



OSA Certificate of Online Safety 2026-27

Administrator Guide

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The OSA will provide the administrative support needed to provide your pupils and colleagues with access to the OSA Certificate of Online Safety. Your establishment needs to select between the following options for account creation:

Option 1: Use of school Google / Microsoft accounts

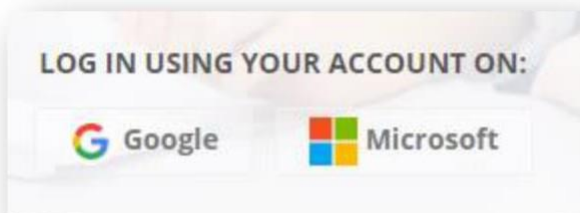
If your school provides Google or Microsoft accounts, these can be used to log in to our system. This is the preferred option for most schools as it is one less username and password

to remember and it is easier to enrol users on an ad hoc basis. The login process is securely managed by Google or Microsoft using OAuth.

The links to log in with Google or Microsoft (as

shown) can be seen at the bottom of our login page at

<https://certificate.onlinesafetyalliance.org>



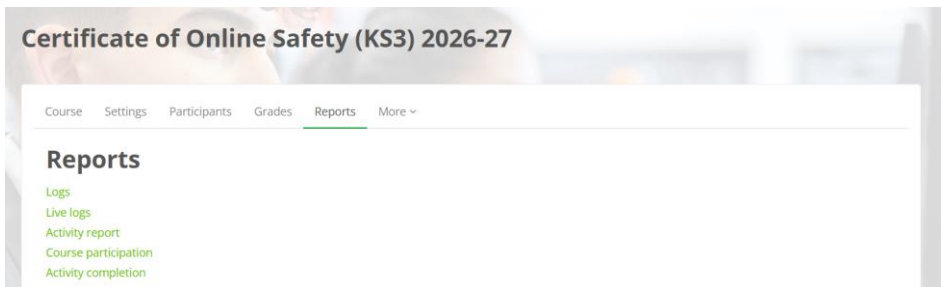
If this was your chosen method for enrolling users then you should have been provided with an enrolment key your users need to enter when trying to access the appropriate course for the first time. Please contact us if you need assistance with your enrolment key.

Option 2: Manual accounts

We can manually create accounts for you. To do so, we need to be provided with secure access to a spreadsheet containing columns for first name, surname and year group. If this is your preferred choice please let us know before sending a spreadsheet as we need to ensure GDPR compliance. Please note: **manual account creation can result in short delays to access** due to the additional work involved.

School administrators can monitor the progress of all their pupils or colleagues through each of the assessments towards completion of a course. To do so please follow these steps:

1. Visit <https://certificate.onlinesafetyalliance.org/login> and log in with the administrator username and password that we provided you.
2. Select 'My courses' from the top navigation bar and then select the appropriate course.
3. Select 'Reports' from the navigation menu near the top of the course page. On the next menu, select Activity completion...



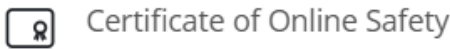
4. You will be presented with a table showing whether your pupils/colleagues have completed each of the assessed units.
5. If you would like to export this data to an Excel spreadsheet for further data analysis you should scroll to the bottom of the page and select '**Download in Excel-compatible format**'.

User-generated Certificates

Once users have successfully completed all assessments within a course they can generate the Certificate which they can print and share with you. Your can also access these through your admin account.

View a list of pupils to have completed the Certificate

- 1. Visit <https://certificate.onlinesafetyalliance.org/login> and log in with the administrator username and password that we provided you.
- 2. Select ‘My courses’ from the top navigation bar and then select the appropriate course.
- 3. Scroll to the bottom of the course and click on the link to the Certificate.



You will then be able to see (and download) a list of everybody who has attained the Certificate of Completion. ‘Download all Issued Certificates’ will provide you with a PDF of all certificates attained by your participants.

View certificate

Download all issued certificates

Recipients: 71

1

2

»

Download table data as

Comma separated values (.csv)

Download

First name / Last name	Email address	Awarded on	Code	File
A		Friday, 4 October 2024, 9:40 AM		
A		Thursday, 17 October 2024, 9:38 AM		

Our team works hard to ensure the OSA Certificate of Online Safety system is as reliable as possible. A great deal of time and expense has been invested to cope with the rapidly growing popularity of our courses. However, as with any online system it is possible for technical issues to arise.

If you encounter any issues please immediately email admin@onlinesafetyalliance.org and we will respond as quickly as possible.

We have a new pupil / colleague. Can I add them?

If your users are using school Google or Microsoft accounts to access our systems, then all you need to do is ask the user to log in and use the enrolment key we provided for you to access the course.

If you asked us to manually create accounts for your users then you will need to email admin@onlinesafetyalliance.org with the name and year group of the users you would like to add.

A user has forgotten their password. What can I do?

If your users are using school Google or Microsoft accounts to access our systems then we do not control or have access to passwords. Your network team will need to reset the password for the pupil.

If you asked us to manually create accounts for your users then you will need to email admin@onlinesafetyalliance.org with the name of the user who needs a password reset.

How long do users have to complete the course?

Your subscription to your chosen courses will last for 12 months from the date you subscribed. As such, users have a full year to complete the course. Please note, your subscription will be to access the courses for a given academic year. If your subscription overlaps into the following academic year it will not enable you to access the new set of courses.

Can a user resit an assessment they have failed?

Yes, your subscription enables users to resit assessments as many times as is necessary. However, to ensure users take assessments as seriously as possible they are only allowed to attempt each assessment a maximum of two times in a single day.