

Ask me how first
aid saves lives



Major Accounts Portal

User guide

Our Major Accounts Portal

Our Major Account Portal (MAP) is a fast and efficient way for anyone in your organisation to book places on our training courses, and to access comprehensive information about your St John Ambulance Account.

Customised to your requirements

When you become a St John Ambulance customer, your contract with us includes our bespoke package of training courses available for employees across the organisation. Your personalised MAP will be customised with all the courses that you want available for your employees.

Live information on all our courses

MAP gives you live availability of places on our courses across all our UK venues, making booking hassle free. Our dynamic scheduling means that as courses get booked up, we introduce more to the schedule, and these are on MAP immediately.

Booking training couldn't be easier

All your colleagues need to do is select the course that they want, at the location that they want from a choice from over 200 venues across the UK, then just add the delegates details and click to confirm. It couldn't be easier.

The information you need at the click of a mouse

You'll have access to a comprehensive set of reports via your online portal. With a click of your mouse, you'll get a snapshot of training bookings across your organisation, delegate attendance on our courses, results, compliance data, spend, savings and invoicing reports.

Follow those easy steps and book your first training course with St John Ambulance.

Log-in

1. You will need to log into the portal in order to make your booking by visiting <https://myportal.sja.org.uk>

2. Your log-in details are your email address and the password you have chosen.

We recommend using Google Chrome web browser to access the Major Account Portal.



St John
Ambulance

St John Ambulance major accounts portal

Sign in

What is your email address?

What is your password for sja.org.uk or stjohnsupplies.co.uk?

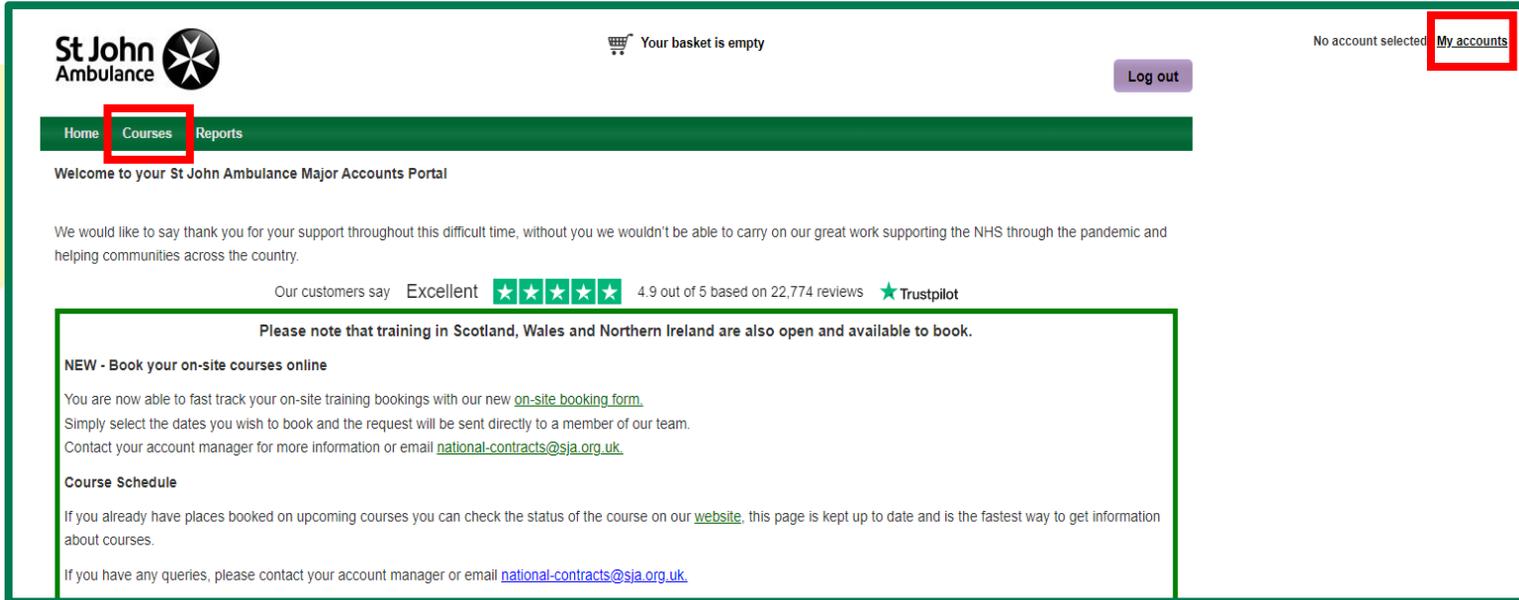
If you've forgotten your password then

- Email national-contracts@sja.org.uk
- Call us On 0344 770 4800

Sign in using secure server

Selecting an account

Once you are logged into the St John Ambulance portal please click on **Courses** or **My accounts** in the top left-hand corner of the homepage.



The screenshot shows the St John Ambulance portal homepage. At the top left is the St John Ambulance logo. To its right is a shopping cart icon with the text 'Your basket is empty'. Further right is the text 'No account selected' and a link for 'My accounts' which is highlighted with a red box. Below the logo is a navigation bar with 'Home', 'Courses' (highlighted with a red box), and 'Reports'. Below the navigation bar is a welcome message: 'Welcome to your St John Ambulance Major Accounts Portal'. Below this is a thank you message: 'We would like to say thank you for your support throughout this difficult time, without you we wouldn't be able to carry on our great work supporting the NHS through the pandemic and helping communities across the country.' Below this is a Trustpilot rating: 'Our customers say Excellent' followed by five stars and the text '4.9 out of 5 based on 22,774 reviews' and 'Trustpilot'. Below this is a green-bordered box containing the following text: 'Please note that training in Scotland, Wales and Northern Ireland are also open and available to book.' 'NEW - Book your on-site courses online' 'You are now able to fast track your on-site training bookings with our new [on-site booking form](#).' 'Simply select the dates you wish to book and the request will be sent directly to a member of our team.' 'Contact your account manager for more information or email national-contracts@sjamb.org.uk.' 'Course Schedule' 'If you already have places booked on upcoming courses you can check the status of the course on our [website](#), this page is kept up to date and is the fastest way to get information about courses.' 'If you have any queries, please contact your account manager or email national-contracts@sjamb.org.uk.'

Selecting a course

1. Click on **Courses** in the header
2. If you book for various divisions this may show more than one account. Select the account you wish to book on and click continue
3. On the booking page, you will find a dropdown with the courses included in your service level agreement
4. Select the courses you'd like to book, choose a location, a date range and click search
5. You can now select how many courses you'd like and add them to your basket.

St John Ambulance Your basket is empty [Log out](#)

Home Courses Reports

Training courses

Course: * Location (Town, City or Postcode): Start date (mm/dd/yyyy): End date (mm/dd/yyyy):

Select a course 17/02/2023 18/03/2023

Search

The courses are listed by distance from your search location (e.g. Lincoln) with the closest venue shown at the top of the search results. Select your desired course by clicking **Add to basket**.

St John Ambulance Your basket is empty [Log out](#)

Home Courses Reports

Training courses

Course: * Location (Town, City or Postcode): Start date (mm/dd/yyyy): End date (mm/dd/yyyy):

-- First aid at work (initial) (3 day course) Stockport, Cheshire 17/02/2023 18/03/2023

Search

-- First aid at work (initial) (3 day course)

Distance/Venue	Date/Time	Places	Price per person	Qty	
	22-24 Feb 23 9.00am - 4.30pm	2		1	Add to Basket
Stockport (2.4 miles) First aid at work (initial) Map and Address	28 Feb, 1, 2 Mar 23 9.00am - 4.30pm	7		1	Add to Basket
	6-8 Mar 23 9.00am - 4.30pm	21		1	Add to Basket
	15-17 Mar 23 9.00am - 4.30pm	16		1	Add to Basket

When you **Add to Basket**, a dialogue box will appear near the shopping basket icon at the top of the screen advising of the course that you have selected. You can add more courses if making multiple bookings.

By clicking on the shopping basket you will see a summary of the course/s you have added to your basket.

St John Ambulance

1 course place added

Log out

Home Courses Reports

Your basket

Book a St John Ambulance Course

Book this course live into SJA's system. The booking will immediately be confirmed and correspondence will be sent. Your account will be invoiced as per your company's requirements once the course takes place.

Course, date, time	Venue	Places	Price	VAT	Total
First aid at work (initial) 22-24 Feb 23 9.00am - 4.30pm	Stockport	1			

✕ Delegate Details

Delegates Added: 0

Totals: 1

Empty your basket Book another course Place Order

Delegate details

Delegate details can be added by clicking on the **Delegate Details** button listed next to each course in your basket. Select **New delegates** - you must provide the following compulsory information: Title, First Name, Last Name, Email Address.

(PLEASE NOTE: this should be the line manager's email as all correspondence will be sent to this email address).

St John Ambulance

1 course place added

Log out

Home Courses Reports

1. First aid at work (initial)

Please add **one** delegate for this course

Search delegates

Surname

Search

New delegates

Please be aware that for accounts where correspondence is to be sent to delegates by post we require a postal address.
* denotes a required field.

Title*
Please select

First name*

Last name*

Email address*

Post code:

Get address

Address:

Town:

Add Delegate

Delegates added:

Continue

Your courses

- 1. First aid at work (initial)
 - 1 delegate
 - 22-24 Feb 23
 - 9.00am - 4.30pm
 - Stockport

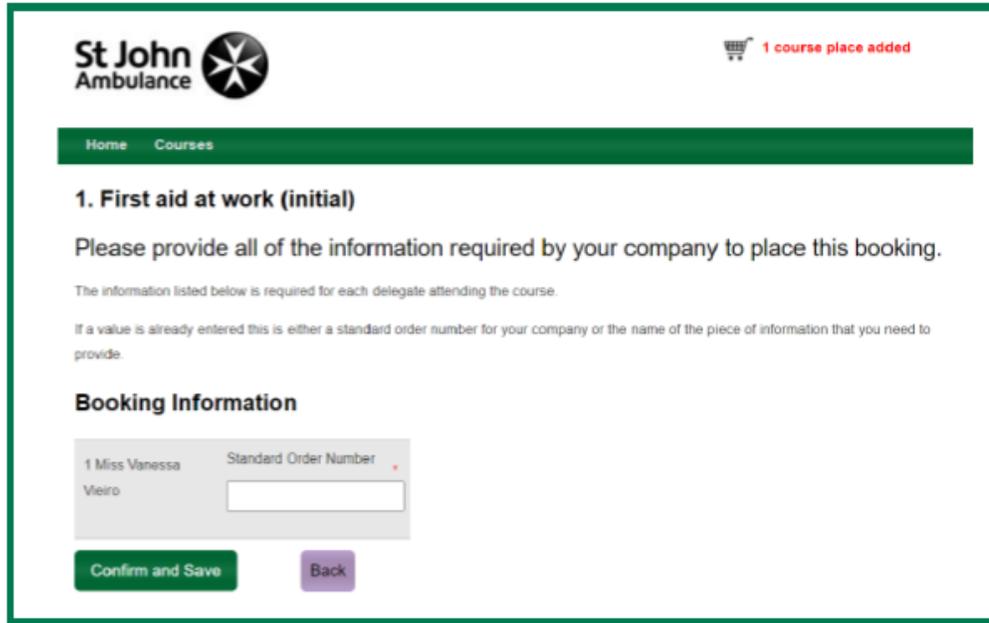
Once you have added the delegate details, ensure you click the **Add Delegate** button to save the information.

Delegate details will now appear under the **Delegates added** section. Please check these and, if needed, they can either be deleted by clicking the red **x** or edited by clicking the **pencil** icon. Click **Continue** to progress to the next screen.

Additional booking information

After providing delegate details you will be required to enter additional information required by your company to place a valid order. This includes:

Standard Order Number – Please include a valid PO number.

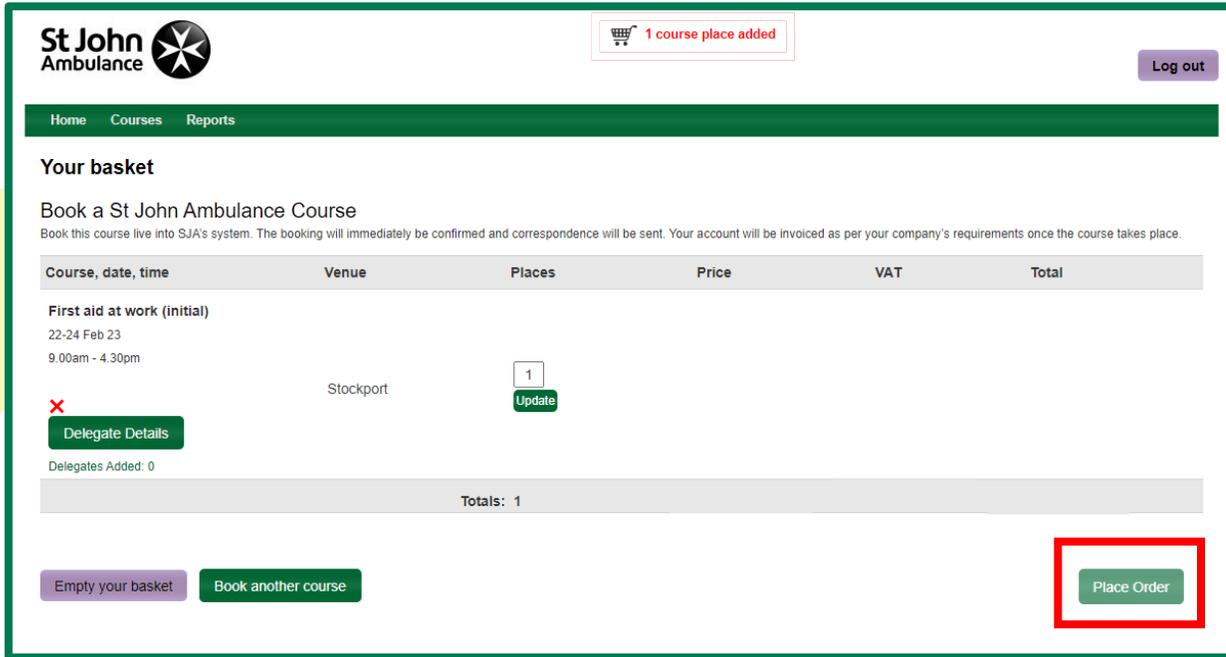


The screenshot shows the St John Ambulance website interface. At the top left is the St John Ambulance logo. At the top right, there is a shopping cart icon and the text "1 course place added". Below the logo is a navigation bar with "Home" and "Courses" links. The main content area is titled "1. First aid at work (initial)". Below this title, there is a paragraph: "Please provide all of the information required by your company to place this booking." followed by a smaller line: "The information listed below is required for each delegate attending the course." and another line: "If a value is already entered this is either a standard order number for your company or the name of the piece of information that you need to provide." Below this text is a section titled "Booking Information". Inside this section, there is a form with a label "1 Miss Vanessa" and a dropdown menu set to "Standard Order Number". Below the dropdown is a text input field with the name "Veiro" partially visible. At the bottom of the form are two buttons: "Confirm and Save" (green) and "Back" (purple).

Once valid information has been provided in each box, click **Confirm and Save**.

Checkout

Before placing your order you will be presented with a summary of your basket. To proceed with your order, click **Place Order**.



St John Ambulance

1 course place added

Log out

Home Courses Reports

Your basket

Book a St John Ambulance Course

Book this course live into SJA's system. The booking will immediately be confirmed and correspondence will be sent. Your account will be invoiced as per your company's requirements once the course takes place.

Course, date, time	Venue	Places	Price	VAT	Total
First aid at work (initial) 22-24 Feb 23 9.00am - 4.30pm	Stockport	1			

Update

Delegate Details

Delegates Added: 0

Totals: 1

Empty your basket Book another course **Place Order**

Once your order has been placed you will see a confirmation of your booking along with your **Booking Reference number** – **please keep a note of your Booking Reference number**.



Home Courses

Thank You for your order

Details confirming your booking will be sent to you or the designated contact for this account. If you have any queries about your booking(s) then please contact the National Accounts team on 0844 770 4600 and dial option 2 or e-mail us on national-contracts@sja.org.uk

Course, date, time and venue	Booking References	Delegates
First aid at work (initial) 12-14 Nov 14 9.00am - 5.00pm Liverpool Street	05021	Mr

Correspondence

- Booking confirmation will be sent to the email address entered against the delegate
- Joining instructions will be sent to the email address entered against the delegate
- Certificates will be sent to the email address entered against the delegate.

Cancellations, transfers, or substitutions Please note that should you wish to cancel, transfer, or substitute your booking you will need to contact our customer service team on national-contracts@sja.org.uk or call 0344 770 4800.