Voucher, user account

Here you will find answers on the topics of vouchers and user accounts.

Voucher

HOW CAN I GET A VOUCHER?

Vouchers are issued exclusively via regional employment centers (RAV). You can therefore contact your current RAV.

HOW CAN I REDEEM THE VOUCHER?

Once you have received a voucher, you can register on the home page under ‘Register now’. To do this, fill in the code you find on your personal voucher in the ‘Voucher Code’ field or scan the QR code, which will automatically fill in the field for you. Once you click ‘continue’, you will be directed to a page where you will need to enter your name and email address. After that, you will receive an email where you can activate the account. You will have 24 hours to do this, if this has expired you will have to register again. Then just set a password and you can log in and begin your training!

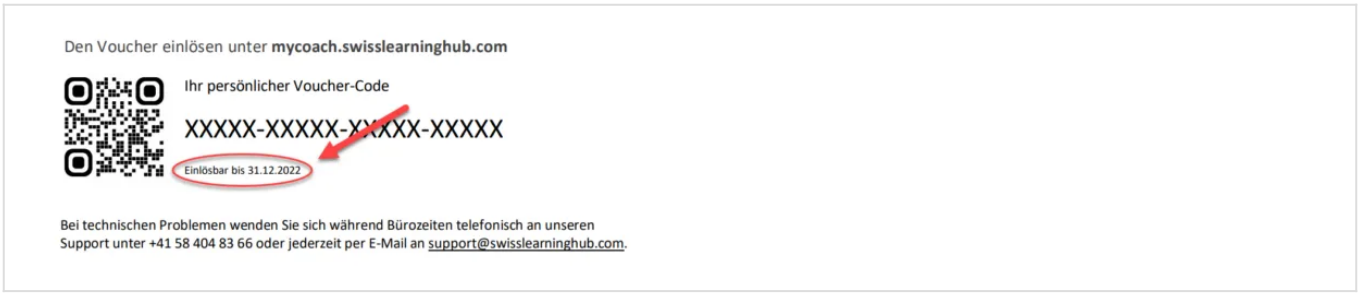
> *The arrival of the e-mail can take up to 10 minutes. Please be patient and check your spam folder if necessary.*

CAN I REDEEM MY VOUCHER MORE THAN ONCE?

No, each individual voucher can only be redeemed once and is not cumulative.

CAN I REDEEM THE VOUCHER AFTER ANY AMOUNT OF TIME?

The voucher has an expiration date, which you will find printed on the voucher. It is redeemable until this date.



HOW LONG IS MY VOUCHER VALID?

The validity of the voucher is limited to 90 days after redemption. Once these 90 days have passed, you will no longer have access to the training and your documents. You should therefore download your acquired documents.

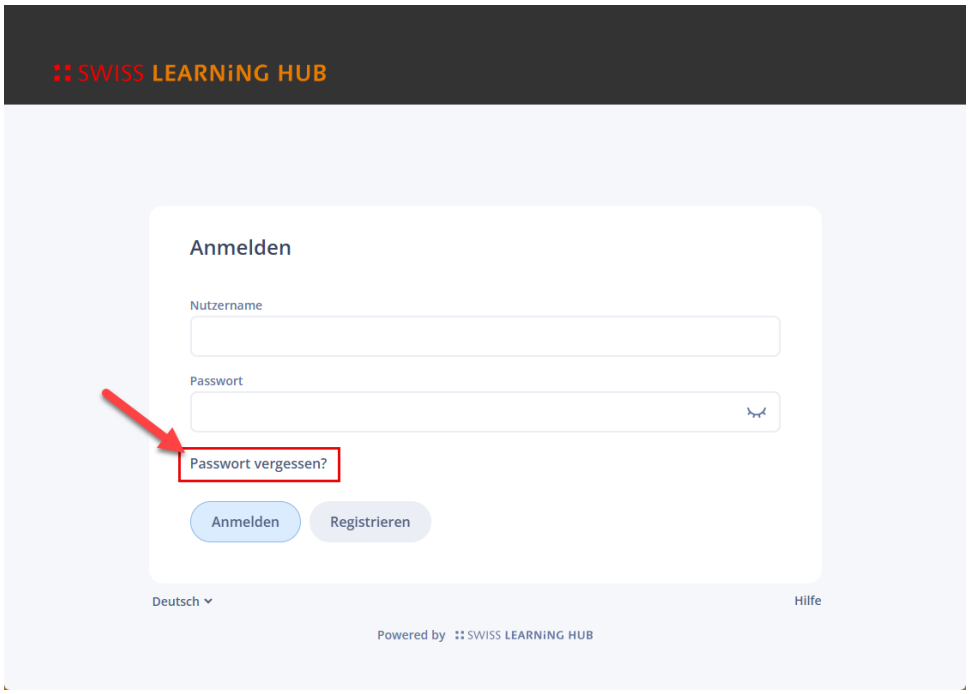
My Account

CAN ANYONE SEE MY ACCOUNT INFORMATION?

Your profile data is secure with us and not publicly accessible to others.

HOW CAN I RESET MY PASSWORD?

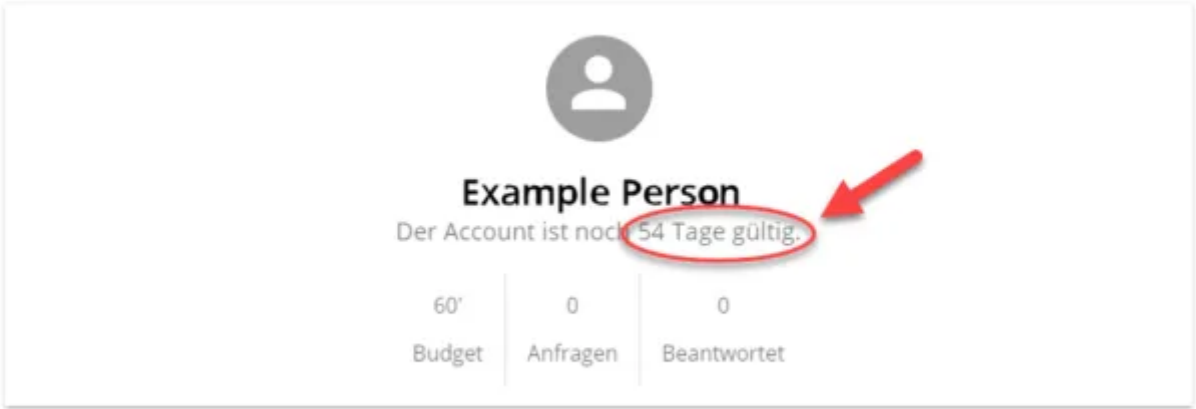
When you log in, you will find the link ‘Forgot your password?’. After clicking this, you need to enter your email address and then you will receive an email with another link to reset your old password.



> *The arrival of the email can take up to 10 minutes. Please be patient and check your spam folder if necessary.*

HOW LONG IS MY ACCOUNT VALID?

Check in your profile to find out how many days your account is valid. The account is active for 90 days after the voucher has been redeemed.



HOW LONG WILL MY DATA BE KEPT?

Your data will be deleted at the latest one year after your account expires.

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