

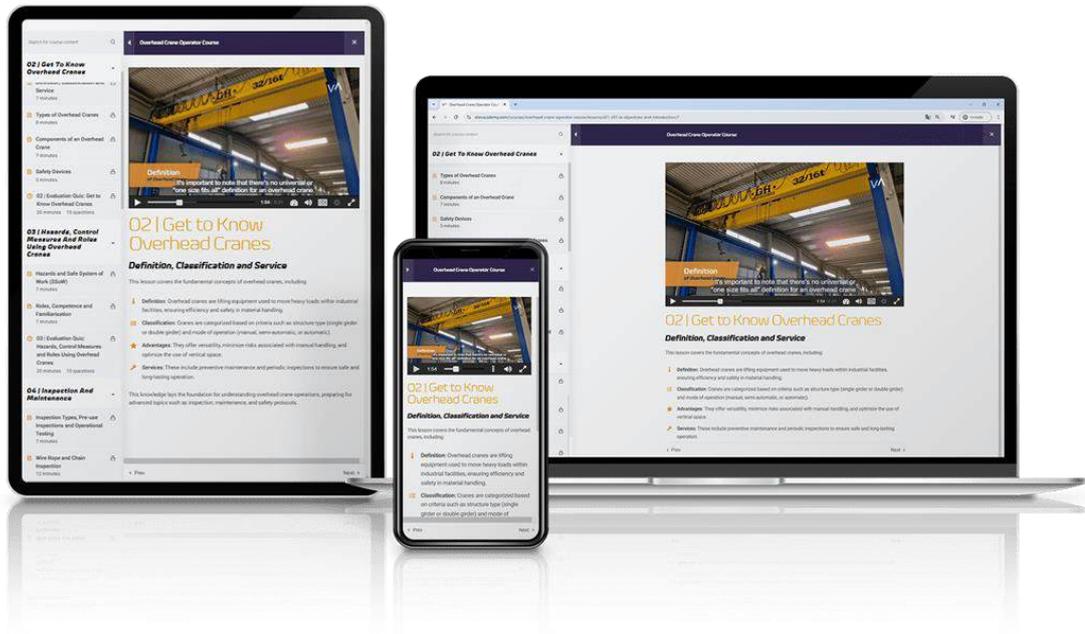


# *How does it Work?*

*Our e-learning  
platform overview*

# How does it Work?

Our e-learning platform overview



*Welcome to ElevAcademy's platform overview!*

*We're delighted to have you join our learning community.*

*Whether you're here to develop new skills, enhance your professional career, or explore a passion, we want to ensure you have the best possible experience on our e-learning platform.*

*To help you get started, we've created this Guide with everything you need to know—from creating your account and purchasing courses to accessing lessons and earning your certificate.*

*Elevacademy is designed to be user-friendly and intuitive, but if you ever have any doubts, this section will guide you step by step.*

## What you'll find in this guide:

1. *How to register.*
2. *Personalise your profile.*
3. *Profile menu features.*
4. *How to purchase courses.*
5. *How to access a course.*
6. *How to navigate the lessons and track your progress.*
7. *Course Content.*
8. *Details about quizzes and certifications.*
9. *FAQs.*
10. *Where to find support if you need help, and how to contact us.*

By following these instructions,  
you'll be able to make the most of your learning experience.  
So, let's get started—your journey with Elevacademy  
begins now! 

## **Complete Guide to Using ElevAcademy**

💡 Everything you need to know to register, purchase courses, access lessons, and obtain and sharing your certificate.

### **1. Registering on the Platform**

To access all Elevacademy courses and features, you first need to create an account.

**How to register:**

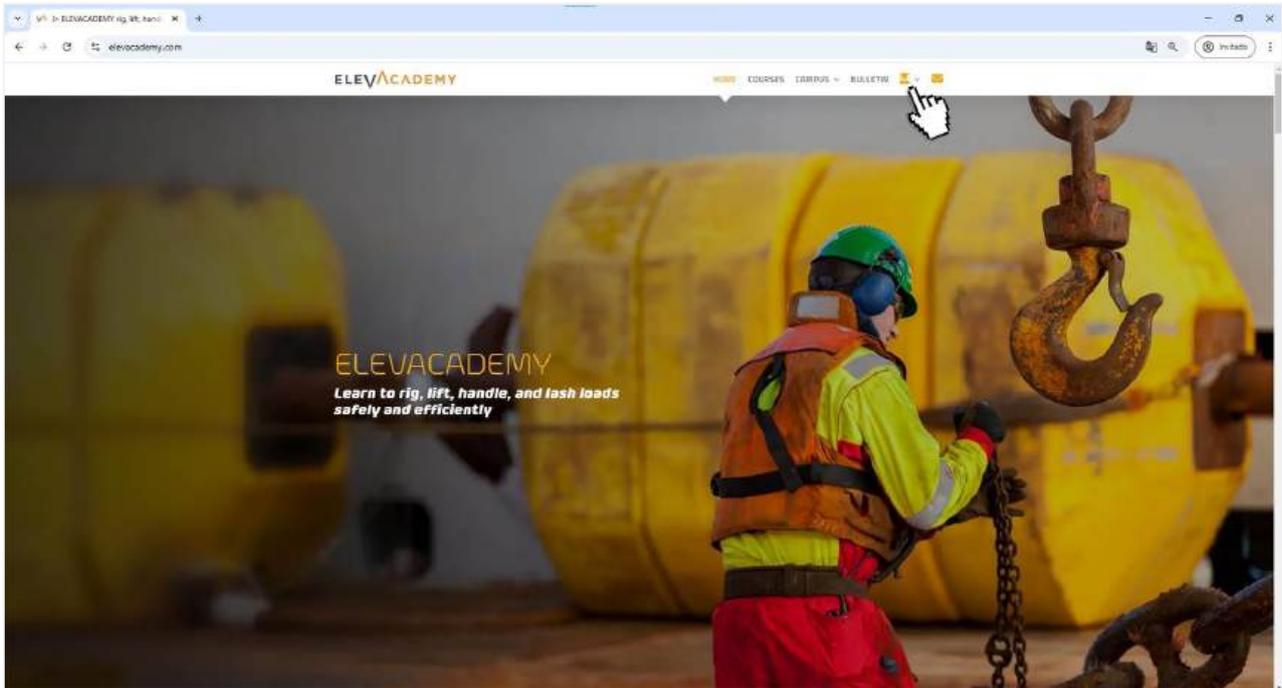
1. Go to [elevacademy.com](https://elevacademy.com) and click on “Campus / Access” or Click on the “student icon” to access to the registration form.
2. Enter your email address. Ensure it is valid, as this will be the primary communication channel with the platform.
3. Create a username, which will be your identifier on the website. You can also use it as an alternative to your email when logging in.
4. Choose a secure password and confirm it. It is recommended to use a combination of letters, numbers, and symbols for added security.
5. Fill in your first name and surname. These details are essential for managing your account.
6. Important! Set your display name. This will be the name visible on your certificates and public sections of the platform.

✔ But don't worry! Once registered, you can modify these details in the Settings tab of your profile.

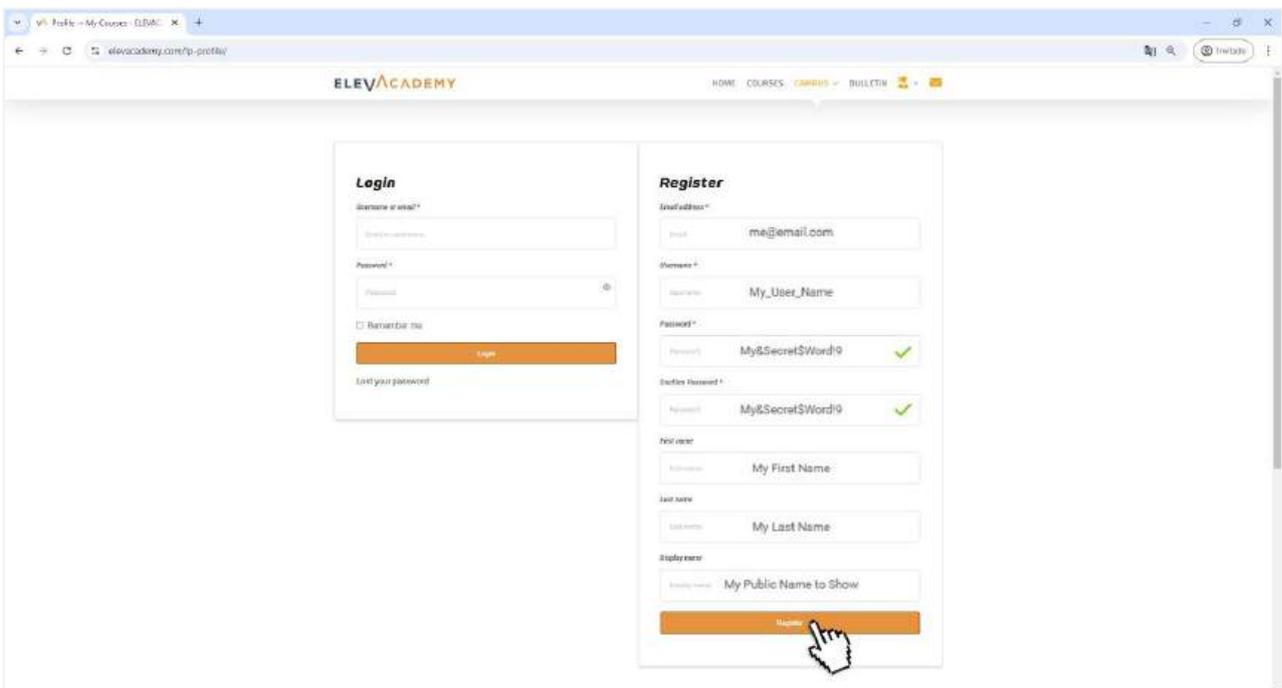


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1.1. Where to register? Click the icon.



1.2. Registration screen.

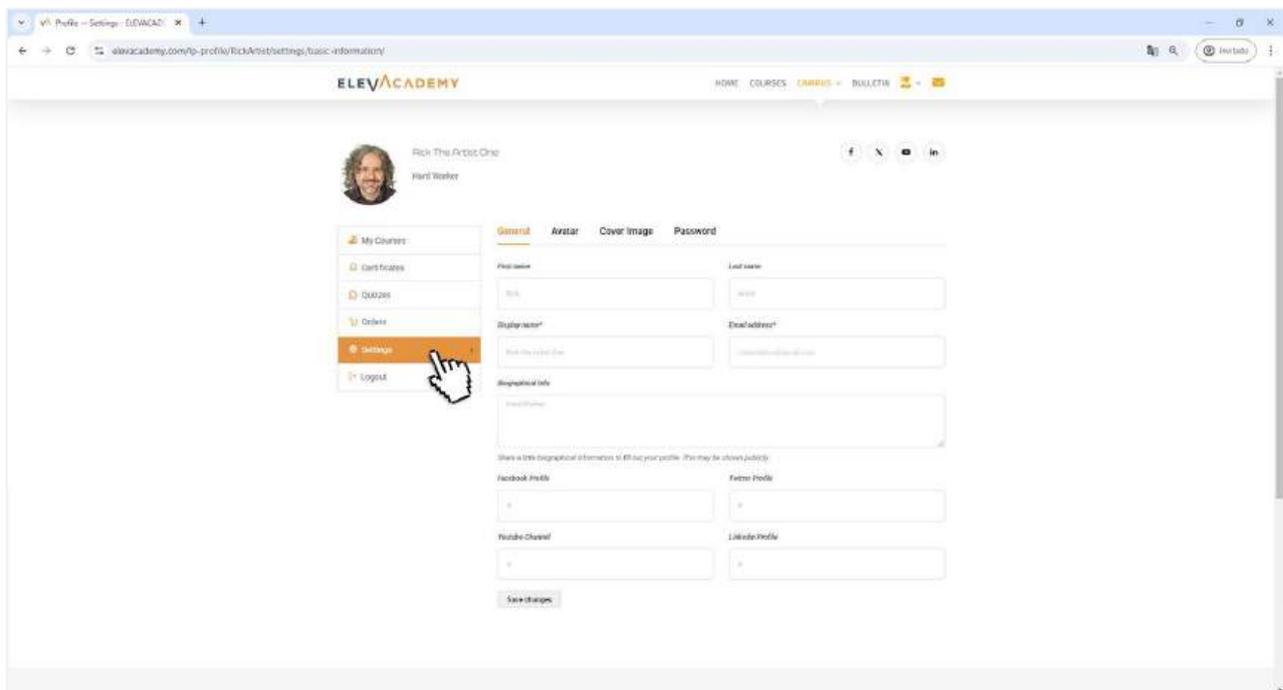
## 2. Customising Your Profile

Once logged in, you can personalise your profile to make it more engaging.

From the “Settings” tab, you can:

- ✓ Upload a profile picture (Avatar size: 250 x 250px) to make your account more recognisable.
- ✓ Add a cover image (Cover size: 1290 x 250 px), which will appear on your profile.
- ✓ Change your password if you need to update it for security reasons.

💡 Tip: Completing your profile will enhance your experience, making it more comfortable and visually appealing.



2.1. Profile settings tab.

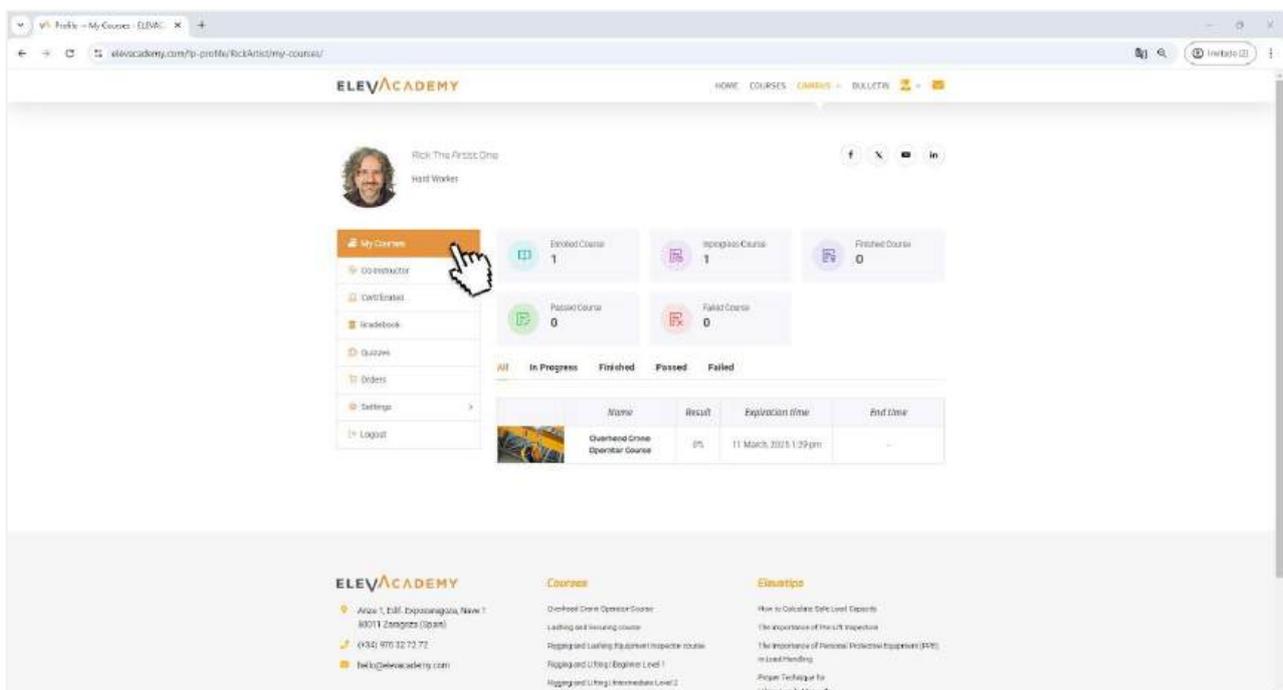
## 3. Profile Menu and Features

Your profile includes various sections to help you manage your courses and track your progress on the platform.

Profile menu and its functions:

- ✓ **My Courses:** View and access all the courses you are enrolled in.
- ✓ **Certificates:** Check and download certificates earned after completing courses.
- ✓ **Quizzes:** Review your quiz history and course test progress.
- ✓ **Orders:** Access your purchase history to verify which courses you have bought.
- ✓ **Settings:** Manage your account details (personal information, profile picture, password, etc.).
- ✓ **Logout:** Log out of the platform.

💡 Tip: Familiarise yourself with these sections to navigate the platform more efficiently.



3.1. Profile menu, my courses tab.

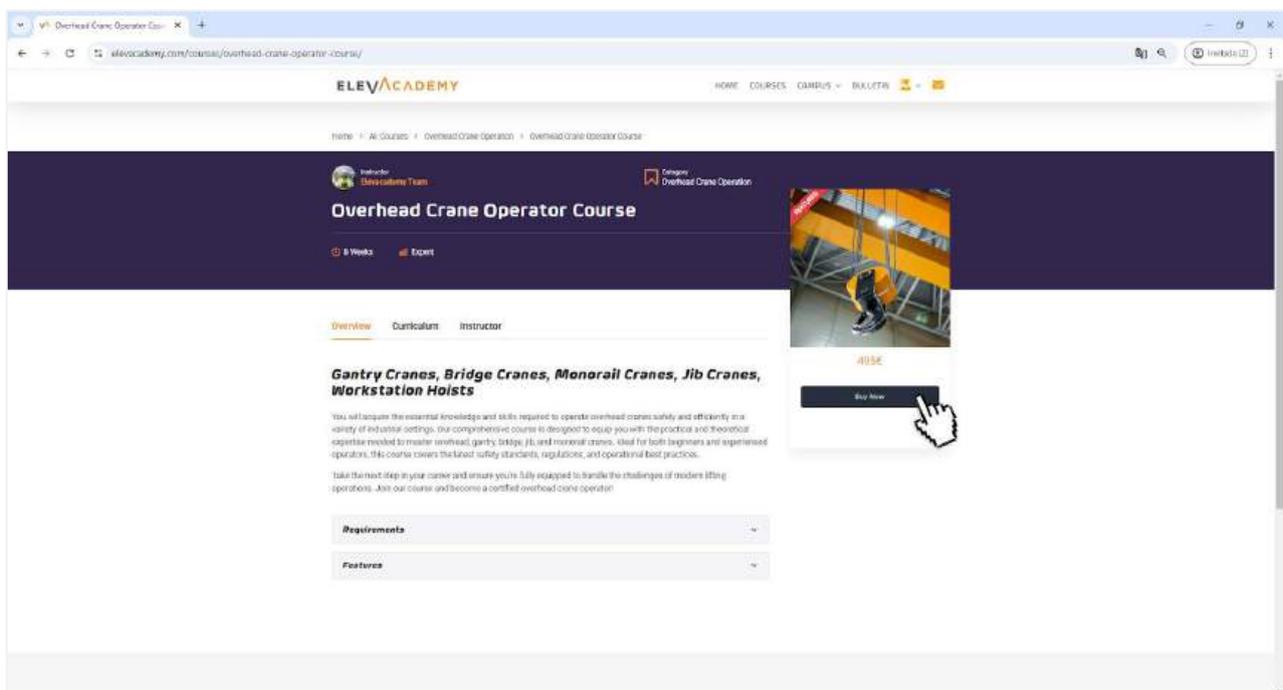
## 4. How to Purchase a Course

Now that your account is set up, it's time to enrol in your first course.

Steps to purchase a course on Elevacademy:

1. Browse the platform and find a course that interests you. You can view details such as the description, duration, and content before purchasing.
2. Click the “Buy” button to proceed to the checkout process.
3. Fill in the payment form with the required details.
4. Once the purchase is complete, you will receive a confirmation email with the details.
5. To access your course, go to your profile and click on “My Courses” and click it in the list.

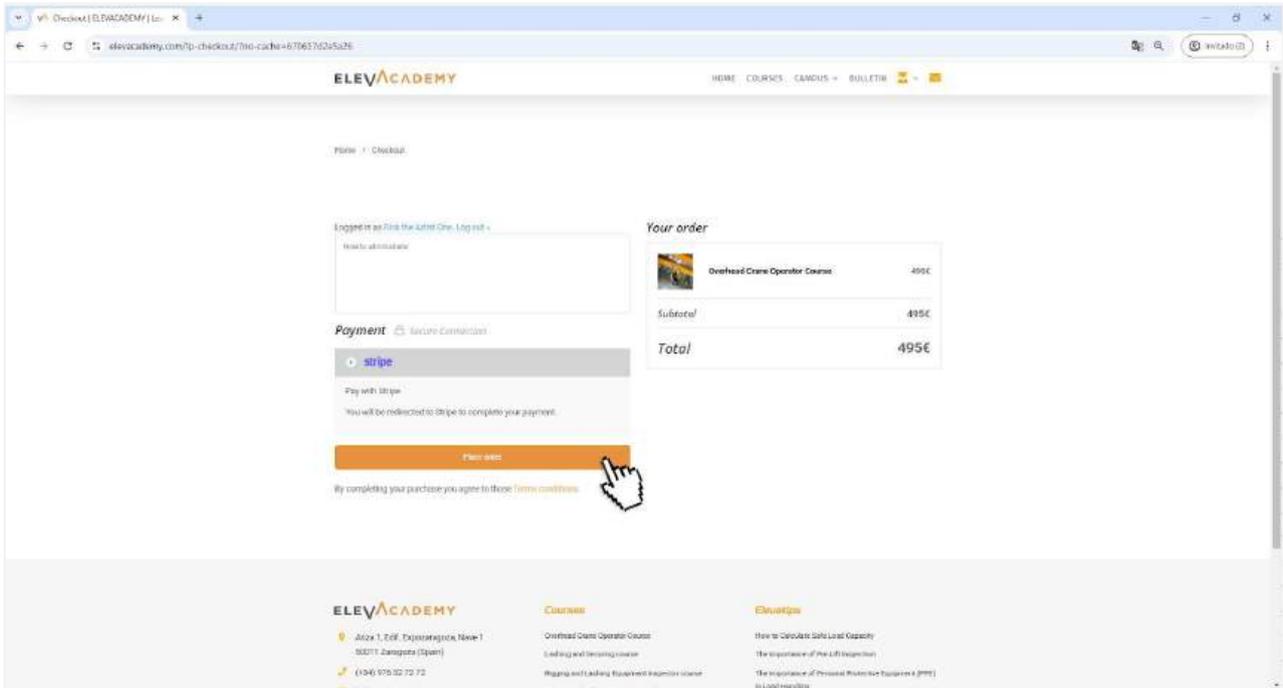
💡 Another way to access your courses is to go directly to the course page where you purchased it and if you are logged in you will see the continue button instead of the purchase button.



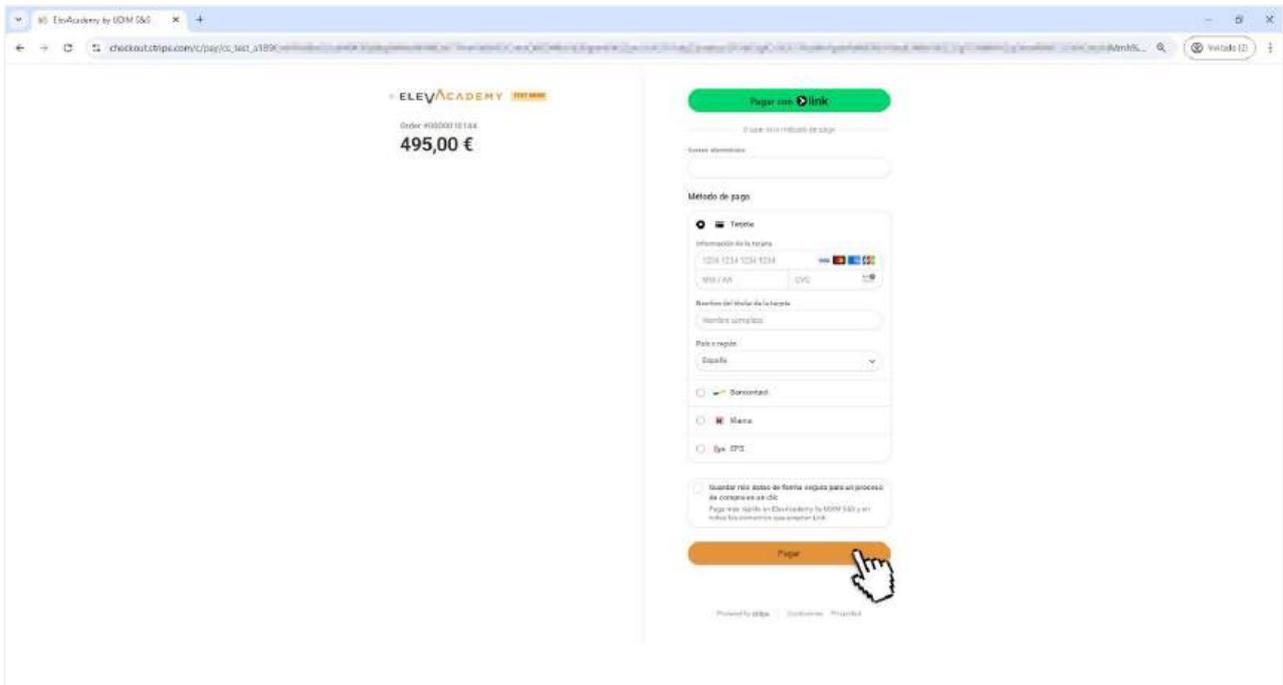
4.1. Click the 'buy now' button.

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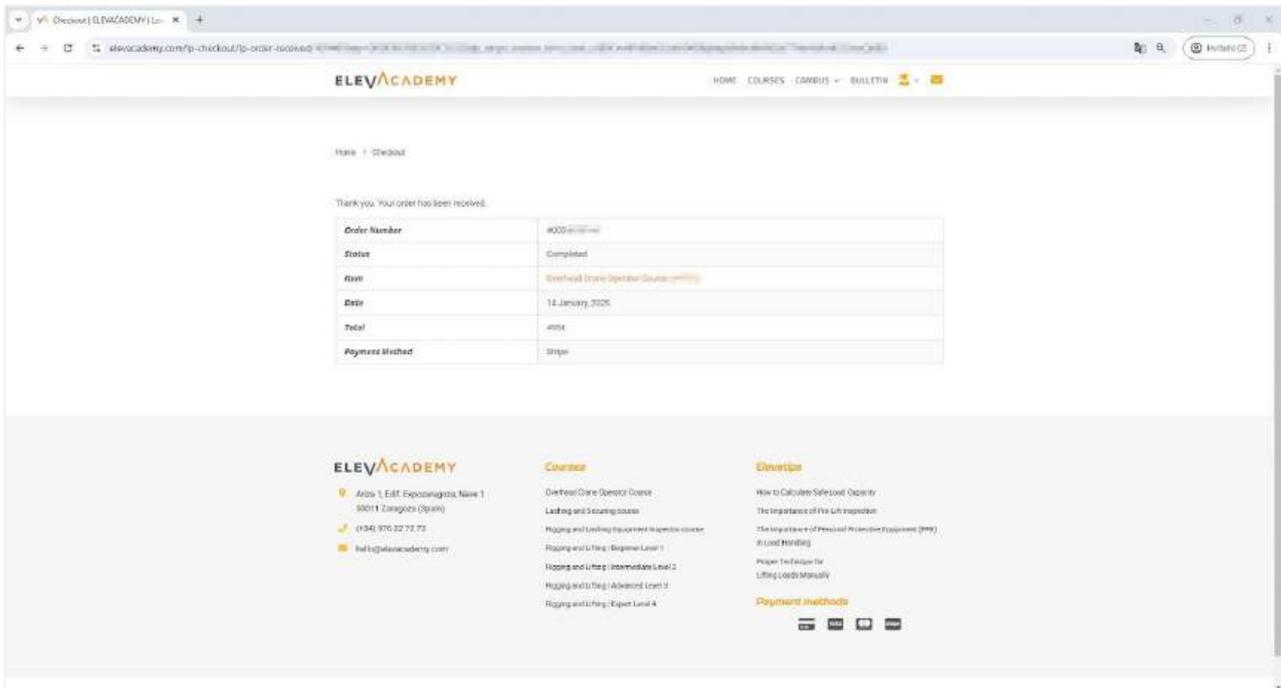
4.2. Click 'Place Order' to be re-directed to the Stripe payment platform.



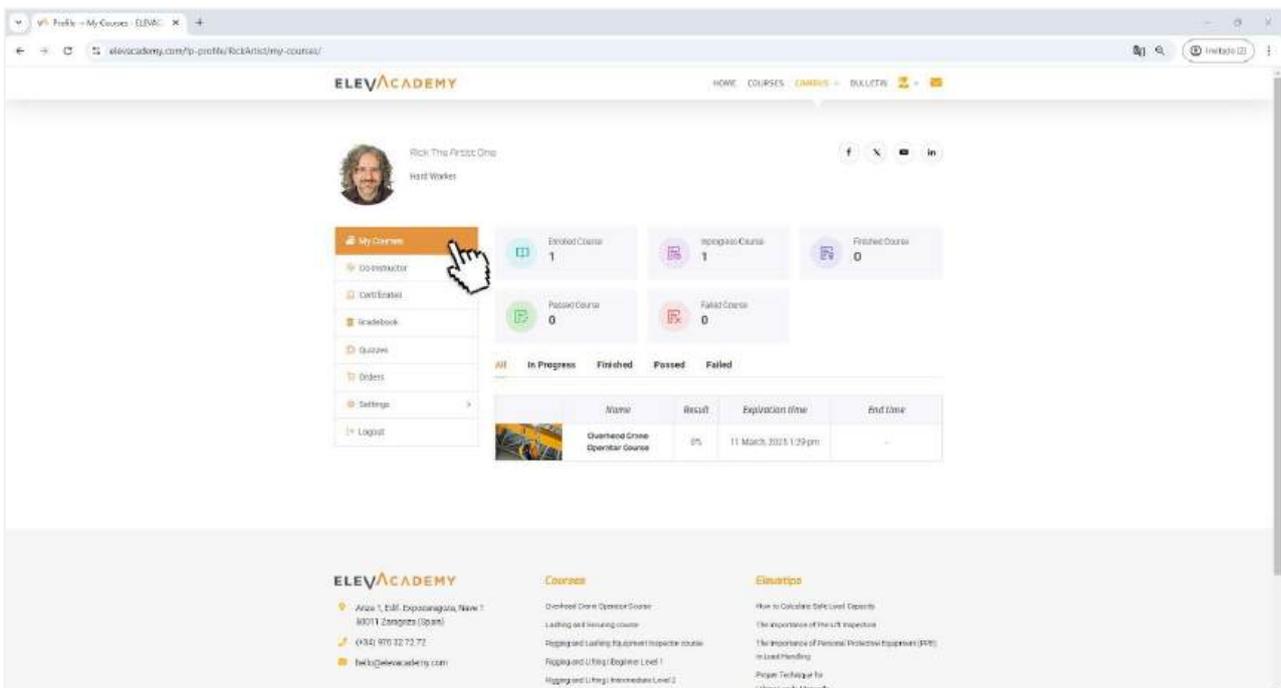
4.3. Complete the payment form.

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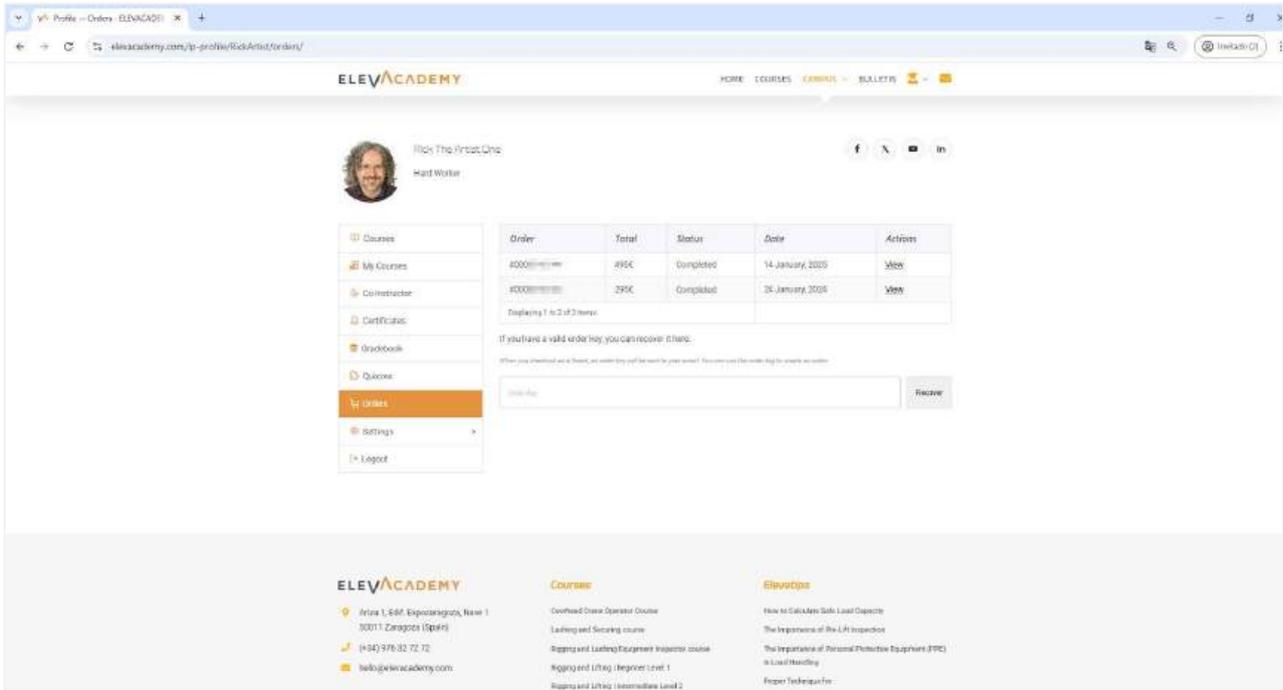
4.4. Done! Order completed.



4.5. Go to profile menu, my courses tab, then click the purchased course link.

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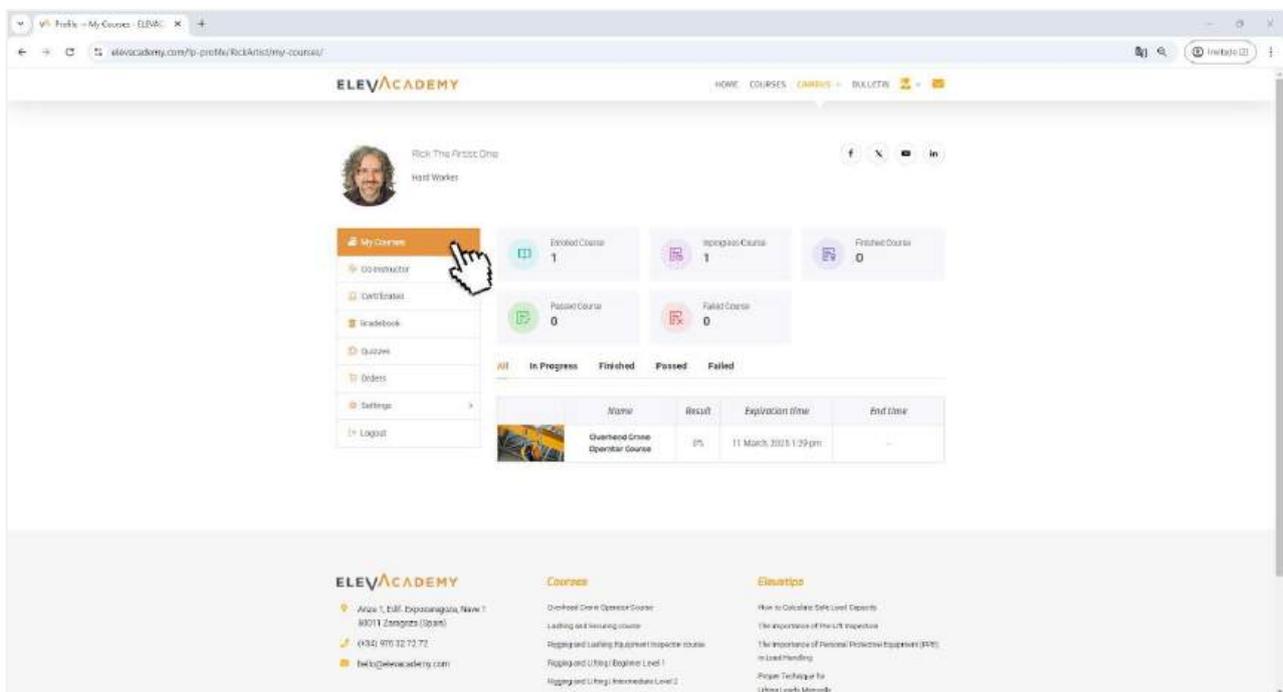
4.6. Also, you can view your purchased courses in 'Orders' tab.

## 5. How to Access a Course

There are **two ways to access** your courses:

- ✓ From your profile, in the “My Courses” tab, select the course you want to continue.
- ✓ From the course page, go to the “Curriculum” tab and click on a lesson, or click “continue” button.

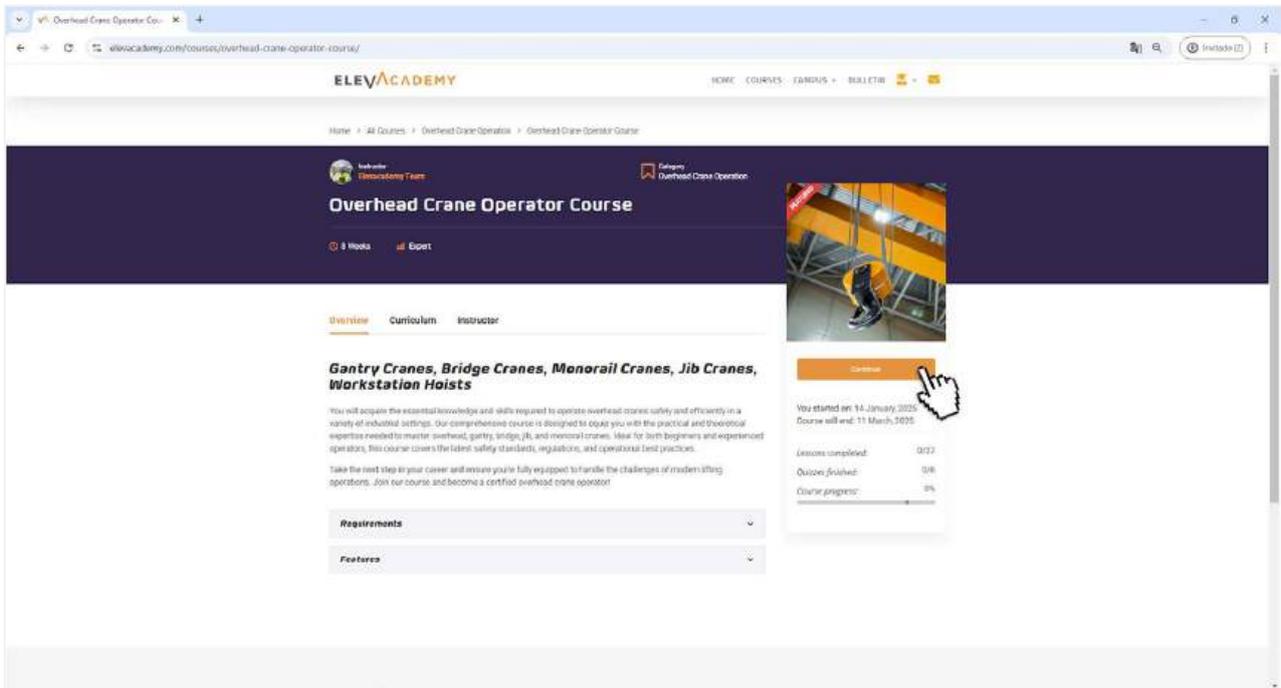
⚡ Remember: If you’ve already started a course, simply click “Continue” to resume where you left off. Don’t forget that you must be logged in to access it.



5.1. Way a: Go to your profile menu, 'my courses' tab, and click your course link.

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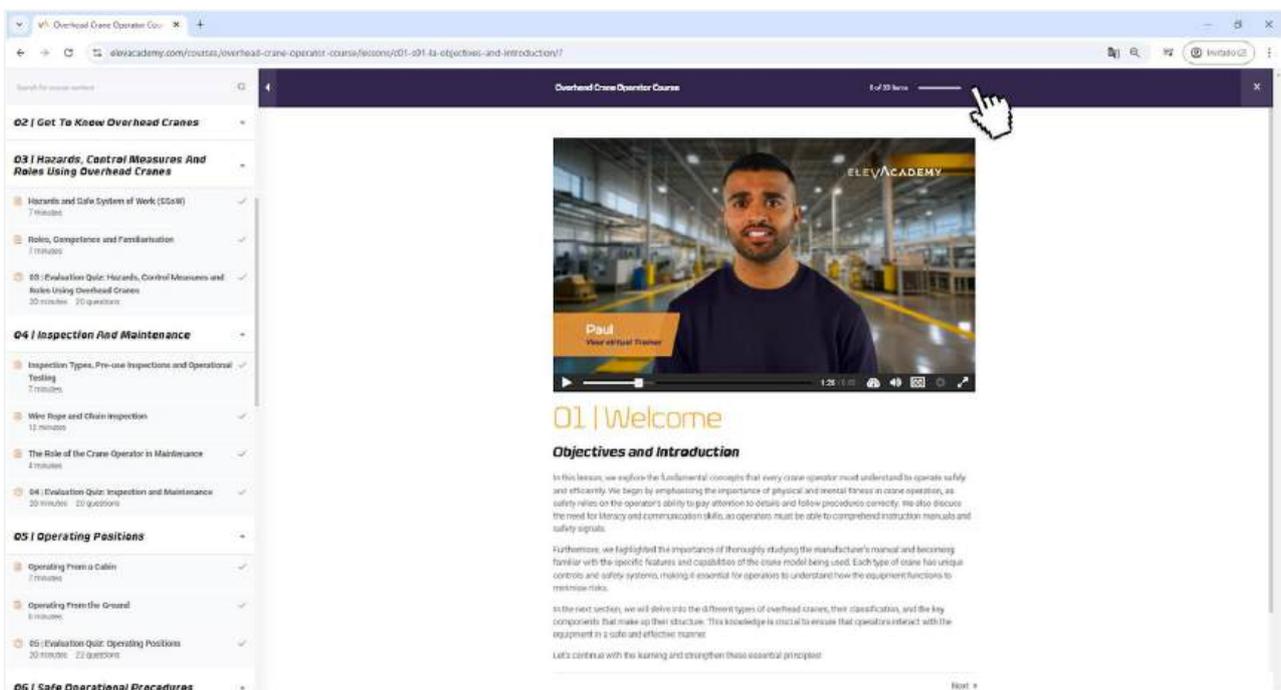
5.2. Way b: Go to the course page, go to the 'Curriculum' tab and click on a lesson, or click 'continue' button.

## 6. Navigating a Course

Once inside a course, the platform adapts to enhance your focus.

- ✓ A progress bar at the top shows how much of the course you have completed.
- ✓ The main website navigation bar disappears to minimise distractions. However, you can exit anytime using the X button in the top-right corner.
- ✓ A dropdown menu in the top-left corner lets you view the full course index and quickly access any section.

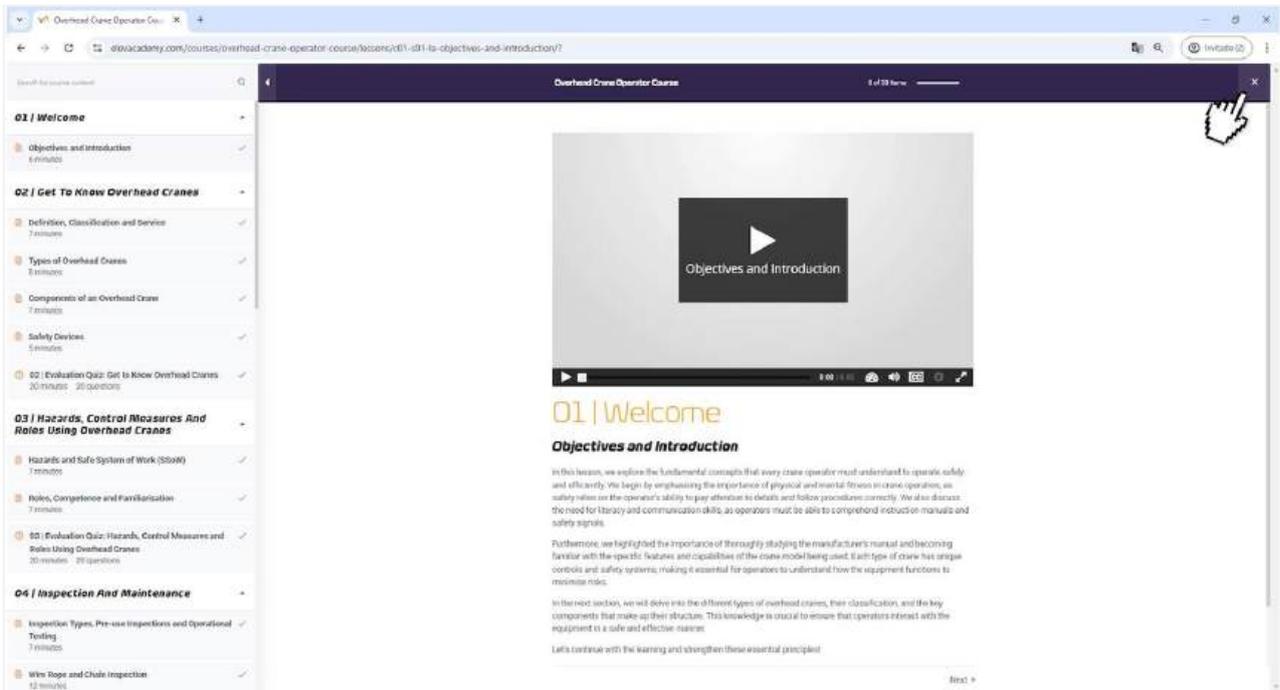
⚡ Remember: If you've already started a course, simply click "Continue" to resume where you left off. Don't forget that you must be logged in to access it.



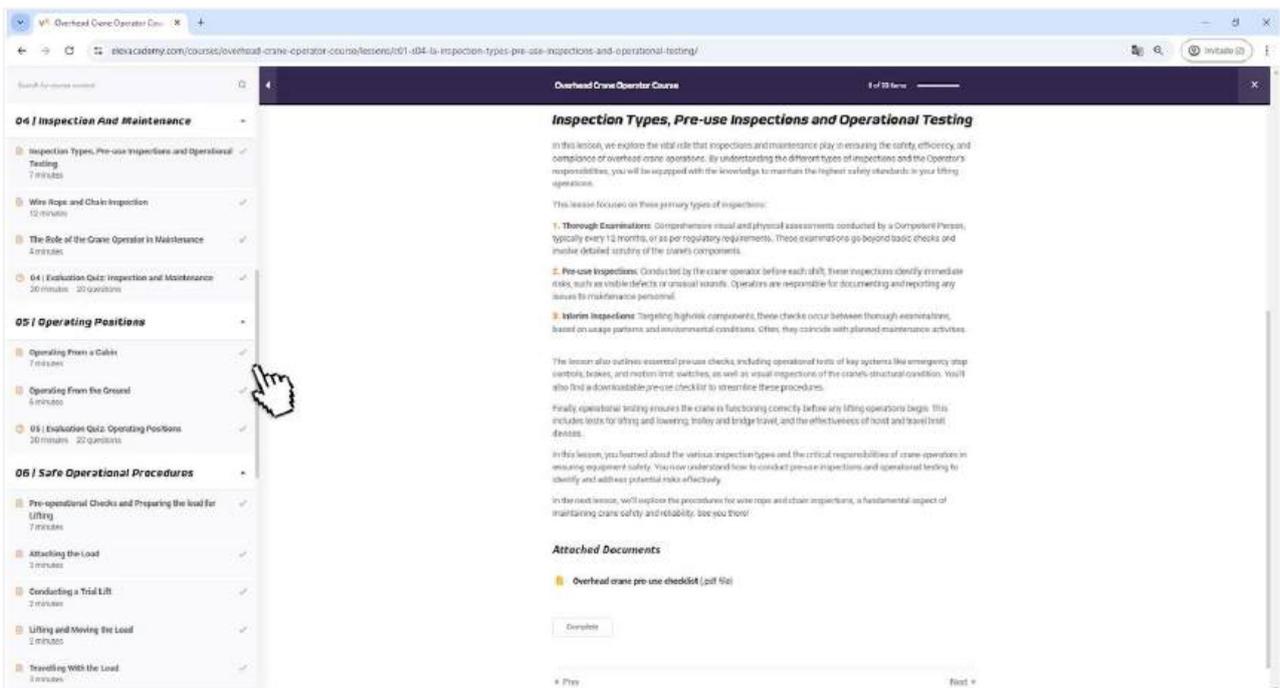
6.1. Progress bar.

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6.2. Close button.

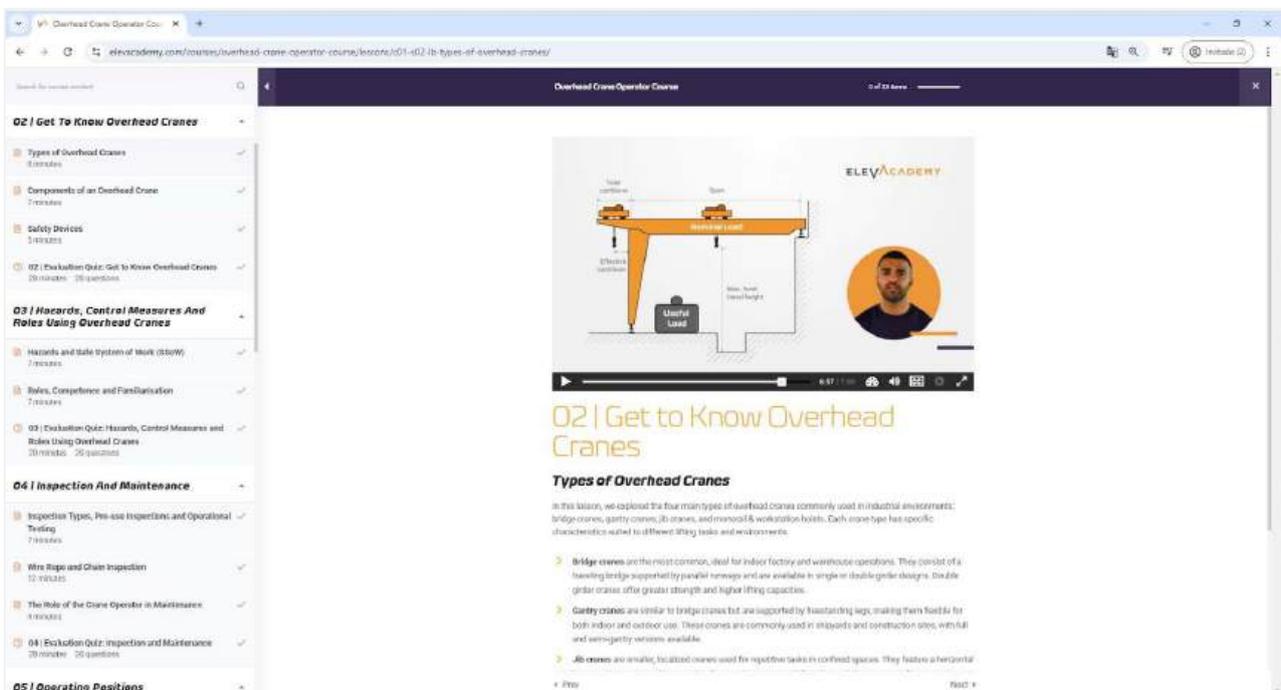


6.3. Content drop-down menu, and scroll bar.

## 7. Course Content

Types of content available in lessons:

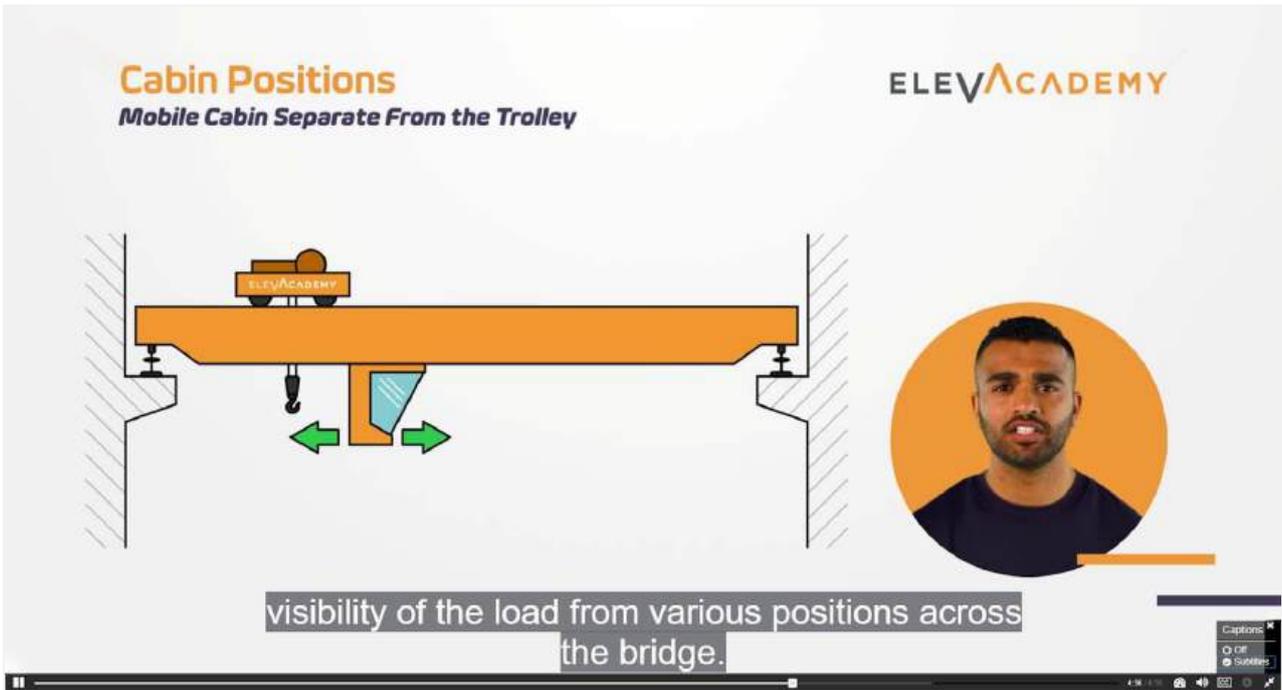
- 🔗 **Videos:** Playback speed controls, subtitles, and full-screen option.
- 🔗 **Text and images:** Detailed explanations with supporting graphics where necessary.
- 🔗 **Attachments:** Downloadable PDF files with additional materials.
- ⚠️ **Important:** To keep track of your progress, mark each lesson as “Complete” once you have finished it.



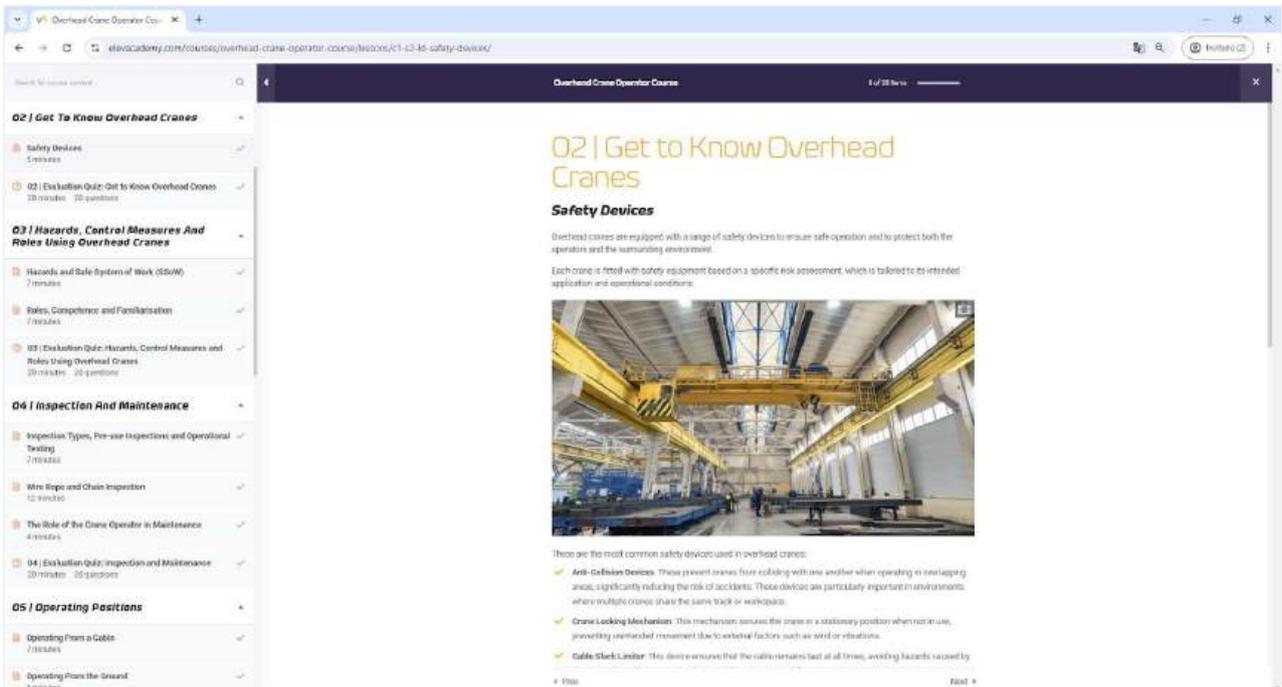
7.1. Course content type: Video.

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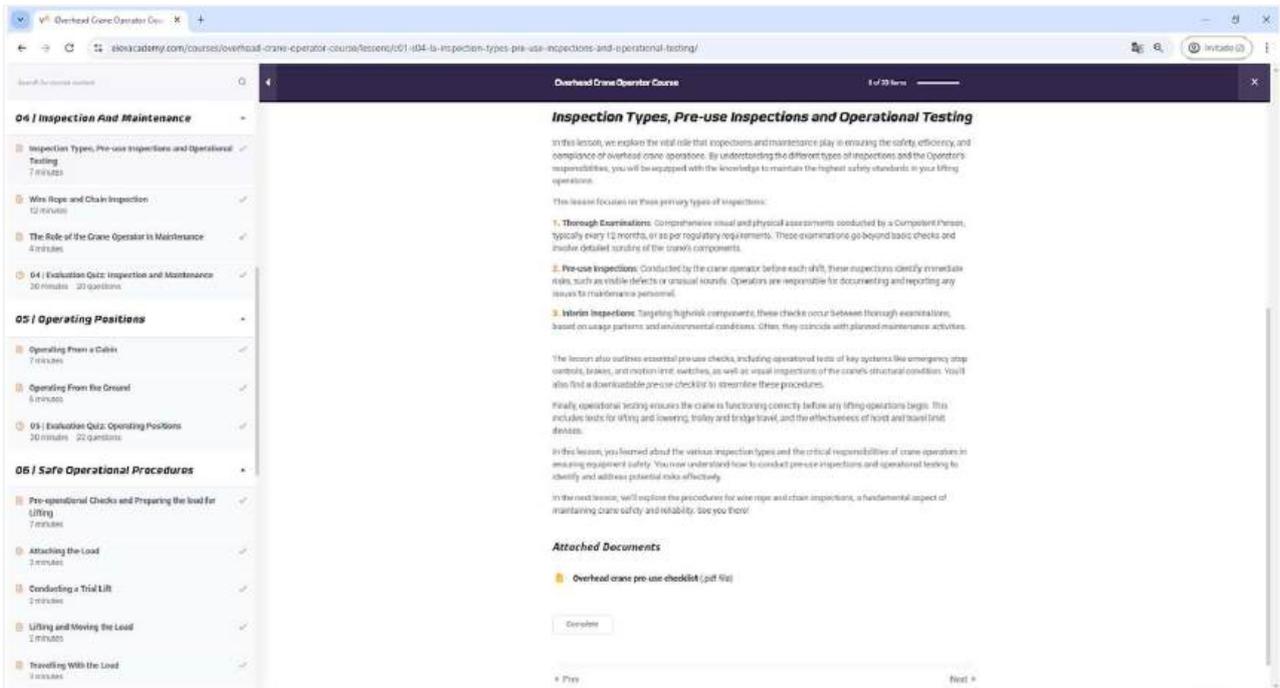
7.2. Course content type: Full screen video.



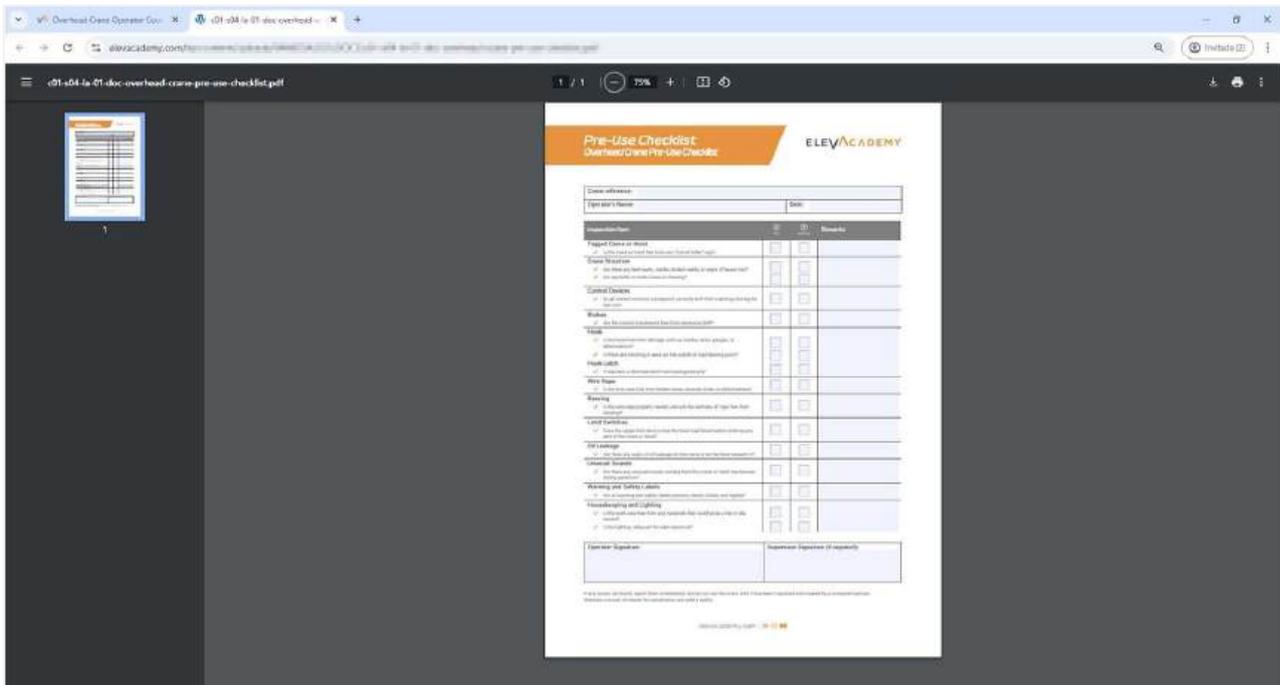
7.3. Course content type: Images.

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7.4. Course content type: Text and attached files.



7.5. Course content type: Attached files (PDF).

## 8. Quizzes and Certificate Completion

To complete a course and obtain your certificate, you must pass the quizzes with at least 80% correct answers.

### Quiz question types:

- ✓ True or False.
- ✓ Single Choice.
- ✓ Multiple Choice.
- ✓ Answer Sorting.

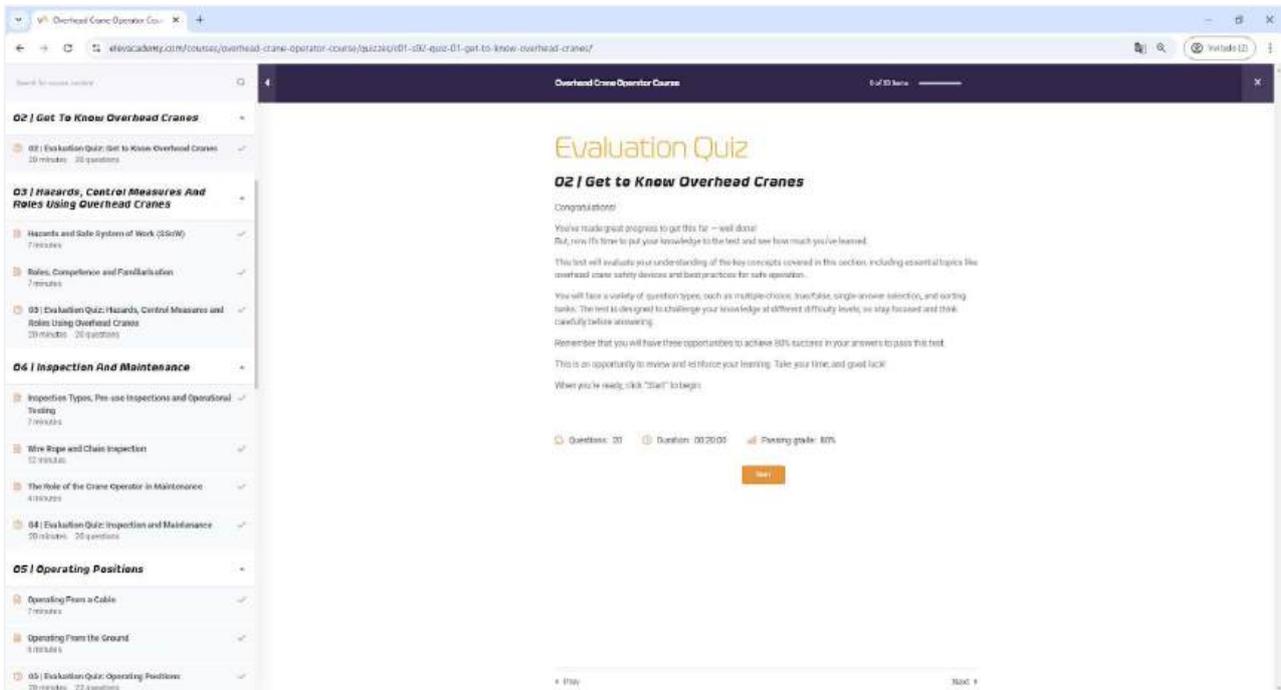
### Quiz conditions:

- ✓ You have up to three attempts per quiz.
- ✓ You must successfully complete all course quizzes to receive your certificate.
- ✓ Once passed, you can download your certificate from the “Certificates” tab in your profile.
- ✓ ☆ **Gold Certification:** In some regions, a premium certificate is available, which includes a practical assessment. Check availability.

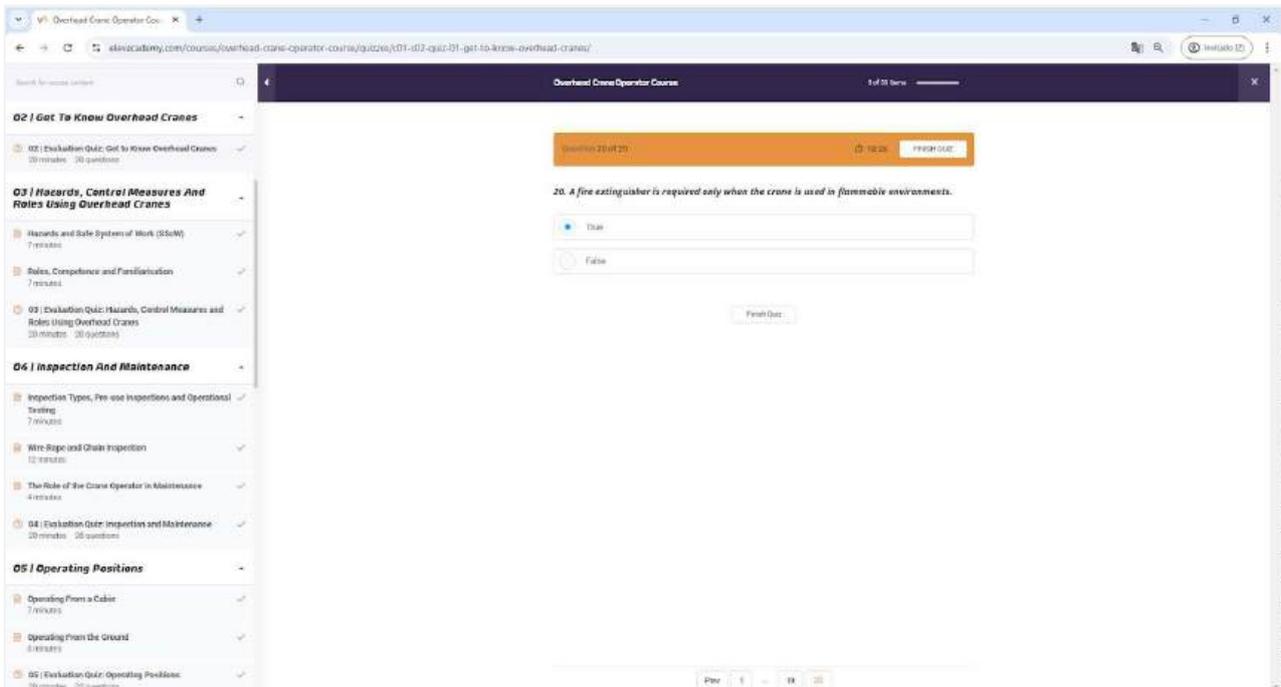
 Share your certificate with employers or on **LinkedIn**: You can share your certificate via a direct link to Elevacademy or through our partner **Credly**.

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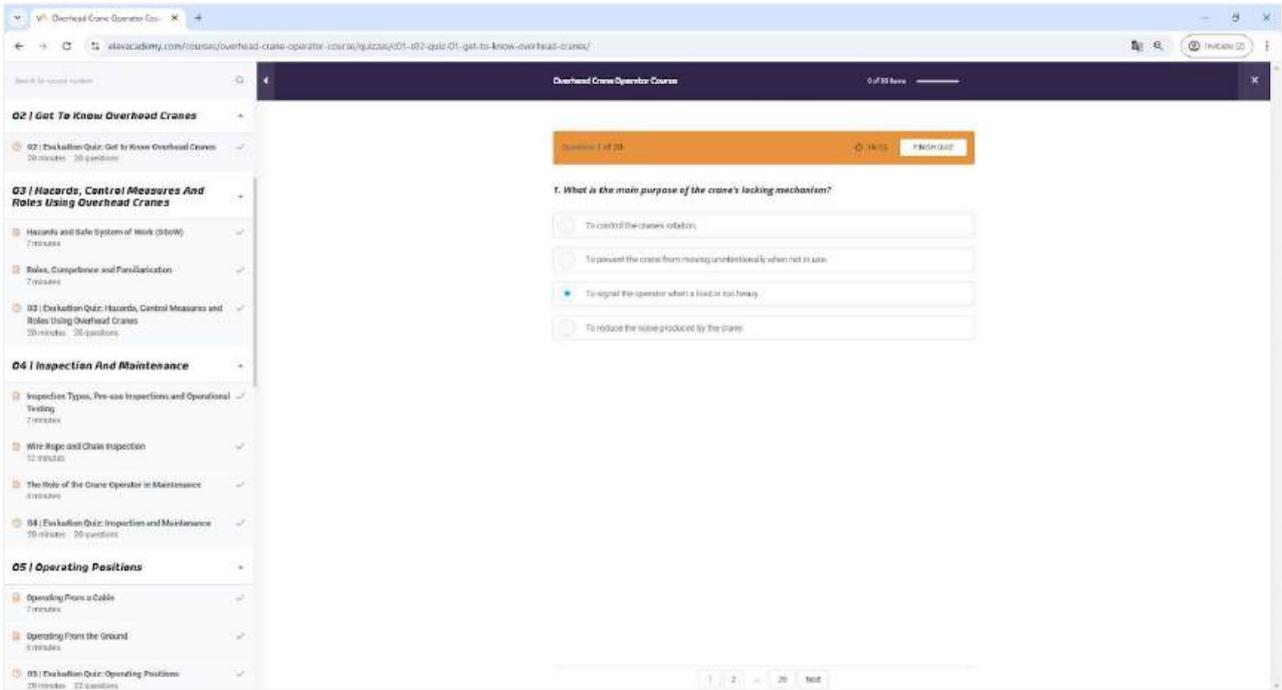
8.1. Quiz, start screen.



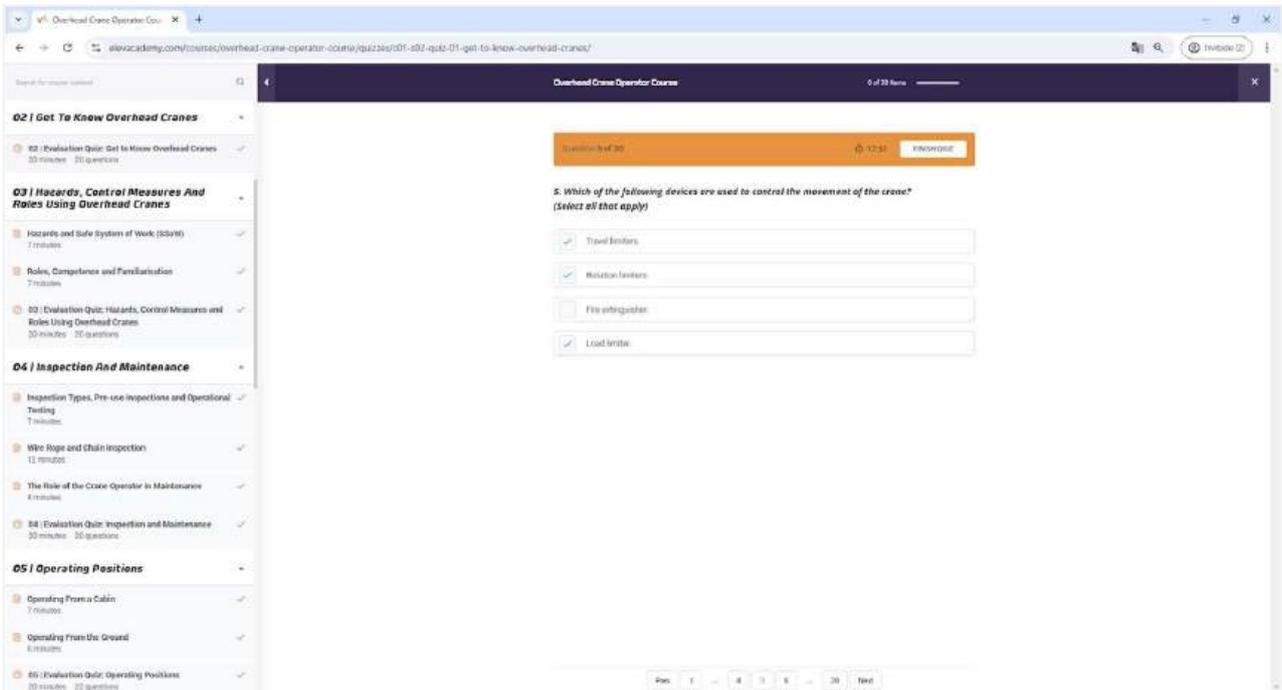
8.2. Quiz, true or false question.

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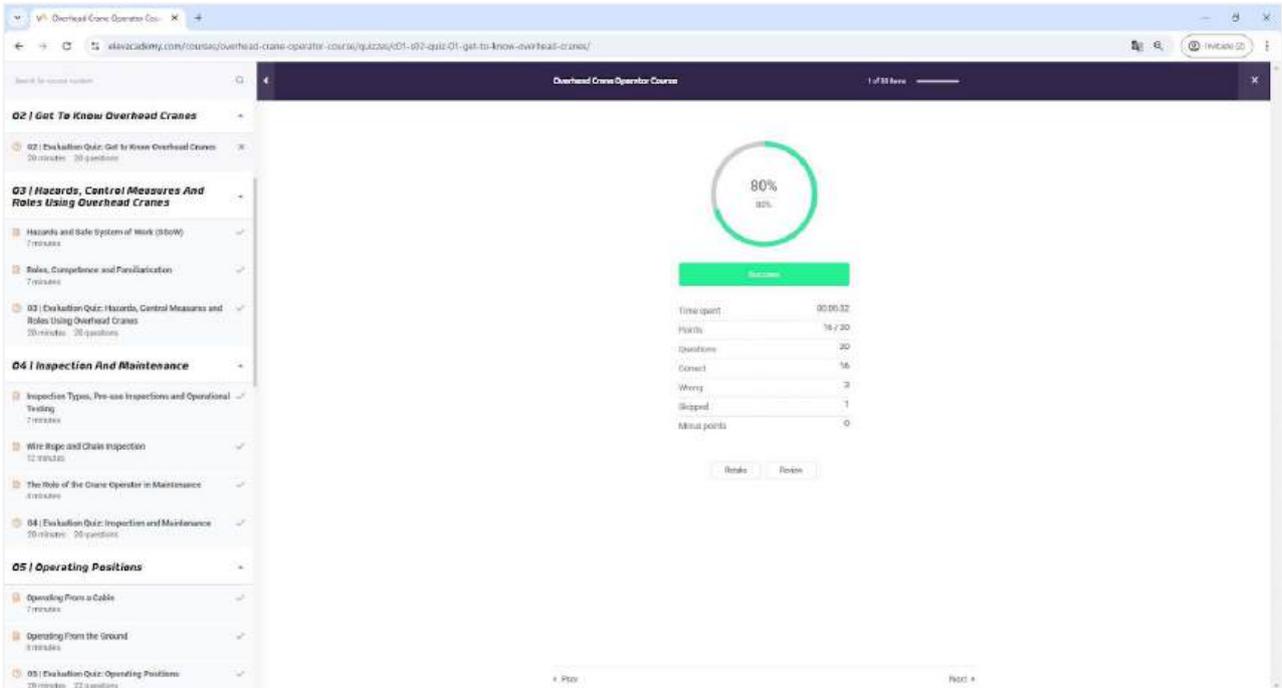
8.3. Quiz, single choice question.



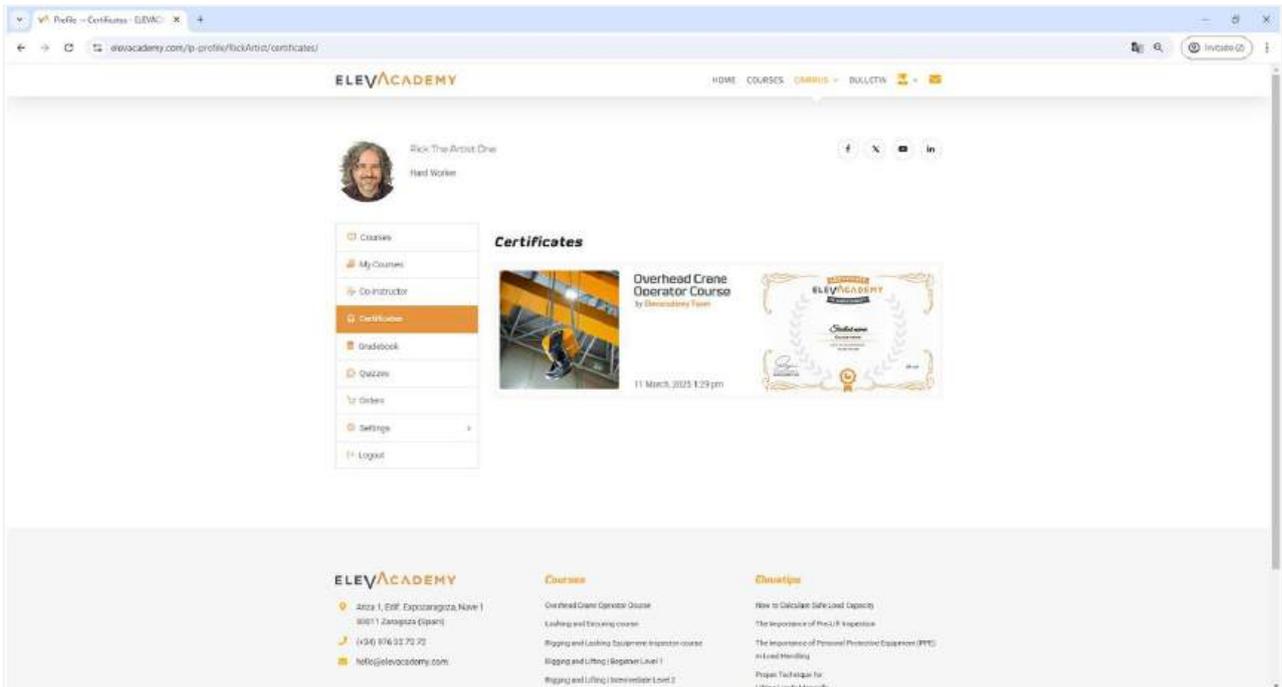
8.4. Quiz, multiple choice question.

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8.5. Quiz, result screen.



8.6. Certificates tab.

## 9. Frequently Asked Questions (FAQs)

### **What is Elevacademy?**

Elevacademy is an online learning platform offering specialised courses in lifting, load securing, and certifications to enhance professional skills in the industry.

*Can I access the courses from my smartphone or tablet?*

Yes, the Elevacademy platform is designed with responsive CSS, meaning you can access the full course from any mobile device without losing functionality or quality in your learning experience.

### **How can I enrol in a course?**

To enrol, visit [courses section](#) select your desired course, and follow the purchase process. Once payment is complete, you will receive a confirmation email and can access the course from your profile.

### **Are the courses entirely online?**

Yes, all Elevacademy courses are delivered online, allowing you to learn at your own pace from anywhere.

### **What certifications does Elevacademy offer?**

Upon completing a course and passing the assessments, you will receive a digital certificate. Additionally, in some regions, the **Gold Certification** is available, which includes a practical assessment.

### **What types of assessments do the courses include?**

Quizzes may include: True or False questions. Single Choice questions. Multiple Choice questions. Answer Ordering tasks.

### **How many attempts do I have to pass the quizzes?**

You have up to **three attempts per quiz**. To obtain your certificate, you must pass them **with a minimum score of 80%**.

### **Do courses have an expiration date?**

Yes, each course has a limited access period. Please check the course description for its duration before enrolling.

### **How can I share my ElevAcademy certificate with employers?**

You can share your certificate directly from our website, and it is also registered via our partner Credly, allowing you to showcase your achievements on LinkedIn, your CV, or with employers.

### **How can I get support if I have questions?**

You can reach our **technical support** team through the web contact form, for any platform-related issues. If you're already enrolled in a course, you'll also receive a direct email address to **your tutor**, who can help with questions about the course content or subject matter.

## 10. Support

If you have any questions or need assistance, don't hesitate to contact our support team. **We recommend checking the FAQ section first**, as many common questions are already answered there.

- ✓ Support email: [support@elevacademy.com](mailto:support@elevacademy.com)
- ✓ Support page: [elevacademy.com/support/](https://elevacademy.com/support/)

🚀 We hope you enjoy your experience on Elevacademy!

## Contact Us

If you need further assistance, feel free to contact us via e-mail: [support@elevacademy.com](mailto:support@elevacademy.com) or if you prefer, through our contact form. We always try to respond as much as possible within the next 48 business hours, please, sorry if we late, we will appreciate your patience.

