Candidate FAQs
for Ads Quality Rating Entrance Learning Program

welocalize

Frequently Asked Questions

1. I did **not receive the email from noreply@okta.com**. What should I do?

2. I received the OKTA Account Activation Email but **not the notification email from no-reply.learning@welocalize.com** and 24 hours have passed. What shall I do?

3. Why am I getting **automatic email reminders** If I have completed the nine modules before the due date?

4. The **page got frozen**; how can I move on with the Entrance Learning Program?

5. **Not passing the Entrance Learning Program** means that I won't be able to move forward with the recruitment process?

6. I have created the Gmail account. Why am I not allowed to **take the exam** yet?

7. I have finished the training. What is the **next step**?

8. **I cannot see the WeLearn app** in Okta. How can I access the Entrance Learning Program?

9. I have completed some of the tasks of the Entrance Learning Program, but **I need a break**. Will I be able to restart the program from where I left it?

10. If **I don't pass the Entrance Exam**, will I have another chance to retry it?

11. I have finished the training, but I am **not satisfied with the result**. Can I be re-enrolled in the Entrance Learning program?

12. My problem/question is **not contained in this FQA document**. How can I request support?

Question 1

I did not receive the email from noreply@okta.com. What should I do?

Answer 1

Please check your spam folder. If you are still not able to find the email, contact us using **this form.**

If the link doesn't work, copy below link to your browser:
https://welocalizetalent.zendesk.com/hc/en-us/requests/new

Question 2

I received the OKTA Account Activation Email but not the notification email from **no-reply.learning@welocalize.com** and 24 hours have passed.
What shall I do?

Answer 2

Please check your spam folder.
If you are still not able to find the notification email from WeLearn, you can access the platform OKTA as long as you successfully activated your OKTA Account.
Please try to sign in using this link:
https://welocalizeapi.okta.com/
When you are logged in you should look for the WeLearn App.
This should take you to the WeLearn Homepage and you can access the Entrance Learning program on "My Action Items" or by clicking "My Courses".

Question 3

Why am I getting automatic **email reminders** If I have completed the nine modules before the due date?

Answer 3

It is possible that you were not able to mark correctly all the modules as completed.
Log back in using this link:
https://welocalizeapi.okta.com/
and mark them as completed.

Question 4

The **page got frozen**;
how can I move on with the
Entrance Learning program?

Answer 4

You can't complete the program on your phone.
You need to use a computer.
The problem that you are experiencing might be due to a firewall
issue which could influence how pages load.

Please make sure to allow WeLearn in your browser.
Also, try to clear your browser cookies and history and refresh your
browser or log off and log in from WeLearn.
It is a good practice to use Chrome in the latest version for a better
learning experience in CSOD.

Try the above fixes and relaunch the Entrance Learning program
several times.

Question 5

Not passing the Entrance Learning Program means that I won't be able to **move forward with the recruitment process?**

Answer 5

The Entrance Learning Program will help you get familiarized with the tasks you will need to complete in the exam. However, passing it is not a pre-requisite to move forward.

Once you have completed the Entrance Learning Program, independently of the score you made, we will enroll you to the exam.

If you pass the client's exam you will start working as an Ads Rater and you will be assigned regular rating tasks.

I have created the Gmail account, why am I **not allowed to take the exam** yet?

Answer 6

The process sometimes can take a bit longer. If you have sent the email from your new account to MyGmailAccount@welocalize.com the recruiter will reach out to you soon with further information about the Entrance Exam.

I have finished the Entrance Learning program. What is the **next step**?

Answer 7

The next step in the recruitment process is for you to take the Entrance Exam. We will be in touch soon and will give you all the details.

Question 8

I cannot see the **WeLearn app** in Okta. **How can I access** the Entrance Learning program?

Answer 8

Please submit your requests using this form:
https://welocalizetalent.zendesk.com/hc/en-us/requests/new
inserting "**Ads Learning**" and your issue in the Subject line.

Question 9

I have completed some of the tasks of the Entrance Learning Program, but **I need a break**. Will I be able to restart the program from where I left it?

Answer 9

Yes, you can have a break and restart the program from where you left it.
To do so, use this link: https://welocalizeapi.okta.com/
When you are logged in you should look for the WeLearn App.
Then this should take you to the WeLearn Homepage and you can access the course on "My Action Items" or by clicking "My Courses". The Entrance Learning Program will be there, and you can complete the missing parts.

If I don't pass the Entrance Exam, will I have **another chance to retry** it?

Answer 10

Yes, as per client request, the candidates can have up to 2 chances to take the exam.

Question 11

I have finished the Entrance Learning program, but I am **not satisfied with the result**.
Can I be re-enrolled in the program?

Answer 11

No, before having the possibility to retry the learning program, you must go through the Entrance Exam.
Only after you have completed the exam, in case you wish, you can be re-enrolled in the Entrance Learning Program.

Question 12

My problem/question is not contained in this FQA document. How can I request support?

Answer 12

If you have any questions/issues that is not contained in this FAQ document, please submit your requests using this form: https://welocalizetalent.zendesk.com/hc/en-us/requests/new
Please insert "**Ads Learning**" and your issue in the Subject line.