**Updating learner attendance using QA Sign in website**

Connect to: <https://signin.qa.com>

* Sign in using QA user name and password – details of course and enrolled learners will be displayed.

NOTE: If you are an Associate Trainer then prior to your first QA teaching event you should have received an email request with a link to set up a password for your Associate Account with QA. Please sign in using your Associate email address and password created. If you do not know these details, please contact IT Service Desk (see FAQs below)

* Click on the green ‘Options’ box displayed below each learner name and select Sign In or No Show. The learner’s name and email address can also be edited within this field if required.
* Options box will now change to either Attended or No Show to reflect your action.

**NOTE: No learner (even if listed as TBA) should be left as Not Coded – for reporting purposes every booking must be changed to either Attended or No Show.**

* Once completed, click Sign in/out button at top of screen – select ‘Logout’ and screen will confirm Logout status.
* If possible please complete registration within 45 minutes of course start time. No-shows are automatically captured and an alert is issued to the Account Manager to contact the client.
* You will not be able to access the registration portal for your course once the event is completed – this must be updated whilst the course is in progress.

**FAQs:**

**I am unable to log in/cannot view course/issues using software:**

Contact IT Service Desk: [ITServiceDesk@qa.com](mailto:ITServiceDesk@qa.com)

01133826200

**I am an Associate Trainer and do not know my log in details to access portal:**

Contact IT Service Desk: [ITServiceDesk@qa.com](mailto:ITServiceDesk@qa.com)

01133826200

**I have a learner/learners showing as TBA:**

TBA bookings can be changed to the learner’s name and the correct email address added. ‘Change Delegate Name’ box is located below the Sign in and No Show options. However, if running a public event, please double check that the learner is from the same company as the TBA booking you are amending.

**I have escalated an issue relating to the portal to the IT Service Desk but this has not yet been resolved and my event is due to finish:**

Please send details of all learners that have attended and any learners that are no-shows to the following email group and a member of the team will update the attendance on your behalf:

**Team QA – Virtual Delegate Attendance Report (VirtualDelegate.Attendancereport@qa.com)**