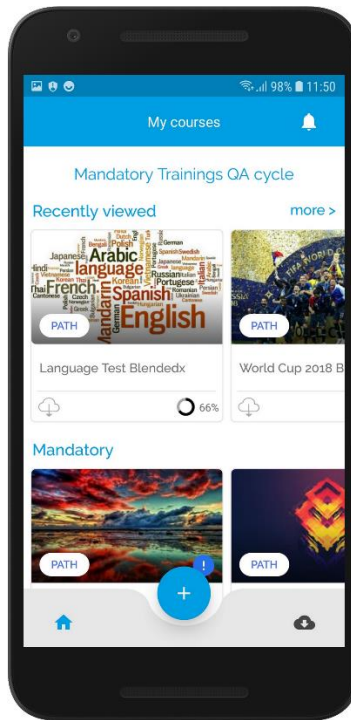


App download and login

The procedure to install My Learning App described in the following topics is specific for Android or iOS. The installation requires a desktop and the mobile device.



Summary

Direct link in emails to open My Learning

Android

- Download the App
- Activate the App using one of the 3 following methods:
 - The organization name
 - The activation code
 - The QR code

iOS

- Download the App
- Activate the App using one of the 2 following methods:
 - The organization name
 - The activation code

1 Direct link in emails to open My Learning

A link to My Learning app can now be inserted in emails sent to learners.

- If My Learning \geq v2.5 is already installed on the mobile device, clicking on the link logs you on My Learning.
- If My Learning is not installed on the mobile device, it redirects you to the store download page.

Proceed as follows:

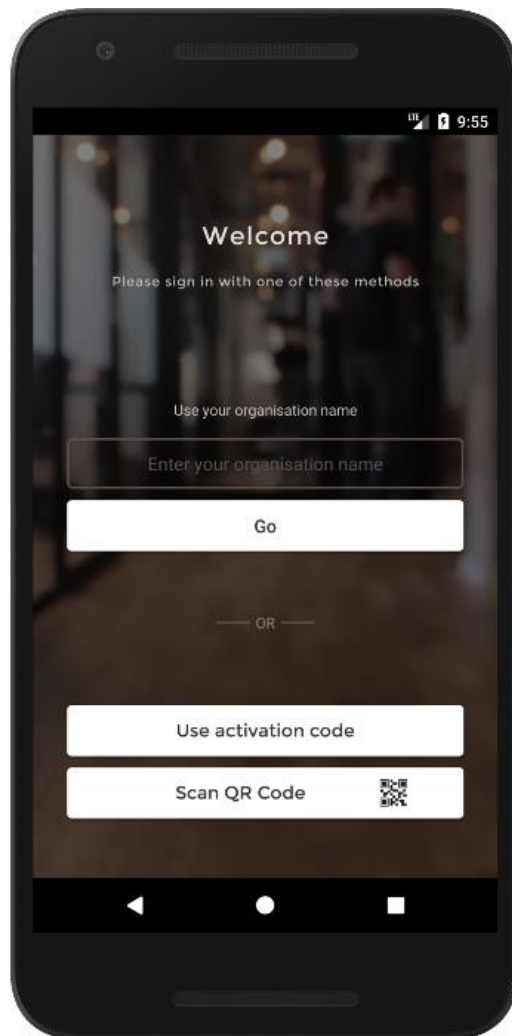
1. Click on the link to download and install My Learning \geq v2.5.
2. When installed, click on the link again to benefit from the single sign-on login.

2 Android

Download the App through the [Play Store](#)

Once the App is installed, you can activate your profile using one of the 3 following methods:

- **Organization name:** Enter your organization name and use your company credentials.
- **Activation code:** On the desktop, enter the activation code displayed on the mobile.
- **QR Code:** On the mobile, scan the QR code displayed on the desktop in the learner interface.



1. Activation using the organization name

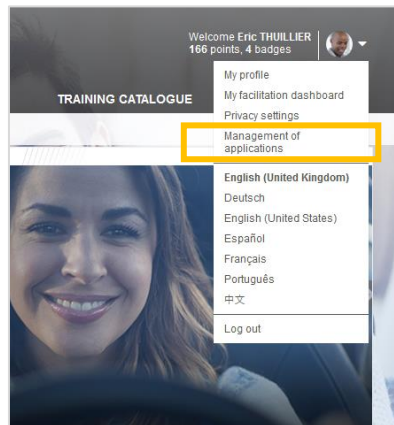
Follow these steps on the mobile:

1. Enter your organization name.

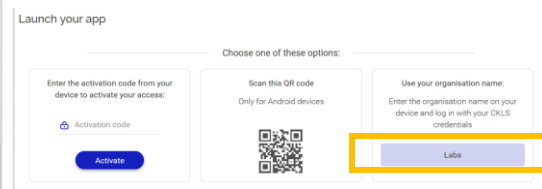
The organization name is unique. The entry is not case sensitive.

The organization name is defined by the administrator.

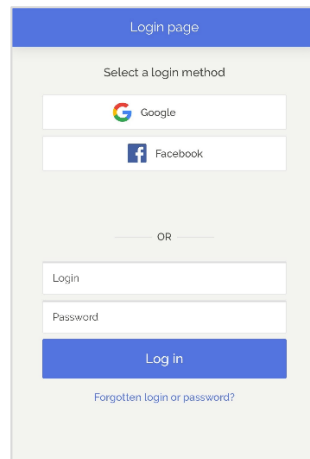
Desktop: The organization name is displayed in the learner interface: Click on the learner picture (top right corner) and follow the link **Management of applications > My Learning > USE YOUR ORGANIZATION NAME: Organization name**.



*Responsive view
(The organization name in this example is 'Labs')*



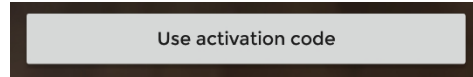
2. Click on **Go**.
3. Use your company credentials, other credentials available on the login page, or login and password.



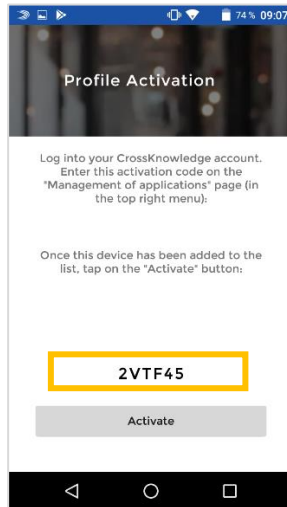
2. Activation using the activation code

Follow these steps on the mobile and desktop:

1. **Mobile:** Select



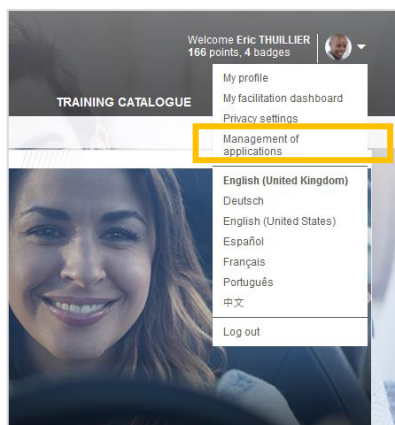
→ An *activation code* is displayed. This code needs to be entered in the learner interface, on the desktop (**2VTF45** in following example).



NOTE: Do not select 'Activate' at this step!

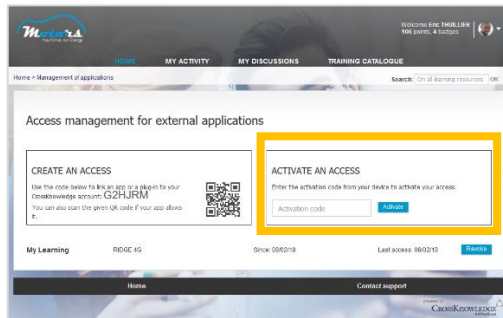
2. **Desktop:**

- In the learner interface, click on the learner picture (top right corner) and follow the link **Management of applications**.

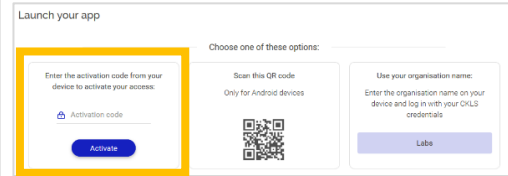


- In the following dialog box, enter the *activation code* displayed on the mobile ((**2VTF45** in preceding example).

Legacy view

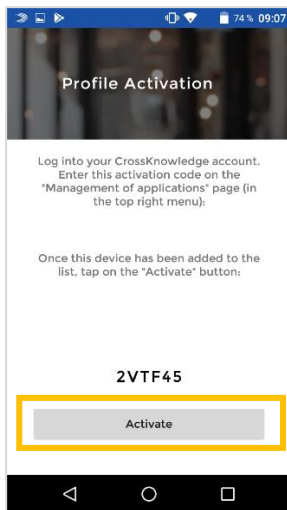


Responsive view



- Click on **Activate**.

3. **Mobile:** Select **ACTIVATE**.



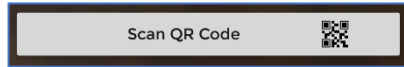
→ You are logged on My Learning App.

- If the *activation code* has not been entered correctly on the desktop access management area, a message is displayed on the mobile to invite you to reload the browser page and enter your code again on the desktop.

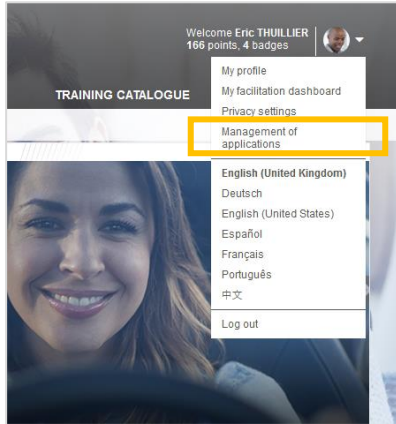
3. Activation using the QR code

Follow these steps on the mobile and desktop:

1. **Mobile:** Select

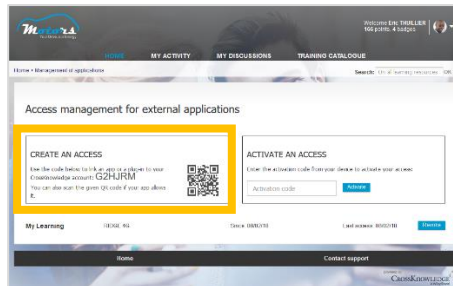


2. **Desktop:** In the learner interface, click on the learner picture (top right corner) and follow the link **Management of applications**.

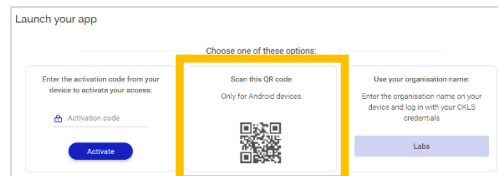


The QR code is provided in the following dialog box.

Legacy view



Responsive view



 Do not use the alphanumeric code displayed in the window (G2HJRM in preceding example).

3. **Mobile:** Scan the QR code displayed.

→ You are logged on My Learning App.

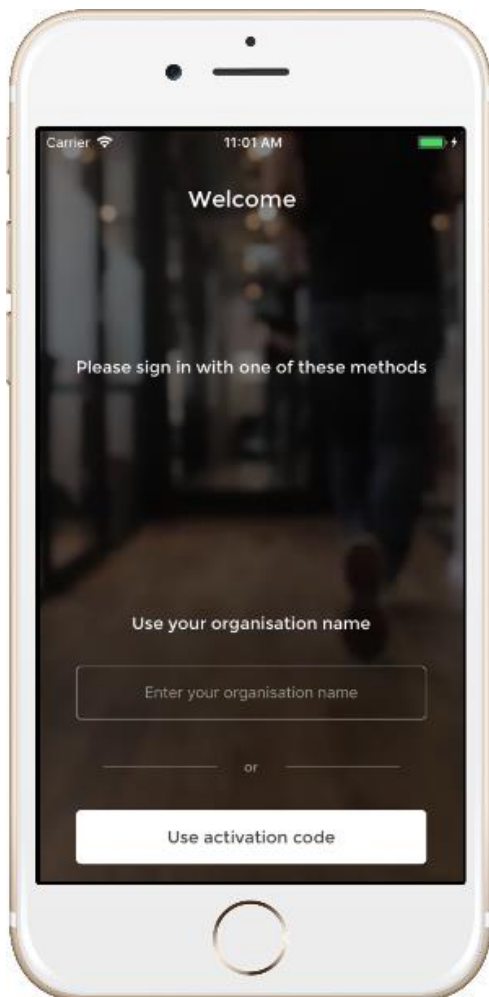
3 iOS

Download the App through the [App Store](#)

Once the App is installed, you can activate your profile using one of the 2 following methods:

- **Organization name:** Enter your organization name and use your company credentials.
- **Activation code:** On the desktop, enter the activation code displayed on the mobile.

 Activation using the QR code is not available on iOS.



1. Activation using the organization name

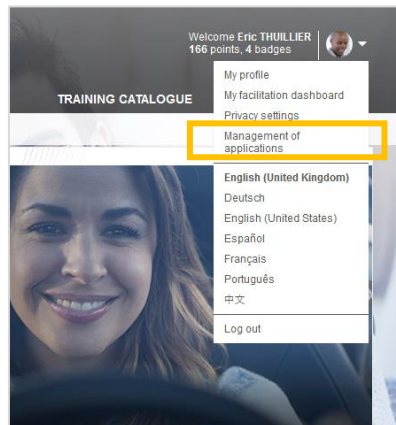
Follow these steps on the mobile:

1. Enter your organization name.

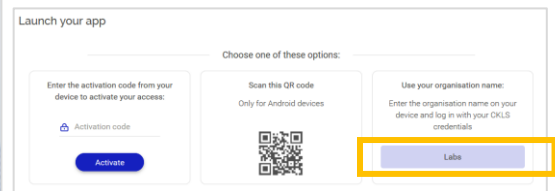
The organization name is unique. The entry is not case sensitive.

The organization name is defined by the administrator.

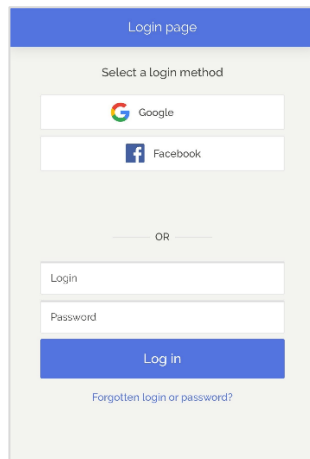
Desktop: The organization name is displayed in the learner interface (click on the learner picture (top right corner) and follow the link **Management of applications > My Learning > USE YOUR ORGANIZATION NAME: Organization name**).



*Responsive view
(The organization name in this example is 'Labs')*



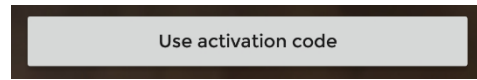
2. Click on **Go**.
3. Use your company credentials, other credentials available on the login page, or login and password.



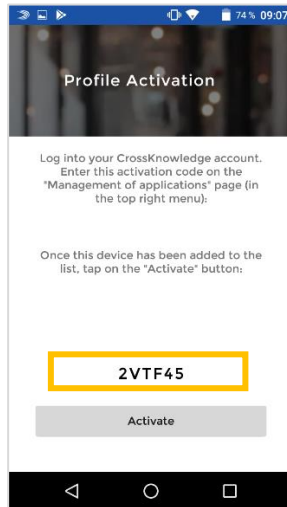
2. Activation using the activation code

Follow these steps on the mobile and desktop:

1. **Mobile:** Select



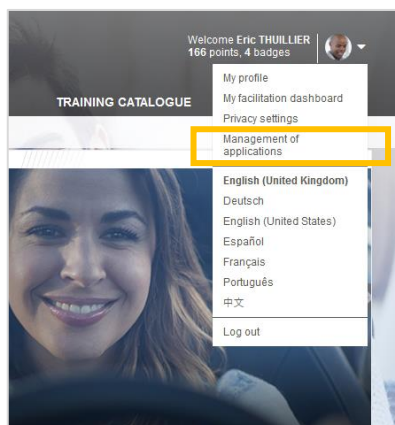
→ An *activation code* is displayed. This code needs to be entered in the learner interface, on the desktop (**2VTF45** in following example).



NOTE: Do not select 'Activate' at this step!

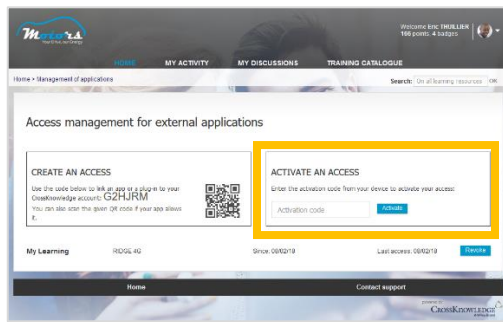
2. **Desktop:**

- In the learner interface, click on the learner picture (top right corner) and follow the link **Management of applications**.

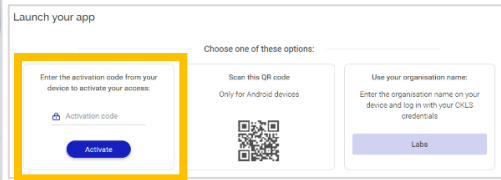


- In the following dialog box, enter the *activation code* displayed on the mobile (**2VTF45** in previous example)

Legacy view

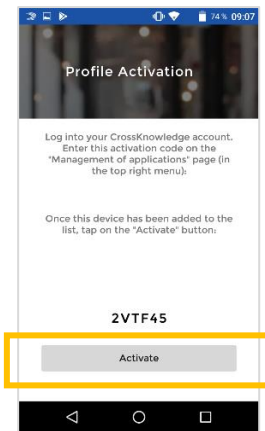


Responsive view




- Click on **Activate**.

3. **Mobile:** Select **ACTIVATE**.



→ You are logged on My Learning App.

 If the *activation code* has not been entered correctly on the desktop access management area, a message is displayed on the mobile to invite you to reload the browser page and enter your code again on the desktop.

Disclaimer: As the authentication and login mechanisms are subject to changes, note that this guide may provide information that is not up to date. For more information please contact the hotline: hotline@crossknowledge.com.