

# Frequently Asked Questions

In this document Learner will be able to find the answers to most frequently asked questions about [MyLearning](#).

<b>Sign Up/Sign In</b> .....	<b>2</b>
<b>Help</b> .....	<b>2</b>
<b>Header Status Icons</b> .....	<b>3</b>
<b>Shopping Cart</b> .....	<b>4</b>
<b>Catalog</b> .....	<b>5</b>
Training Plan.....	8
Manager Approval.....	9
<b>My Learning</b> .....	<b>11</b>
Course Details Page.....	15
Certification/Curriculum Details Page.....	17
<b>My Dashboard</b> .....	<b>20</b>
Items Need Attention .....	20
Certification/Curriculum.....	21
Bookmarks For Reference .....	22
Learning Statistics .....	22
Learning History .....	24
My Certificates.....	25
<b>My Profile (My Account)</b> .....	<b>25</b>
Details .....	25
Preferences.....	28
Saved Addresses .....	29
Orders .....	29
Change notes .....	29

---

## Sign Up/Sign In

### 1. How to Sign Up for MyLearning?

- a. If you are an **ABB employee** your account will be automatically created with the information from HRGT.
- b. If you are **not an ABB Employee**, go to MyLearning and click **Sign In**. You will be redirected to MyABB Log In page where you can **Sign Up**. After you provide all the necessary details you will be able to log in MyLearning.

### 2. How to Sign In to MyLearning?

- a. If you are an **ABB employee**, click the **Sign In** button. If you are **connected to the ABB network** or already are logged in MyABB account, sign in will happen automatically via **SSO** (Single-Sign-On). If not, provide your credentials on MyABB Log In Page.
- b. If you are an **not an ABB employee**, click the **Sign In** button. Next, provide your credentials on MyABB Log In Page.

### 3. What happens after successful Sign-up or when signing in for the first time into the application?

1. You will be redirected to the **My Profile (Account) > Preferences** section to enter your preferences.
2. Fill in information in all the mandatory fields.
3. Click **Save** and you will be redirected to the Home Page.

## Help

### 4. How do I use the Help icon available in the application to learn more about each section?

1. Help Icon will be available next to the profile picture (avatar).
2. You may drag this icon to any of the panels on the home page.
3. As you drag the help icon to any section, the help hotspots will start to appear.
4. Drop the help icon on to any hotspot to view the help message for that section.
5. Read the message and click on close (x) option to close the message box.
6. You can close the help icon by clicking on the close (x) option available and press ctrl+q to get the help icon back.

---

## Header Status Icons

### 5. What are Alert messages?

1. Alert messages are displayed in the **Alert** section and it lists the **Classes/Curriculum/ Certification**, which requires your attention and specifies the action you need to take to complete that training.
2. Alert messages will be displayed for Mandatory/Compliance training, which needs to be completed within a specific date.
3. The alert icon will be highlighted with a colored dot on the top right corner, whenever there is a new entry to this section.
4. The action icon corresponding to each training will be displayed, which lets you take appropriate action to complete that training.
5. When there are more than 5 items to be displayed in this alert box, you will be provided a **Show All** option.
6. Clicking Show All will display more items in the **Items Need Attention** page.

### 6. What is Sticky Header?

Sticky Header is the rolling text which you see above the Menu Bar. Compliance or Mandatory training that requires immediate learners attention will be listed in this. Clicking anywhere on the Sticky header will let you perform appropriate action from there itself.

### 7. What are Announcements?

1. Any Announcement from the Administrators will be listed here.
2. The Announcement icon will be highlighted with a colored dot on the top right corner, whenever there is a new entry to this section.
3. Click on the Announcement title to view more details about the announcement.
4. When there are more than 5 items to be displayed in this Announcement box, you will be provided a **Show All** option.
5. Clicking **Show All** will display more Announcements on a pop-up page.

### 8. Can I delete the Announcements that I had viewed?

Yes. You can delete by clicking on the **trash** icon displayed next to each Announcement. Also, clicking on **Show All** displays all the Announcements and clicking on the **Delete All** option available on the top right corner deletes all the Announcements.

### 9. What does the Wishlist icon on the Menu bar show?

1. The training that you have added to your Wishlist from the Catalog, will be displayed in this section.
2. Wishlist icon will be highlighted with a colored dot on the top right corner, whenever there is a new entry to this section.
3. The recent five items will be displayed in this box.
4. Click on **Show All** to view more items you have added to the Wishlist.
5. You can click on the title of the training to view more details.
6. Click on Enroll/Add to cart option to get enrolled to the training.

---

#### 10. How do I remove an item from my Wishlist?

You may remove any item from your Wishlist by clicking on the fully colored Wishlist icon from the header Wishlist box or from the Catalog.

#### 11. What does the Bookmark icon on the Menu bar show?

1. The Course that you have bookmarked from My Learning, will be displayed in this section.
2. Bookmark icon will be highlighted with a colored dot on the top right corner, whenever there is a new entry to this section.
3. The recent five items will be displayed in this box.
4. Click on **Show All** to view more bookmarked items.
5. You can click on the title of the Course to view more details.

#### 12. How do I remove Bookmarks?

You may remove a Bookmark by clicking on the fully colored bookmark icon from the Menu Bar or in **My Dashboard > Bookmarks For Reference** section.

## Shopping Cart

#### 13. How do I proceed to checkout?

1. Whenever you add a training to a cart, the Shopping Cart icon on the header will be highlighted with a colored dot on top right corner.
2. Clicking on the **shopping cart** icon will redirect you to the Shopping Cart page.
3. You may review the items you have added and delete any or add any to your Wishlist.
4. Enter the billing details.
5. Enter the payment details.
6. Enter discount code (if any).
7. Agree to the **Terms and Conditions** and proceed to checkout by clicking on **Click to Pay**.

#### 14. How can I avail the discount?

1. Enter the discount code in the discount text area and click **Apply**.
2. Multiple discount codes can be used. Enter each coupon code and click **Apply**.

#### 15. Can I remove the applied discount code in the Shopping Cart page?

Each code entered will be displayed in the discount column. To remove any discount code, click on the remove icon (x) available next to each entered discount code. The moment you remove a code, the total amount payable will be recalculated and will be displayed in the Summary section.

#### 16. How do I go back to Catalog from the Shopping Cart page?

1. Clicking on the link **Continue Shopping** will take you to the Catalog.
2. You may also click on **Catalog** on the Menu Bar to go to Catalog.

---

#### 17. Can I remove the already added items from the Cart?

1. In the Items in Cart, corresponding to each item, we have a trash icon. Click on it to remove from the Shopping Cart.
2. You may also click on the **wishlist** icon, which will remove the item from the cart and add it to your Wishlist.

#### 18. Can I add a new Billing Address in the cart page?

Yes. Click on the **Add new address** tab in the billing details section. Enter the details and provide a name for your address in the text field labeled as **Address Name** and click **SAVE**.

## Catalog

#### 19. What are all the available training types?

Course, Certification, and Curriculum are the three types of training.

#### 20. What is Certification?

Certification is a learning program made of one or more Courses and is taken for acquiring a skill, meeting regulatory/compliance requirements in your job role. It can be obtained by completing all mandatory Courses included in the program. Certifications may carry a validity period, after which they expire. In such cases, Recertification is required to remain certified.

#### 21. What is a Curriculum?

Curriculum is typically created with a collection of Courses that comprises an area of specialization. All mandatory Courses need to be completed in order to fulfill the requirements of the Curriculum. Once completed, the Course does not expire and is valid for a lifetime.

#### 22. How do I enroll or register for a Course/Certification/Curriculum from Catalog?

1. You can search for training by title, code, description, tag or category.
2. Training will be listed in the default, masonry view.
3. Click on title or the **More** option to see the details of the training.
4. Select the Class and click on the Enroll (for unpriced training) or Add to Cart (for priced training) option to get enrolled.
5. If priced training, once you have added the training to the cart, finish the checkout process and pay the amount to get enrolled.

#### 23. How are the Courses delivered?

The Courses are delivered through five different ways:

- **Classroom** - Instructor-Led Training (ILT)
- Virtual Class
- Web-based
- Video/Audio

---

**24. Where can I see the enrolled Class details?**

Once you have enrolled, the Classes will be listed in the **My Learning** - To Complete section.

**25. Where can I get a full view of the Certification/Curriculum I have enrolled in?**

You can view the list of Certification/Curriculum you have enrolled in My Dashboard > Certification/Curriculum.

**26. How can I refine results displayed in the Catalog section?**

Apply the filter options provided to narrow down your Catalog results. Use the filter option to narrow down by category, training type, delivery type, location, language, rating, price and date.

**27. Can I search for the training that will be available on a particular date?**

Yes. Use the filter option and specify the date range in the date filter option and click **Apply**. This will bring the list of training scheduled for the date range you have specified.

**28. Can I switch the view of my Catalog display?**

The default view will be the masonry view and you may switch to list view at any point in time by clicking the list view icon available on the right corner of the Catalog.

**29. Can I directly enroll from the Catalog section?**

No. In order for the learner to view the entire details of the Class and make a decision, we are not allowing direct enrollment from the Catalog, even if there is only one Class attached.

**30. How can I differentiate between a Course, Certification and a Curriculum?**

1. Look for the icon before the title. Each training type can be identified with its distinct icon.
2. Certification/Curriculum will be displayed with a projected image indicating there are underlying Courses.

**31. How to search Courses by category?**

1. Go to Catalog.
2. Go to the **Categories** section in the Catalog panel.
3. A list of Categories will be listed. Clicking on any category name will bring the associated Courses in the **All** section.
4. You can also type in category name in the Search Bar, which brings the Courses associated with that category.

**32. How to search Courses by tag names?**

1. Go to Catalog.
2. Select the Tag Cloud section in the Catalog panel.
3. A list of tags will be listed under this tab. Clicking on any tag name will bring the associated Courses in the **All** section.
4. You can also type in tag name in the Search Bar, which brings the Courses associated with that tag.

---

### 33. How to access the Course/Certification/Curriculum Details Page?

1. Go to Catalog.
2. Select the Course/Certification/Curriculum from the list of training displayed in the Catalog.
3. Click on the **Title** or **More** icon of the Course/Certification/Curriculum that you would like to learn about.
4. You will be directed to the corresponding Course/Certification/Curriculum Details Page.
5. The Details Page displays the complete information of available Classes for that Course.

### 34. What is a Wishlist?

Learners add the Course they may want to enroll in future to their Wishlist. The Wishlist icon is found under every Course in the Catalog. By clicking the Wishlist icon of a particular training, it will be added to your Wishlist.

### 35. Where can I see the Wishlisted training?

1. To view the last five recently added training to the Wishlist, click on the Wishlist icon on the Menu Bar.
2. From the drop-down menu, clicking on any Course will take you to that respective training Details Page.
3. Clicking the **Show All** button on the top of the drop-down menu will take you to the Wishlist tab on the Catalog, where you can see the total list of trainings you have added to Wishlist.
4. You can also directly go to the **Catalog > Wishlist** section to view the total list of trainings you have added to your Wishlist.

### 36. Where can I find the most enrolled trainings?

1. Go to the Catalog.
2. Click on the **Sort** option on the top right of the panel.
3. Select **Most Enrolled** from the drop down.
4. Most enrolled training will be displayed.

### 37. How can I view only the non-priced trainings?

1. Go to the Catalog.
2. Click on the **Filter** option on the top right of the section.
3. From the Price option, select **Free** to filter only the free trainings.

### 38. How can I share the details of the Class with others?

1. You can share the training that you have not enrolled in from **Catalog** using the Share option
2. You can share the Course/Class that you have enrolled in from **My Learning** using the Share option.
3. You can share the Curriculum/Certification that you have enrolled in from **My Dashboard** using the Share option.

### 39. How to add a Course to the Shopping Cart?

You can add a Course to the Shopping Cart from the Course Details Page. Select a Class and click on the **Add to Cart** option.

---

#### 40. How do I view the trainings offered in multi languages?

By default, the trainings offered in your preferred language will be displayed. You may select additional languages provided in the filter options to view trainings in other languages.

#### 41. How do I know if the Courses are available in multiple languages?

If a Course is offered in more than one language, there will be a **multilingual** icon displayed on the Course image in the Catalog and when you hover your mouse over it, the list of languages in which the Course is offered will be displayed.

### Training Plan

#### 42. Do I need to enroll for all courses in a Curriculum/Certification at once?

No, you can enroll for any Curriculum/Certification by just enrolling into a single course and for remaining courses, you can enroll later whenever you want. Here are the steps to enroll for a Curriculum/Certification by selecting a class for any one of the mandatory courses within:

##### Steps:

1. Go to Catalog or Universal Search section in Home Page.
2. Search for the Curriculum / Certification to enroll in.
3. Clicking on the **Title** or **More** button will take you to the details page of the training.
4. On the Details Page, you will see the list of available classes under every Course.
5. Select your preferred class in **any** of the courses to enroll.
6. After clicking on **Enroll Selected Classes**, you will be successfully enrolled to the curriculum/certification.

#### 43. A few days ago, I registered for a Training Plan by just enrolling for one of the courses in it. Now, I want to enroll for the remaining courses/classes, where can I find those remaining courses/classes?

Please follow the below steps to enroll for remaining courses/classes in the training:

1. Go to My Dashboard > Curriculum/Certification.
2. Click on Curriculum/ Certification on Dashboard.
3. In To-Completed tab click on the title of the Curriculum / Certification in which you want to enroll in the remaining Courses.
4. On the Details Page, navigate to any of the desired courses and choose a class to enroll.

#### 44. I have purchased the Training Plan in the past and it is expired now. Do I need to pay for the Recertification which I already paid for Certification?

If the admin has set a price for Recertification, then when you recertify you will have to go through the purchase process again. If no price is set for recertification, then you can recertify without paying any additional amount.



---

**45. I received a notification that I have been moved to a new version of the Curriculum / Certification. What does it mean exactly?**

After you enrolled for a certification/ Curriculum, if the admin has made any changes to the course structure (i.e., added new courses or removed existing courses), the changes will be published as a new version and the old version will no longer be available. In this case, admins would transfer the users from old version to new. This is when you will receive a notification about you being moved to the new version.

If you have received this notification, please review your progress for all courses in the curriculum/certification and ensure to complete all courses marked as Mandatory in order to complete the overall curriculum /certification.

**46. Can I launch the content if the Curriculum / Certification is in Incomplete or Expired?**

**Yes**, you will be able to launch the content for the Incomplete / Expired courses too as long as enough attempts are left for you AND/OR no content validity restrictions are set.

## Manager Approval

**47. For some courses, I am not able to enroll directly. It says 'Manager Approval Required'. What does that mean and how should I enroll in such courses?**

There are some training that require your Manager's approval in order for you to enroll. Below you can find the enrollment workflow:

1. In the Catalog, below the training title, you will see **Manager Approval Required** icon instead of **Enroll** icon.
2. Clicking on this icon will take you to the Details Page of the training where you will see the list of classes in the course
3. Click **Request Approval** icon after selecting the class
4. **Request for manager approval** popup is displayed, select the Manager from the drop down and click on **Submit** button.
5. Managers will be notified about the approval request and they can either approve or reject the request.
6. Till the Manager approves the training, no further enrollment action can be carried out in the Details Page.
7. Only after the Manager's approval, you can get enrolled in the training.

**48. How will I identify that the training requires a Manager Approval?**

In the Catalog section, the icon next to the training you will see the **Manager Approval Required** icon instead of **Enroll** .

**49. Do I have to select the class under a Course/Training Plan before submitting a Manager approval request?**

**Yes**, you have to select the class before submitting a Manager approval request. Request Approval Icon is displayed next to each class in the Details Page and you can click on the icon for requesting approval from your Manager.

**50. What to do, if I don't have any Manager assigned to me in MyLearning?**

Reach out to Administrator given in the description or Contact Support field. If there is no information given, please reach out to MyLearning Support.

---

**51. How will I know when my Manager approves or rejects my request?**

You will receive an **email notification** once your Manager **approves** or **rejects** your approval request.

**52. Where can I see the training, once the training is approved by the Manager ?**

The training will be displayed in **My Learning > To-Complete** section.

**53. How do I track the approval of the training by my Manager ?**

The approval status can be tracked in **Items Need Attention > Pending Requests**. Once it is approved by my Manager, the training will be displayed in **My Learning > To-Complete** section.

**54. Once I click on Manager Approval Required Icon, where can I see the training which require Manager approval, as it is no longer available in Catalog Page?**

Once the **Manager Approval Required** icon is clicked, the training will no longer be displayed in Catalog section. The trainings will be displayed in **Items Need Attention > Pending Requests**.

**55. After my request is rejected by my Manager, can I submit the approval request again at a later time?**

**Yes**, you can do that. Sometimes Managers may reject the request due to your schedule conflicts. So, you can submit the approval request again at a later period by choosing a different class/session.

**56. After I submit the approval request to my Manager, can I cancel the request?**

Yes, the approval request can be canceled. Navigate to **Items Need Attention > Pending Requests** and click on the **Cancel Request** icon next to the training.

**57. Is it possible to remind my Manager to approve my request?**

Yes, in order to do so, navigate to **Items Need Attention > Pending Requests** and click on the **Send Reminder** button next to the training.

**58. Where can I find the priced training which is approved by my Manager ?**

a) For the training which are **Self-sponsored**:

1. The training will be displayed in **Items Need Attention > Enroll** section with the **Checkout** icon.
2. Click on the **Checkout** icon to navigate to the Shopping Cart page.
3. Please note that you will get enrolled in the training only if the purchase is successful.

b) For the training which are sponsored by the **Organization**:

You will be enrolled to the training after Manager approval and the training will be displayed in **My Learning > To-Complete** section.

---

## My Learning

### 59. Where to find the Courses that I have enrolled in?

All the Courses you are enrolled in will be in the **My Learning** panel.

### 60. Will I be able to view all my enrolled Courses in the My Learning?

No. Based on the configuration done by your Administrator, you may see 6 months or 12 months of records. (i.e) You will be able to view the Courses you have enrolled in the last 6 months or 12 months period.

### 61. Where can I find all the Courses that I have enrolled till date?

You can find the Courses that you have enrolled till date in **My Dashboard > Learning History** section.

### 62. How do I search for a specific Course that I enrolled in?

You can use the Search Ba. Enter the text in the Search Bar and click on the search icon. You can filter search for a Course by title, description, tag or category.

### 63. How do I see only the mandatory or compliance Courses in the My Learning section?

Use Filters located next to the Search Bar. You may select one or more than one filter and click **Apply**.

### 64. How do I know if a training has been assigned by my Manager?

Use the filter option available on the top right of the section. You may select **Assigned by** filter as Manager and click **Apply**.

### 65. Can I switch the view of My Learning display?

Default view will be the grid view and the learner might switch to list/calendar view by clicking on the respective icons available on the top right of the section.

### 66. What do I see in the To-Complete section in My Learning?

The Classes you have enrolled and the in progress Classes will be displayed in the **To-Complete** section.

### 67. Can I directly launch Content from the My Learning panel?

Yes. Click on the **Launch** button to directly launch the Content in the Content Player.

### 68. Where can I see more details about the Class in the My Learning section?

When you are in the grid view, the moment you mouse over on the Class image it flips and you will see session details of the Class and more action icons to perform the respective action.

### 69. What actions can I perform in My Learning?

- a. Launch option to launch the Content.
- b. Join option to join the Virtual Class.
- c. Share option to share the Class with other Users.

- 
- d. Bookmark option that lets you bookmark the Class for future reference.
  - e. More option, clicking on which will take you to the Details Page.
  - f. Pre-test option, clicking on which will launch the Pre-test Content in the Content Player.
  - g. Change Class option, clicking on which will take you to the Details Page, where you can choose another Class instead of the already enrolled one.
  - h. Cancel enrollment option, lets you to cancel your enrollment for that Class.
  - i. Take Assessment option, clicking on which will launch the Assessment in the Content Player and you may take up the Assessment and complete the training.
  - j. Take Survey option clicking on which will launch the Survey page in the Content Player and lets you to provide your feedback on the Class.
  - k. Clicking on the title will also redirect you to the Details Page and you can view the entire details about the Class.

**70. Where can I see the Session details of the Class?**

Mouse over the Class image and it flips. On the flip side, you will find the session location, date and time. If there are multiple sessions for a Class, the calendar icon will be highlighted with a dot. Click **More** to view all the session details in the Details Page.

**71. Where can I see the enrolled Class scheduled for the month?**

In My Learning panel, click on the **calendar icon** available on the top right corner. Clicking on the calendar icon will take you to the To-Complete section of calendar view and redirects you to the month on which your first Class is scheduled. You may also use the options provided in the calendar view to view the next or previous available Classes.

**72. How do I view the Class details in calendar view?**

In the To-Complete section of calendar view, click on a particular date and the Classes scheduled for that date will be listed on the right in grid view. The moment you mouse over on the image it flips and you can view the details of the Class. Click **More** button available on the flip side, to go to the details page of that Class where you will see more details of the Class.

**73. Where can I view the list of Classes that I had completed in a month?**

In My Learning panel, click on the calendar icon available on the top right corner. Click on the Completed section and you can view the last completion Class details. You may select any month and view the list of Classes completed in that month.

**74. How can I rate the Class I have completed?**

Click on the rating icon available in the completed section in My Learning or in the Details Page of the Class. Provide your ratings and click **Submit**.

**75. Where can I view my Completion Certificate for a Class?**

Click on the **Completion Certificate** icon available in the Completed section in My Learning or in the Details Page of the Class. Your Completion Certificate will be opened.

---

**76. Where can I view my waitlisted/payment pending Classes?**

1. Go to **My Learning > All**.
2. As you scroll down the screen, you will see a **Pending** section.
3. All the waitlisted and payment pending Classes will be listed under this section..

**77. Where can I view the Classes that I have enrolled and missed to attend?**

1. Go to **My Learning > All**.
2. As you scroll down the screen, you will see a **Incomplete** section.
3. The Classes you missed to attend will be listed under this section.

**78. Where can I view the Classes that are in incomplete status?**

1. Go to **My Learning > All**.
2. As you scroll down the screen, you will see a **Incomplete** section.
3. The Classes you missed to attend will be listed under this section.

**79. Can I enroll again in a Class that is in Incomplete status?**

Yes. Go to the Details Page of that Class and click on the **Re-enroll** icon. This will list all the active Classes available under the Course. Select a Class and click Enroll.

**80. Can I download the list of Classes that I have enrolled in to my computer?**

Yes. You can export list of trainings as PDF or CSV format.

1. Go to **My Learning > All**.
2. On to the top right corner, you will see an **export** icon.
3. Click on it and choose the format you need.
4. Records will be downloaded in the format that you had chosen.

**81. Where can I see all the enrolled records in My Learning?**

1. Go to **My Learning > All**.
2. You will have the records listed under the following sections:
  - a. **To-Complete** : All the enrolled and in progress Classes will be listed in this section.
  - b. **Completed**: All the completed Classes will be listed in this section.
  - c. **Pending** : All the waitlisted and payment pending Classes will be listed in this section.
  - d. **Incomplete**: All the Classes that are in Incomplete, Failed or No-Show status will be listed in this section.

**82. Where can I view the cancelled Classes?**

1. Go to **My Learning > All**.
2. On to the top right corner, you will see a link **View Canceled Classes**.
3. Clicking on the link will redirect you to the Learning History where you can view your cancelled Classes.

---

**83. Where can I view the expired Compliance Class?**

1. Go to **My Learning > Completed**.
2. You will also get a notification in **My Dashboard > Items Need Attention** section under the **Enroll** tab

**84. Where can I re-enroll to the expired Compliance Class?**

1. Go to **My Learning > Completed**.
2. Click on the **More** button of this Class and you will be redirected to the Details Page.
3. Click on the **Re-enroll** button to re-enroll to the Course.
4. You may also go to **My Dashboard > Items Need Attention** section under the Enroll tab and find the Class.
5. Click on the Enroll option to proceed further.

**85. Can I change Class after enrollment?**

You can change Class only if there is an alternative Class available in the Course you have selected.

**86. How to change Class?**

1. Go to My Learning.
2. Click on the **Change Class** icon located on the Course.
3. You will be redirected to the Details Page of that Class where you can see the list of active/future Classes.
4. Select a Class and click **Enroll**.

**87. Is taking Assessment mandatory to complete the Course?**

Yes, it is mandatory for the learner to complete the assessment in order to complete the Course.

**88. Is taking Survey mandatory to complete the Course?**

No, Surveys are not mandatory.

**89. How to cancel my enrollment in a Class?**

1. Go to **My Learning > To-Complete**.
2. Use the Cancel Class option to cancel the Class.
3. You may also go to the respective Details Page and click on the **Cancel Class** option.

**90. How do I join a Virtual Class Class?**

1. Go to the My Learning > To-Complete and search for the Class that you may have to join.
2. Click on the **Join** option in the grid, front view or the list view will open the meeting screen in a new window.
3. You can also join the Class using the **Join** option available for that Class in the Details Page.

---

## Course Details Page

### 91. How do I view the Course Details Page from the Catalog?

1. Go to the Catalog.
2. Click on the title of the Course or the **More** option will redirect you to the Details Page of that Course.
  - a. If it is a **non-priced** Course, you may also click on the **Enroll** option to view the Details Page.
  - b. If it is a **priced** Course, you may also click on the **Add to Cart** option to view the Details Page.

### 92. Where can I view any attachments that are available at the Course level?

Go to the Details Page of that Course and in the Course details box, below the description you will find the attachments. You can click on the attachment title and download it.

### 93. Where can I see the languages in which the Course is offered?

Go to the Details Page of that Course and on the right side of the Course details box, you will find specific details about the Course. You can find the languages in which the Course is offered. Clicking on a particular language will display the Course title/description in that language.

### 94. What is a Prerequisite Course?

A Course the learner must have taken before enrolling into a specific Course.

### 95. How to check whether there is any Prerequisite Course needed to be completed prior to taking up a Course?

1. Go to the Catalog and select the Course you want to learn and open the Details Page.
2. On the right, check whether any Prerequisite Course count is specified.
3. If yes, then click on the link to take to the prerequisite section on that Details Page.
4. Check if the Prerequisite has been completed. If not, click on the **More** option to view the details of the Course and enroll to complete the Course.

### 96. How do I enroll for a free Course in the Course Details Page?

1. Look for the Classes under **All Classes** section on the Details Page.
2. All the active/future Classes will be listed in this section.
3. Review the Class details and select a Class that is suitable for you, by clicking on the radio button.
4. Click on Enroll and you will be enrolled to the selected Class.

### 97. Where can I view the enrolled Class details?

After getting enrolled in a Class successfully, you will be able to view the Class details in the To-Complete section in My Learning.

### 98. How do I enroll for a priced Course on the Course Details Page?

1. Look for the Classes under All Classes section on the Details Page.
2. All the active/future Classes will be listed in this section.

- 
3. Review the Class details and select a Class that is suitable for you, by clicking on the radio button.
  4. Click on **Add to Cart**.
  5. The selected Class will be added to Shopping Cart. You may further click on the cart icon available in the Menu Bar and proceed to checkout.

**99. Can I view the Classes available on a particular location by date and by language?**

Yes. Use **Filters** available on the Details Page to view the Classes by a particular location, by date and by selecting your preferred language. By default, your preferred location and preferred language will be pre-selected and the Classes will be listed accordingly. You may change the filter options any time and view the details.

**100. Can I get to know about the Classes that are scheduled in a month On the Course Details Page?**

Yes. Go to the Course Details Page. Under the **All Classes** section, if there are more than Classroom/ Virtual Class the Classes will be listed in the calendar view. Else it will be displayed in the list view. Below steps to be followed to view the Classes in the calendar view.

- When there are more than Classroom/ Virtual Class, Calendar of Events table will be displayed.
- This lists the number of Classes by month and by location chosen in the filter.
- In the filter, by default preferred location and language will be selected. You may enter the date range and it should be within the 6 months time period.
- If no date range is selected in the filter window, by default from current month up to 6 months period will be considered and the Classes scheduled in this 6 months will be displayed.
- Virtual Classes will also be displayed in this table, by month.
- Clicking on the number of Classes for a location and month in the Calendar of Events table will open up the calendar and the date on which the Classes scheduled for the selected location will be highlighted.
- Clicking on a particular date will list all the Classes scheduled on that date for the selected location.
- To view all the Classes scheduled in a month, click on the number corresponding to location All for a month, in the Calendar of Events table.

**101. Can I enroll in more than one Class in a Course?**

Yes. After you enroll in the first Class, from the Course Details Page, click on the **Re-enroll** option. This will list all the active Classes available and you can select one and enroll.

**102. Where can I see if the Class has been waitlisted?**

On the Course Details Page, corresponding to each Class the wait list position will be displayed.

**103. Where can I see the total number of seats available for a Class?**

On the Course Details Page, corresponding to each Class the number of seats available will be displayed.

**104. Where can I see all the Session details of a Class?**

On the Course Details Page, under each of the listed Classes click on the expand icon and you can find all the Session details of that Class.



---

#### 105. Where can I see the rating of a Course?

On the Course Details Page, you can see the average rating of the Course next to the Course title and the individual rating for a Class can be seen next to the Class title under the **All Classes** section.

#### 106. Where can I view the details of the Class once enrolled?

1. Go to **My Learning > To Complete**.
2. Search for that Class.
3. Click on the More option available for that Class.
4. You will be redirected to the Details Page of that Class.

#### 107. Where can I see the duration of a Class?

On the Course Details Page. Under the All Classes section corresponding to each Class, you can find the duration specified.

#### 108. Can I launch the content from the Details Page?

Yes. Once you have enrolled in the Class, you can directly launch the Content in the Content Player, using the **Launch** option of that Class.

#### 109. What if there are no Classes available under a Course?

Use the **Request Class** option on the Details Page. Using this option you can request a Class to your Admin. Specify the Course name, message and click on **Submit** to send out a request to Admin.

## Certification/Curriculum Details Page

#### 110. How do I view the Certification/Curriculum Details Page from the Catalog?

1. Go to Catalog.
2. Click on the **title** of the Certification/Curriculum or the **More** option will redirect you to the respective Details Page.
  - a. If it is a **non-priced** Certification/Curriculum, you may also click on the **Enroll** option to view the Details Page.
  - b. If it is a **priced** Certification/Curriculum, you may also click on the **Add to Cart** option to view the Details Page.

#### 111. What is a Module view in Certification/Curriculum?

Module View, shows the Courses on the left side and the corresponding Classes on the right side. Clicking on any Course lists the associated Classes.

#### 112. What is a Tree view in Certification/Curriculum?

Tree View shows the modules, Courses, and Classes in a hierarchical view.

**113. Where can I view the count of Mandatory Courses that I need to enroll and complete in order to complete the Certification?**

On the Certification Details Page, below the description of the Certification, you can view the count of modules and the count of Mandatory Courses.

**114. Where can I view the Certification expiry details?**

On the Certification Details Page on the right side of the Certification details box, you will find specific details about the Certification. You can find the expiration details of the Certification in that box.

**115. How do I enroll in a Certification?**

1. Go to the Certification Details Page.
2. In the **module view**, select the Course you may want to enroll in.
3. On to the right, you will see the **list of Classes** for that Course being displayed.
4. Select a Class by clicking on the **radio** button.
5. The moment you click on the radio button, the Class gets added to the floater box.
6. Review the selected Classes added to the floater box.
7. Click on the **Enroll Selected Classes** button to enroll.

**116. What is a floater box on the Certification/Curriculum Details Page?**

A Certification/Curriculum might have more than one Course to which you may want to enroll. As and when you select the Class for a Course, it gets added into this floater box. As a final step, you may verify the Classes you have added in the floater box and enroll in the added Courses.

**117. Can I delete the added Class from the floater box on the Certification/Curriculum Details Page?**

Yes. Use the **trash** icon available corresponding to each Class to remove it from the floater box.

**118. Where can I view the Courses for a module on Certification/Curriculum Details Page?**

In the module view, click on the expand (+) icon to view the list of Courses in that module. Clicking on the Course will list the Classes available for that Course on the right side. You can view the Course details in the tree view by clicking on the **Switch to Tree View** option.

**119. Is there a calendar view on the Certification/Curriculum Details Page?**

Yes. If there are more than 5 Classroom/ Virtual Class, the Classes will be listed in the calendar view. Else it will be displayed in the list view. Below steps to be followed to view the Classes in the calendar view.

1. When there are more than 5 Classroom/ Virtual Class, Calendar of Events table will be displayed.
2. This lists the number of Classes by month and by location chosen in the filter.
3. In the filter, by default preferred location and language will be selected. You may enter the date range and it should be within the 6 months time period.
4. If no date range is selected in the filter window, by default from current month up to 6 months period will be considered and the Classes scheduled in this 6 months will be displayedC
5. Virtual Class will also be displayed in this table by month.

- 
6. Clicking on the number of Classes for a location and month in the Calendar of Events table will open up the calendar and the date on which the Classes scheduled for the selected location will be highlighted.
  7. Clicking on a particular date will list all the Classes scheduled on that date for the selected location.
  8. To view all the Classes scheduled in a month, click on the number corresponding to location All for a month in the Calendar of Events table.

**120. Where can I view the details of the Certification/Curriculum once enrolled?**

Once enrolled in the Certification/Curriculum, you can see the enrolled training in the **To-Complete** section of **My Dashboard > Certification/Curriculum**. You can view the enrolled Classes under the Certification in the To-Complete section in My Learning.

**121. How do I cancel the enrolled Certification/Curriculum?**

Go to the Certification/Curriculum Details Page. In the description section of the Certification/Curriculum, you will have a **Cancel Certification/Cancel Curriculum** option. Click on it to cancel your enrollment to the training.

**122. Can I recertify from the Certification Details Page?**

Yes. You can recertify by clicking on the **Recertify** option available in the description section of the Certification/Curriculum and this option will be available during the recertify period.

**123. Can I change Class within a Course in the Certification/Curriculum Details Page?**

Yes. If there are active Classes available within the Course, you may change the Class. If you do not find any active Class, you may use the Request Class option to contact admin and request for a new Class.

**124. Can I enroll in another Class within a Course in the Certification/Curriculum Details Page?**

Yes. Use the Re-enroll option available in the Details Page for that Class.

**125. How do I come to the Certification/Curriculum Details Page, once I have enrolled?**

You can reach the Certification/Curriculum Details Page from:

- a. Go to the My Dashboard > Certification/Curriculum section. Click on the Certification/Curriculum **title** or the **More** option will redirect you to the respective details page
- b. Go to the My Learning and search for the Class you have enrolled as part of the Certification/Curriculum. Click on the Class **title** or the **More** option will redirect you to the Certification/Curriculum Details Page to which the Class is associated with.

---

## My Dashboard

### Items Need Attention

#### 126. What is Items Need Attention about?

Items Need Attention list the Classes/Certifications/Curriculums that need your attention grouped by the following actions:

- Enroll
- Launch
- Reminder
- Take Assessment
- Take Survey

#### 127. What items will be listed under the Enroll tab of Items Need Attention?

- Course/Certification that has expired and to be enrolled again
- Course/Certification which will expire soon
- New Compliance/Mandatory training that has been assigned to you
- If you have missed to attend a Class
- If you failed the Assessment for a Class
- Content attached to a Class under compliance/mandatory Course has expired
- Access to the training has expired

#### 128. What action to be taken for the Classes listed in Enroll tab of Items Needs Attention?

There will be a Enroll option for each of the item listed in the Enroll tab. Click on the **Enroll** option or the title will redirect you to the Details Page. Select a Class and click on Enroll to re-enroll to the listed item and complete it.

#### 129. What items will be listed under the Launch tab of Items Need Attention?

- Classes for which completion deadline is approaching
- Classes for which new Content version is available

#### 130. What action to be taken for the Classes listed in Launch tab of Items Needs Attention?

There will be a **Launch** option for each of the items listed in the Launch tab. Click on the **Launch** option or the title will launch the Content associated with that Class in the Content Player. Launch the Content and complete it.

#### 131. What items will be listed under the Reminder tab of Items Need Attention?

- Classes that are cancelled by Instructor/Admin/Manager
- Classes for which your enrollment is cancelled
- Reminder message to attend a training

**132. What action can be done in Reminder tab of Items Needs Attention?**

Clicking on the **More** option corresponding to each item displayed or clicking on the title will redirect you to the respective Details Page. You may see more details about the Class in the Details Page and take appropriate action.

**133. What items will be listed under the Take Assessment tab of Items Need Attention?**

This tab will list all the Classes for which you have to take up the Assessment and complete the Course. Clicking on the **Take Assessment** option or the title will launch the Assessment Content in the Content Player and you can complete it from there.

**134. What items will be listed under the Take Survey tab of Items Need Attention?**

This tab will list all the Classes for which you have to take up the Survey and provide your feedback about the Class. Clicking on the **Take Survey** option or the title will launch the survey content in the Content Player and you can complete it from there.

## Certification/Curriculum

**135. Where can I view the Certification/Curriculum I have enrolled?**

1. Go to My Dashboard > Certification/Curriculum.
  - a. Go to the Certification section to view the Certifications you have enrolled in.
  - b. Go to the Curriculum section to view the Curriculums you have enrolled in.
2. **To-Complete** section will list all the enrolled Certification/Curriculum in the respective tabs.

**136. Where can I view the completed Certification/Curriculum?**

1. Go to My Dashboard > Certification/Curriculum.
  - a. Go to the Certification section to view the Certifications you have completed.
  - b. Go to the Curriculum section to view the Curriculums you have completed.
2. **Completed** section will list all the completed Certification/Curriculum in the respective tabs.

**137. Where can I view the pending/incomplete Certification/Curriculum?**

1. Go to My Dashboard > Certification/Curriculum.
  - a. Go to the Certification section to view the Certifications you have enrolled in.
  - b. Go to the Curriculum section to view the Curriculums you have enrolled in.
2. **Pending** section will list all the waitlisted/payment pending Certification/Curriculum in the respective tabs.
3. **Incomplete** section will list all the incomplete Certification/Curriculum in the respective tabs.

**138. Where can I view the cancelled Certification/Curriculum?**

1. Go to **My Dashboard > Certification/Curriculum**.
  - a. On to the top right corner, you will see a link **View Canceled Certification** in the Certification section.
  - b. You will also see a link **View Canceled Curriculum** in the Curriculum section.
2. Clicking on the link will redirect you to the Learning History where you can view all your cancelled training.

---

### 139. Where can I view the expired Certification?

1. Go to My Dashboard > Curriculum/Certification.
2. Click on the Certification tab.
3. You will see **Expired** section, which will list all the expired Certification.

### 140. How can I recertify for the expired Certification?

1. Go to My Dashboard > Certification.
2. Click on the Certification tab to view the Certifications you have enrolled in.
3. You can find your training in **Expired** section.
4. Click on the **Recertify** option available for that Certification.
5. Clicking will redirect you to the Details Page.
6. List of Courses attached to the Recertification program will be listed in the Certification Details Page.
7. Select the Mandatory Course(s) and click Enroll to enroll to the Certification.

## Bookmarks For Reference

### 141. What do I see in Bookmarks For Reference?

There will be 4 tabs: **Courses, Content, Certification and Curriculum**. You can view the bookmarked Classes/Content/Certification/Curriculum in the respective tabs.

### 142. Can I remove an item from Bookmarks For Reference?

Yes. Click on the fully colored **bookmark** icon to remove the item from bookmarks.

### 143. Can I launch Content that I have bookmarked, from Bookmarks For Reference?

Yes. Click on the launch option available for that content in the Content tab. Content will be launched in the Content Player.

### 144. How do I go to the Details Page, from Bookmarks For Reference?

You may click on the **title** of the item you have bookmarked or click on the **More** option of that item.

## Learning Statistics

### 145. How can I keep track of my performance?

1. Go to the My Dashboard > Learning Statistics.
2. In this section you can find: Overall and Current Year performances, both in theory as well in graphical representation.

### 146. What does the graph My Learning Hours indicate?

Based on the target hours that you had set in My Profile (Account)>Preferences tab, you can track your learning progress versus your goal in this graph.

---

**147. Is there a graph that displays the training that I have enrolled and completed by assignment type (Mandatory/Compliance)?**

**Current Year tab**

1. Yes. Go to My Dashboard>Learning Statistics section
2. In that, go to the Enrolled and Completed training section
3. Select the assignment type from the drop down and the graph will be displayed accordingly

**Overall tab**

1. Yes. Go to My Dashboard > Learning Statistics section.
2. In that, go to the **My Learning Statistics** section.
3. You will see the pie chart for the assignment type displayed.
4. Clicking on any pie will display a sub pie chart below with the details by status of the Class.

**148. Is there a graph that displays the training that I have enrolled and completed by training type (Courses/Certification/Curriculum)?**

**Current Year tab**

1. Yes. Go to My Dashboard > Learning Statistics.
2. In that, go to the **Enrolled and Completed training** section.
3. Select the training type from the drop down and the graph will be displayed accordingly.

**Overall tab**

1. Yes. Go to Go to My Dashboard > Learning Statistics.
2. In that, go to the **My Learning Statistics** section.
3. You will see the pie chart for the training type displayed.
4. Clicking on any pie will display a sub pie chart below with the details by status of the Class.

**149. Is there a graph that displays the training that I have enrolled and completed by delivery type?**

**Current Year tab**

1. Yes. Go to My Dashboard > Learning Statistics.
2. In that, go to the **Enrolled and Completed training** section.
3. Select the delivery type from the drop down and the graph will be displayed accordingly.

**Overall tab**

1. Yes. Go to My Dashboard > Learning Statistics.
2. In that, go to the **My Learning Statistics** section
3. You will see the pie chart for the delivery type displayed.
4. Clicking on any pie will display a sub pie chart below with the details by status of the Class.

---

**150. Is there a graph that displays the training that I have added to my wishlist?**

Yes. You can view an activity gauge chart of the Courses that you have added to the Wishlist (Items in your Wishlist) in the **Learner Engagement Console** displayed in the banner section and also in **My Dashboard > Learning Statistics > Overall**.

**151. Is there a graph that displays the count of items that needs action from my side?**

Yes. You can view a pie chart of all the items that need your attention by category in **the Learner Engagement Console** displayed in the banner section and also in **My Dashboard > Learning Statistics > Overall**. Click on the pie chart to view the details.

**152. Is there a graph that displays the count of paid and free Courses that I have enrolled and completed?**

Yes. You can view a in My Dashboard > Learning Statistics>Overall, under the **Action Center** section.

## Learning History

**153. Where to see the overall list of Courses I have enrolled till date?**

Go to the My Dashboard > Learning History >Courses.

**154. Where can I view all the Certifications/Curriculums I have enrolled till date?**

Go to My Dashboard > Learning History > Certifications/Curriculums.

**155. How do I narrow down the results I see in Learning History?**

Click on the Filters option available on the top right corner of the section. You may select multiple filter options and click on **Apply** to view the results.

**156. How can I view more details about the Class I see in Learning History?**

Click on the **More** option of the Class or on the title will redirect you to the Details Page and you can see more details about the Class in the Details Page.

**157. Can I export the list of Classes that I have enrolled in from Learning History?**

Yes. You can export as PDF or CSV format.

1. On to the top right corner, you will see an export icon.
2. Click on it and choose the format you need.
3. Records will be downloaded in the format that you had specified.



---

## My Certificates

### 158. Where can I find the entire list of Certificates I have received through my training?

1. Go to My Dashboard > My Certificates.
2. Click on it to view the to view the list of Certificates you have received so far from the training you have completed.

### 159. What are all the details I will find in My Certificates?

You will find the list of Certificates, along with the delivery type, the date, month and year of completion, and also the score you gained in that particular training.

### 160. Can I search for a particular training based on the completion period?

Yes. Select the period from the **From** and **To** dropdown and click on **Apply**. You will see the training listed for the selected period.

### 161. Where can I view the completion Certificates?

1. Go to My Dashboard > My Certificates.
2. Click on it to view the to view the list of Certificates you have received so far from the training you have completed.
3. Click on the **View Certificate** option to view the Certificate.

### 162. How can I download the certificates?

1. Go to My Dashboard > My Certificates.
2. Click on it to view the to view the list of Certificates you have received so far from the training you have completed.
3. Click on the **View Certificate** option to view the Certificate.
4. Click on the **download** icon on the top right corner of the Certificate and you are done.

## My Profile (My Account)

### Details

#### 163. Can I add or edit my Profile details?

You can edit the following fields in My Profile (Account) > Details:

- Profile Summary
- Skills
- Work Experience
- Education
- External Training
- Awards

---

You cannot change the information in **Name and Details** field as the information comes from HRGT. If your information is incorrect, contact your local HRBP to get it corrected and the corrections will make their way back to your profile details.

#### 164. How to add my profile picture?

1. Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the Details section, click on the **edit** icon available next to the **Name and Details**.
3. To add a picture, hover over the avatar image and you will see an option to **Upload New Image**.
4. Click on it will open the browser window. Select an image from your computer and use the zoom in(+) or zoom out (-) options to fit the image into the grid.
5. Click on **Upload** to finish uploading the image.
6. Read instructions carefully if you are not able to upload your image.
7. After the image has been updated, click **Save** to update the details.

#### 165. How to change/remove my profile picture?

1. Go to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the Details section, click on the **edit** icon available next to the **Name and Details**.
3. Hover over the image and you will see an edit icon on the faded image.
4. Click on that edit icon will display two options:
  - a. **Change Image** - Click Upload a new image
  - b. **Remove Image** - Click Use default image
5. After the image has been updated, click **Save** to update the details.

#### 166. How to add/update my Profile Summary?

1. Go to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the Details section, click on the **edit** icon available next to **Profile Summary**.
3. Type in the information.
4. Click **Save** to update the section.

#### 167. How to add a Skill to my profile?

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the Details section, click on the **edit** icon available next to **Skills**.
3. Click on **ADD**.
4. Enter the skills you have acquired and also the proficiency level.
5. Click **Save** to update the details.

#### 168. How to update/remove a Skill from my profile?

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the Details section, click on the **edit** icon available next to **Skills**.

3. To make changes to any of the skills entered already, click on the **Skills name**.
4. To remove the entered Skill, click on the **cross** icon.
5. Click **Save** to update the details.

#### 169. How to add Work Experience to my profile?

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the Details section, click on the **edit** icon available next to **Work Experience**.
3. Click **ADD**.
4. Enter the **Working period, Designation, Company Name, and Location** of your current or previous job.
5. Click **Save** to update the details.

#### 170. How to update/remove Work Experience from my profile?

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the Details section, click on the **edit** icon available next to **Work Experience**.
3. Click **edit icon** to make changes to the already entered Work Experience details.
4. To remove the entered Work Experience details, click on the **trash icon**.
5. Click **Save** to update the details.

#### 171. How to add Education details to my profile?

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the Details section, click on the **edit** icon available next to **Education**.
3. Click **ADD**.
4. Enter the details of your **School/ College, your Qualification, Specialization, and the period you studied**.
5. Click **Save** to update the details.

#### 172. How to update/remove Education from my profile?

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the Details section, click on the **edit** icon available next to **Education**.
3. Click **edit icon** to make changes to the already entered Education details.
4. To remove the entered Education details, click on the **trash icon**.
5. Click **Save** to update the details.

#### 173. How to add External Training to my profile?

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the Details section, click on the **edit** icon available next to **External Training**.
3. Click **ADD**.
4. Select the training type from the options given, and give all the other necessary details needed for validation.
5. Attach a copy of the Certificates for the training you acquired.

- 
6. If your Certificate requires Managers approval, select **Manager** from the dropdown that appears after you upload the file.
  7. Click **Save** to update the details.

#### **174. How to update/remove External Training from my profile?**

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the Details section, click on the **edit** icon available next to **External Training**.
3. Click **edit icon** to make changes to the already entered External Training details.
4. To remove the entered External Training details, click on the **trash icon**.
5. Click **Save** to update the details.

## **Preferences**

#### **175. How to change my default Time Zone?**

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the **Preferences** section, you can select the time zone of your choice from the options given.
3. Click **Save** to apply the changes.

#### **176. How to change my profile language?**

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the **Preferences** section, you can select the language of your choice from the language drop-down menu.
3. Click **Save** to apply the changes.

#### **177. How to change my default currency?**

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the **Preferences** section, you can select the Currency of your choice from the options given.
3. Click **Save** to apply the changes.

#### **178. How to change the date format?**

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the **Preferences** section, you can select the date format from the given options.
3. Click **Save** to apply the changes.

#### **179. How to set or update My Learning Target Hours?**

1. Go to to Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the **Preferences** section, type in the target hours for the current year (Jan - Dec). You can change this at any time.
3. Click **Save** to update the details.

---

## Saved Addresses

### 180. How to add and manage Addresses?

1. Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the **Saved Addresses** section, select **Add New Address** and provide all of the necessary details.
3. Enter a name for your Address in the text field labeled as **Address Name** and click **Save**.
4. You can add any number of Addresses to your account.
5. Select **Set as Default** to set it as your default address.
6. You can make changes to the Addresses at any time.

## Orders

### 181. Where can I see my Order history?

Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page. Click on Orders to view your Order History.

### 182. Where can I see the invoice for the order I purchased?

1. Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the **Orders** section, click on the **eye** icon to view the invoice of a particular Order.

### 183. How can I export or print my order invoice?

1. Go to My Profile (Account) page by clicking on your profile picture (avatar) on the Home Page.
2. In the **Orders** section, select the invoice you want to print or download by clicking the **eye** icon. On the top right of your invoice screen, you will find the **Print** and **Download** icons, through which you can either print or download the invoice.

## Change notes

2020-10-15 V1.0	<ul style="list-style-type: none"> <li>• <b>Document created</b></li> </ul>
--------------------	---