

TrainCan Access – Store Account

As a Manager or Operator, you will have special back door access (pin & password) to the Food Safety Portal. Using this account, you will be able to monitor the progress and success of your staff as well as retrieve all food handler certificates. The Sobeys Food Handler Portal can be found at <https://sobeystraincancampus.com/>

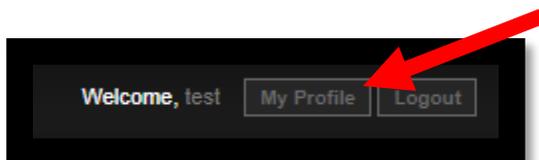
Note: All store accounts have an 8-digit pin beginning with the prefix “EMP” followed by 5 additional numbers. Employee learning accounts that contain the course consist of an 8-digit pin number. You can also use your store operator email to log in if you have entered this email into the account profile and have not used it for a personal learning account.

How to Log In

Use your Store Account pin and password to log into your store account. Go to <https://sobeystraincancampus.com/> and click the green box at the top right corner to log in.

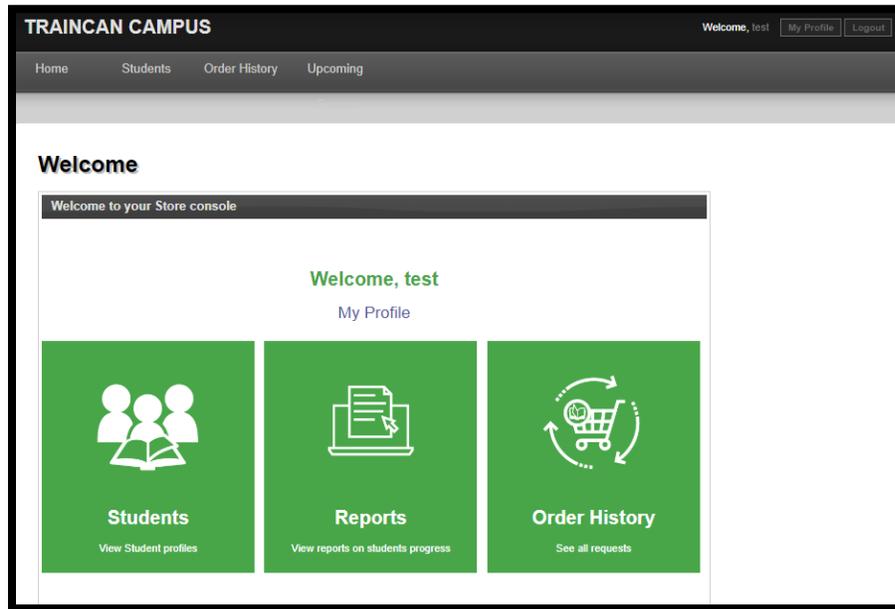
The image shows a screenshot of the Sobeys Food Safety Portal home page. The top navigation bar includes the Sobeys logo, the text "Online Learning - Food Safety", and a green button labeled "LOGIN TO YOUR ACCOUNT" with a lock icon, which is circled in red. Below the navigation bar is a main banner with the Sobeys logo and "urban fresh" text. A section titled "Online training features include:" lists various icons and a green button labeled "AVAILABLE COURSES". Below this is a section titled "Click on Your Region Below To Request Training" with four buttons: "Ontario Request Training", "Atlantic Request Training", "Quebec Request Training", and "Western Currently Unavailable". A callout box titled "Log into your Account" is overlaid on the right side, showing a login form with fields for "PIN Number" and "Password", a "Forgot your password?" link, and a green "Login" button. A red arrow points from the "LOGIN TO YOUR ACCOUNT" button on the home page to the callout box.

If it is your first-time logging in or you are a new Manager/Operator, please update your profile once logged in. This can be done by clicking the “My profile” button in the top right corner of the home page once logged in.



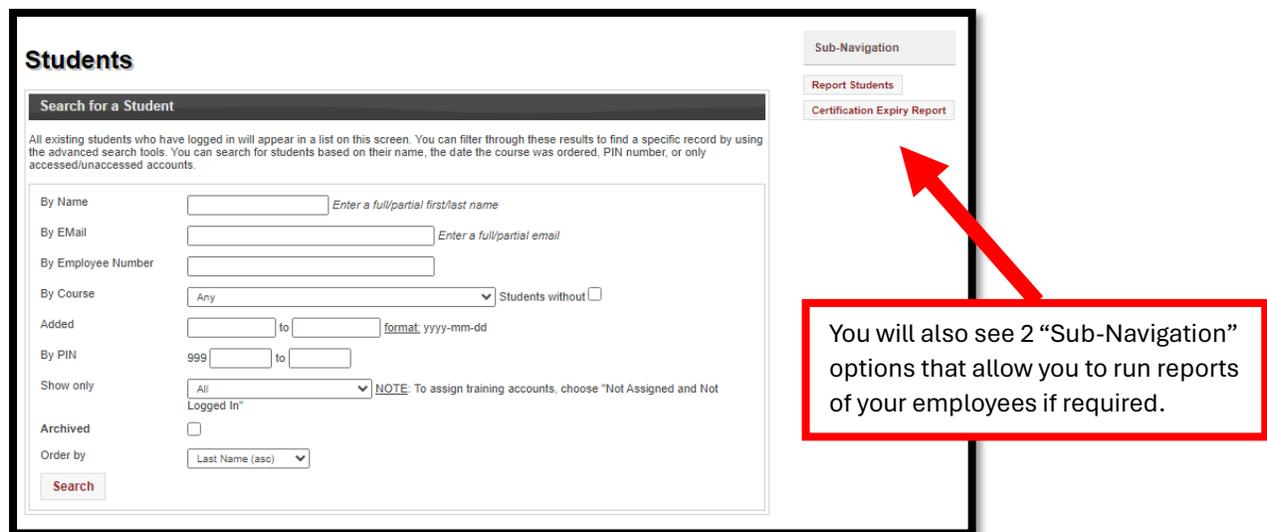
How to use the features in your Store Account

The dashboard of your store account will show 3 features available to you. Students, Reports and Order History. These will allow you to track student progress, access certificates and review requests for training by your employees.



Students

Clicking the Students button will bring you to a “Search for Student” page. Use the fields to filter your staff to find a specific employee you are looking to view. Alternatively, you can leave the search fields blank and press “search” to see all employees.



Clicking the reports feature on the homepage will direct you to the same “Report Student” feature seen on the “Sub-Navigation” list while on the student page. The Report Students page can be seen below which allows you to run a report and generate a csv file if required.

Report Students

Course: All

Enrollment date: to yyyy-mm-dd

Exam date: to yyyy-mm-dd

Order by: Enrolled, desc

Page size: 50

Generate

Note: The easiest way to track a student and see progress is through the “Students” feature and to search their name.

Accessing student progress including course scores, status and their QR Certificate

After using the search fields on the “Students” page, your employee will appear. You will see their pin number, general employee information and their course status. If you want to see additional information, click “view/edit”.

Students

Search for a Student

All existing students who have logged in will appear in a list on this screen. You can filter through these results to find a specific record by using the advanced search tools. You can search for students based on their name, the date the course was ordered, PIN number, or only accessed/unaccessed accounts.

By Name: test

By Email: Enter a full/partial email

By Employee Number:

By Course: Any

Added: to format, yyyy-mm-dd

By PIN: 999 to

Show only: All

Archived:

Order by: Last Name (asc)

Search

Select	PIN	Student Name	Department	Title	Employment status	Course(s)	Last Login	Added	view/edit
<input type="checkbox"/>	999 10001	test test mkosuch@bat.net	Produce		Full-time	BASICS 1st/3rd Edition Completed: 10 Apr 2017	23 Oct 2017 09:14	10 Apr 2017	view/edit

course cert | qr-cert | scores

After clicking “view/edit”, you will see the employees’ profile as well as their courses at the bottom. Beside their courses will be their scores, course certificate (once finished the course) and their **QR Certificate** (after they pass the final exam). **The QR certificate proves and validates their Food Handler Certification.**

Student Requests and History

After an employee requests training, an email will be sent to you as the store Manager/Operator. The email is sent to the email you entered in your profile. You can Approve/Decline the training request directly through links in the email. You can also log into your Store Account and click the History feature to review the requests.

Account Requests

Account Requests

Filter Requests

Date Requested: to (format: yyyy-mm-dd)

Date Approved: to (format: yyyy-mm-dd)

Province * ▼

Status ▼

Archived

[excel version](#)

ID	Num of Accounts	Region/Province	PARTNER	Store	Dept	Requested by	Status	Date Requested	Date Approved

Upcoming Exams

There is also an “Upcoming” tab located on the top toolbar of your log in. This feature allows you to see upcoming sessions scheduled by Sobeys Food Safety Specialists. You can use this information to help inform your staff of upcoming exam sessions they can book into after they finish the course.

All employees must finish the course before they can book into an exam date and challenge the final exam to earn their Food Handler Certification.

If you have any questions, please contact TrainCan via the Help Form at <https://sobeys.traincancampus.com/ContactUs.php> or email us at info@traincan.com.