

# Have a question?

Get answers to some frequently asked questions.



## Registration

### **I need help registering for an account. Who can I contact?**

Send an email to [tradelearningportal@westjet.com](mailto:tradelearningportal@westjet.com). In your email, provide as much detail as possible to help us better assist you.

### **Can our agency use one general email address for all registrations?**

No, each individual in your agency must register using their own unique email address.

### **I registered with the wrong role or agency. What can I do to fix this?**

Send an email to [tradelearningportal@westjet.com](mailto:tradelearningportal@westjet.com) and advise what the correct role or agency should be.

### **I would like to use a different email than the one I used to register. Is it possible to switch?**

Yes, you can change the email address associated with your account. Email [tradelearningportal@westjet.com](mailto:tradelearningportal@westjet.com) and provide the email address you registered with, as well as the email address you wish to change to.

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## Learning completion

**I finished an eLearning but it is not registering as complete. What should I do?**

1. Log out of your portal account and clear the cache (browser history). Log back in and re-open the eLearning to see if the status has changed to complete.
2. If the eLearning does not register as complete after step one, contact [tradelearningportal@westjet.com](mailto:tradelearningportal@westjet.com) for assistance. Be sure to provide your name, email address and name of the impacted learning.

We recommend taking a screenshot after completing an eLearning in case your progress is not recorded.