

Check your profile before training

Open Profile using your own account. Follow the orange numbers on the screenshot.

YOUR ACCOUNT

Profile

Changes apply to future training. Issued certificates retain their original details.

Sign-in email: learner@example.test

first name	1	last name	2
Alex		Morgan	
country	3	licence number	4
SK			

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Check your first name.
2. Check your last name.
3. Confirm your country.
4. Check applicable licence details, then save the profile with the control below.

REMEMBER

Certificate details are captured at issue. A later profile edit does not rewrite an existing certificate.

Your first session

For personal learners and employees assigned training by an organization. One account can belong to several companies and academies.

1. Sign in and check your account

1. Open your organization's Eurolearn website and sign in with your own email and password. Use the password-reset option if needed; do not share another person's account.
2. If you received a company invitation, open its link and complete the sign-in or registration steps. Accept the invitation using the intended email address. Ask the inviting company administrator for a new invitation if it has expired.
3. Open Profile. Check your name and country, and correct your details before starting training. Certificate details are captured when issued; changing your profile later does not rewrite an existing certificate.

2. Add a crew code when applicable

1. For aviation company training, use Profile > Company crew codes to enter the existing three-letter code used by each company. Choose Save crew code. Ask your administrator whether this applies to your training.
2. Use three letters only; Eurolearn converts them to uppercase. Ask your company administrator if you do not know the correct code or receive a duplicate-code error. Codes are unique among active members of the same company.

3. Find your training

Open My courses to see your assignments. Check the company, deadline and access period before opening a course. Course catalogue lists available courses; viewing a catalogue entry does not give you training access.

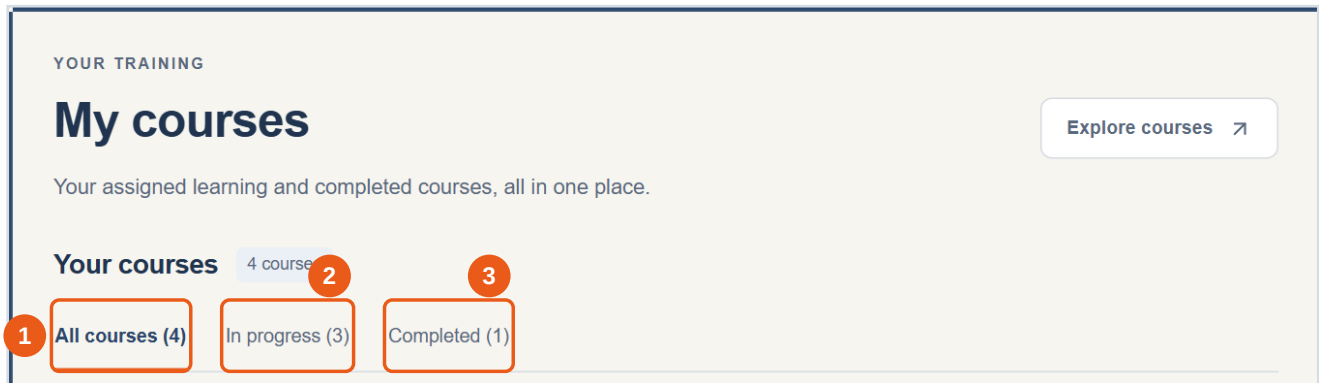
If an assigned course is missing, check that you accepted the correct invitation and ask the company administrator to verify your active membership and assignment.

REMEMBER

Account security contains authenticator and session controls. Keep recovery codes privately. Use Log out in the top bar or sidebar when you finish, especially on a shared computer.

Find your assigned courses

Open My courses. Follow the orange numbers on the screenshot.



Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Choose All courses to see all assignments in this view.
2. Choose In progress to focus on unfinished learning.
3. Choose Completed to reopen finished courses while access remains active.

REMEMBER

Open the intended course card to continue. Catalogue visibility alone does not grant access.

Complete a course and assessment

Work through the assigned course version. Progress and assessment results belong to your account and that specific assignment.

Study the lessons

1. Open My courses and choose the relevant course. Read its instructions, completion requirements and assessment limits.
2. Open the lessons in the learning room. Review the text and any available supporting files. Use the lesson completion control only after finishing the required material.
3. Check that your progress updates. If a request fails, wait for the error or confirmation before retrying. Do not assume a page change saved a failed request.

Take the assessment

1. Finish the required lessons. Start the assessment when the course allows it and you have enough uninterrupted time.
2. Read each question carefully. A single-choice question needs one answer; multiple choice may need several. Matching and ordering questions require all requested items.
3. Watch the displayed timer and use the assessment controls to save answers and submit. Closing the browser does not pause a timed attempt.
4. Read the result. If another attempt is permitted, follow the displayed retry policy. Once attempts are exhausted, contact your company administrator or Eurolearn, according to the course's support policy.

When something changes

Course release policy may let you finish the assigned version or move unfinished training to fresh progress. Programme components remain pinned unless the programme is explicitly transferred. Earlier results and certificates remain recorded; check Notifications.

Access expiry or company membership termination can prevent further study. Ask the assigning company to review access; creating another account will not repair the assignment.

REMEMBER

Video-based completion is not enabled in this release. A saved Vimeo identifier is not proof of viewing, and video drafts cannot yet pass the publication workflow.

Download your course PDFs

Each course can include PDF study materials. Open them again whenever you need a reference while your course access is active.

Find and download

1. Open My courses and choose the assigned course. Find Course PDFs above the lesson list and choose the file you need.
2. The original PDF downloads to your browser's download location. You can download it again without completing a lesson or starting an assessment.
3. After completing a course, use the Completed filter in My courses and reopen it. PDF downloads remain available until that assignment's access ends.

When access ends

Eurolearn checks your access on every download. An expired, revoked, cancelled or transferred assignment cannot download its old PDFs. Leaving the assigning company also ends access; rejoining does not restore the old assignment.

For an updated course version, open the current assignment from My courses. If you need more time, ask the assigning company to review your access.

Study time and downloaded copies

Downloading a PDF does not mark a lesson complete and does not start a training timer. Follow your company's process for recording study time, including offline reading.

Files already saved on your device remain there after access ends. Keep them according to your company's rules and use the course version assigned to you for current training.

REMEMBER

The FAQ manuals describe how to use Eurolearn and are public. Course study PDFs are separate private materials tied to active course access.

Check programme completion

Open the academy > My learning and review the assigned programme. Follow the orange numbers on the screenshot.

Teamwork Foundations — Demonstration
Fictional North Works · Revision 1 Completed

01 Working Together: Demonstration
Required · Completed Open course

02 Teamwork workshop — demonstration
Required · Completed Booked

03 Explain a shared next step
Required · Completed

1
Check completion & certificate

Actual application screen. All people, companies and training shown are fictional examples.

What to do

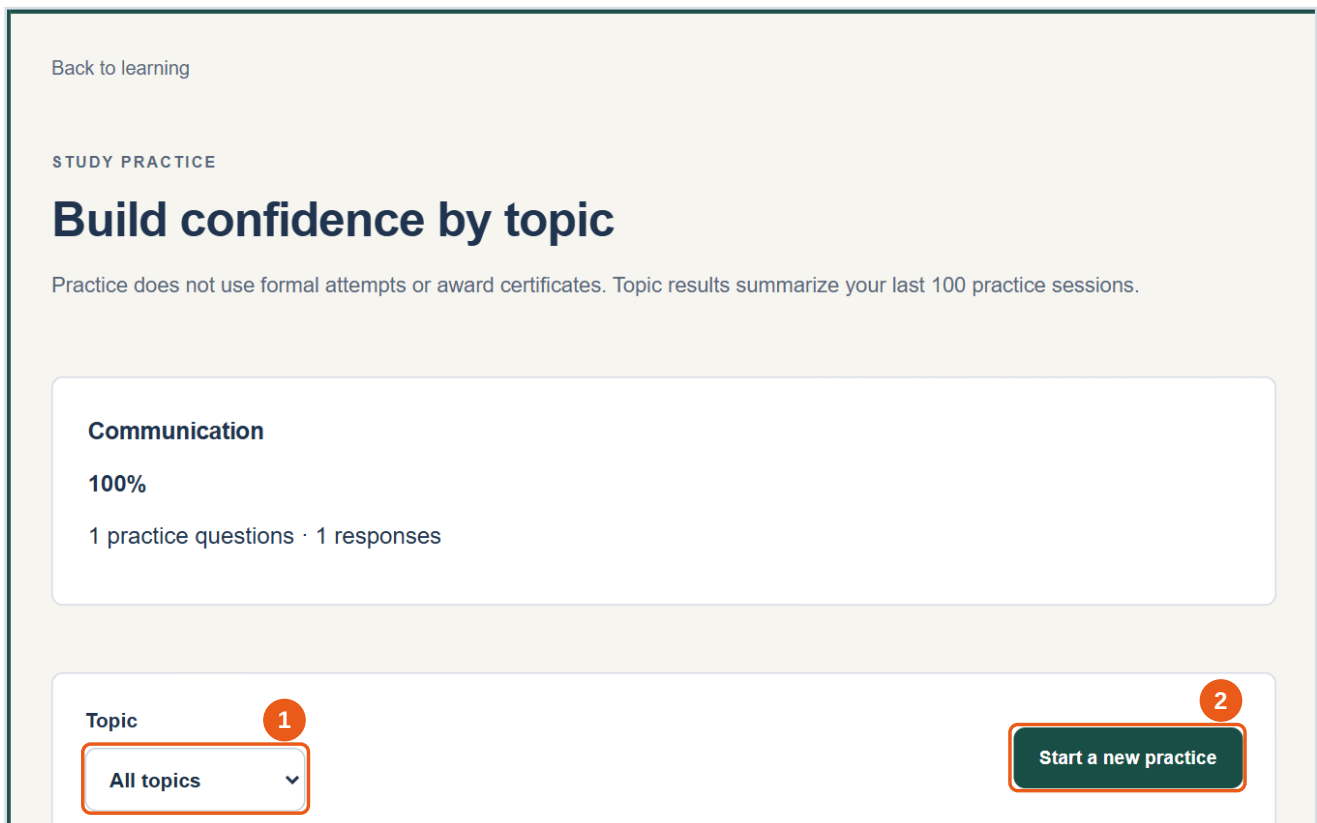
1. After completing the applicable components, choose Check completion & certificate and read the result.

REMEMBER

A completed individual course is not necessarily a completed programme. Resolve any remaining session, practical or signing requirement.

Open a practice session

Use the Practice link for your assigned academy course. Follow the orange numbers on the screenshot.



Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Choose the practice topic if you want to focus your preparation.
2. Start a new practice session and answer the questions that follow.

REMEMBER

Practice gives feedback without consuming a formal assessment attempt or awarding completion.

Learn within an academy

Open Academies and choose the intended academy. If you belong to several, check the selected workspace before opening training or orders.

Find your courses and programmes

1. Open My learning for academy assignments. Catalogue & access shows available training and the access-code control; catalogue visibility alone does not grant access.
2. Open your programme and read the component order, prerequisites and required/optional rules. Complete the assigned course components through their learning links.
3. When every applicable requirement is satisfied, choose Check completion & certificate. If it reports missing work or signing details, resolve that item and check again.
4. Open My certificates to inspect an issued award. A course certificate and a programme certificate demonstrate different completion scopes.

Practise separately from the assessment

If practice is available, open the practice activity and answer its questions. Review the result and any explanations after submitting.

Practice does not consume a formal assessment attempt, satisfy the formal pass requirement or issue a completion certificate. Follow the course's separate assessment instructions.

Purchases and codes

Use My orders inside the academy for its purchases and follow its invoice instructions. Academy invoice payment is separate from Eurolearn platform checkout.

Use Redeem an access code in Catalogue & access for an invitation code supplied by the provider. An expired, exhausted or wrong-client code needs provider assistance; do not create another account to bypass it.

REMEMBER

An organization buying academy training does not need its own academy. Use the provider's academy and the same personal Eurolearn account.

Attend sessions and practical training

A programme may require instructor-led sessions or demonstrated practical skills as well as self-study courses.

Book and attend

1. Open the assigned programme in My learning and locate the session. Complete any prerequisites before booking.
2. Check the date, time, timezone, location or meeting link and the intended cohort. Choose Book session while capacity remains.
3. Attend at the stated time. A booking can consume a reserved programme seat; ask the provider about any change rather than assuming a refund.
4. After delivery, the assigned instructor records attendance and accepted training minutes. Report an incorrect record with the actual circumstances.

Complete practical requirements

Read the activity criteria and arrange the assessment with the provider. The instructor records whether the requirements were demonstrated, the accepted minutes and supporting evidence.

Opening the activity or joining a meeting does not mark it passed. Wait for the instructor's record and then check programme completion.

If access or completion is blocked

Ask your company administrator to check your assignment and cohort. Ask the academy to check capacity, prerequisites, scheduling or instructor evidence.

A later correction to attendance or practical results may change programme completion or revoke an award. Review the current record and certificate status with the provider.

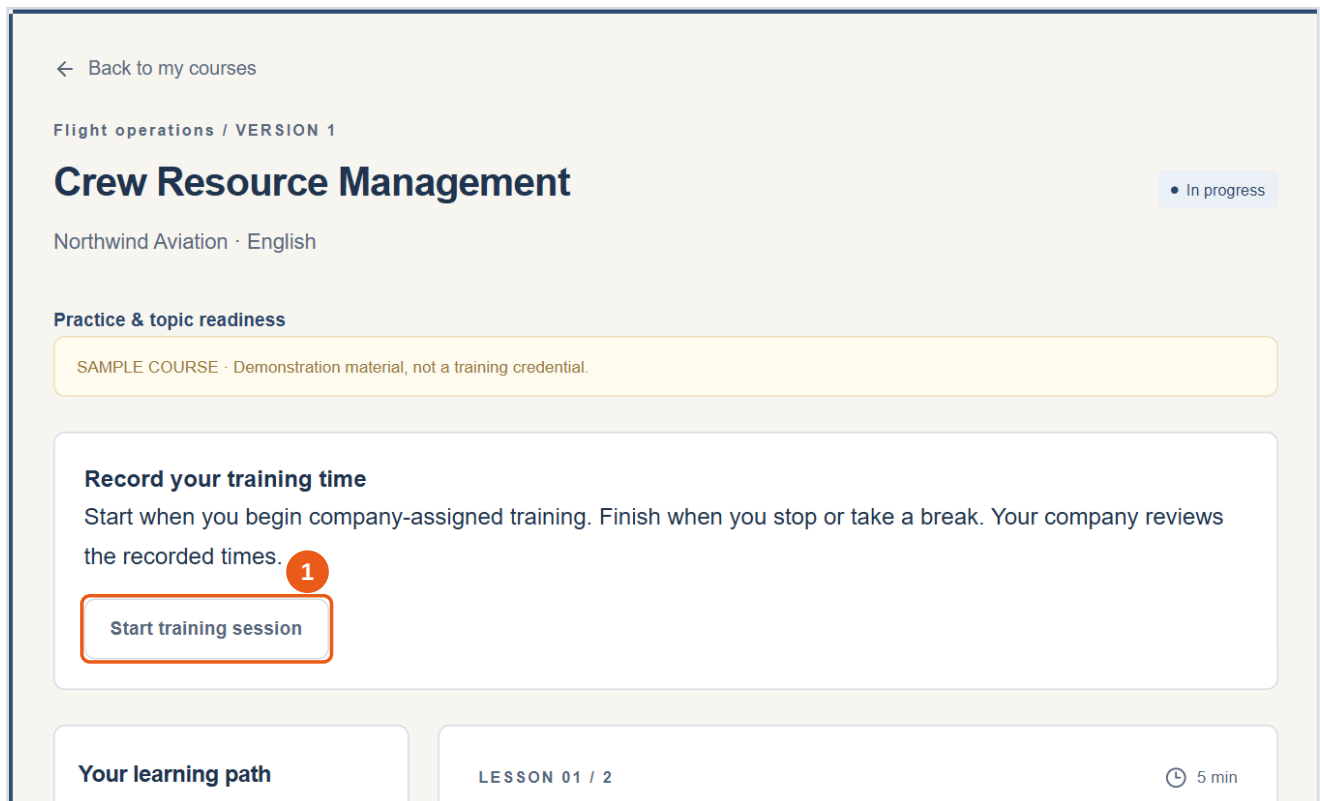
For self-study, follow your company's separate training-session timer process. Session bookings and video-call attendance do not automatically reconcile its duty roster.

REMEMBER

Keep one personal account. Training, booking and certificate evidence must belong to the person who actually completed the work.

Start a study-time observation

Open the company-assigned course when you are ready to study. Follow the orange numbers on the screenshot.



Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Choose Start training session when you actually begin. When you stop, use Finish / take a break in the open-session banner.

REMEMBER

Reading progress and the training timer are separate. Closing the browser or finishing a course does not automatically stop the timer.

Record company training time

Use training sessions when your company asks you to record study time. The timer is separate from lesson progress and assessment completion.

Start, pause and finish

1. Open a company-assigned course. Choose Start training session when you actually begin studying. The same control is available during an assessment.
2. Check the Open training session banner. Only one session can remain open across all your companies and courses.
3. Choose Finish / take a break when you stop. Add a note if an interruption or timing problem needs explanation. Start a new session when you resume.
4. Open My training time to check recent finished observations and their review status. Your company reviews them before they are included in the integration feed.

If the browser closes or the connection drops

Reopen Eurolearn and check the open-session banner. A closed tab, logout or a completed course does not automatically finish the timer. Finish the observation and explain what happened, or ask the company administrator to close and review it.

Contact gaps can be flagged for review. They are not automatically deducted as breaks and are not proof that you were studying or resting. Tell the administrator the actual interval if the observation is wrong.

What your company receives

Its integration key reads reviewed training records for that company's assignments, including the crew-code snapshot captured at review. Personal training and another company's assignments are separate.

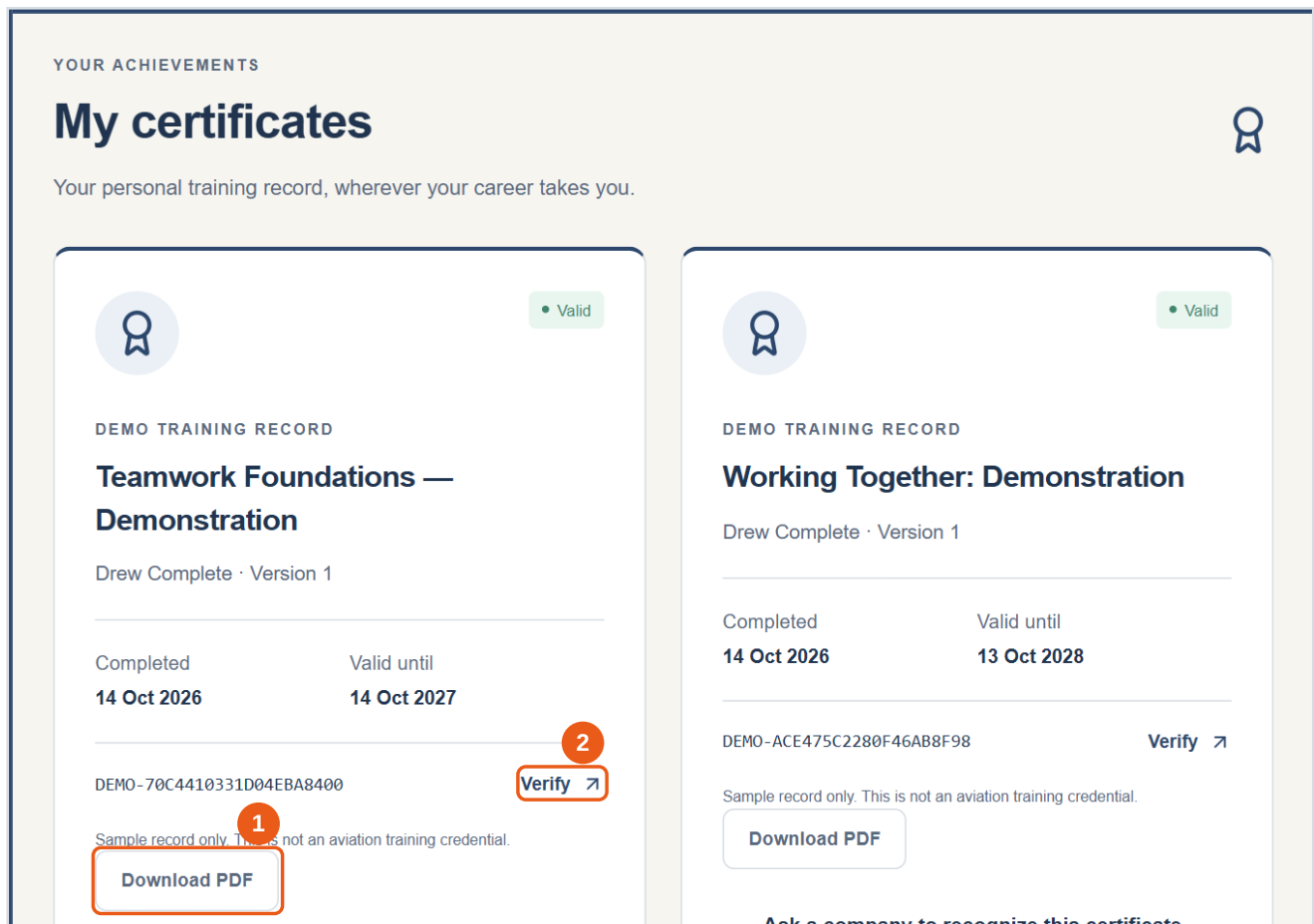
Old company records remain part of that company's history after you leave. A profile-code correction does not rewrite an already reviewed record; ask the company to review the affected interval again if necessary.

REMEMBER

Eurolearn records and exports training intervals. Your company must reconcile them with its roster and duty system. Direct FL3XX/Leon connections and automatic duty-limit calculations are not available in this release.

Download your certificate

Open My certificates and find the correct training record. Follow the orange numbers on the screenshot.



Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Use Download PDF for the intended certificate.
2. Use the verification link to check the current certificate status.

REMEMBER

If details are wrong, contact the issuing provider. Do not edit an issued PDF yourself.

Payments, certificates and help

Orders, completed training and certificates are separate records. An order or payment alone does not demonstrate course completion.

Buy individual platform access

1. In Course catalogue, open the course and Order individual access. Enter your billing address and choose Order with invoice.
2. Open Orders. Once Eurolearn has issued and recorded the invoice, follow the bank-transfer instructions and use the displayed payment reference.
3. If Pay online is available, it opens Stripe's hosted checkout for that invoice total. Access is activated after verified payment. A return from checkout alone is not a payment confirmation.
4. If a checkout is open, use Refresh payment status or Close checkout for bank transfer before changing payment method. If the page says payment was received and needs review, contact Eurolearn and do not pay again.

Find and check your certificate

1. Complete the required training, then open My certificates. For an academy programme, first use Check completion & certificate in My learning. Missing client Head of Training details can delay issue.
2. Check your name, training, issuer, completion and expiry. Report an error to the issuing provider; corrections require a replacement certificate, not editing the PDF yourself.
3. Client-organization signing leaves personal certificates blank for later organization acceptance. An academy-authority template uses its authorized academy signer. Use the QR code to check current status; Recognitions records a separate company decision.

Get the right help

Ask your company administrator about invitations, assignments, crew codes or time corrections. Ask the academy about its orders, sessions, practical work and certificates. Contact Eurolearn for platform purchases or account/service problems.

Include the course or order reference, approximate time, visible error and steps you tried. Never send passwords, authenticator codes, recovery codes, API keys or card details.

REMEMBER

Online card payments depend on Stripe setup and may be unavailable. Invoices are issued outside Eurolearn. Demonstration training and test checkout are labelled and must not be used as operational evidence.