

NetSuite Learning Pass and MyLearn FAQs

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Learning Pass Activation and Password Management

How do I activate my Learning Pass?

It's important to note that activating your learning pass is a necessary step **after Oracle account creation**. Complete the following steps to get started!

Step 1	Access your Oracle.com Account	<ul style="list-style-type: none"> If you already have an Oracle.com account, proceed to step 2. If you do not have an Oracle.com account, please create an account by clicking here
Step 2	Activate your Learning Pass	<ul style="list-style-type: none"> Pass information is exclusive to your learning pass order and would have been sent via email from ou-noreply@oracle.com with the subject = Activate Your Oracle Netsuite Training (Please check your spam or junk folder as sometimes the email will arrive there) Follow the directions for the activation per your personalized email invitation <ul style="list-style-type: none"> If you did not receive the invitation letter to activate your Learning Pass, please submit a Contact NetSuite Training Learning Pass Login Issue

How do I reset my password?

1. MyLearn accounts are linked to your Oracle.com account. To reset your Oracle.com account, click [Forgot your password](#).
2. Enter your Username, this would be the email address you used to activate your Oracle.com account
3. You will then receive an email with a link to reset your password.
4. If you did not receive the link to reset your password, please send an email to profilehelp_ww@oracle.com for further assistance.

Please look for an email from oracle-acct_ww@oracle.com or oracle-acct_ww in your Inbox or Junk/Spam folder.


What should I do if I have not received my password reset email?

1. Check the spam folder in your mailbox for an email from oracle-acct_ww@oracle.com. Add the Oracle email to your address book to ensure that it is not handled as spam.
2. Click [resend password reset email](#) if you want to try and resend.
If you did not receive the link to reset your password, please send an email to profilehelp_ww@oracle.com for further assistance.

Course Troubleshooting

Why am I getting a “You must be a subscriber” prompt?

Here are some reasons why:

- You may be accessing a course video right after creating your Oracle account. Make sure that you have [activated your Learning Pass after Oracle account creation](#).
- You may be accessing a course video that is not part of your Learning Pass subscription’s entitlement.
- If you have an LCS Company Pass and have activated the account, follow the below troubleshooting steps.
 1. Ensure that the **browser is up to date**.
 - **Sign out** from [NetSuite MyLearn](#).
 - If you are using **Google Chrome** as your browser, please follow the below steps:
 - Open **Chrome**
 - At the top right, look at More 
 - Click **Help > About Google Chrome**.
 - Click **Update Google Chrome**.
 - **Important:** If you can't find this button, you're on the latest version.
 - Click **Relaunch**.
 2. Once verified that the browser is up to date, proceed to **clearing the cache, cookies, and history**.
 - **Close the browser, then launch it again**.
 - You may also try to open the [NetSuite MyLearn](#) in a different browser.
 3. Sign back into the [NetSuite MyLearn](#) and check if the issue is now resolved.

Need further assistance? Complete a [Contact NetSuite Training Course Issue request](#)

What should I do if I’m having issues while taking a course?

If you are:

- a. Unable to launch a Course, Module, or other Training Materials;
- b. Stuck on the course landing page;
- c. Unable to see the Student Guides or Lab tab; or
- d. Seeing that Oracle NetSuite Learning Center is just loading.

Please ensure you are using a recommended browser or system:

- Browser must be a manufacturer-supported version of Edge, Firefox, Chrome, or Safari
- Enable JavaScript and Cookies
- Internet connection must be 1 mb or greater
- Turn off “My pop-up blockers”

Clear your internet browsing history:

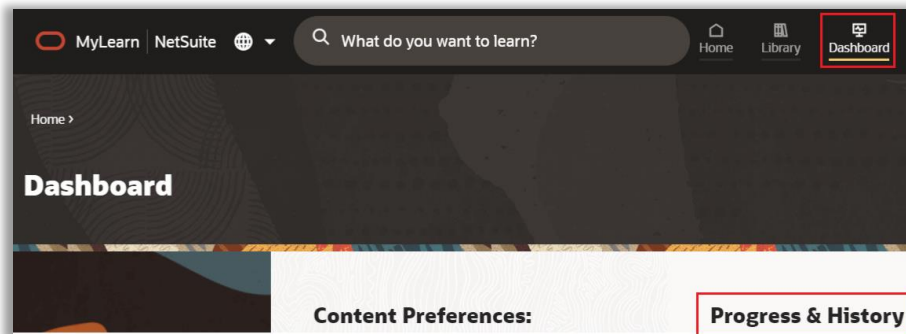
- On your computer, open Browser
- At the top right, click More

- Click History and then History
- On the left, click Clear browsing data. A box will appear
- From the drop-down menu, select how much history you want to delete
- **To clear everything, select All time**
- Check the boxes for the info you want browser to clear, including “browsing history.”
- Click Clear browsing data.

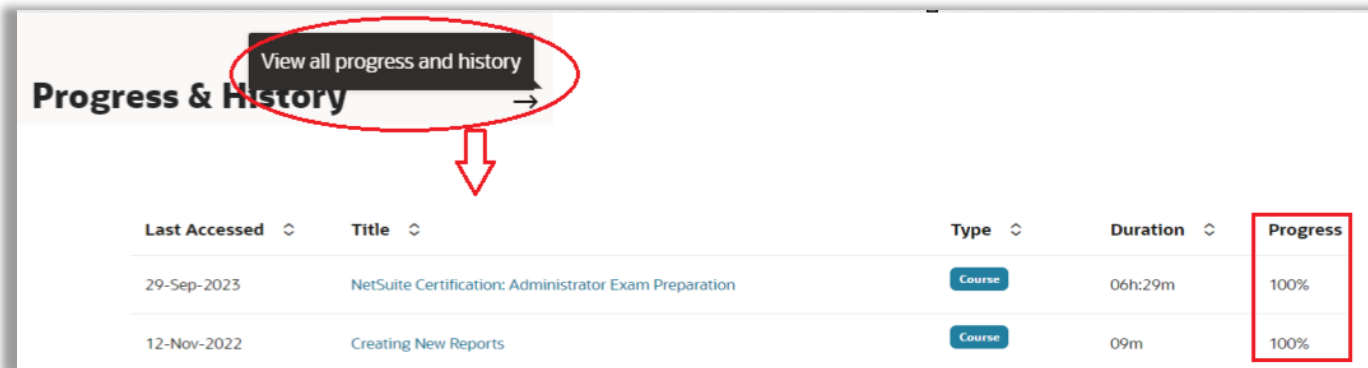
Need further assistance? Continue submitting the [form](#).

How can I view my completed courses?

1. Navigate to your **Dashboard** then Progress & History.



2. Select **View All Progress & History** then sort the **Progress** column to view all courses with 100% progress together.

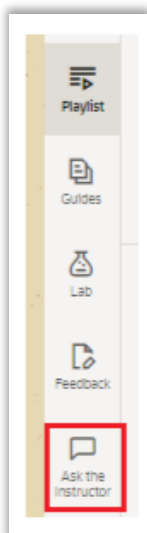


3. You may screen capture or print the page to show the list of completed courses as needed.

How can I ask a content question during my course?

Oracle NetSuite experts are available for online help. To request assistance with course specific questions, follow the steps below:

1. Complete the **Ask the Instructor** form within your course. An online form will open in a separate window via the Ask the Instructor button.



Content experts will provide guidance within two business days.

Live Events Information

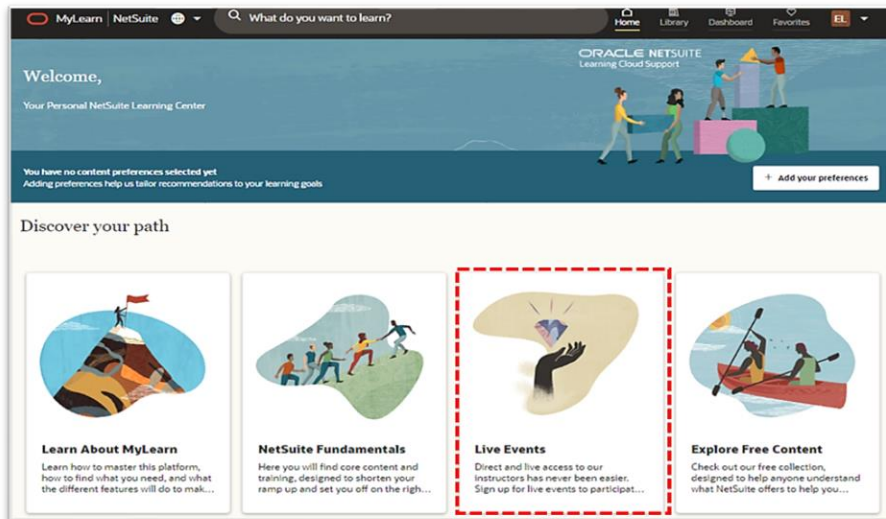
How do I register for a Live Event?

Note: Currently, **LCS Live Events** are only available to:

- Customers who purchased an **LCS Company Pass**
-

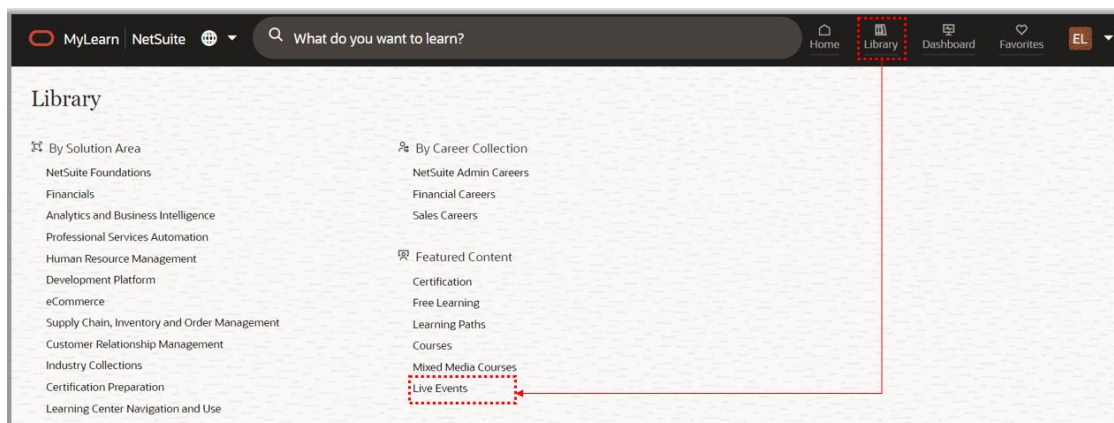
Once you have created your Oracle account and activated your LCS Company Pass, please follow below steps:

Login to your MyLearn account and from your **Home** page, navigate to **“Discover your path”** then click the **“Live Events”** tile.



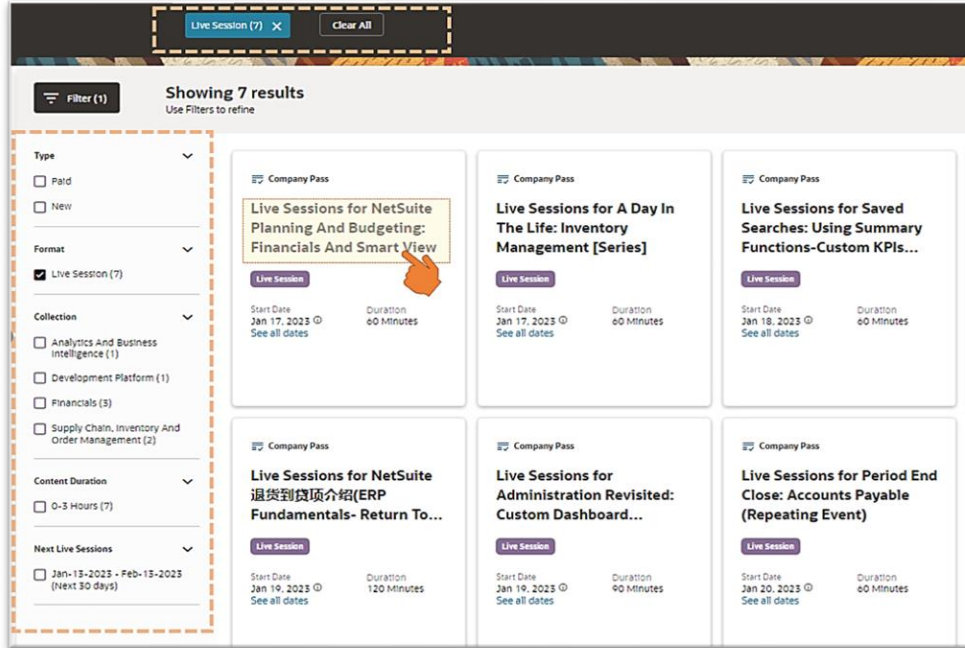
Step 1

Alternatively, you may also access the Live Events by navigating to the Library tab > Live Events.



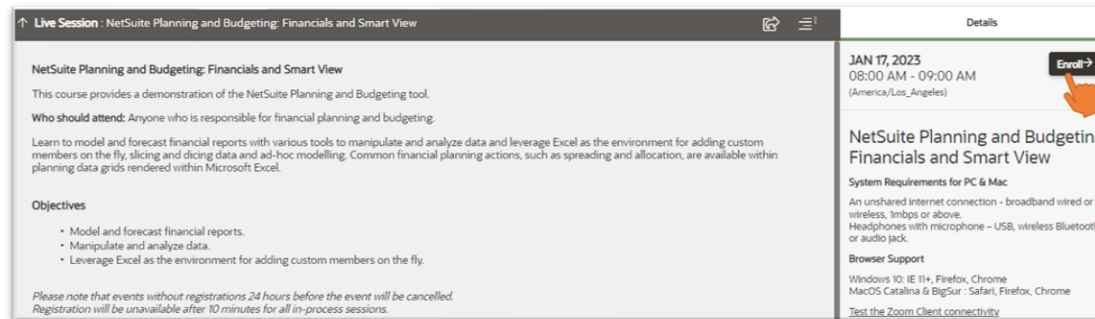
In the “*Live Events*” *Result* page, locate your topic of interest by using the available filters. Then click the session *title* of your preferred schedule.

Step 2

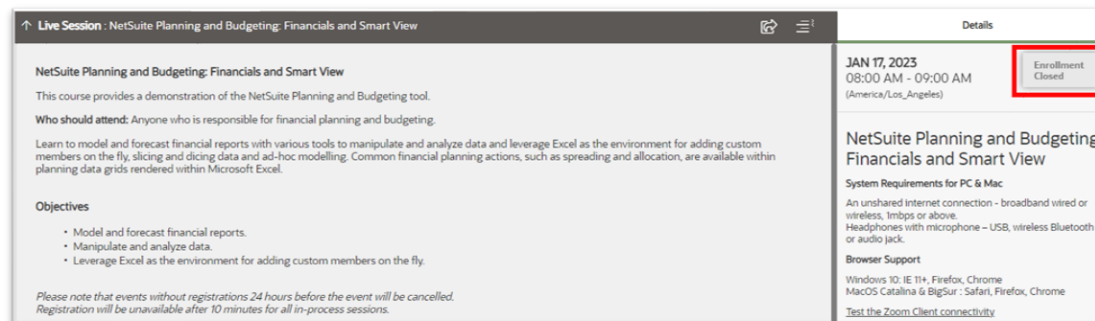


Click the “*Enroll*” button

Step 3



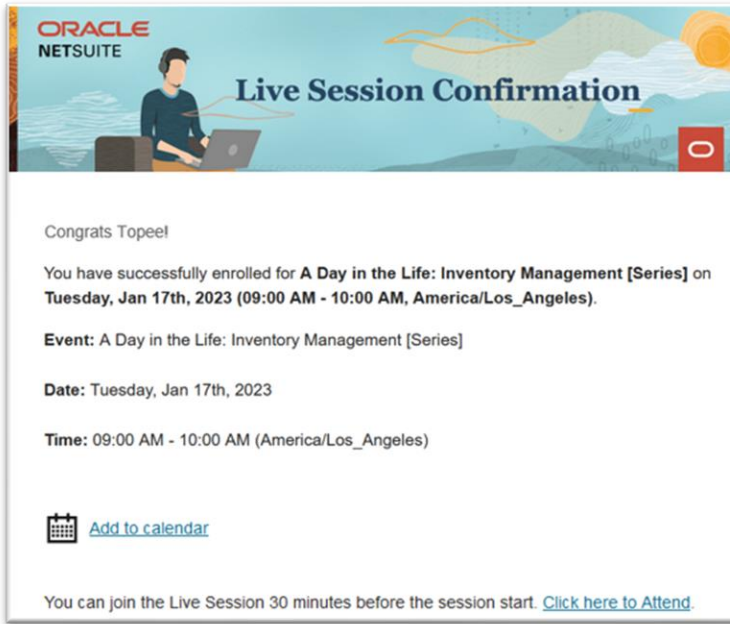
You may sign up for events until only **10 minutes** *after the event’s* start time. Session Details pages will show “*Enrollment Closed*” when the registration window has closed



Note: For LATE enrollees, you can still opt to **Unenroll** if you **stay** in the Session Details page before the abovementioned cutoff time. It will be replaced by “**Attend this Event**” once you leave this page.

Upon successful enrollment, a confirmation email will be sent to you.

Step 4

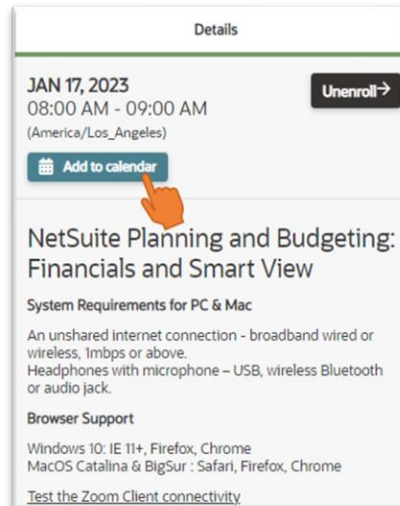


How do I add a Live Event to my calendar?

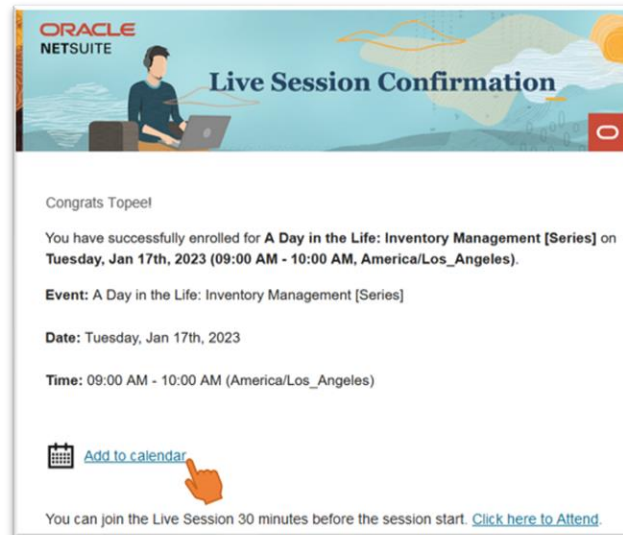
You can add your *enrolled event* to your Calendar (Outlook) from *MyLearn* or from your *Live Event Confirmation email*. See steps below:

Step 1

a. From the *Session Description Page* in *MyLearn*, just click “*Add to calendar*”

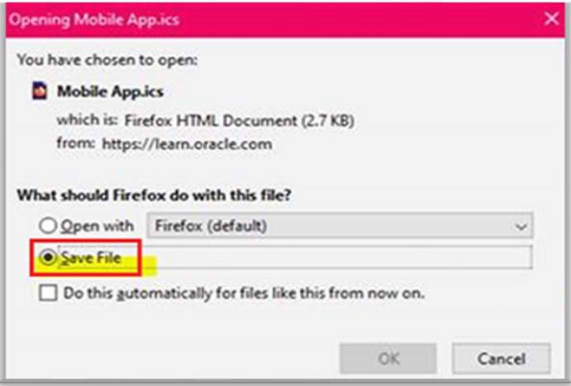
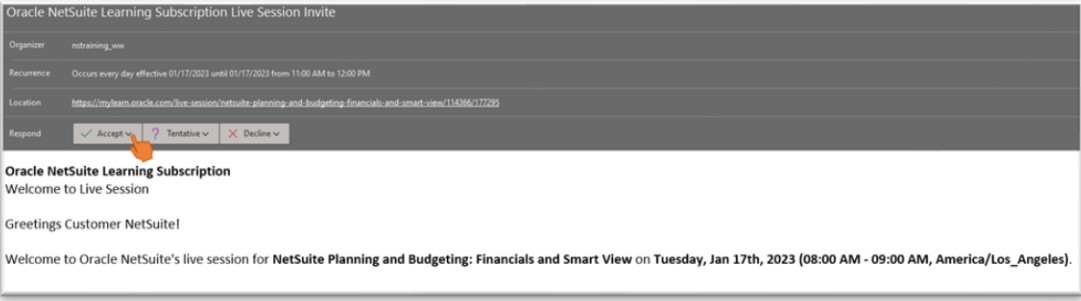


b. From the Live Event Confirmation email, click “*Add to calendar*”



Step 2

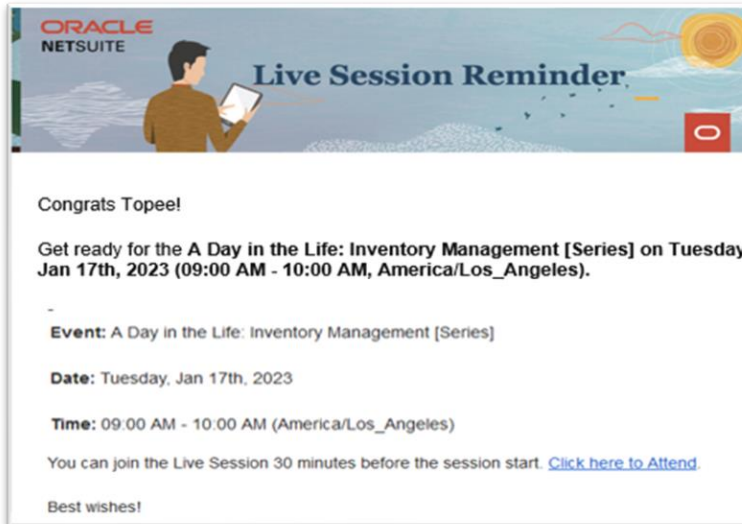
Choose the option to save it in your local folder in **.ics file**.

	
<p>Step 3</p>	<p>Once you open the saved file, you should be able to see the options to accept the invite and it will be added to your Calendar.</p> 

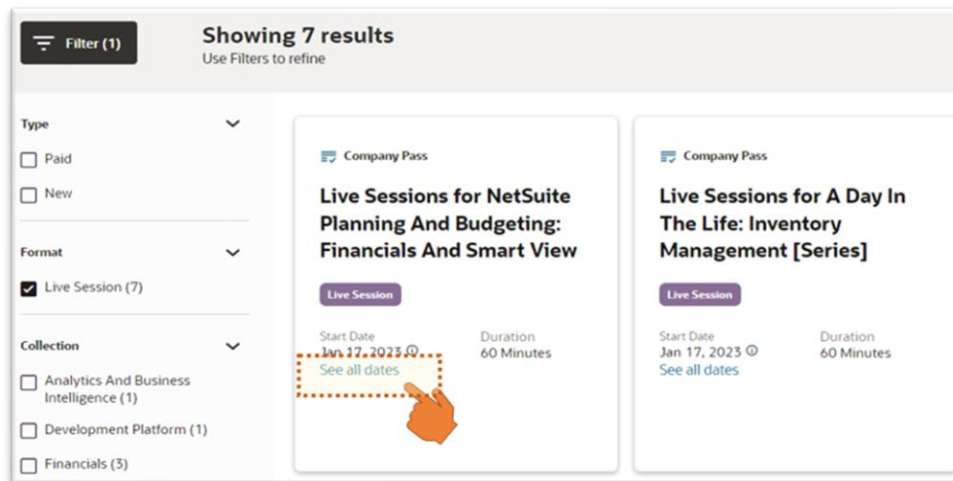
How do I join my scheduled Live Event?

There are **two ways** to access your enrolled event. *Make sure you have logged back into your MyLearn account via <https://mylearn.oracle.com/netsuite>.*

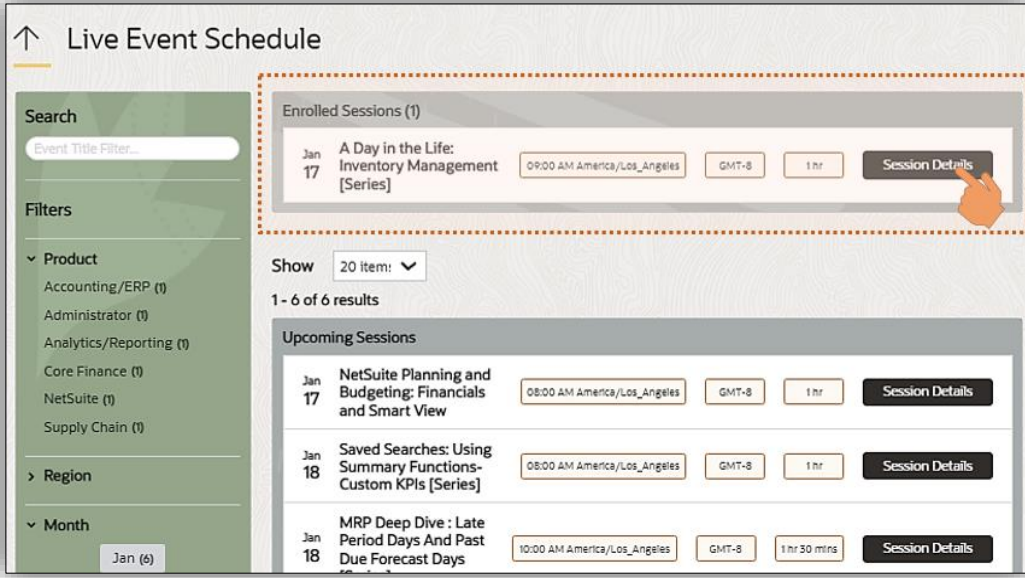

<p>Step 1</p>	<p>a. From the Reminder Email which will be sent to you 24 hours prior to your scheduled event, scroll down and click the link where it directs you to Attend the Session.</p> <p><i>Note: This link will NOT route you directly to the Zoom meeting room. Instead, it will bring you to the Session Details page of your enrolled live event in MyLearn.</i></p>
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- b. You may also join the session from *MyLearn*. In your **Home** Page, navigate to “*Discover your path*”, then click the **Live Events**. From Live Sessions **Result** page, click “**See all dates**” in any of the available Live Event tiles.



- c. Locate your **Enrolled session** listed at the top portion of the Live Event **Schedule** page. Then click “**Session Details**” across the event title.

	
<p>Step 2</p>	<p>Click the “Attend this event” button which will appear 30 mins before the session starts.</p> 
<p>Step 3</p>	<p>To avoid issues joining the zoom meeting room, it advisable that you use the same login email in MyLearn and in Zoom. Click the “Launch Meeting” button shown in your browser.</p>

Why am I not able to enroll to a Live Event?

Here are the **reasons** why the **“Enroll”** button is *missing* or *grayed out* in MyLearn:

- You have not activated a **Customer LCS Company Pass**. Please check out the details for how to [activate a Learning Pass](#) for additional details.
- You are **not logged in** to your MyLearn account.
Always access MyLearn from <https://mylearn.oracle.com/netsuite> then follow the steps on [How to Register for a Live Event](#)
- You are logged into *MyLearn* but are **trying to enroll past the registration cutoff** time.
Make sure to sign up on your preferred live event **not later than 10 mins after** the session start time. Otherwise, the Session Details page will show **“Enrollment Closed”**

D. This could just be a **browser/caching** issue. Please follow below troubleshooting steps:

Step 1	Sign out from MyLearn
Step 2	Ensure that the browser is up to date . Click here for steps on how to update your browser.
Step 3	Once verified that the browser is up to date, proceed to clearing the cache, cookies, and history .
Step 4	Close the browser, then launch it again . You may also try to open MyLearn in a different browser.
Step 5	Sign back into your MyLearn account .



If further assistance is needed, please fill out a [Contact NetSuite Training form](#)