

## **Learner FAQs**

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### 1. What is Hivelaya?

Hivelaya is a skills marketplace that connects aspiring learners and passionate knowledge gurus to create a knowledge bank dedicated to helping people transform their lives by Upskilling, Reskilling, and becoming Lifelong Learners.

### 2. Who are Hivelaya knowledge gurus?

Hivelaya knowledge gurus are experts, industry specialists, and influencers sharing the latest trends, know-how, and tools for the most in-demand skills to help you adapt to market changes.

### 3. How do I setup a new learner account?

- Go to HIVELAYA page
- In the homepage, click Sign up.
- Choose whether you want to provide a name, email, and password or link your account to your Facebook profile, Google account.
- If you choose to create a new HIVELAYA account with first name, last name, email, and password, your password needs to be 8 characters or longer.
- Once you create your account, you can change your account settings at any time.

### 4. Who can take courses on HIVELAYA?

Anyone with an email address can enroll in a course on HIVELAYA. Choose a course that interests you and complete the enrollment process.

### 5. How do I make a payment for the course?

We have several payment options. You can select any one payment gateway to make a payment for the course. Once you click on make payment, select a payment gateway then you will be redirected to the payment partner platform from which you can pay the fee.

6. How do I start a course?

After you complete the course enrollment, log in to HIVELAYA to access your courses. Then access the dashboard where you will find all the registered courses. That's it. Simply start studying the course you want.

7. When will I have access to see course materials?

For VILT courses, start dates are indicated in your Dashboard when you log in. Course materials are available only on and after the start date.

For self-paced courses, you can access the course materials after successful registration into the course.

8. How do I continue a course?

Log in to your HIVELAYA account.

In your Dashboard, please select the Courses and click on active courses.

It will open your active courses. You can then select the course you wish to continue, by clicking Continue Learning.

9. How do I download course resources?

Once the course has resources available for download, you can simply click on the *resources* in the chapters. It will guide you to all the resources available then you can click on the resource title to download and open it.

10. How long can I access the course?

You will be able to access subscribed courses for as long as you like! The course is immediately available when you sign up.

11. What is the course duration?

Different course has different content size. The course duration depends upon the course you choose to study.

12. How do I add a course to my favorites?

Select the course from the list and add it to your favorites course. You can view your list of favorite courses in your dashboard.

13. Is there a certificate available for my course?

Yes, depending upon the courses, when you complete the course and pass the test, you will receive a verifiable HIVELAYA Certificate of Achievement, which you can add to your CV.

14. How do I delete my account?

After the deletion of your account, you will no longer be able to access the courses and learning materials.

If you decide to delete your account, your profile information and data will be deleted.

To permanently delete your account,

- go to your dashboard and click on account settings
- then click in delete my account and fill the reason for deletion.
- after that submit the form and Hivelaya support team will reach out to you for confirmation.

15. Where do I contact for technical difficulties?

Contact HIVELAYA support team for any difficulties.

You can contact us at [info@hivelaya.com](mailto:info@hivelaya.com). Our support team will help with any questions you may have.