FAQ

qLearn
LEARNING TODAY, LEADING TOMORROW

How do I activate my course?
You can activate your course by following the **Activation** banner link at the bottom right of your Virtual Office dashboard.

*Please note: Once activated, your course(s) will have a time limit of **one year**.

Once I activate a course, can I change my password?
Yes. Simply click on your name on the top right corner of the home page. Under the Password section, re-enter your current **password**, and then your new password.

Note: Password should contain a mix of uppercase and lowercase alphabetic characters, and at least one numeric or special character.

What if I forgot my password?
If for any reason you have forgotten your password, go to the log in page at www.myqlearn.net, click on **'Forgot password?'**, then follow the steps.

How do I begin my course(s)?
Click on **My Learning**. Here you will find a list of course(s) which you have activated from the QNET Virtual Office (VO). Simply choose the course which you would like to start taking.

How am I graded in my course?
You will be graded once you have completed the quiz at the end of the course. Grades are based on the number of questions you've answered correctly in the form of Weighted Total out of Total Possible Points.

I've finished a course! What happens next?
Once you have completed all sections and passed your quiz, you will be awarded with a **Certificate of Completion.**

*Note: The hard copy of your certification will only be given at the graduation ceremony at V-Con. If you are a graduate who wishes to have a hard copy of your certificate, you must register prior to the event, before the deadline, to secure your place. You must send a copy of your certificate to info@myqlearn.net by the deadline provided. **Late rgistration may not be accepted.**

In what language(s) are the courses offered?
qLearn courses are offered in Arabic, English, French and Russian, depending on availability.

What language(s) do the platform offered?
The platform is currently available in Arabic, English, French, Russian, and Indo Bahasa.

Is there a customer care support line?
You may send general enquiries to info@myqlearn.net. Alternatively, you can contact your nearest Global Support Centre (GSC).

What can I do if my course(s) is about to expire?
We are offering course extensions to give you more time to complete your course. Please contact our support team at info@myqlearn.net for more details on course extension.

Where can I download qLearn App?

You can download and enhance your qLearn learning experience with the free qLearn App on both iOS and Android devices.

DOWNLOAD FOR ANDROID   DOWNLOAD FOR IOS