

INSUPPLY LEARN · LEARNER GUIDE

Learner guide: Family Planning training

How to take the Family Planning Training for Pharmacists and Pharmaceutical Technologists on inSupply Learn, from registration to your certificates.

Read it online at learn.insupplyhealth.com/help/guides/fp-learner. Version 1.0, September 2026.

The journey at a glance

STEP 1

Register

Create your account and verify it with a code.

STEP 2

Enrol

Join the Family Planning course, with a cohort key if you have one.

STEP 3

Learn

Complete 10 units in order. Pass each post-test.

STEP 4

Final assessment

25 questions. Pass it to get your completion slip.

STEP 5

Practicum

Two days with an instructor (optional in the logbook).

STEP 6

Logbook

Record client services at your link facility.

STEP 7

Sign-off

Your mentor confirms. The county pharmacist and RH coordinator sign.

STEP 8

Certificates

Certificate of completion, then accreditation on Path A.

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2. Create your account
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1. Before you start

The course is free. It is for pharmacists and pharmaceutical technologists in Kenya. You can take it on a phone, a tablet or a computer.

- 1 Have your **email address** and **phone number** ready. The platform sends codes and reminders to them.
- 2 Have your **PPB registration number** (pharmacists) or **PPB enrollment number** (pharmaceutical technologists) ready.
- 3 Use a good connection for the first load of each unit. A unit is 6 to 21 MB. After that, your progress saves even when you go offline.
- 4 On a phone, add inSupply Learn to your home screen when the platform offers it (**Install**). On an iPhone, tap Share, then **Add to Home Screen**.

Good to know

- Your names are printed on your certificates exactly as you enter them. Check the spelling when you register.

2. Create your account

Open **learn.insupplyhealth.com** and select **Register**. Registration has 3 steps. Your draft stays on your device until you submit it.

- 1 **Step 1, Account:** enter your first name, other names (optional), surname, a username and your email. Create a password of at least 10 characters that does not contain your name, username or email.
- 2 **Step 2, Professional:** select your cadre and enter your PPB number. Enter your facility, premise or organisation name, the premise type, your years of experience, your county and your age range.
- 3 **Step 3, Contact and consent:** enter your phone and WhatsApp number (leave WhatsApp empty if it is the same). Tick the commitment to complete the course and the practicum, the Terms of use and the Privacy policy. Reminders by email and WhatsApp are optional.
- 4 Select **Register**. The platform sends a **6 digit code** to your email. Enter it and select **Verify and continue**. The code expires after 10 minutes. Use **Resend code** or **Send the code to WhatsApp instead** if it does not arrive.
- 5 After verification you go straight to your dashboard and you can enrol.

Good to know

- You cannot change your cadre or your registration number after registration. If they are wrong, contact support.

3. Sign in

Select **Sign in**. You can use your email, your phone number or your username with your password.

- 1 Tick **Keep me signed in on this device for 30 days** on your own phone or computer only.
- 2 On a new device the platform asks you to **Confirm it is you** with a 6 digit code. Tick **Trust this device** to skip this for 30 days.

- 3 If you forget your password, select **Forgot password?**. The platform emails a reset link that is valid for one hour.
- 4 After 10 wrong passwords the account locks for 30 minutes. Wait, or reset your password.

4. Enrol in the Family Planning course

The course is **Family Planning Training for Pharmacists and Pharmaceutical Technologists**. It has 10 units and a final assessment, and gives 25 CPD contact hours.

- 1 Open **Courses** in the menu and find the course, or open it from the course catalogue.
- 2 Select **Enroll**. If your instructor gave you an **enrollment key** (8 characters, for example ABCD-1234), enter it, select **Check key**, then **Join this cohort**.
- 3 No key? Select **Enroll without a key**. You study at your own pace and can join a cohort later.
- 4 Select **Open course** to go to the course page.

Good to know

- A key can be expired, revoked or full. If it does not work, ask your instructor for a new one or enrol without it.

5. Do the coursework

The course page (**My course**) shows your progress ring, your next step and every unit. On a phone, use **Course** in the bottom bar.

- 1 Select **Start Unit 1** or **Resume lesson**. Units open in order: each unit unlocks when you pass the one before it.
- 2 Each unit starts with a short **pre-test** (10 questions, one attempt). It only measures what you know before the unit.
- 3 Work through the lessons. Select **Save & exit** to stop. Your place is saved every few seconds.
- 4 At the end of the unit, take the **post-test**: 10 questions, pass mark **80%**. You can retake it as many times as you need.
- 5 To study without a connection, select **Make available offline** on a unit card while you are online. Progress made offline syncs when you are back online (within 7 days).

Good to know

- **Ask the course** (the AI tutor) answers questions from the course content and shows the lesson it used. You can ask 10 questions every 12 hours. It is off during tests.
- **My cohort** has the cohort chat, announcements and the leaderboard. Never share client names or photos in the chat.
- **Practicum & webinars** lists the CPD webinars. Webinars marked mandatory are part of the course. Join live or watch the recording.
- Choose email, WhatsApp or SMS reminders on your **Profile**. Reminders are never sent between 21:00 and 07:00.

6. Take the final assessment

The final assessment unlocks when you have passed all 10 units. Open it from **Final assessment** in the course menu.

- 1 Set aside about **45 minutes** with a stable connection.
- 2 The assessment has **25 questions**. The pass mark is **80%**. You have **3 attempts**, and each submission counts as an attempt.
- 3 Select **Start attempt**. Answer every question, then submit.
- 4 When you pass, the platform issues your **completion slip**. It confirms that you finished the coursework and can go on to the practicum and logbook.

Good to know

- If you use all 3 attempts without a pass, select **Contact support**. The programme team can advise you.

7. Fill in and submit your logbook

The digital logbook records the family planning services you give to real clients. Open **Logbook** in the course menu (or in the bottom bar on a phone). The card **Where your logbook is** always shows the current step.

Choose your path

PATH	COUNSELLING	DMPA-IM	DMPA-SC	LEADS TO
Path A	30	15	15	Certificate of completion and certificate of accreditation
Path B	30	5	5	Certificate of completion only

1. Start your logbook

- 1 In **Logbook cover**, select your **Path**, your **County of practice** and **Your pharmacy or outlet**.
- 2 Select **Start my logbook**. You can change the path while the logbook is still with you.

2. Phase 1: two day practicum (optional)

- 1 Open the tab **Phase 1: two day practicum**. In **Where and with whom**, enter the practicum facility and your instructor's name and email. Select **Save details**.
- 2 For each client you serve, select **Add row** under the right service (counselling, DMPA-IM or DMPA-SC). Enter the date, the client name or OP number, comments and your initials.
- 3 Below the rows, select **Send practicum entries to my instructor**. If the button is not active, the text next to it tells you what is missing and **Fill in instructor details** takes you there.
- 4 Your instructor confirms the rows or returns them with a note. Correct returned rows and send them again.
- 5 Practicum rows count towards your targets. If you did not record rows during the practicum, select **Go to phase 2: link facility**.

3. Phase 2: link facility

- 1 Open the tab **Phase 2: link facility**. Enter your **link health facility** and your **facility mentor's** name and email (phone is optional). Select **Save details**.
- 2 Add a row for each client service until each section shows its target, for example **30 of 30 in total**.
- 3 When every target is met, select **Send to my facility mentor**. The platform emails your mentor a secure link. Your mentor does not need an account.

4. Confirmation and sign-off

- 1 Your **facility mentor** checks the entries and confirms them, or returns the logbook with what to correct.
- 2 The **county pharmacist** and the **county RH coordinator** of your county then each sign the logbook.
- 3 When both have signed, the status shows **Signed off** and your certificate of completion is prepared.

What the logbook status means

STATUS	WHAT TO DO
Being filled in	Add rows until you reach your targets, then send.
With the instructor / With the facility mentor	Wait. You get an email when it moves on.
Returned by the instructor / mentor / county	Read the note, correct the rows and send again.
With the county for sign-off	Wait. The county signs logbooks every week.
Signed off	Done. Your certificate of completion follows.

Good to know

- The send button stays inactive until everything is ready. The line next to it says what is missing: mentor details, a row, the instructor's decision, or a target.
- Only record real services. Use the client name or OP number and never add photos of clients.
- Used the printed logbook instead? Upload photos of its 4 pages in **Printed logbook instead?** on the Logbook page.

8. Get your certificates

Open **Certificate** in the course menu (**My certificates**). Your certificates come in stages. Before a document is issued you can see a preview marked PREVIEW.

The three stages

DOCUMENT	WHEN YOU GET IT
Completion slip	When you pass all 10 units and the final assessment.
Certificate of completion	When your logbook is signed off by the county. It shows your CPD contact hours.
Certificate of accreditation and unique identifier	Path A only, after the certificate of completion, when the Ministry of Health approves the batch.

- 1 If you passed the final assessment and see no slip, select **Get my completion slip**.
- 2 As soon as a document is issued, it is ready here. Select **Download PDF** (best for printing) or **Download image (PNG)** (best for a phone or WhatsApp). The same document is also emailed to you and sent by WhatsApp.
- 3 Select **Share** or **Copy verify link** to send it to an employer.
- 4 Anyone can check a certificate: scan its **QR code**, or enter its verification code at learn.insupplyhealth.com/certificates/verify.

Good to know

- Path B ends with the certificate of completion. To work towards accreditation, choose Path A in your logbook cover while the logbook is still with you.

9. Get help

The programme team answers on working days, Monday to Friday, 08:00 to 17:00 EAT.

- 1 Signed in: open **Help & support** and select **New request**. Choose what it is about (for example **Logbook or practicum** or **Certificate**) and the course.
- 2 Not signed in: open **Help**, then **Ask the programme team**. You get a reference (HD followed by 6 characters) and a link to follow your request.
- 3 WhatsApp help desk: the number is on the Help page. Email: learning@insupplyhealth.com.
- 4 Reply to a request from the same page or the link in your email. A resolved request opens again when you reply.

10. Quick fixes

I did not get my verification code.

Wait one minute, check the spam folder, then select **Resend code** or **Send the code to WhatsApp instead**.

A unit does not load.

The first load is large. Wait for the progress bar or change to Wi-Fi. If it still fails, select **Report a problem** in the player and give your phone model.

The next unit is locked.

Pass the post-test of the unit before it with 80% or more.

The final assessment is locked.

Pass all 10 unit post-tests first. The page shows how many are done.

The logbook send button is inactive.

Read the line next to the button. It names what is missing.

My logbook was returned.

Open the Logbook page, read the note, correct the rows and send again.

My name on the certificate is wrong.

Contact support before the certificate of completion is issued.

