User Group: Corporate Run Learners	**User Group: Corporate Rep.**

User Group: Corporate Run Learners

*Note: When creating myIAL account, please ensure you are using the same email address as the one submitted for enrolment to your corporate rep. in the Enrolment template
(Recommended to use personal address so that this account remains accessible, should the learners move on to another organisation)
*Note: This will be the email address used for all course information dissemination and communication (e.g. Welcome email, Canvas, Trainer emails)

1. Why is learner unable to login myIAL learner account.
A: Please ensure that learner has registered for an account and they have clicked the Activation link in the Activation email.

MyIAL Login

User Role*
User Role*
Email*
Enter Email
Please enter your email.
Password*
Enter Password
Please enter your password.
Forgot Your Password?   No Account? Register here.
Cancel   Login

2. Learner requested to reset password, but still unable to login.
A: Please check Inbox or Spam folder for Activation email; learner has to click on Activation email in order to proceed.

3. Learner tried to reset password but no activation email received (in both Inbox nor Spam folder).
A: Please ensure that learner has registered an account.

4. Learner unable to log in even after activating myIAL account via the Activation email.
A: Please contact eServe team of Account manager to activate backend with support of IT.

5. Learner unable to create Canvas account
A: Learners will have to wait for an account to be accorded to them, by our Training admin. team, before they can access the account. Please contact eServe Training admin. and notify the Account manager when this occurs.

6. How does learner access the Programme sessions - Zoom link
A: Learners have to log in to Canvas and check for Zoom link.

User Group: Corporate Rep.

1. How do I enrol my learners?
A: Click here for the Enrolment Video Guide

2. Where do I upload the excel template to enrol my learners?
A: After login, Select **Certificate/Diploma/Master**, located on the menu, left of the page, the programme will be available for selection.

3. Why is the Programme(schedule) not showing up for selection?
A: The schedule has not been set up backend.
Please contact eServe Training admin. and notify the Account manager when this occurs.

4. Why can't I locate a learner to select after uploading enrolment template?
A: Your learner may have used a different email address to register for myIAL account from the one provided in the Employees Excel Template (Learners' List).

5. I encounter an error in uploading the Enrolment Template (Learners' List)
A: Refer to pre-determined values included in the tabs of the excel template to ensure values entered are accurate.

A: Check the alignment of values entered within excel cells i.e., no extra spacing before or after the company name (pls refer to image sample below)

✕**Incorrect** alignment of data values entered   ✓**Correct** alignment of data values entered

Company Name	Company Name
ABC Company	ABC Company
ABC Company	ABC Company
ABC Company	ABC Company
ABC Company	ABC Company
ABC Company	ABC Company
ABC Company	ABC Company
ABC Company	ABC Company
ABC Company	ABC Company
ABC Company	ABC Company

A: Ensure value entered in "Company Name" column reflects the Company Billed (pls refer to image sample below)

✕**Multiple Company Names** entered   ✓**One** Company Name to be entered

Company Name	Company Name
ABC Company	ABC Company
ABC Company	ABC Company
ABC Company	ABC Company
ABC Company	ABC Company
HIJ Company	ABC Company
HIJ Company	ABC Company
ABC Company	ABC Company
ABC Company	ABC Company
LMN Company	ABC Company