

myQA Web Portal

Administrator User Guide

September 2024



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Introduction

Welcome to the Administrator user guide for the myQA web portal.

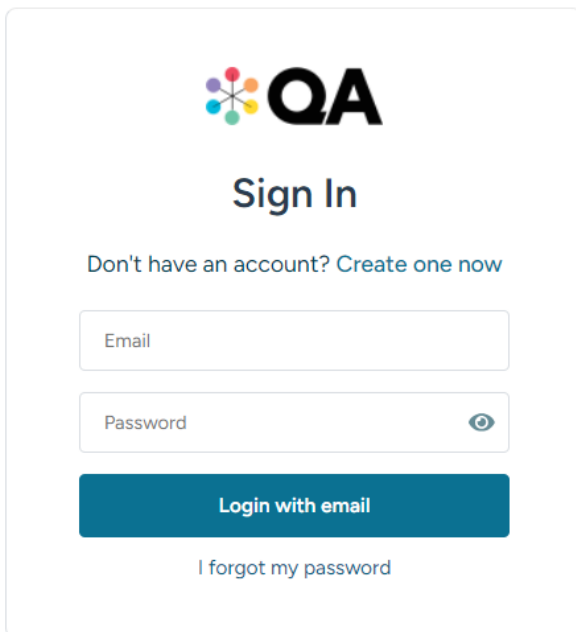
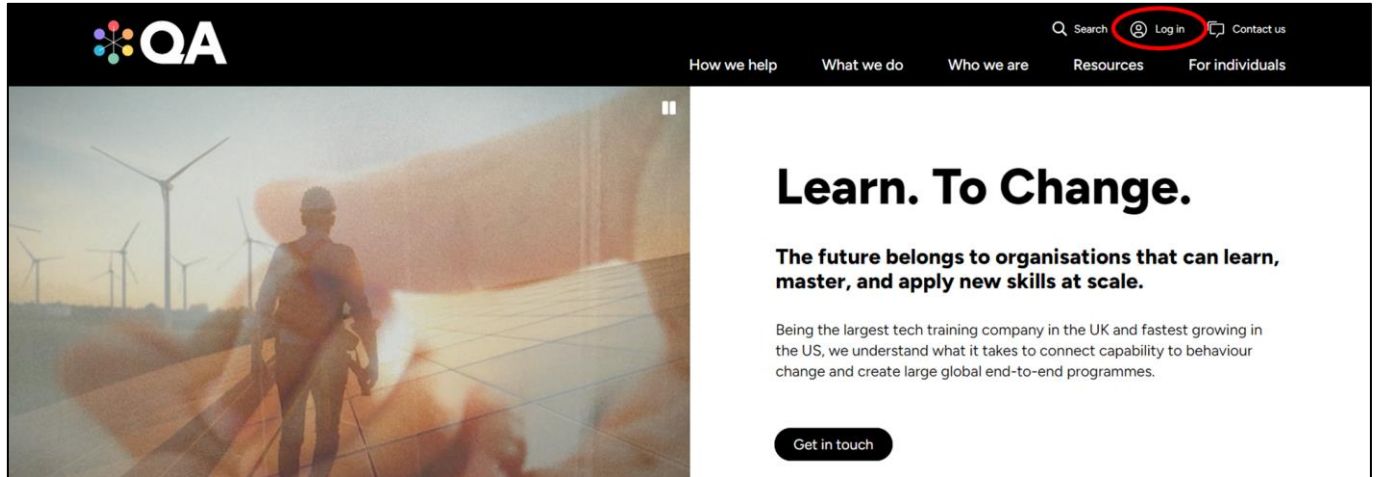
This guide provides details of the portal features and instructions on how to undertake the administration of user accounts, custom defined data-fields, skills licences, and reporting data from myQA.

This guide should be read in conjunction with the Employee user guide, which provides details on the general use of the system and how to request course places, as well as the Sign-Off/Approval Manager user guide, which provides details on how to approve training requests.

If you need further assistance with any aspect of the portal, please contact the myQA team at myQA.support@qa.com

Logging into myQA

To access the myQA portal, go to www.qa.com and click on the 'Sign In' option at the top of the page.

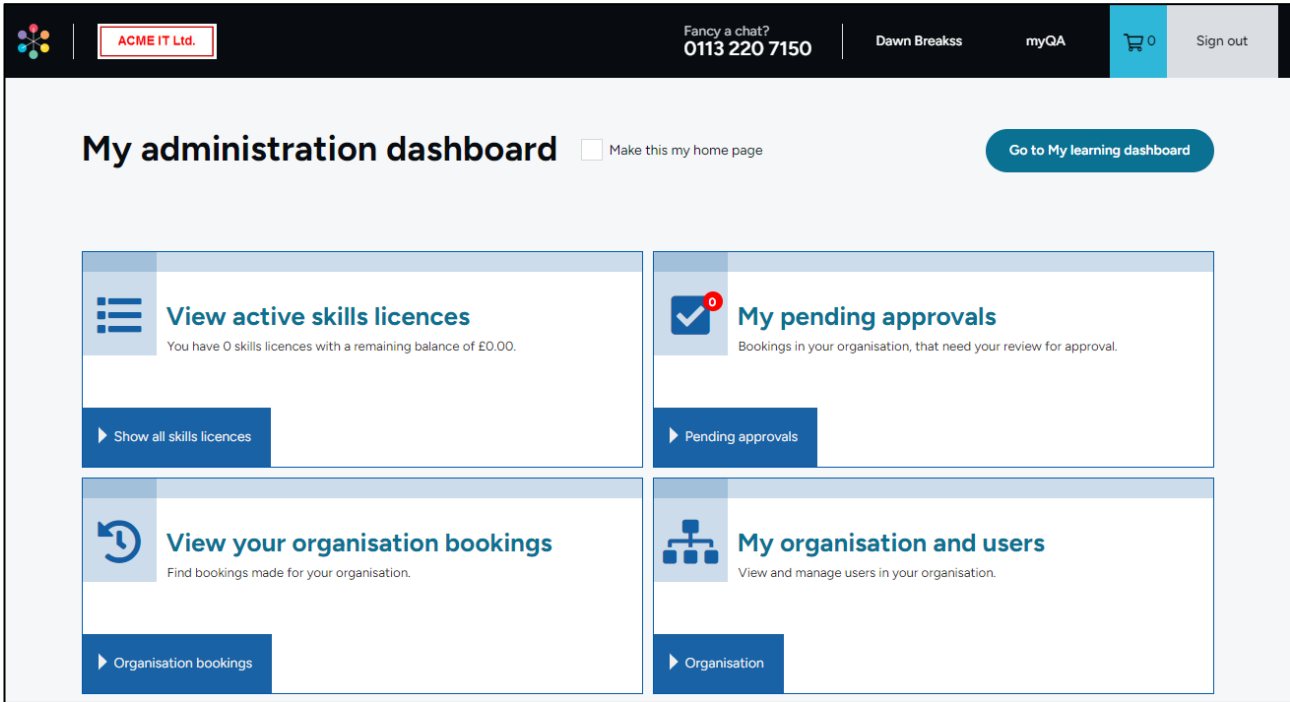


Log in to the portal with your email address and password. Your username is usually your email address. If you have forgotten your password, click on the 'Forgot Password?' link, enter your email address, and click on 'Reset password'.

The system will send you a link via email which will prompt you to enter a new secure password.

Homepage & Administration Options

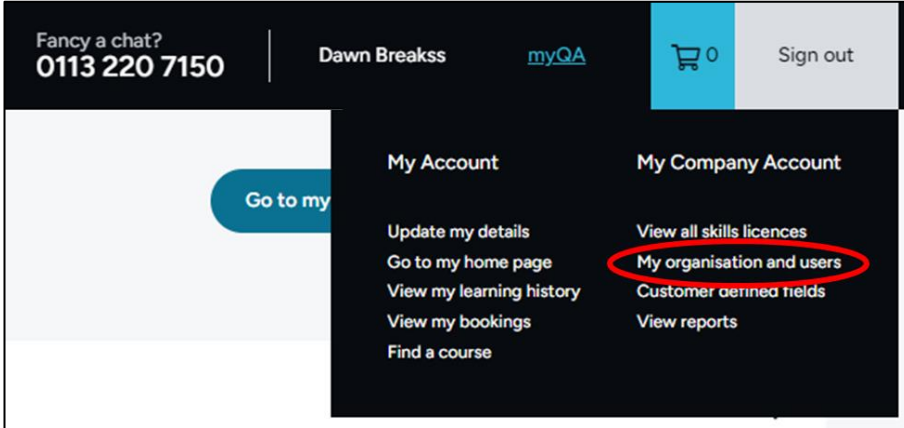
Portal administration tasks can be accessed from the 'myQA' menu. Administrators can manage and monitor QA Skills Licences, define customer datafields and run reports from within myQA.



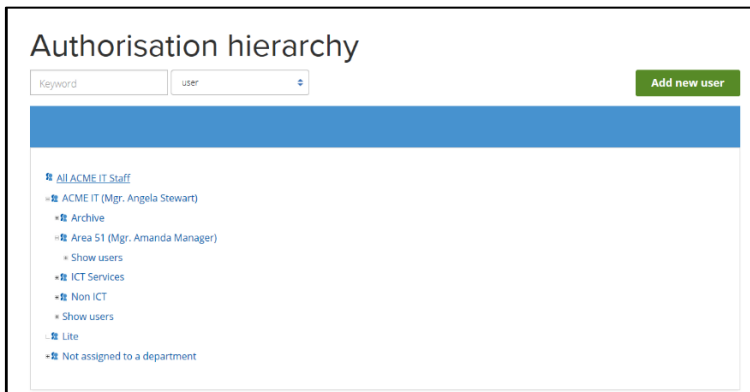
In addition, administrators have access to the same features and options provided to employees and managers roles.

Users & Hierarchy

User accounts can be created and managed by selecting 'My organisation and users' from the menu.

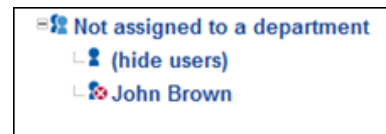
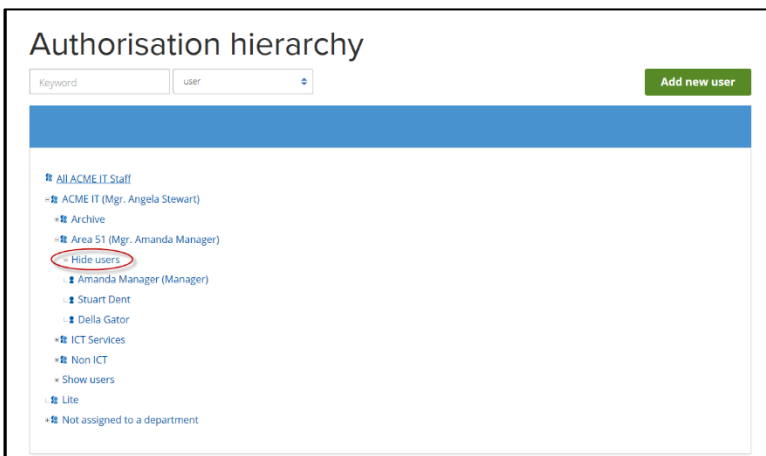


From the user hierarchy screen, navigate through the list to find and manage users and departments:



To display the users, navigate through the hierarchy, click on '+' to expand a department, then select 'show users'. The 'hide users' option will collapse the list.

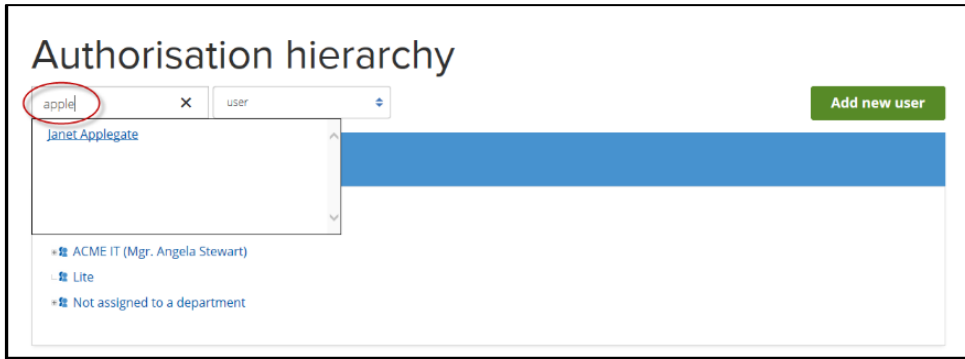
Users with red cross against their name are not portal enabled and cannot login to myQA.



Finding Users in myQA

To find a user in the portal type their surname into the search box on the 'Authorisation Hierarchy' screen. In the list of matching users, click on the required user name.

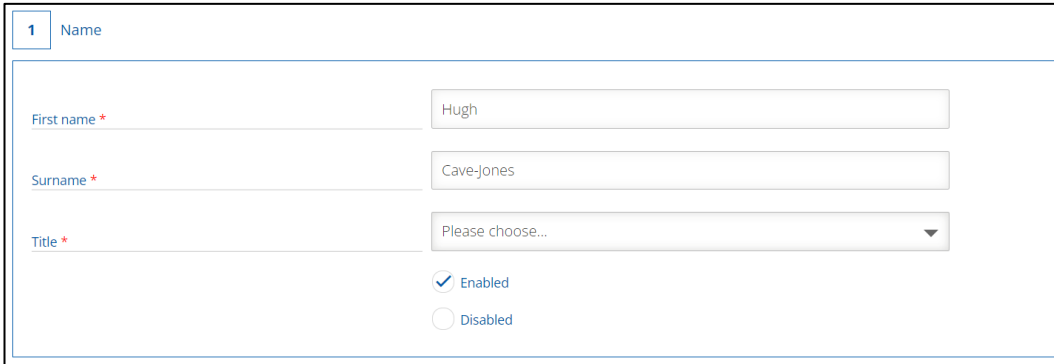
The user will be displayed in the authorisation hierarchy - click on the 'user name' to edit the user record.



Enabling an Existing User Account

After locating the user record as described above, click on the 'user name' to access the account.

First select the 'Enabled' option



1 Name

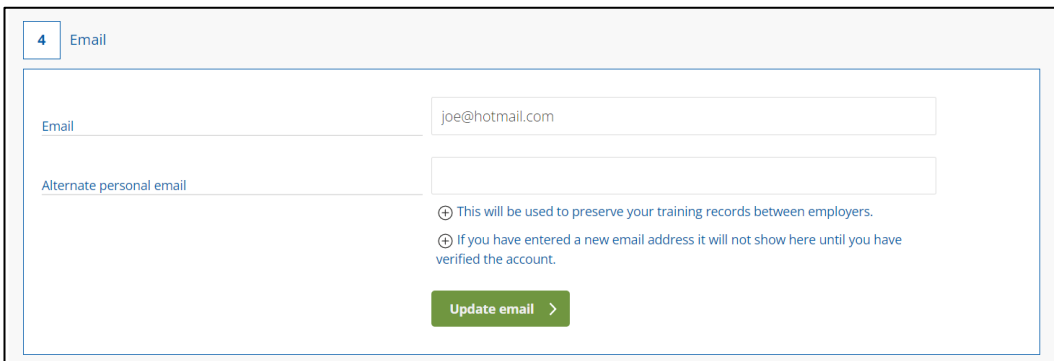
First name *

Surname *

Title *

Enabled
 Disabled

Click on 'Update email' to begin the process of enabling the user account.



4 Email

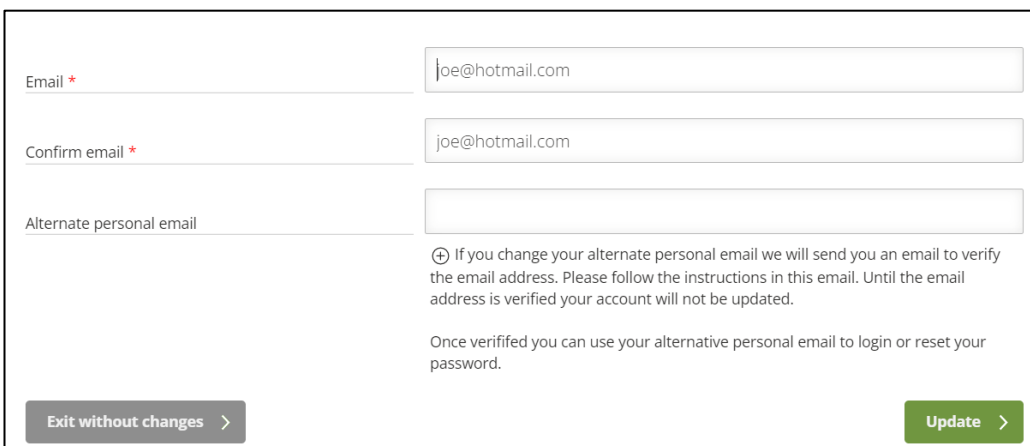
Email

Alternate personal email

This will be used to preserve your training records between employers.
 If you have entered a new email address it will not show here until you have verified the account.

[Update email >](#)

Enter the user email address, confirm the email, and then click 'Update'.



Email *

Confirm email *

Alternate personal email

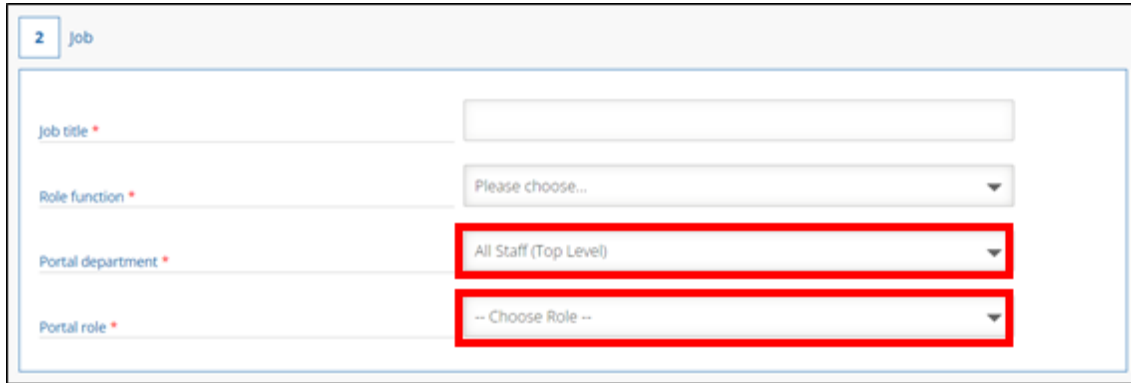
If you change your alternate personal email we will send you an email to verify the email address. Please follow the instructions in this email. Until the email address is verified your account will not be updated.

Once verified you can use your alternative personal email to login or reset your password.

[Exit without changes >](#) [Update >](#)

Adding the email address will trigger an email to the user so they can register and create their own password.

If the user needs to be allocated to a different portal department or role, you can edit these entities from the same screen by using on the drop-down options and then select 'Update account' button at the bottom of the page to save.



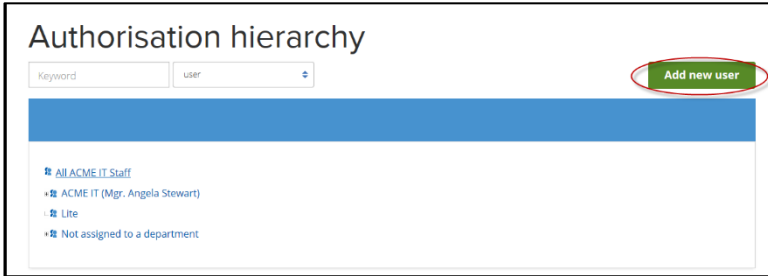
The screenshot shows a form titled "2 Job" with the following fields:

- Job title * (text input)
- Role function * (dropdown menu with "Please choose..." selected)
- Portal department * (dropdown menu with "All Staff (Top Level)" selected)
- Portal role * (dropdown menu with "-- Choose Role --" selected)

The dropdown menus for "Portal department" and "Portal role" are highlighted with red boxes.

Creation of New User Accounts

From the 'Users and hierarchy' screen select 'Add new user'



Complete the all the mandatory fields (marked as *), any customer defined fields and then click 'Create account'.

1 Name

First name *

Surname *

Title *

Enabled
 Disabled

2 Job

Job title *

Role function *

Portal department *

Portal role *

3 Customer defined fields

Cost Centre

List

4 Email

Email *

Confirm email *

Alternate personal email

ⓘ This will be used to preserve your training records between employers.
ⓘ If you have entered a new email address it will not show here until you have verified the account.



The account will be created and ready to login to myQA using the email address and password.

- [All ACME IT Staff](#)
- ≡ [ACME IT \(Mgr. Angela Stewart\)](#)
 - * [Archive](#)
- ≡ [Area 51 \(Mgr. Amanda Manager\)](#)
 - ≡ [Hide users](#)
 - ↳ [Amanda Manager \(Manager\)](#)
 - ↳ [Ron Bedwards](#)
 - ↳ [Stuart Dent](#)
 - ↳ [Della Gator](#)
- * [ICT Services](#)
- * [Non ICT](#)
- * [Show users](#)
- ↳ [Lite](#)
- * [Not assigned to a department](#)

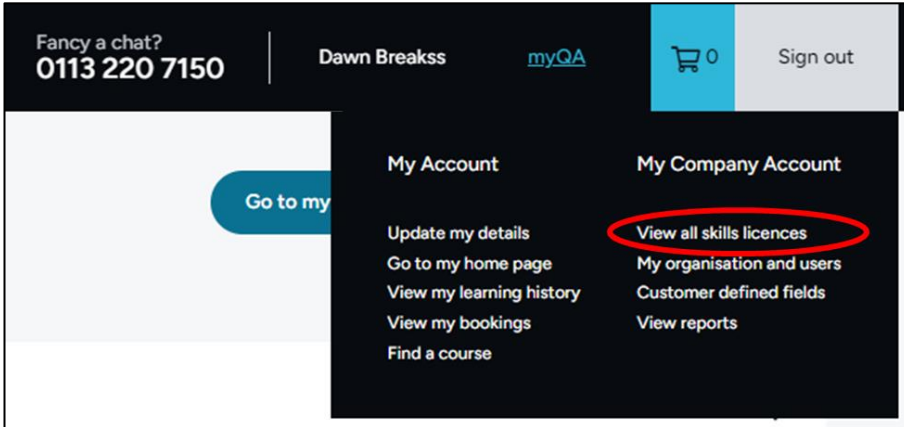
User added

Your new user has been added.

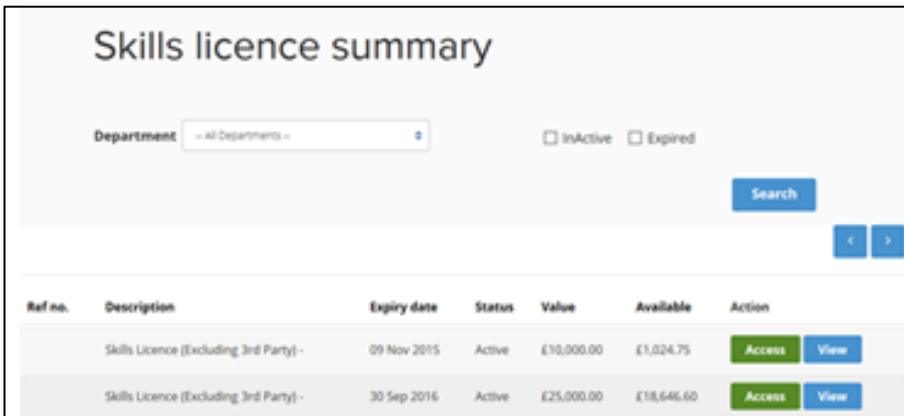
[Close](#)

Managing Skills Licences

Select 'View all skills licences' from the menu.



The active, in-active, and expired Skills Licences associated with your organisation will be displayed.



The summary page shows licence details such as the Expiry Date, Status, Value, and Available funds.

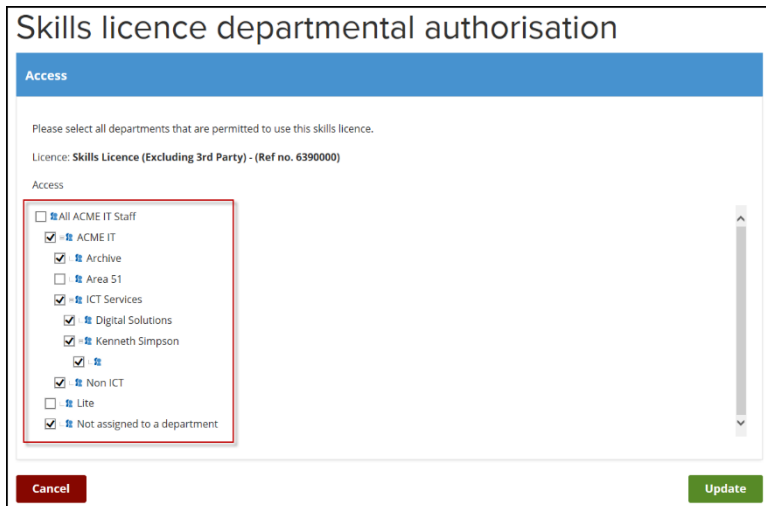
Ref no.	Description	Expiry date	Status	Value	Available	Action
	Skills Licence (Excluding 3rd Party)	09 Nov 2015	Active	£10,000.00	£1,024.75	Access View
	Skills Licence (Excluding 3rd Party)	30 Sep 2016	Active	£25,000.00	£18,646.60	Access View

Enabling Skills Licence Access by Department

To enable department employees to utilize a Skills Licence for bookings, the licence needs to be associated with the required department.

From the Skills Licence summary page, click 'Access'.

Using the tick boxes, select the department(s) who need be able to access the Skills Licence and click 'Update' to save your changes.



The screenshot shows a web interface titled "Skills licence departmental authorisation". It features a blue header with the word "Access". Below the header, there is a message: "Please select all departments that are permitted to use this skills licence." The licence details are "Licence: Skills Licence (Excluding 3rd Party) - (Ref no. 6390000)". Under the "Access" section, there is a list of departments with checkboxes. A red box highlights the following departments: All ACME IT Staff, ACME IT, Archive, Area 51, ICT Services, Digital Solutions, Kenneth Simpson, Non ICT, Lite, and Not assigned to a department. At the bottom, there are "Cancel" and "Update" buttons.

Department	Selected
All ACME IT Staff	<input type="checkbox"/>
ACME IT	<input checked="" type="checkbox"/>
Archive	<input checked="" type="checkbox"/>
Area 51	<input type="checkbox"/>
ICT Services	<input checked="" type="checkbox"/>
Digital Solutions	<input checked="" type="checkbox"/>
Kenneth Simpson	<input checked="" type="checkbox"/>
Non ICT	<input checked="" type="checkbox"/>
Lite	<input type="checkbox"/>
Not assigned to a department	<input checked="" type="checkbox"/>



Redemption Rates & Usage

From the Skills Licence summary page click 'View' to access the detailed information about the licence.

Ref no.	Description	Expiry date	Status	Value	Available	Action
	Skills Licence (Excluding 3rd Party)	09 Nov 2015	Active	£10,000.00	£1,024.75	Access View
	Skills Licence (Excluding 3rd Party)	30 Sep 2016	Active	£25,000.00	£18,646.60	Access View

From the licence summary screen, select the options related to the detail you would like to view:

Skills licence summary

Skills Licence (Excluding 3rd Party) Skills licence number:

Original Amount: £10,000.00
 Show: Redemption rates Course usage Product usage

Remaining value: £1,024.75
 Status: Active

Redemption rates

Course	Course type	Practice	Vendor	Subject	Tech. type	% Discount	Amount	Basis
Microsoft InfoPath 2010 SharePoint Integration	Scheduled	Business Applications	Microsoft	Microsoft InfoPath 2010	Specialist	5.00	£0.00	Per Delegate
Microsoft InfoPath 2010 Designing Forms	Scheduled	Business Applications	Microsoft	Microsoft InfoPath 2010	Specialist	5.00	£0.00	Per Delegate
Microsoft InfoPath 2013 Designing Forms	Scheduled	Business Applications	Microsoft	Microsoft InfoPath 2013	Specialist	5.00	£0.00	Per Delegate
Introduction to Accreditation	Scheduled	IT	Information Security	Information Assurance	Premium	5.00	£0.00	Per Delegate
Microsoft InfoPath 2013 SharePoint Integration	Scheduled	Business Applications	Microsoft	Microsoft InfoPath 2013	Specialist	5.00	£0.00	Per Delegate
Microsoft Excel 2013 VBA Advanced	Scheduled	Business Applications	Microsoft	Microsoft Office 2013	Specialist	5.00	£0.00	Per Delegate
Microsoft Excel 2010 VBA Advanced	Scheduled	Business Applications	Microsoft	Microsoft Office 2010	Specialist	5.00	£0.00	Per Delegate
Foundation of Information Assurance in HMG	Scheduled	IT	Information Security	Information Assurance	Premium	5.00	£0.00	Per Delegate
Microsoft InfoPath 2007 Level 2	Scheduled	Business Applications	Microsoft	Microsoft InfoPath 2007	Specialist	5.00	£0.00	Per Delegate
Microsoft InfoPath 2007 Level 1	Scheduled	Business Applications	Microsoft	Microsoft InfoPath 2007	Specialist	5.00	£0.00	Per Delegate
Microsoft SharePoint Designer 2010 Level 1	Scheduled	Business Applications	Microsoft	Microsoft SharePoint 2010	Specialist	5.00	£0.00	Per Delegate
Microsoft SharePoint 2013 Master Class	Scheduled	Business Applications	Microsoft	Microsoft Office 2013	Specialist	5.00	£0.00	Per Delegate

'Redemption rates' - show the pricing and discounts applied to the selected licence.

Course usage

Ref no.	Date ordered	Booker	Delegate	Course	Start date	Price	Action
17 Sep 2015	Angela Stewart		ITILLSD	05 Oct 2015		view	
08 Sep 2015	Angela Stewart		CISSP	09 Nov 2015		view	
01 Sep 2015	Angela Stewart		BCSSCM	09 Sep 2015		view	
14 Aug 2015	Angela Stewart		ITILMALC	14 Sep 2015		view	
04 Aug 2015	Angela Stewart		M20346	17 Aug 2015		view	
30 Sep 2014	Angela Stewart		SDI-SDM	26 Jan 2015		view	

'Course usage' - shows the course bookings that have been made using the licence.

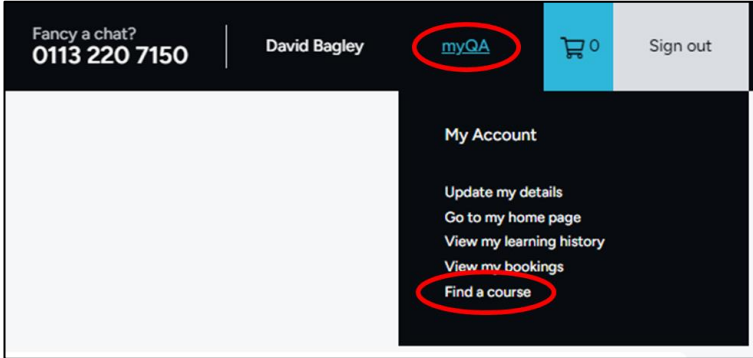
Product usage

Ref no.	Date ordered	Booker	Product description	Code	Price	Action
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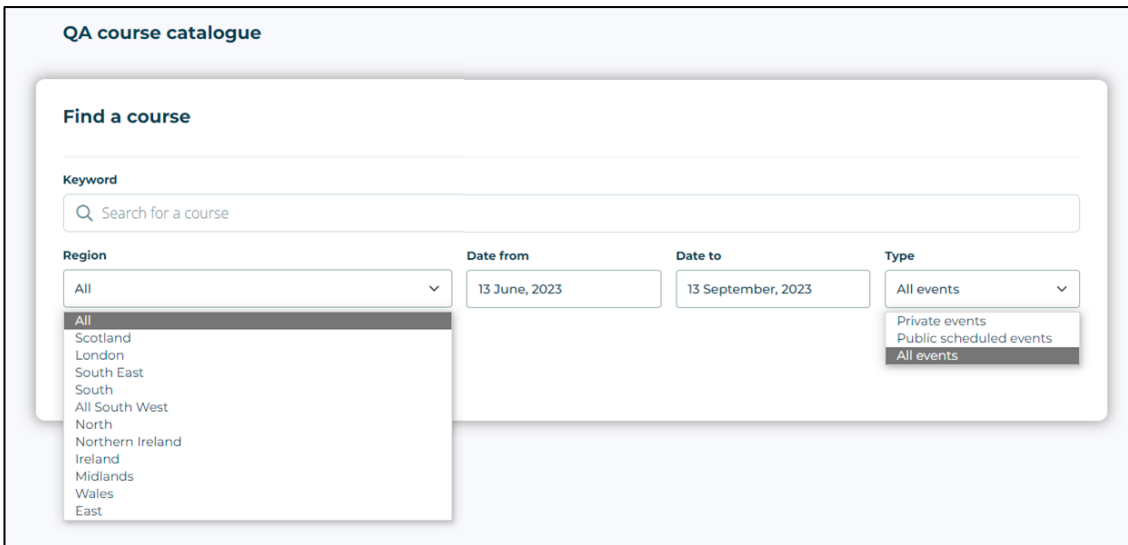
'Product usage' - shows the product bookings that have made using the licence.

Searching & Booking Courses

The portal grants you the ability to search and book QA public schedule courses. To access the course search, choose 'Find a course' from the myQA menu at the top of the website.



You will be presented with search criteria options to refine your search results, depending on your requirements.



- The 'Keyword' allows you to search by course code or a keyword from the course title.
- The 'Date from' and 'Date to' options allow you to search for courses running within a specific timeframe.
- The 'Region' allows you to search for QA training centres in different UK regions.
- The 'Type' defaults to show 'All events' (QA public schedule and your company-specific events). You can change this setting to show just your company events only by changing this setting to 'Private events'.

Once you have set your search requirements, click the 'Search' button. The search results return all courses matching your criteria.



You can view available date(s), duration, locations, availability, an option to view the full course outline and you can book a place (if configured based on your company requirements).

To request or book your place, click on the 'Book' button against the course date you want to add it to your basket.

Find a course

Keyword
Q PRINCE

Region: All | Date from: 11 July, 2025 | Date to: 11 October, 2025 | Type: Public scheduled events

Search

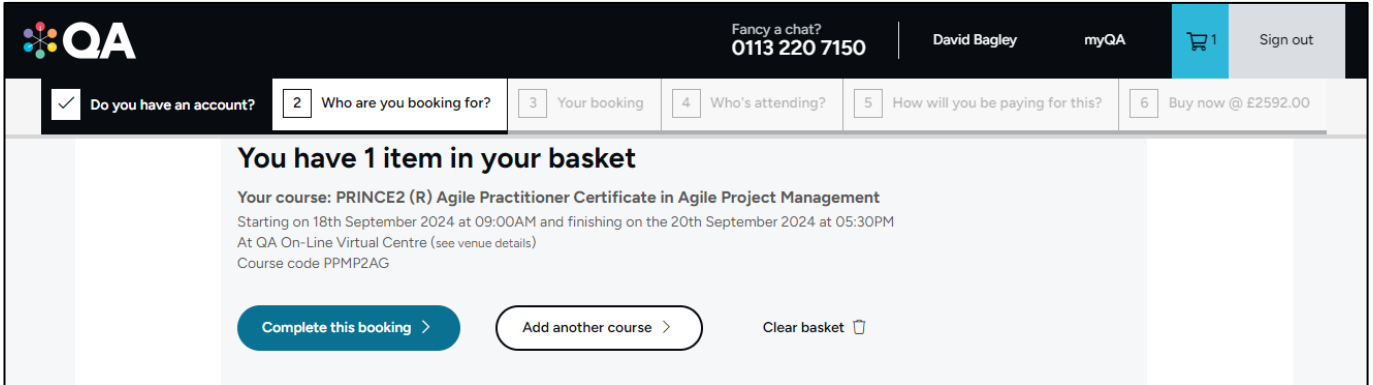
Showing results from 11 July 2025 - 11 October 2025

Action	Code	Title	Date	Duration	Availability	RRP	Your price
View Book	QAP27FP	PRINCE2(R) 7 Foundation and Practitioner <small>QA Manchester (Oxford St) Centre Time zone: Europe/London</small>	14 Jul 2025	5 days	2 places	£2,680.00	£2,358.02
View Book	QAP27FP	PRINCE2(R) 7 Foundation and Practitioner <small>QA On-Line Virtual Centre Time zone: Europe/London</small>	14 Jul 2025	5 days	9 places	£2,680.00	£2,358.02

You can add further bookings as required to your basket before checking out.

Checkout & Confirm Details

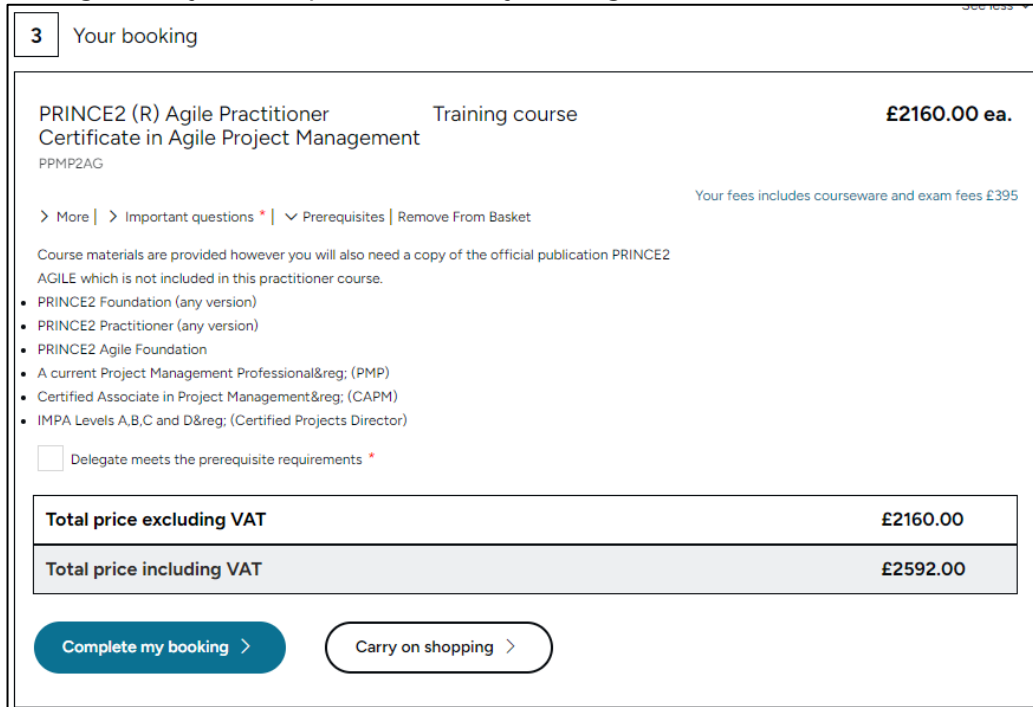
On the myQA checkout page you can view all the event information prior to completing the booking(s). There are multiple sections to complete at checkout, some of which may or may not be available to you, depending on the configuration of your company's portal.



You will be required to complete information on the following areas:

- **Booking prerequisites**

Confirm you meet any course prerequisites and/or company specific questions. Please note, some options may not appear on your booking screen as it optional and configured by the requirements of your organisation



- **Special requirements**

Indicate whether the delegate has any special requirements. This will allow our team and training centres to ensure all your needs are accommodated prior to the start date.

4 Who's attending?

First name *
Surname *
Email *

Find

This delegate has special requirements
 Leave delegate as to be agreed.

Vision Impairment

Hearing Impairment

Disability affecting mobility

Mental health difficulty

Dyslexia

Dyscalculia

Autism spectrum disorder

Aspergers syndrome

Social or emotional difficulty

Other learning difficulty

Other medical condition

Other disability

Prefer not to say

Temporary disability after accident or illness

Requirement information

Confirm details >

- **Payment methods**

The methods of payment available will be configured depending on the requirements of your organisation. In most cases, there will be an option to 'Reserve a place'. Please note, this requires manager approval and sign-off before the booking is confirmed and will have been configured in advance.

5 How will you be paying for this?

Credit/debit card
Pay by Invoice
Reserve space
Skills licence

If you don't have a promotion code, don't worry just click confirm below.

Use credit/debit card

Promotion code

Apply >

Confirm >

- **Accepting terms and conditions**

You must tick the box to confirm you have read and accept the QA terms and conditions before completing your booking. Press the 'Place order' button to complete the checkout process.

6 Make the payment

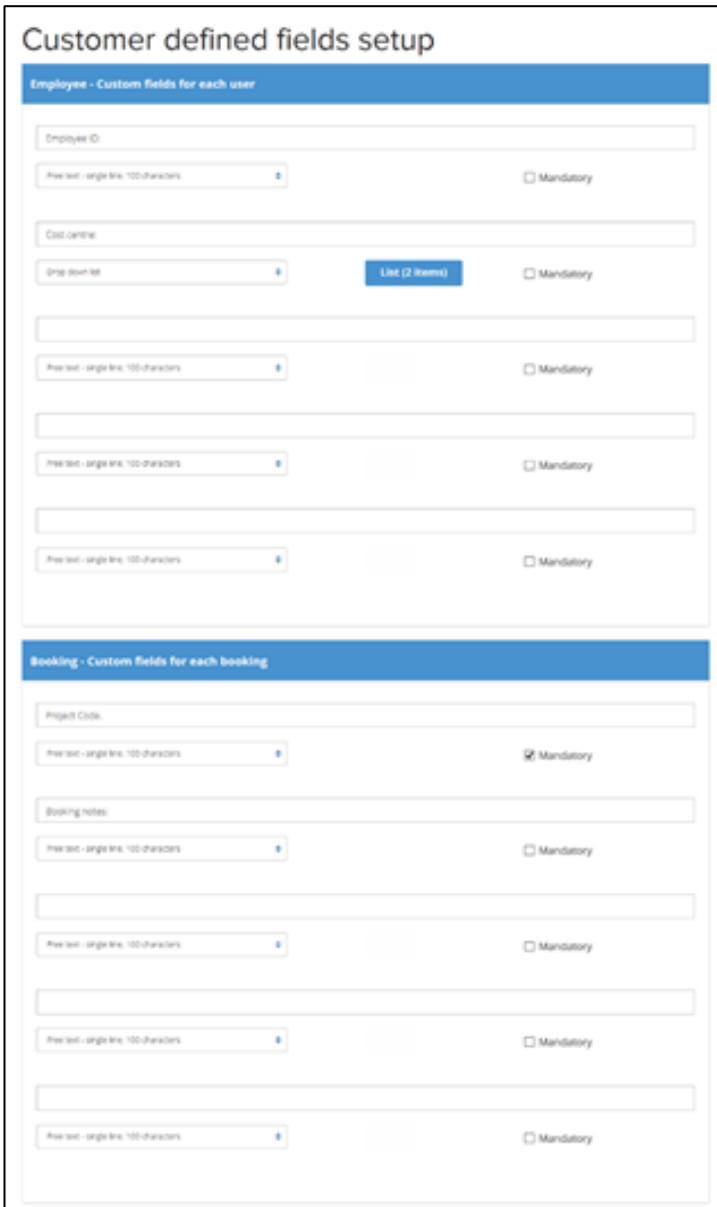
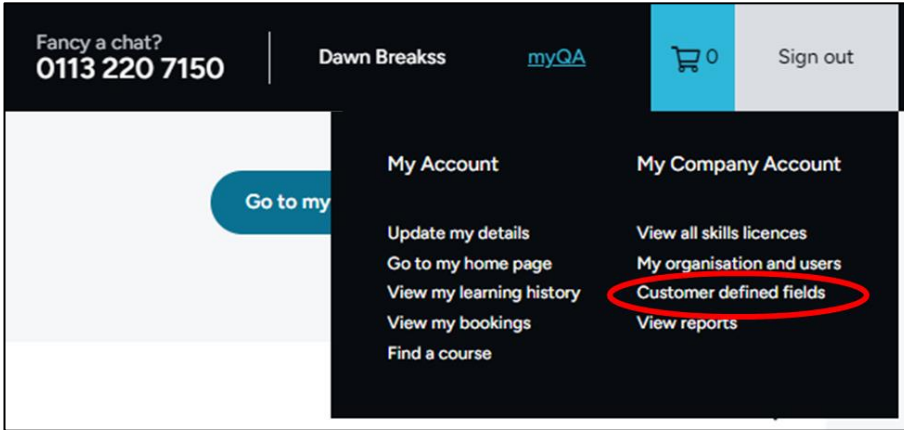
⚠ QA has **terms and conditions** you need to read.

I have read and agree to the terms and conditions *

Total charge (inc. VAT) is £2592.00
Place order >

Customer Defined Fields

From the myQA menu, select 'Customer defined fields'.



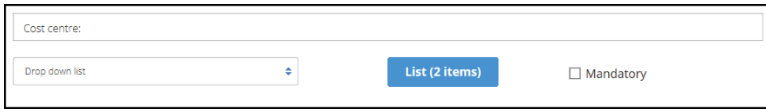
From this screen the 10 customer defined fields can be setup and maintained:

Employee: There are 5 custom fields, which can be created and presented in user records.

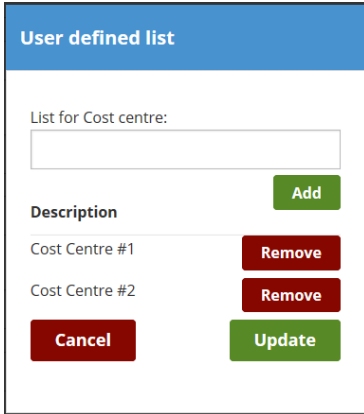
Booking: There are 5 custom fields, which can be created and presented on a per booking basis.

The Custom defined fields are presented in the reports from the menu and allow independent data capture and review.

The custom fields can be configured as 'Free text – single', 'Free text – multiple lines' or 'Drop down' list formats.



A screenshot of a form configuration interface. At the top is a text input field labeled 'Cost centre:'. Below it is a dropdown menu labeled 'Drop down list' with a small downward arrow. To the right of the dropdown is a blue button labeled 'List (2 items)'. Further right is a checkbox labeled 'Mandatory' which is currently unchecked.

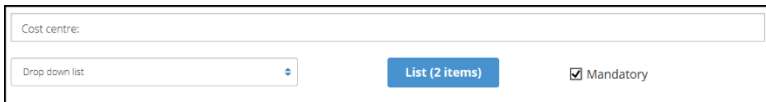


A screenshot of a dialog box titled 'User defined list'. It contains a text input field labeled 'List for Cost centre:'. Below this is a table with the following content:

Description	
Cost Centre #1	<input type="button" value="Remove"/>
Cost Centre #2	<input type="button" value="Remove"/>

At the bottom of the dialog are four buttons: 'Cancel' (red), 'Add' (green), 'Update' (green), and 'Remove' (red).

For example, it is possible to create a custom booking field for your Cost Centres, which can be populated from a predefined list when a booking is made. The list of cost centres can be added and select 'Update' to save the entries.

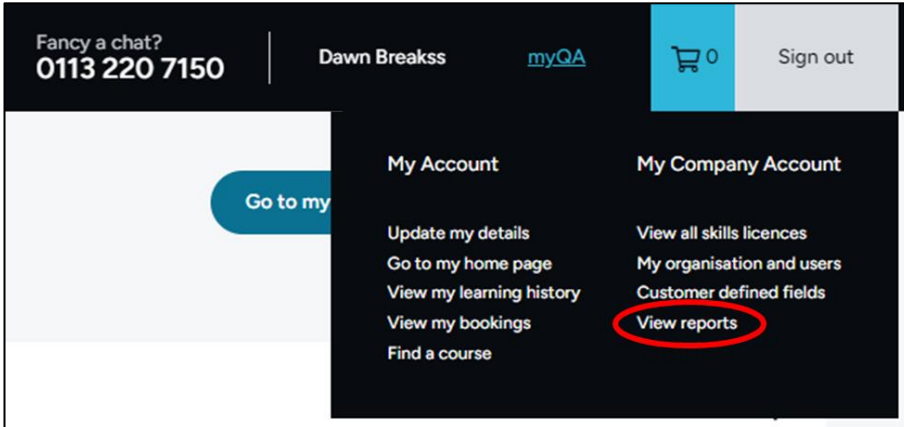


A screenshot of a form configuration interface, similar to the one above. The 'Mandatory' checkbox is now checked.

Once the custom drop-down list field has been saved, it can be set to 'Mandatory' by ticking the option as shown – forcing the booker to select a Cost Centre from the list while making a booking.

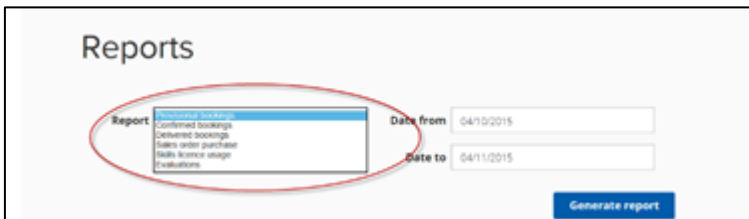
Reporting

Select the 'Reports' option from the 'Administration' menu.

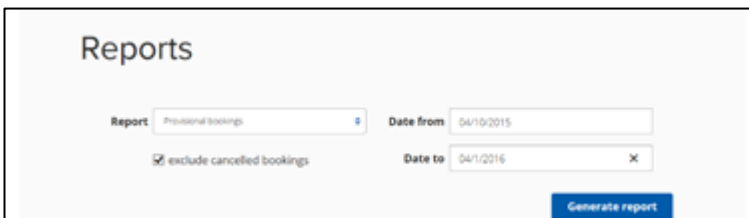


There are seven pre-defined reports available – each will include any custom fields in the output:

- Provisional bookings
- Confirmed bookings
- Delivered bookings
- Sales order purchase
- Skills licence usage
- Evaluations
- Online training



To run a report – select it from the list; enter the appropriate factors and then click 'Generate report'.



Click 'Open' or 'Save' to access the data generated by your report in Excel.