

# Frequently Asked Questions

## Access

- **How do I access WeLearn from my computer?**

You can access WeLearn directly from <https://welearn.wfp.org> when you are logged into WFP's network or connected via the WFP VPN at home. You will be connected via Single Sign On (SSO) and will not require a username or password.

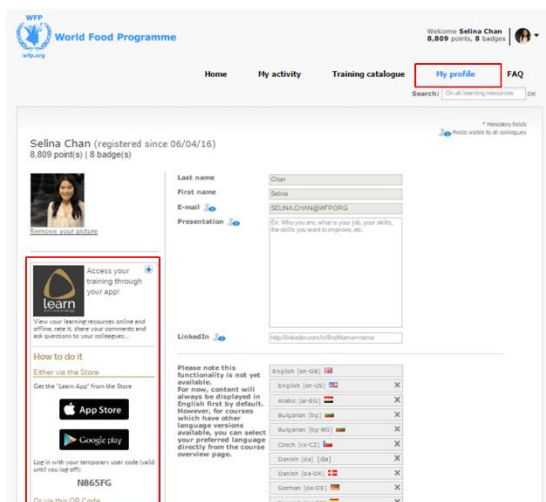
If you are not connected to WFP's network, you can still access the platform if you are connected to the internet. You will be directed to a page where you will need to sign in with your email and your WFP password.

- **How do I access content from my mobile phone or tablet?**

You can access content that is mobile-accessible content via the LEARN app which can be found in the Apple iOS store or Google Play store.

After downloading the app, you can find your unique passcode on your profile page. This code will allow you to access content from one device at a time. If you want to switch devices, you will need to return to your profile page and insert the updated code.

Click [HERE](#) for our job-aid on how to access content on your phone / tablet.



- **How do I access content offline?**

You can download mobile-accessible content to your phone or tablet by following the instructions above and downloading content to your device.

- **How do I from a Mac?**

WeLearn is designed to be used with the standard WFP PC which uses Internet Explorer on a Windows operating system. If you use an official WFP Mac you should be able to boot your computer on Windows in order to use the LMS with Internet Explorer.

For any assistance with this, please contact your local IT Officer.

## Content

- **How do I search for content?**

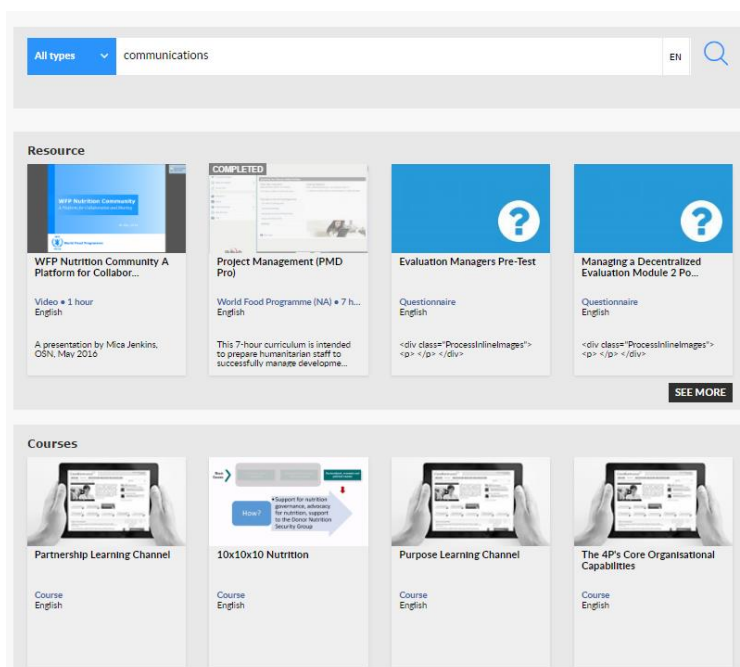
You can search for content directly from the homepage. After your initial search, you can continue to filter for content by selecting from the filters provided.

Click [HERE](#) to access our one pager on how to search for content

- **When I search for content, what is the difference between Learning Resources, and Courses?**

Learning resources are individual learning items (a video, an e-learning course, etc.).

Courses represent both Blended Learning Journeys and Learning Channels. A Learning Channel is a page dedicated to a specific WFP function or topic area and contains a collection of relevant resources. A Blended Learning Journey is a training program that provides a collection of learning resources to be consumed in order to reach a specific learning objective.



- **How do I find WFP mandatory courses?**

You can access and view all WFP Mandatory Courses directly from the homepage under the heading “WFP Mandatory training”.

You may also access all the courses in “My Activity” under the heading “Channels, Classroom, and Blended Courses” in the course labeled” WFP Mandatory Training”

- **How is content organized in the training catalogue?**

You will be able to browse content by WFP Function, Mandatory Training, Core Capabilities, and External Catalogues. Personal Development resources are also organized by thematic topic area (change management, project management, etc.) and a full list can be accessed by clicking “Browse theme page” under the “Develop Yourself” heading in the training catalogue.



- **How can I filter for learning resources by provider or content type?**

To filter for content, you first need to complete an initial search from the homepage using a key word (s). After your initial search, you may further filter your content using the filter tabs. You may filter content by: content provider, content type, content length, and content theme.

- **What types of learning resources are available on this platform?**

There are many types of content available on our platform to suit any learning style. The types of content available are:

- **Training Courses:** Blended Learning Journeys, Learning Channels or classroom training
- **Interactive on-line Learning Resources or Sessions:** E-learning modules designed either by WFP or an external provider
- **Videos:** Videos that summarize a concept or teach a lesson when you are short on time
- **Reading Documents:** Written documents and files for grasping the essentials of a technique or concept (Includes essentials, action tips, job aids and manuals/pdfs)

- **What on-line resource providers are available on this platform?**

There are many types of content available on our platform ranging from WFP to external content providers. The current content providers on our platform are:

- **World Food Programme:** Content that is produced internally by the World Food Programme and is targeted specifically to WFP staff. This includes mandatory and functional training courses.
- **Cegos:** Cegos provides short and concise e-learning modules targeted at developing WFP's core capabilities and personal development
- **CrossKnowledge:** CrossKnowledge is a leading content provider on personal development and soft skills and contains resources targeted at developing WFP's core capabilities
- **DisasterReady:** DisasterReady is the leading provider in Humanitarian resources and the available resources has been developed in collaboration with leading aid agencies and humanitarian experts.
- **GetAbstract:** GetAbstract provides concise book summaries of relevant topics that can be read in under 10 minutes and highlights the most important concepts and strategies from the books themselves
- **MOOCs or Massive Open Online Course:** A massive open online course is an online course with open access via the internet. In addition to traditional course materials such as filmed lectures, readings, and problem sets, many MOOCs provide interactive user

forums to support community interactions among students, professors, and teaching assistants.

- **What are MOOCs and are they all free for WFP staff?**

A massive open online course (MOOC) is an online course with open access via the internet. In addition to traditional course materials such as filmed lectures, readings, and problem sets, many MOOCs provide interactive user forums to support community interactions among students, professors, and teaching assistants.

Fees associated with participating in a MOOC is not covered by WFP, however, most MOOCs and their learning material are accessible for free.

- **How do I contribute learning resources to the platform or a Functional area?**

We are pleased that you want to contribute to WeLearn. Please email us at [hq\\_capabilitydevelopment@wfp.org](mailto:hq_capabilitydevelopment@wfp.org) if you have identified learning resources that you want to add to the platform to be included in the overall e-learning resource catalogue.

To share learning resources informally to your peers, please follow the instructions under “Social” to start a discussion or add a learning item.

## Data

- **How do I find my WFP learning history?**

Your learning history is recorded under the “My activity” tab. There are two places you can access your learning history.

Under “Channels, Classroom and Blended Courses”, you will find all of your learning journeys and classroom training.

Under “My recent online learning resources”, you will find all of your in progress and completed online learning resources. The resources will be ordered by what you have most recently accessed.

- **How do I find my learning history from the old LMS?**

All of your completed courses from the old LMS can be found from the “My Certificates” page.

For any blended learning journeys you have completed, you may find them in “My Activity” under the heading “Channels, Classroom, and Blended Courses”

- **How do I print my certificates?**

You can print all of your certificates from the “Print my certificates” tab on the homepage of the WeLearn. All completed e-learning courses, learning journeys, and classroom training will result in a certificate. Disaster Ready certificates can be printed directly from their platform.

We will not issue certificates for external e-learning that you take outside of WFP’s platform, videos, or websites and documents.

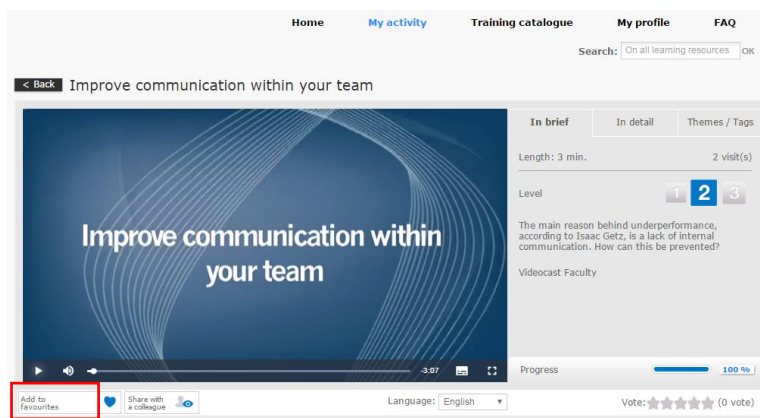
- **How do I view only my completed courses?**

At the moment, it is not possible to view a list of only those courses that have been completed. All in-progress and completed courses are shown together in “My Activity”; however, you can view all of the e-learning courses, blended learning journeys, and classroom trainings that you have completed via your “My certificates” page which can be accessed through the homepage.

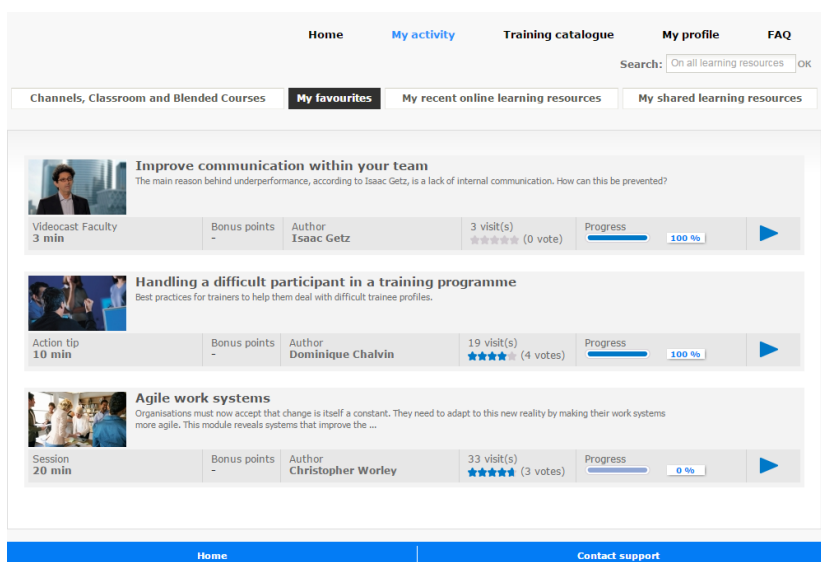
- **How can I save content to review later?**

You can save content to your favourites by clicking on the box “add to favourites” located on the lower left hand corner below your learning resource. This resource can now be found under “My favourites” in the “My activity” tab.

Add to your favourites:



Find under “My Activity”



## General

- **What is this learning platform and is it different than the LMS?**

The WeLearn Platform is the new Learning Platform for all WFP staff. This new platform has many new features that improve the learning experience for all staff. On this new platform, there is an integrated search that will search through all catalogues, a user-friendly design, social learning, and the ability to learn offline.

- **What happened to our old LMS?**

WeLearn is the new learning platform for all staff at WFP. Our old LMS exists in the background for administrative purposes.

- **Who can access the WeLearn Platform?**

The WeLearn Platform is made available to all staff at WFP. If you require access for any external learners, please contact us at [welearn@wfp.org](mailto:welearn@wfp.org)

- **What is available in my profile?**

On your profile, you can upload a photo, update your language preferences, receive information on how to access content via mobile/tablet, and view the badges you have earned

- **Can I change my default language?**

At the moment, the default language will always be set to English and content will display in English first by default.

However, if another language version of the course is available, you can select your preferred language directly from the course overview page. You can also search for content in your preferred language.

Click [HERE](#) to access the job-aid for how to search for content in your preferred language.

- **How do I add my supervisor?**

In "My Profile", you can select and update your supervisor. Click on "Add your manager's WFP email address" and type in your manager's email address. Click "Save".

- **What can I see as a supervisor?**

As a supervisor, you can see a dashboard with a summary of your team members. You will be able to view on one tab a summary of the Blended Learning Journeys, Learning Channels, and Classroom training of your team members and on the other tab, details on the specific learning resources your team members have in progress.

## Learning with others and online collaboration

- **What is online collaboration?**

On WeLearn, you will have the ability to start discussions and share information amongst your peers. The discussion functions in the We Learn are meant to be used to share relevant information that can help your peers learn more from the resources that are available.

Examples of discussion topics include: examples of how you have applied the learning in your own role, interesting information that you learned from the resources, or additional tools/resources you want to share to complement the learning resources.

- **How do I start a discussion about a learning resource or learning activity?**

A discussion can be started from several locations on WeLearn. This can be done on the homepage, within the Learning Channels or on specific learning resources. This field can be readily identified by the "My discussions" title. On the lower right of this field you will see the button to start a new discussion:

After clicking this link, you will be taken to a dedicated page where you can begin a new discussion:

Comments are visible to all other learners, and are subject to moderation.

Select training course:

Add a file (200.0 MB, 3 files max.)

- **How do I post a comment?**

Comments can be added in any active discussions or specifically for any learning resources or activities, whether this is on the platform's homepage, in one of the learning channels or learning resources. When clicking on an active discussion, you will automatically be taken to the page of the subject where you can post your own views with regards to that learning resource

**Discussion** [Follow this discussion](#)

**New comment**

Comments are visible to all other learners, and are subject to moderation.

[Add a file \(200.0 MB, 3 files max.\)](#) [Publish comment](#)

[See all participants in this discussion](#)

- **How do I suggest/post a contribution (article, link, video, ...)?**

When starting or responding to a discussion, you can easily add links, videos or relevant documents to this discussion. Links can be copy/pasted in directly in the text field, while documents (200MB, 3 files max) can be added directly from your computer by clicking the "Add a file" button found on every discussion page:

[Add a file \(200.0 MB, 3 files max.\)](#)

This will automatically lead you to a separate screen allowing you to select the documents you wish to add to your contribution.

- **How do I share learning resources with my colleagues?**

If you feel you have useful resources related to learning on a particular topic which might form a useful contribution within one of the Learning Channels, you can share these with your colleagues by uploading them to the platform as a learning object. This can be done by clicking the "Add a learning object"-button, present within each learning channel: These learning resources will now be available to all learners at WFP who have access to this learning channel.

### Share your files with your peers

Share online any texts you want, pdf files, presentations, websites, videos...

[Add a learning object](#)

Clicking this option will take you to a dedicated screen which will allow you to select the file on your computer as well as allowing you to allocate a title, tags and a short description to it: It is extremely important to use these fields to assist other learners to find useful resources and what they cover.



### Add a learning object

**Required information**

**Resource type:**  Document located on my computer  URL from an Internet/intranet document

**Load:** (Max. 200.0 MB)

**Title:**

**Language:** English [en-GB] ▼

**Tags:**

**Description:**

» **Optional parameters**

**How to correctly fill required information?**


**Title:**  
Describe the learning object contribution, specifying the theme and/or the context of use.  
*Example: Mathematics - Learn to count up to 10*

**Tags:**  
The tags are keywords describing and classifying your learning object. The quality and the quantity of tags bring an optimum ranking to it.  
*Example: Maths; count; digits; kindergarten; 1st part; 2nd part; draw; ladybird*

**Description:**  
Give the shortest and most complete possible description, specifying the subject of the contribution and its target.  
*Example: Introduction to digits for kindergarten children, first and second parts.*

When reviewing any type of learning resources, you will find a "Share with a colleague)-button directly below the object-screen:

[< Back](#) Getting to grips with a planned change



**In brief** | [In detail](#) | [Themes / Tags](#)

Length: 30 min. 139 visit(s)

Level 
1
2
3

Many projects for change fail as a result of not having been properly outlined from the start. This session will give you the tools to properly outline your project for change right away. By identifying the project's key points, distinguishing the roles, drafting an appropriate framework letter, you increase the chances of your project succeeding.

Session

Progress 
 0 %

Add to favourites 
Share with a colleague 
Language: English ▼
Vote: ★★★★★ (4 votes)

**Share**

From here, you have the option to share this direct link with your peers or if you click the envelope, you will be presented with a screen where you can search for the person with whom you wish to share that particular learning object and where you can add a specific message for the recipient:

## Share this learning resource with a colleague

### ENROLLED ON THIS TRAINING COURSE

Add:  (type a first name, last name or an e-mail)

Subject:

#### Getting to grips with a planned change

Many projects for change fail as a result of not having been properly outlined from the start. This session will give you the tools to properly outline your project for change right away. By identifying the project's key points, distinguishing the roles, drafting an appropriate framework letter, you increase the chances of your project succeeding.

## Support

- **How do I ask for support?**

For Technical issues, please e-mail us at [welearn@wfp.org](mailto:welearn@wfp.org)

- **How do I share feedback?**

We welcome your feedback! Please share your feedback with us directly at [hq.capabilitydevelopment@wfp.org](mailto:hq.capabilitydevelopment@wfp.org)

## Technical

- **Which are the minimum configuration settings?**

The learning environment needs following minimum configuration requirements on your appliance in order to run properly:

Sound card	Activated (headphones are required for most content)
RAM	2GB (4GB preferred, depending on the OS)
Screen resolution	1024*768
Windows operating system	Windows Vista, Seven, 8, 10 (Desktop mode only)
Apple operating system	Mac OSX (10.4) with Firefox or Chrome
Internet Explorer	7 or higher
Firefox	Latest version
Chrome	Latest version
Opera	Latest version
Tested email readers	Outlook 2010, Outlook 2013, Lotus Notes 8, Gmail, Outlook 365
HTTPS	Only "Medium and High" ciphers are allowed (HIGH:MEDIUM:!ADH). TLSv1 protocols are supported
Popup blocker for your URL	Disabled

As the contents are played on the CrossKnowledge LMS, you need the LMS requirements listed above and the following ones:

Adobe Flash (CrossKnowledge Sessions)	9.0.124 or higher
Adobe Flash (Other content)	10 or higher
PDF plugin	Adobe Acrobat Reader (any version)
Java (for Desktop contents)	JVM 1.5 or higher

- **My screen is taking too long to load?**

If you should experience an excessive loading time, please try refreshing the current page. If this should not solve the issue, please contact your IT helpdesk.

- **I can't seem to view the e-learnings or video's.**

If the learning resources do not appear, please check first that you have your pop-up blocker disabled. If the pop-up blocker is disabled, verify whether your machine has the latest Adobe Flashplayer version installed (minimum vs 10). If Adobe Flash is not installed on your office computer, ask your IT helpdesk for aid in the installation. If Adobe Flash is not installed on your private computer, download it for free on the [Adobe website](#).

- **I don't hear any sound from the e-learnings or videos.**

If the learning resources are displayed, but no sound is heard, please check first whether your audio device is correctly connected and, if applicable, that the required driver software is present on the appliance. If the aforementioned elements are present and the sound is still not heard, check whether your machine has the latest Adobe Flashplayer version installed. If Adobe Flash is not installed on your office computer, ask your IT helpdesk for aid in the installation. If Adobe Flash is not installed on your private computer, download it for free on the [Adobe website](#).

- **Which formats are allowed on the learning environment?**

The Learning environment supports following formats:

**Media:** .FLV, .mp3, .mp4

**Documents:** all office extensions, but for memory and size reasons you are kindly invited to convert Word, Excel and Powerpoint documents to PDF-format, unless the intention is for these documents to be used as tools. If you do not have a PDF-converter installed on your office computer, please contact your IT helpdesk for support.

**URL:** Any URL's can be posted on the learning platform, but please ensure that the URL is whitelisted as the pop-up blocker should be disabled. To whitelist a URL, contact your IT helpdesk for support.