G-learning user manual

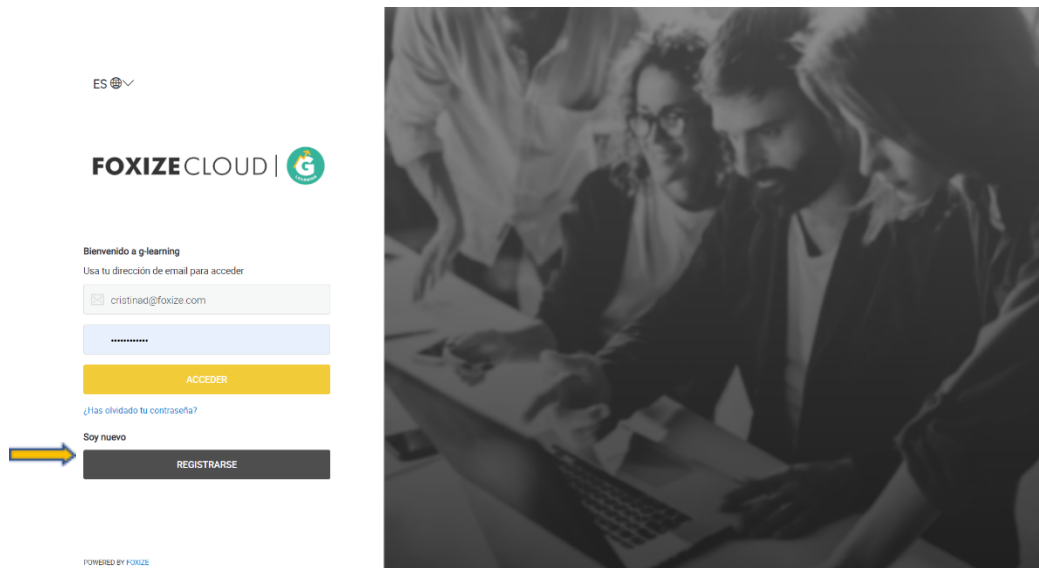# List of contents

1) G-Learning platform access and operation

G-Learning is a training platform with e-learning courses. These courses have been chosen with the aim of offering couriers that are active on Glovo personalized training.

To begin, visit https://g-learning.foxizecloud.com/login where you will have to sign up. Just click "Sign up." Enter the information requested (name, surname, email that you have registered with Glovo, password), accept the terms of use and privacy policy and your account will be ready to go.

*Glovo is not responsible for this service, the online platform or the course (or their content), as they are provided by a third party.

1.1) Browser

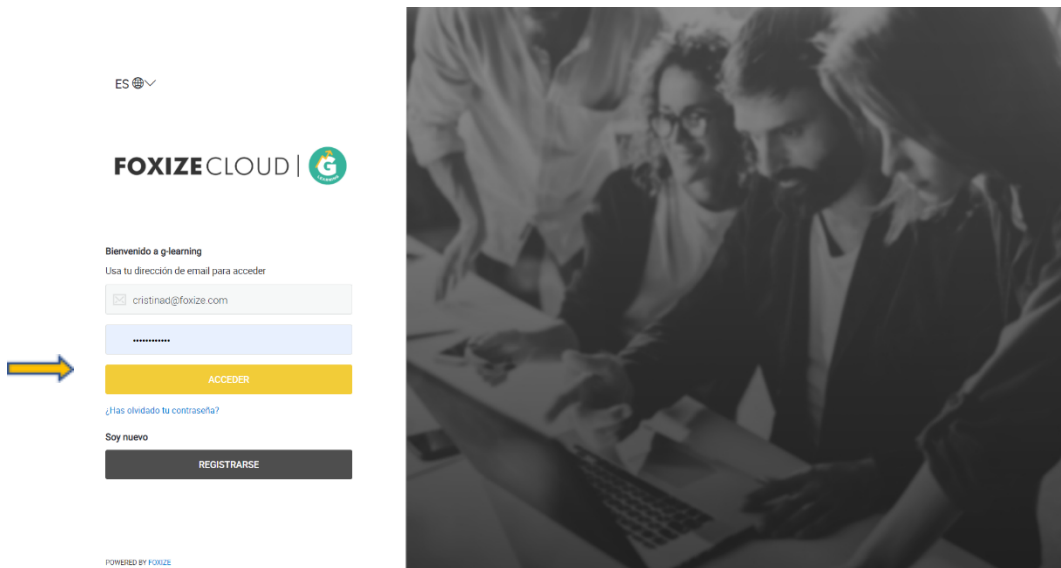The G-Learning platform is compatible with the following browsers:

- Chrome
- Safari
- Firefox
- Internet Explorer from v.11.

It's also a responsive platform you can use on your desktop or your mobile.
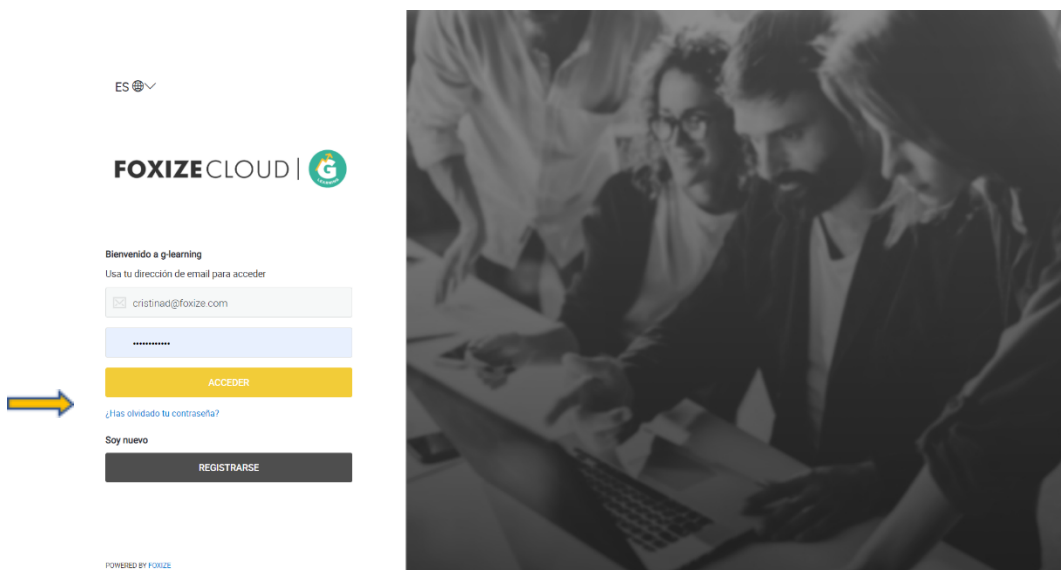
1.2) Accessing the platform

1.2.1) Login

Once registered, visit https://g-learning.foxizecloud.com/login, enter your email and password and click on the yellow "Sign In" button on the left of the page.

1.2.2) Recover password
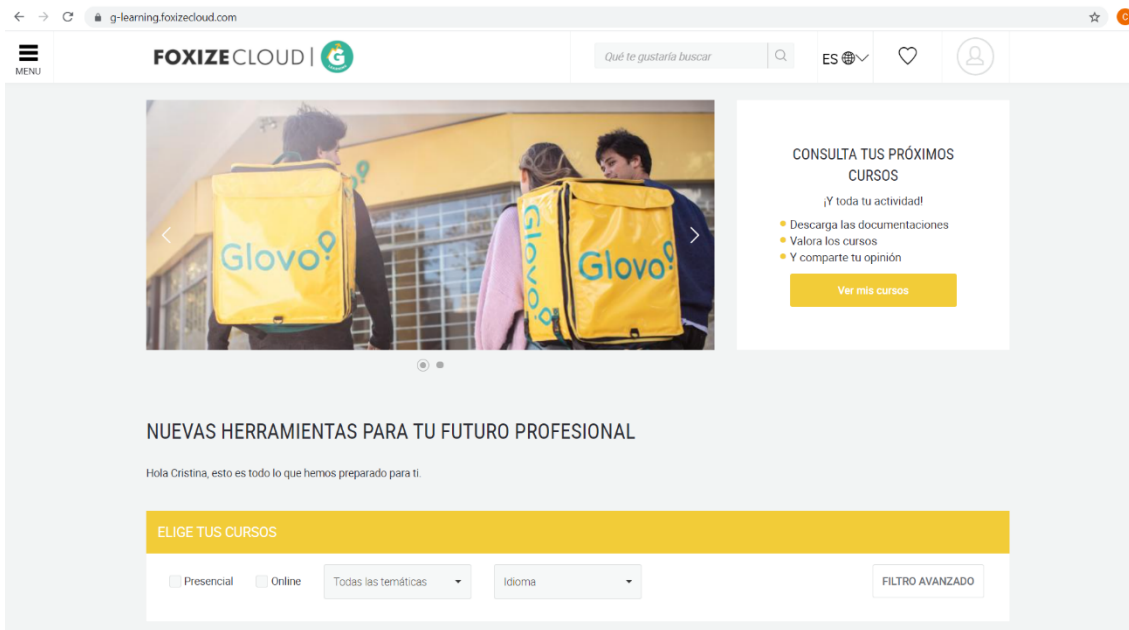
If you don't remember your password and can't access your student area, recover it by clicking the link **"Forgot your password?".** Then enter the email you registered with and you will receive a reset link.

2) Using the platform

Once you're logged in, you'll find the courses available on the home page. You can access the content of each course by clicking on its name or image.
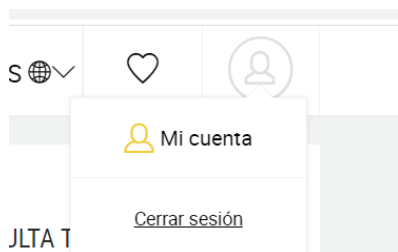
2.1) Favorites

You can mark a course as a favorite by clicking on the heart icon. To access your favorites click on the heart next to your profile picture at the top of the page.
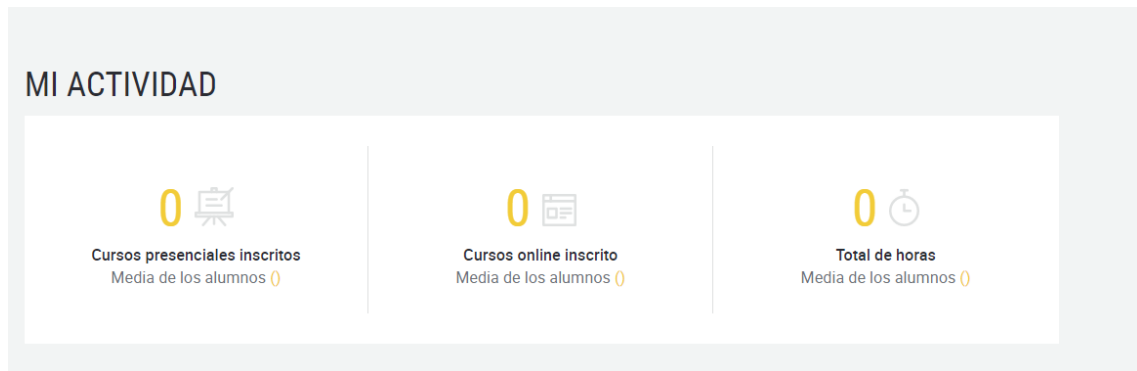
2.2) My Account

In the "My account" section you'll find all your activity on the platform like the courses you've signed up to. You can also manage your profile here. To access your user area click on your profile picture to the right of the page. On the drop-down menu you'll find the "My account" link.
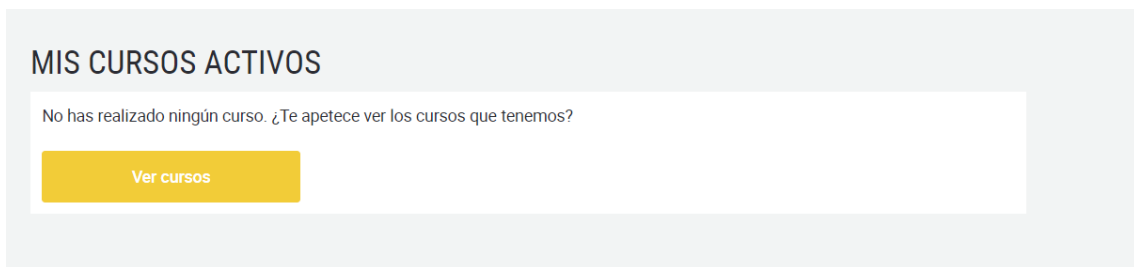

2.3) My activity

Here you'll see information about your activity on the platform: the number of courses you've signed up for, total hours of training and the courses that are still active.

MI ACTIVIDAD

0 | Cursos presenciales inscritos
Media de los alumnos ()

0 | Cursos online inscrito
Media de los alumnos ()

0 | Total de horas
Media de los alumnos ()

2.4) My online courses

The "My online courses" section will take you to the courses you've signed up for and show you a progress summary.

MIS CURSOS ACTIVOS

No has realizado ningún curso. ¿Te apetece ver los cursos que tenemos?
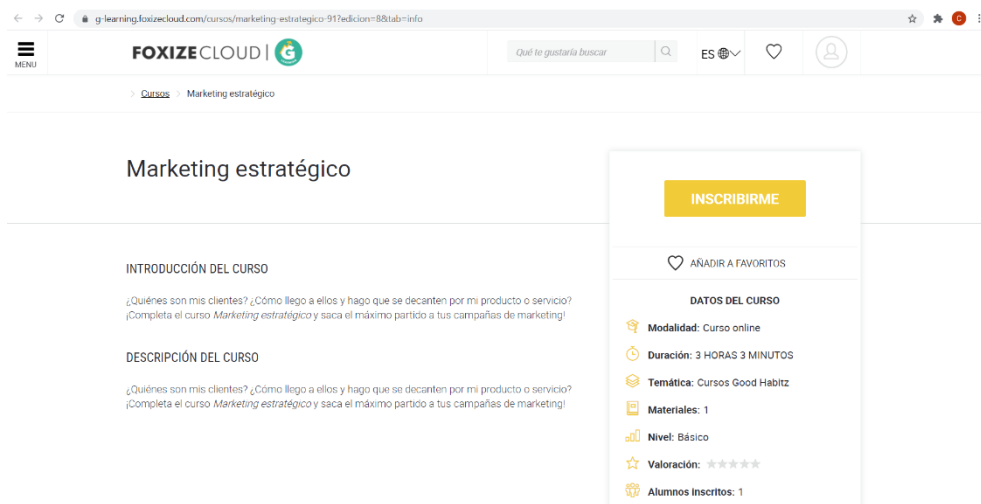
Ver cursos

2.5) Manage my profile

In "My account" you can also manage your profile.

- Edit my profile: modify your username or add a profile picture.
- Privacy and password: change your password and manage your notifications.
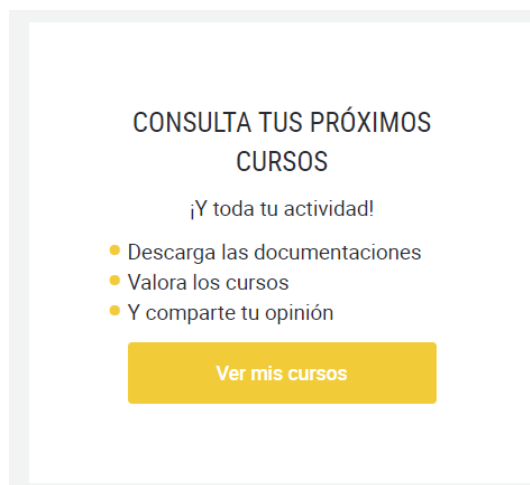
3) Courses

3.1) Signing up to a course

To sign up to a course, visit the course page via the home page or the

search bar. To sign up just click "Start course", which you'll find on the right of the page.

You'll then see a message to let you know you've signed up successfully. The platform will also send you an email to confirm your registration with the course details and a direct link to it.

3.2) Direct access to a course you've signed up to

If you've signed up to a course, you can always access it via **"My account".** To access the course guide from the home page, click **"See my courses".** That will take you to your user account and active courses.

CONSULTA TUS PRÓXIMOS CURSOS

¡Y toda tu actividad!

- Descarga las documentaciones
- Valora los cursos
- Y comparte tu opinión

Ver mis cursos

3.3) Course summary

The course summary will give you information about how the course is taught, its duration, the topic, the number of topics it contains, the level (basic, intermediate, advanced) and the average rating (on a scale of 1 to 5).

INSCRIBIRME

♡ AÑADIR A FAVORITOS

DATOS DEL CURSO

Modalidad: Curso online

Duración: 3 HORAS 3 MINUTOS

Temática: Cursos Good Habitz

Materiales: 1

Nivel: Básico

Valoración: ★★★★★

Alumnos inscritos: 1

Just click on the name of the course you want to access.

3.4) Watching a course

Once in, you can see all of the topics included in each section. As you work through the topics the platform will calculate your progress. Lots of these courses have a final assessment to see how much you've learned.

FAQs

a. Which email should I use to register on the platform?
The email you use should be the same one you have registered with Glovo.

b. If I experience a technical problem, how can I report it?
At the bottom of the G-Learning page you'll find the contact email for your country to report the technical incident.

c. It won't let me sign up with this email - why?

Because your email isn't the same one you registered for Glovo with. Please check that they're the same.

d. Can I change the email I've registered with?
No. You should use the same email you use for Glovo.

e. I've started a course but don't know how to access it?
Once you've started a course it won't appear on the home page anymore. You can access the courses you've started through My account (next to the heart in the top right-hand corner).

f. Do I have to start and finish a course on the same day?
The online courses are available 24/7. They aren't meant to be done on a certain date. If it's a webinar, there will be a set date to watch live. Once it's over, you'll see all the materials in the course area.

g. Can I review previous lessons?
You can always go back to content you've already seen. That gives you a chance to review what you've learned. The courses and materials will always be available whilst the program is active.

h. The video freezes or buffers.
Check your internet connection.

i. Should I use a particular browser?
The platform is compatible with the following browsers: Chrome, Safari, Firefox, Internet Explorer from v.11.