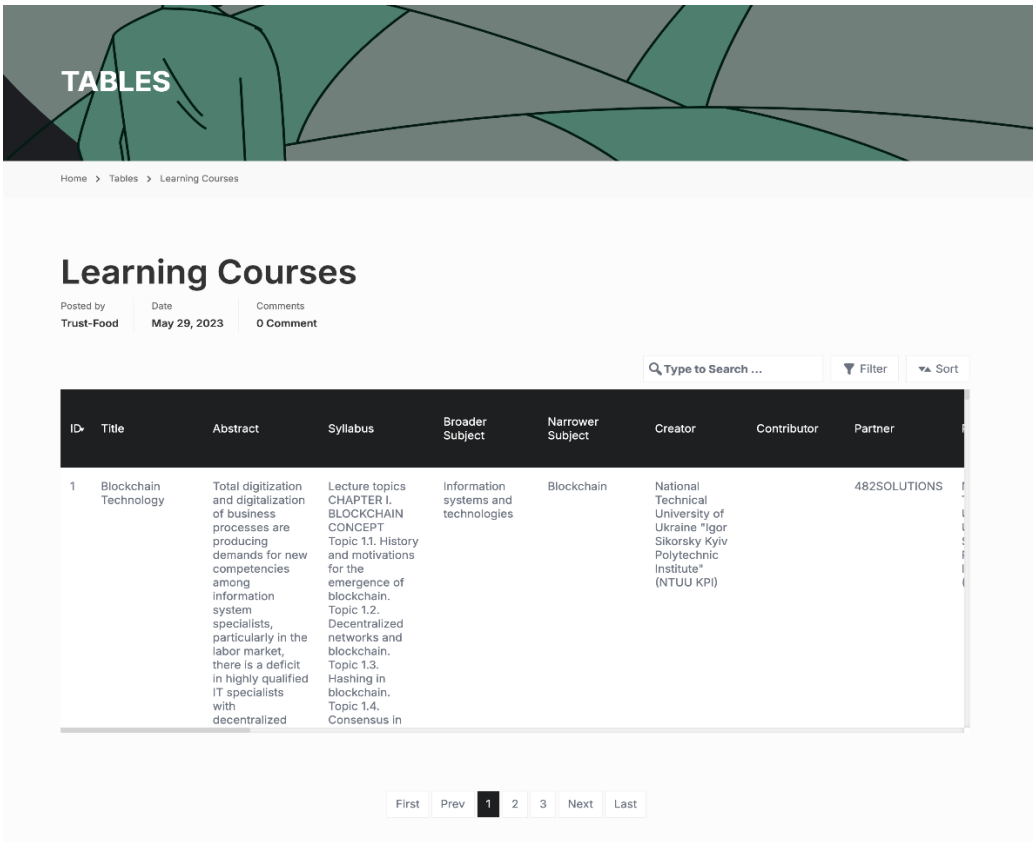


Figure: 3.2.2.6.2 Learning Courses table view page

3.2.2.7 Profile page

The "Profile" page provides options for managing personal information and account settings. In the "Personal Options" section, users can customize their experience by selecting an admin colour scheme, enabling keyboard shortcuts, and configuring toolbar and language preferences. The "Name" section includes fields for username, display name, and nickname, with the option to set how the name is publicly displayed. Contact details, such as email, website, and job title, can also be updated here.

The "About Yourself" section offers multilingual fields for biographical information, allowing users to present a detailed profile in multiple languages. A profile picture can be added through Gravatar integration. For account security, the "Account Management" area provides options to set a new password and log out from other sessions. Additionally, "Application Passwords" can be generated for authentication with third-party systems without using the main account password. This page allows users to personalize and secure their profiles on the platform effectively.

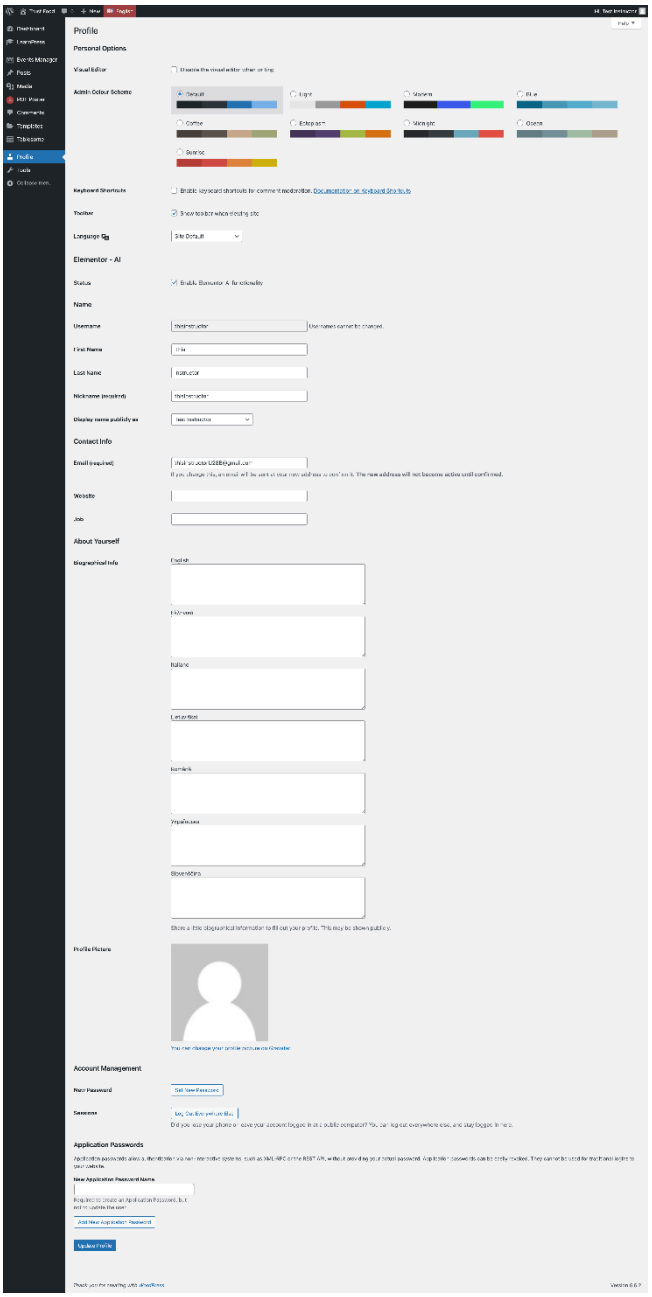


Figure: 3.2.2.7 Profile page

3.3 Trainee

3.3.1 Profile

3.3.1.1 My Courses

The "Profile" page provides trainees with a comprehensive dashboard to track their learning progress. In the "My Courses" section, trainees can view key statistics, including the number of enrolled courses, courses in progress, finished courses, passed courses, and failed courses. This overview allows trainees to quickly assess their achievements and remaining tasks within the platform.

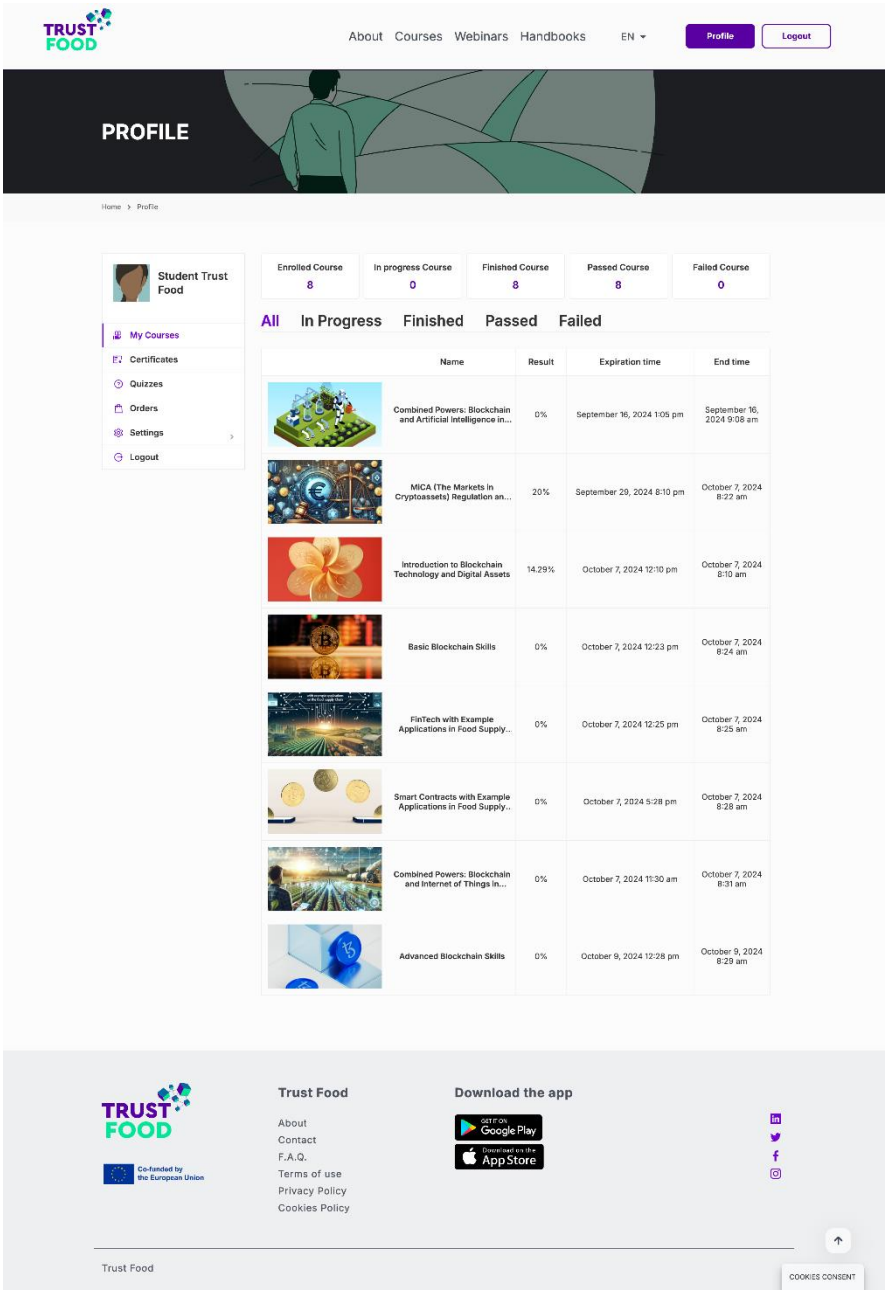


Figure: 3.3.1.1 Website – Profile | My Courses

Below these metrics, courses are organized under tabs labelled "All", "In Progress", "Finished", "Passed", and "Failed", enabling easy navigation through different course statuses. Each course entry displays the course title, image, progress percentage, expiration time, and end time, offering a clear summary of each course's status and deadlines. This layout ensures that trainees can efficiently manage their courses and keep track of important dates.

3.3.1.2 Certificates

The "Certificates" section on the Profile page provides trainees with an organized view of their earned certifications. Each certificate is displayed as a thumbnail, featuring the course title, certification details, and the TRUST-FOOD logo, indicating the completion of specific courses. This layout allows trainees to easily track their accomplishments and view all certifications in one place.

Trainees can quickly identify each certificate by its title, making it convenient to access and download any certification for personal records or professional use.

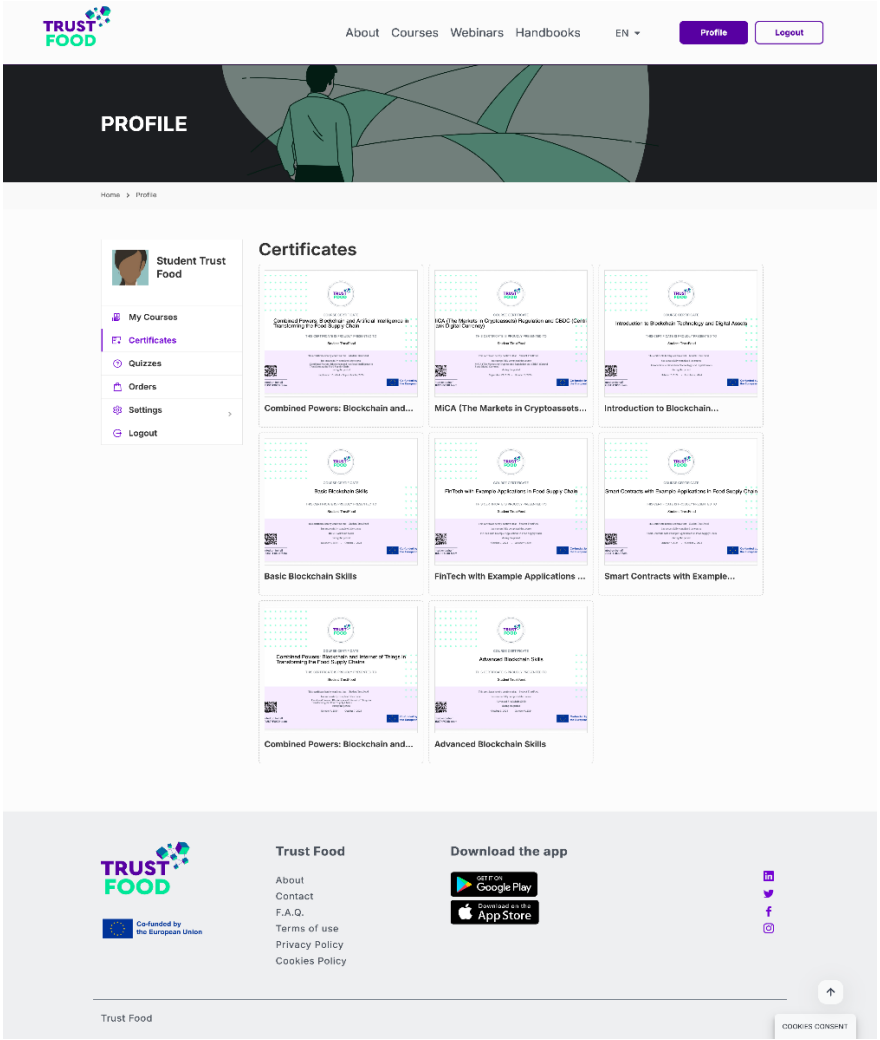


Figure: 3.3.1.2 Website – Profile | Certificates

3.3.1.3 Quizzes

The "Quizzes" section on the Profile page provides a detailed overview of the trainee's performance across various quizzes. Each entry in the quiz table displays the quiz title, result (showing the completion percentage), time spent, and the date taken, offering a clear summary of the trainee's progress and achievements.

The section is organized into tabs labelled "All", "Finished", "Passed", and "Failed", allowing trainees to filter quizzes based on their completion status. This structured view helps trainees track their learning progress, identify areas for improvement, and manage their study time effectively.

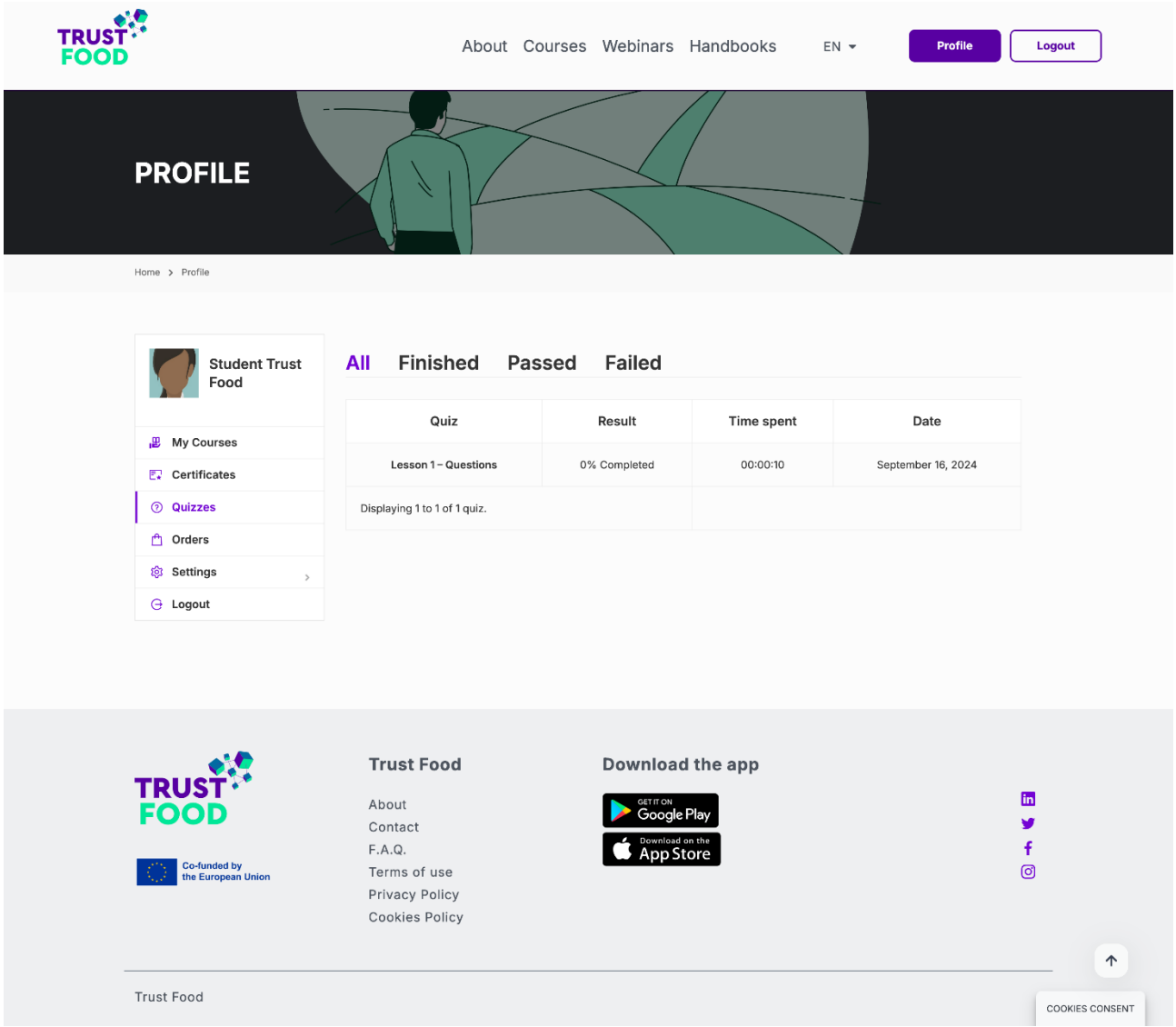


Figure: 3.3.1.3 Website – Profile | Quizzes

3.3.1.4 Orders

The "Orders" section on the Profile page provides trainees with a record of their course subscriptions. Each entry in the order list includes details such as the order number, total cost, order status, and the date of completion. This setup allows trainees to easily track their course enrolments and verify their subscription history.

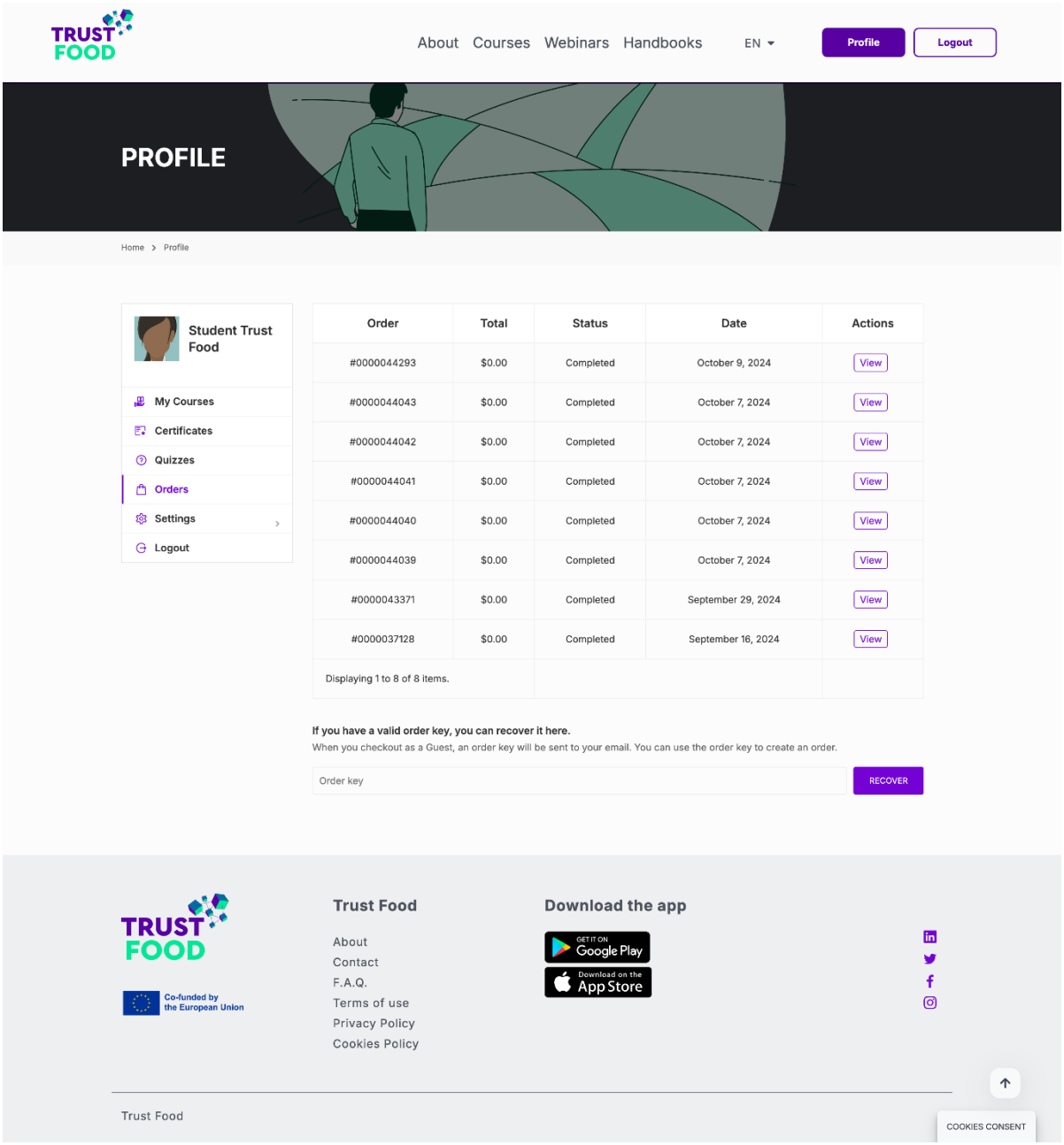


Figure: 3.3.1.4.1 Website – Profile | Orders

Each order has a "View" button under the "Actions" column (refer to "*Figure: 3.3.1.4.1 Website – Profile | Orders*"), which leads to the "Order Details" page (refer to "*Figure: 3.3.1.4.2 Website – Profile | Order* Details "). Here, trainees can see a breakdown of the specific course(s) included in that order, with itemized details and a status indicator confirming completion.

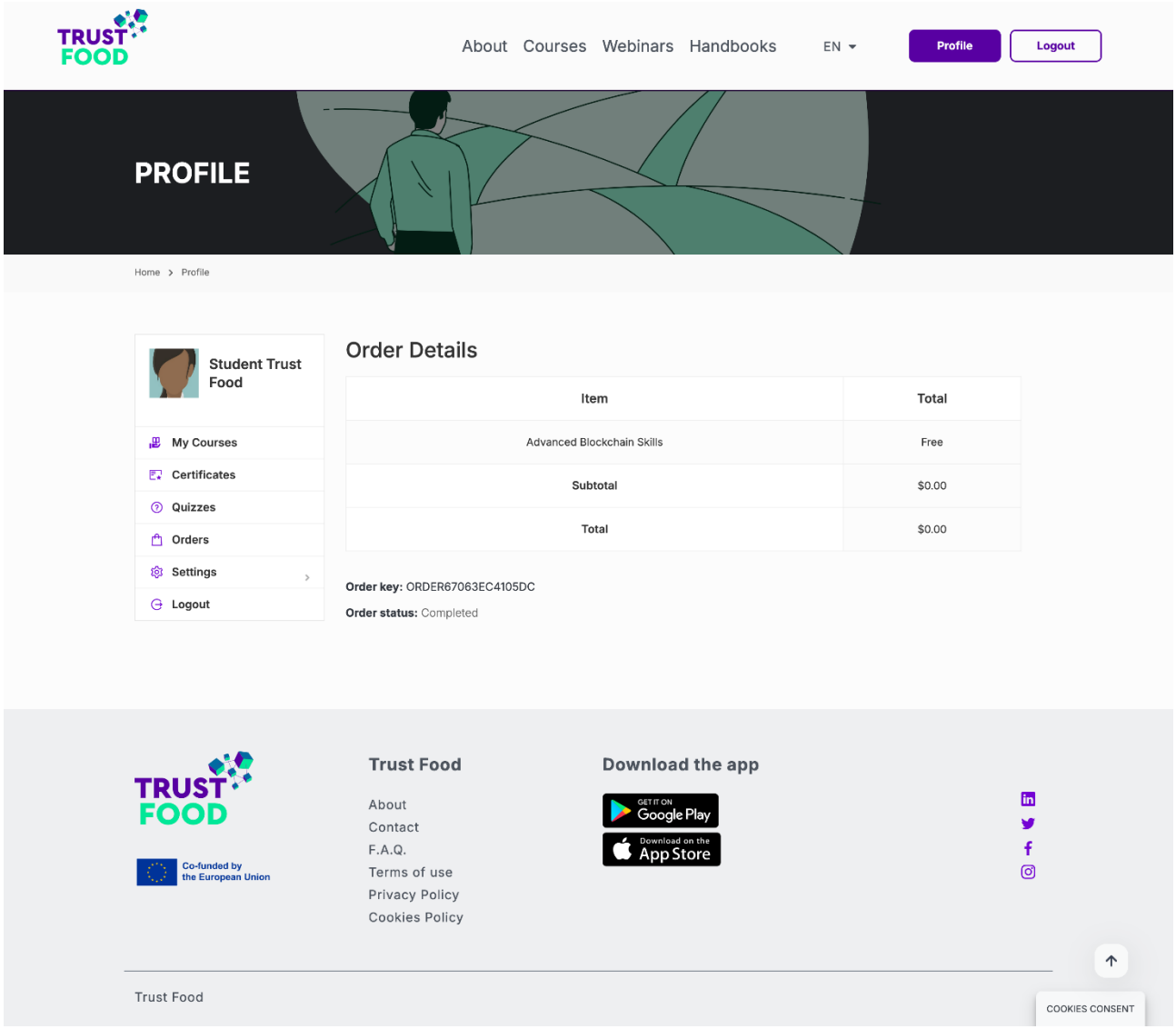


Figure: 3.3.1.4.2 Website – Profile | Order Details

3.3.1.5 Settings

The "Settings" section on the Profile page allows trainees to manage their personal and account details. The settings are organized into three tabs: "General", "Avatar", and "Password".

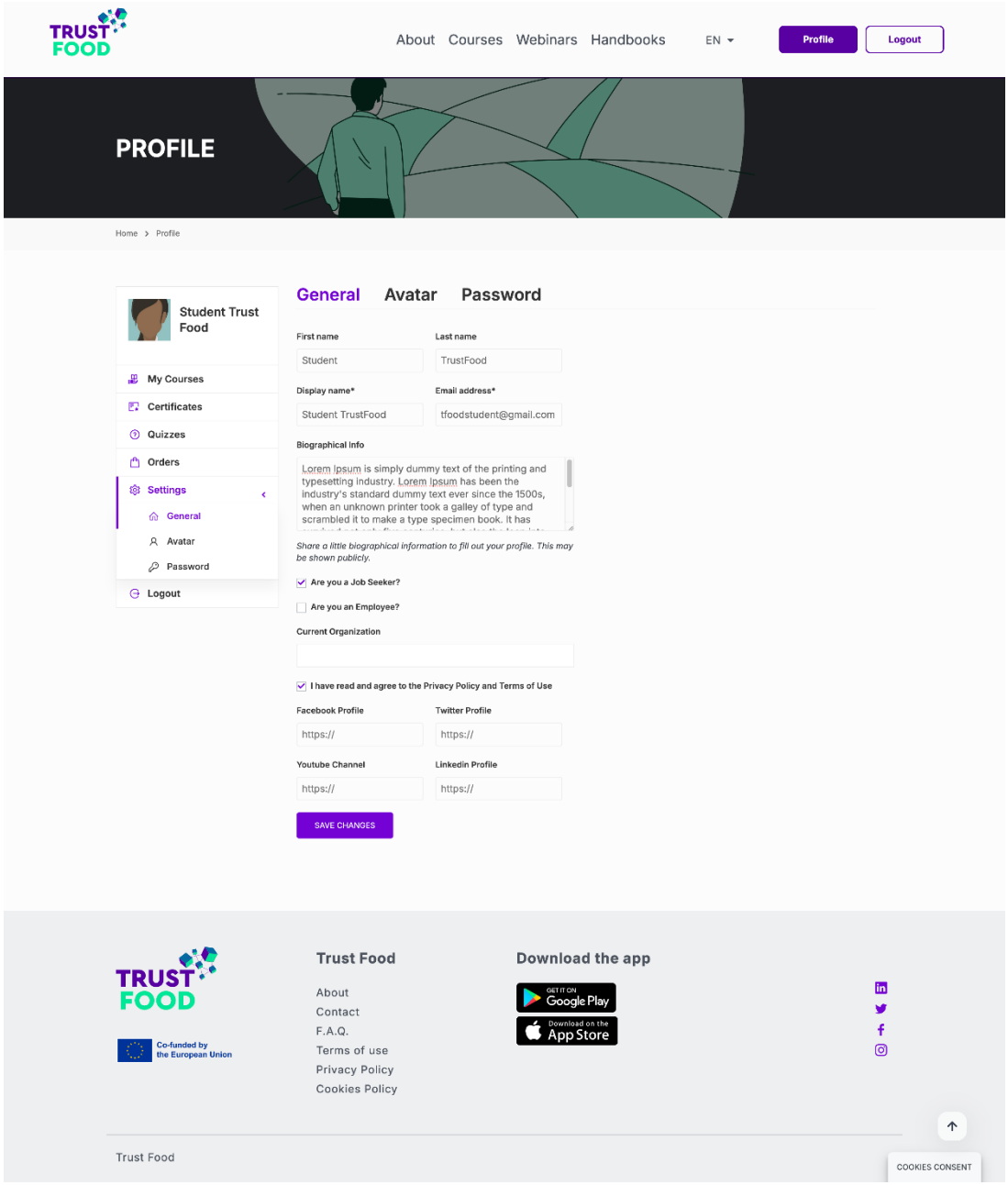


Figure: 3.3.1.5.1 Website – Profile | Settings | General

1. **General**: In this tab (refer to "*Figure: 3.3.1.5.1 Website – Profile | Settings | General*"), trainees can update basic information, including their first name, last name, display name, and email address.

There is also a "Biographical Info" field for users to add a personal description. Additional fields allow trainees to specify if they are a "Job Seeker" or "Employee" (one of these options must be selected), and if "Employee" is chosen, they are required to input their current organization. Links for social media profiles, such as Facebook, Twitter, YouTube, and LinkedIn, can also be added for further personalization. Users must agree to the Privacy Policy and Terms of Use to save any changes.

2. **Avatar**: This tab (refer to "*Figure: 3.3.1.5.2 Website – Profile | Settings | Avatar*") allows trainees to upload or change their profile picture, providing a visual identifier on their profile.

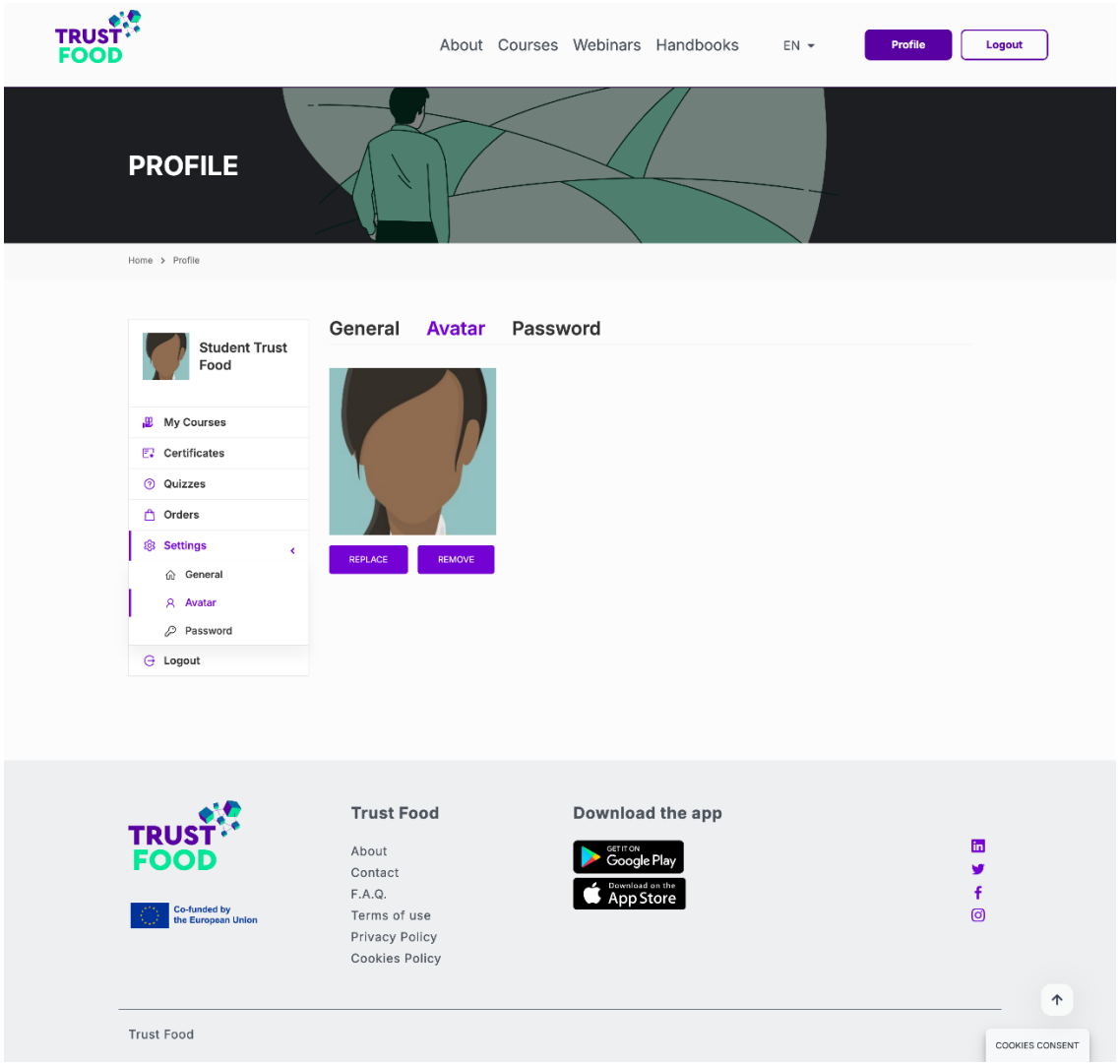


Figure: 3.3.1.5.2 Website – Profile | Settings | Avatar

3. **Password**: In this tab (refer to "*Figure: 3.3.1.5.3 Website – Profile | Settings | Password*"), trainees can change their account password for security purposes.

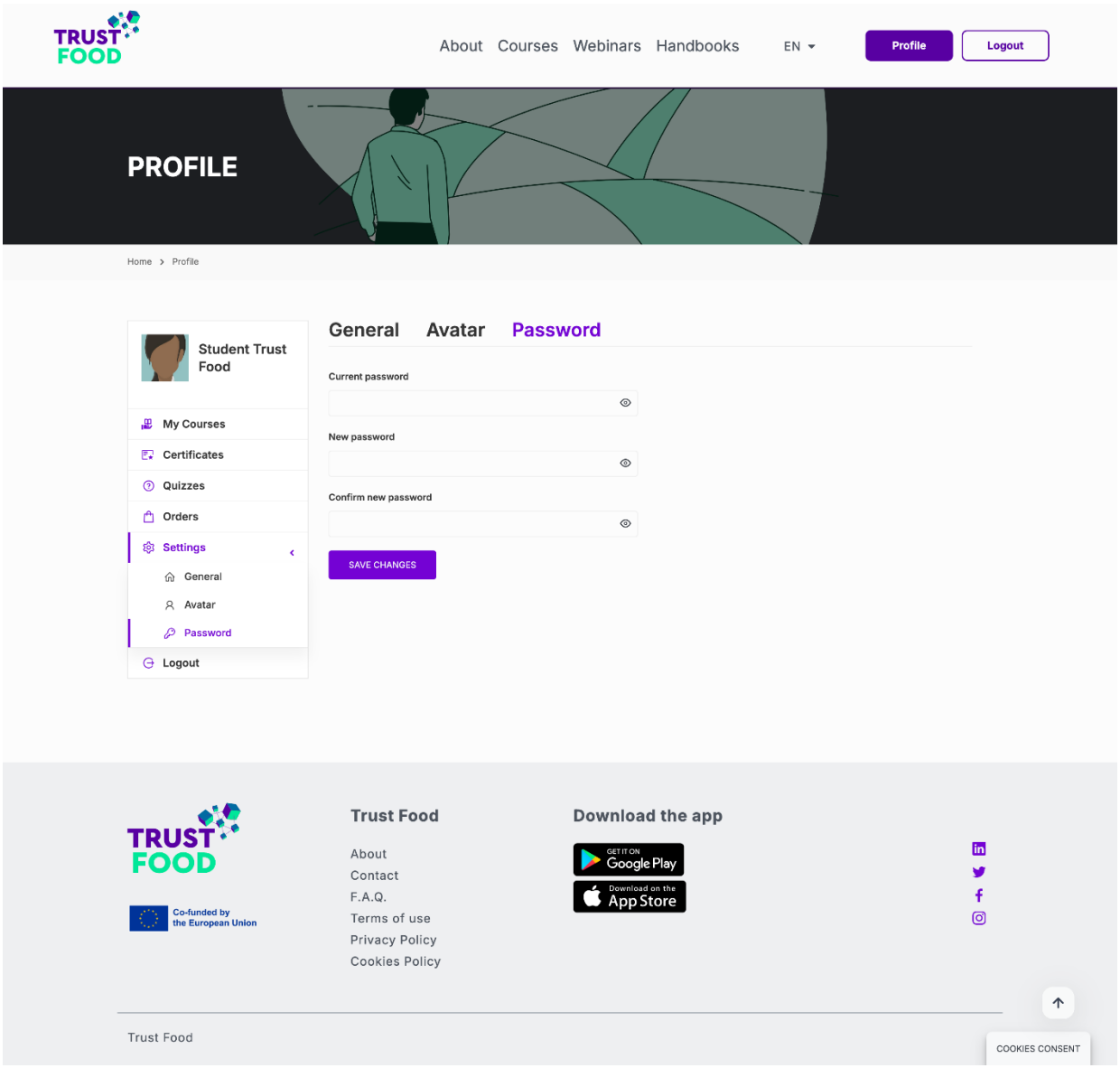


Figure: 3.3.1.5.3 Website – Profile | Settings | Password

3.3.2 Course

3.3.2.1 Course Details

The "Course Details" page provides trainees with a comprehensive view of their selected course, supporting effective navigation and tracking of course progress. At the top, trainees can see the course title, instructor name, category, and a brief description of the course objectives. A progress indicator shows the trainee's completion status within the course, allowing them to easily monitor their advancement.

The main content area includes several tabs:

1. **Overview**: Provides a detailed course description, outlining the skills and knowledge trainees can expect to gain (refer to "*Figure: 3.3.2.1.1 Website – Course Details page | Overview*").

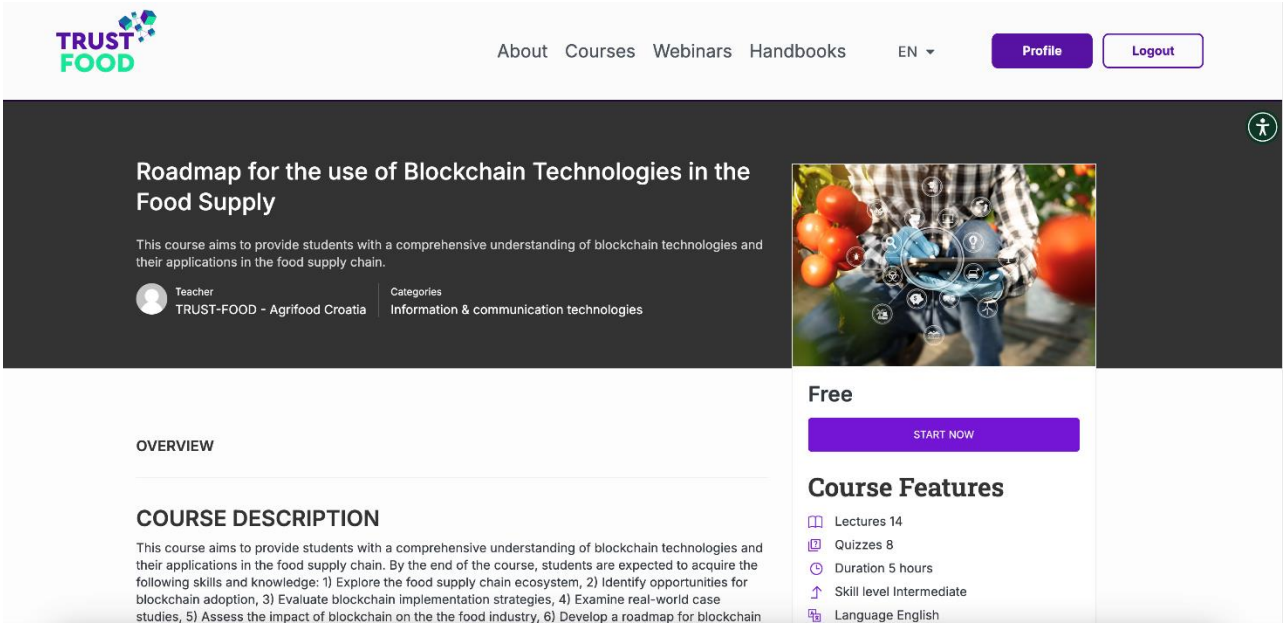


Figure: 3.3.2.1.1 Website – Course Details page | Overview

2. **Curriculum**: Displays the full course structure, with lessons and quizzes organized by module. Each lesson or quiz lists its title and completion status, allowing trainees to easily track their progress through individual components (refer to "*Figure: 3.3.2.1.2 Website – Course Details page | Curriculum*").

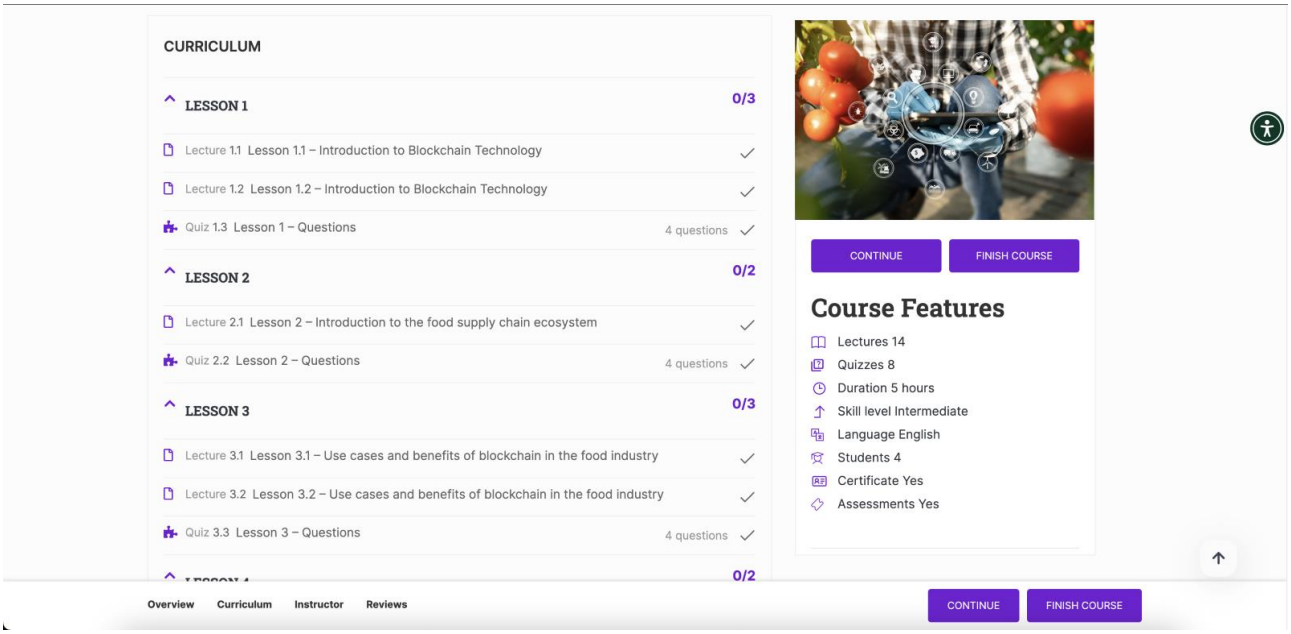


Figure: 3.3.2.1.2 Website – Course Details page | Curriculum

3. **Instructor**: Includes details about the course instructor, providing a short bio to build credibility and connection with trainees (refer to "*Figure: 3.3.2.1.3 Website – Course Details page | Instructor*").

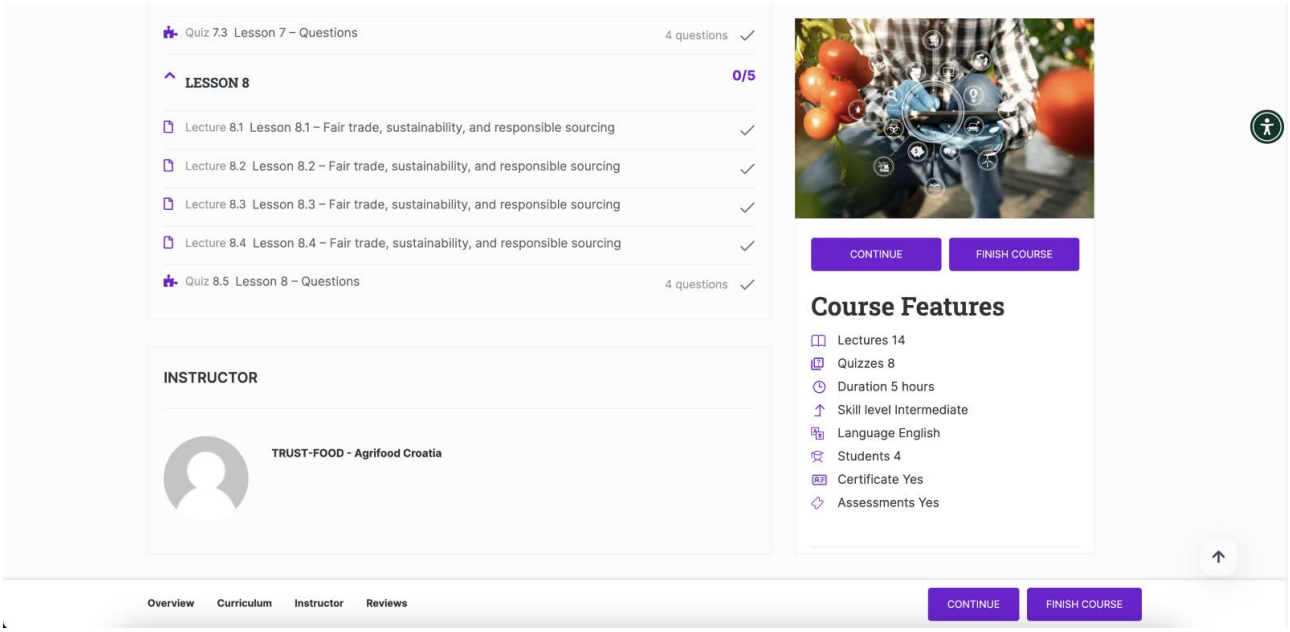


Figure: 3.3.2.1.3 Website – Course Details page | Instructor

4. **Reviews**: Shows an average rating, detailed rating breakdown, and individual reviews submitted by other trainees. Trainees can also add their own reviews by selecting "Write a Review" (refer to "*Figure: 3.3.2.1.4 Website – Course Details page | Reviews*").

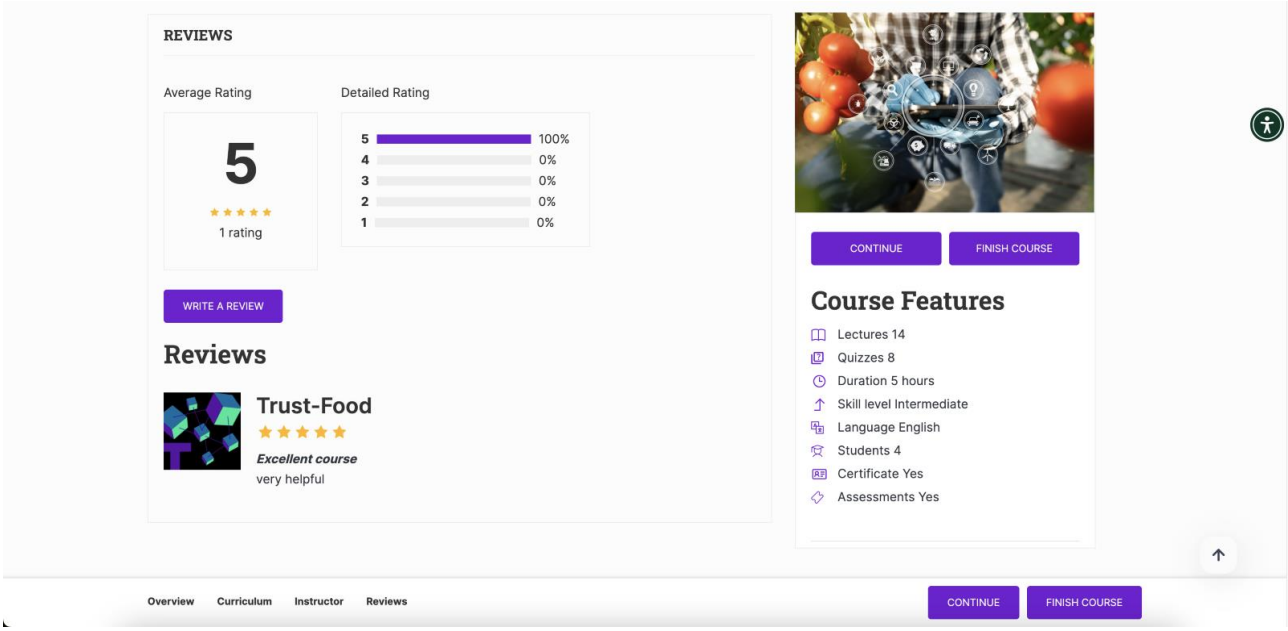


Figure: 3.3.2.1.4 Website – Course Details page | Reviews

On the right side, the **"Course Features"** section presents essential details about the course. Their description is present on Table 1:

Course Features:	Description
Lectures 14	The number of lectures, which represents the total lessons (e.g., Lesson 1, Lesson 2, etc.) included in the course.
Quizzes 8	The total number of quizzes. With each lesson is featuring a quiz containing multiple questions.
Duration 5 hours	The overall course duration.
Skill level Intermediate	The skill level of the course (reflecting the difficulty level of the course's content and used as a filter on the courses page).
Language English	The language in which the course is offered (one of the seven languages supported by the web application).

Students 17	The current number of enrolled students,
Certificate Yes	Indicates if the course provides a certificate upon completion.
Assessments Yes	confirms whether assessments are included (already implied by the quiz count).

Table 1: Course Features

The CONTINUE and FINISH COURSE buttons allow users to quickly resume or complete the course. Upon the user complete the course and press the “FINISH COURSE” button, a **Certificate of Completion** will appear, as show in the picture below.

Figure: 3.3.2.1.5 Website – Certificate

This page layout is designed to offer trainees all necessary course information and resources in one place, creating a streamlined learning experience that supports engagement and completion on the TRUST-FOOD web application.

3.3.2.2 Course Lessons

The "Course Lessons" page (refer to "*Figure: 3.3.2.2.1 Website – Course Lessons page | Lesson Material*") provides trainees with a structured and interactive view of their selected lessons and quizzes within a course. On the left sidebar, trainees can see the full curriculum, organized into lessons and quizzes with each component showing its completion status. This layout allows for easy navigation, as trainees can click on any lesson or quiz to access its content directly.

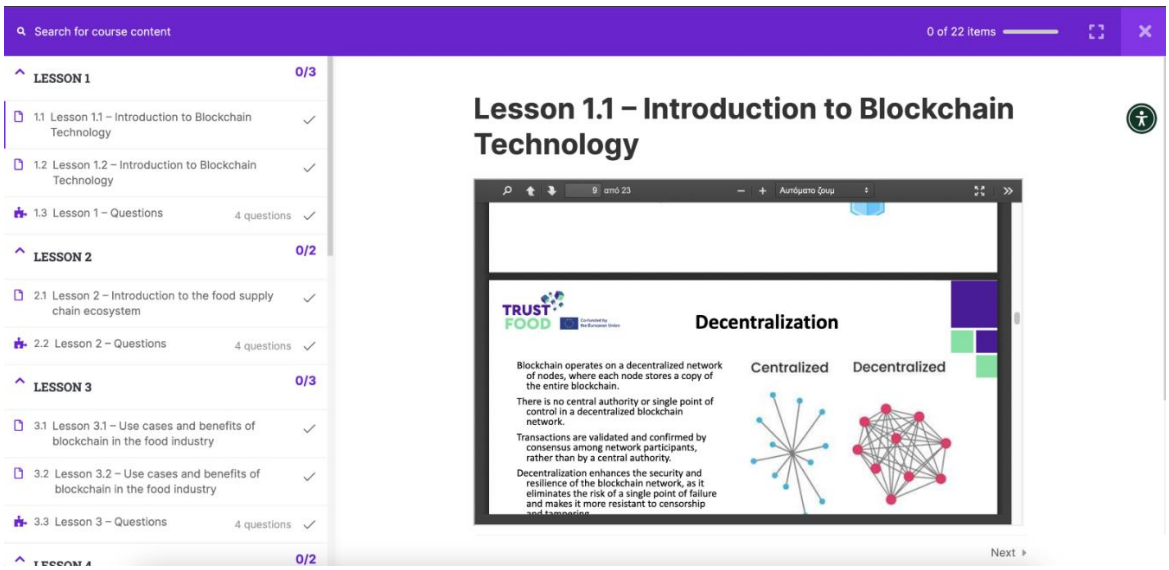


Figure: 3.3.2.2.1 Website – Course Lessons page | Lesson Material

In the main content area, trainees can view the lesson materials, which may include text, images, or other multimedia resources. Each lesson title is prominently displayed, allowing trainees to focus on the current topic. A "Next" button at the bottom facilitates smooth progression through the course.

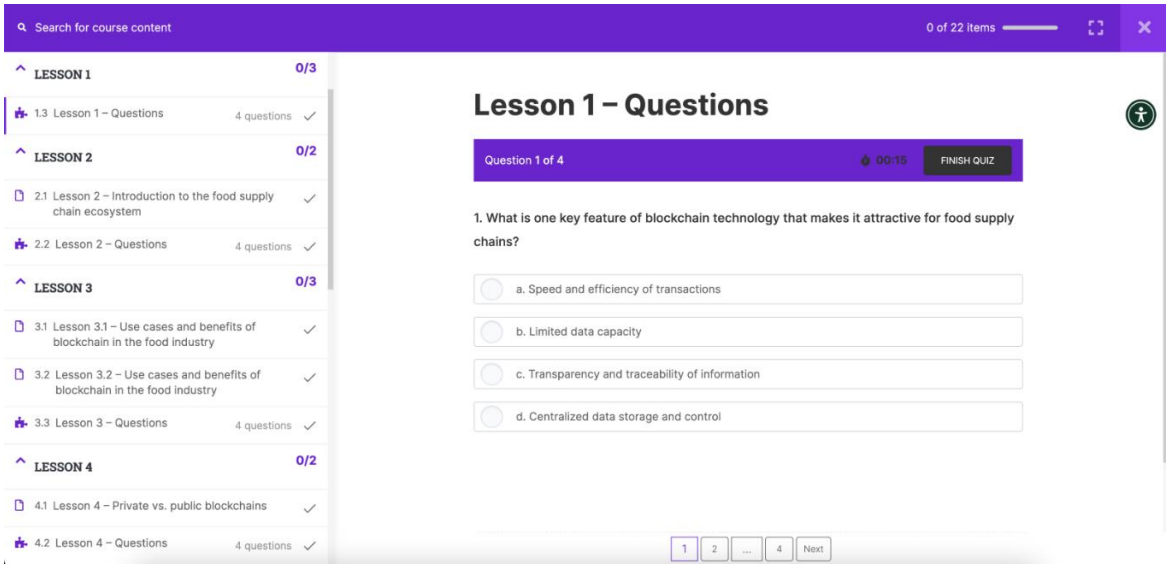


Figure: 3.3.2.2.2 Website – Course Lessons page | Lesson Questions

When engaging with quizzes (refer to "*Figure: 3.3.2.2.2 Website – Course Lessons page | Lesson Questions*"), the trainee can see the quiz title, questions, and a timer if applicable. Upon completion, they can click "Finish Quiz" to submit their answers. Following submission, a results page displays their performance (refer to "*Figure: 3.3.2.2.3 Website – Course Lessons page | Lesson Questions Results*"), including their score, time spent, correct and incorrect answers, and their overall result (e.g., Passed or Failed). This page also provides options to "Retake" or "Review" the quiz, allowing trainees to improve their understanding of the content.

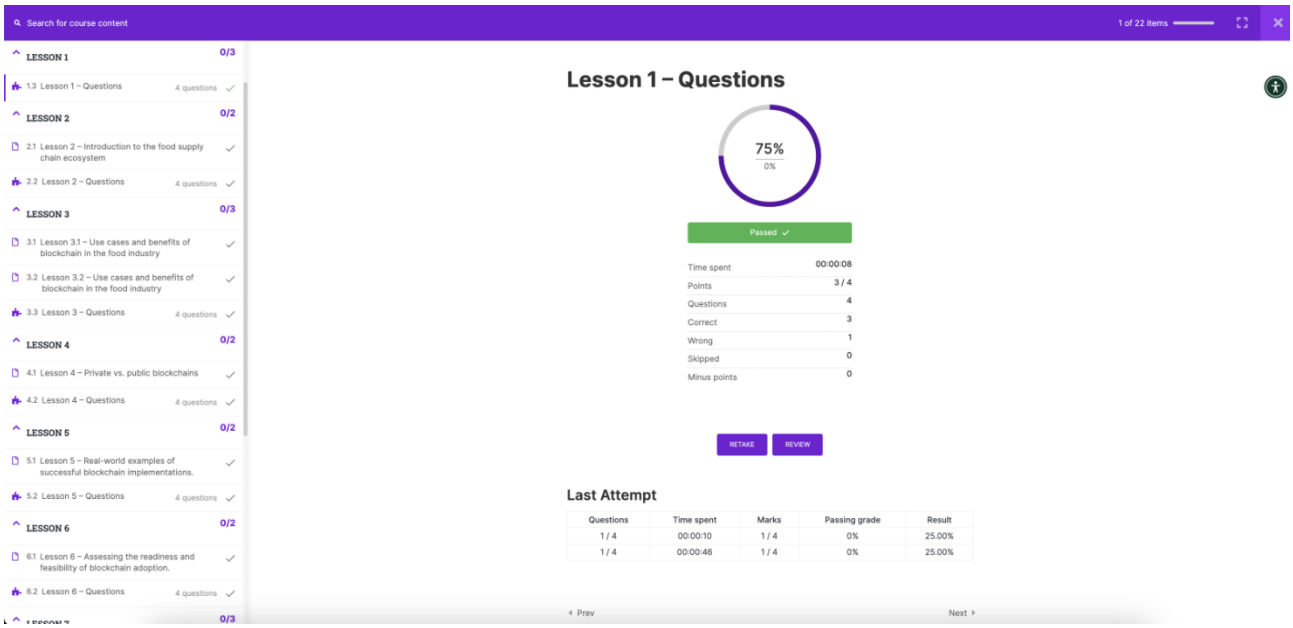


Figure: 3.3.2.2.3 Website – Course Lessons page | Lesson Questions Results

The top menu bar provides a search function, enabling trainees to locate specific content within the course. This structured and interactive design enhances the learning experience, offering clear progress tracking and engagement opportunities throughout the course.

4. Conclusion

Thank you for taking the time to explore this user manual for TRUST-FOOD e-learning platform. We hope it has provided clear, practical guidance on using both the mobile and web applications to their fullest potential. Our platform is built to make learning accessible, efficient, and engaging, and we're committed to supporting you in achieving your educational goals.

By covering essential features such as course access, user account management, and specialized tools for both trainees and trainers, this manual serves as a comprehensive resource. If you ever need a quick reference or encounter questions while using the platform, refer back to relevant sections or check the FAQ and troubleshooting pages for additional help.

We hope your experience on TRUST-FOOD e-learning platform is rewarding, enjoyable, and filled with opportunities for growth. Happy learning and thank you for being a part of our community!