Qargo aQademy — What, Why & How.

Your guide to Qargo aQademy: how to get logged in, set your preferred UI language, work through your role-based learning journey, and meet your 14-day due date.

Updated 22 September 2026

Summary

What is Qargo aQademy?

- Qargo aQademy is your training space. It gives you a guided set of lessons about the Qargo platform, matched to the job you actually do.
- A learning journey is assigned to you automatically, based on the role your Qargo onboarding manager gives you.

Why does it exist?

- So you arrive at your go-live training already comfortable with the basics, instead of spending that time on general product walkthroughs.
- So you can learn at your own pace, in your own time, rather than waiting for a scheduled session.

How does it work?

- You receive two emails: one to set your password, one to launch your first course.
- Your journey is a sequence of modules. Each one unlocks the next.
- You have **14 days** from enrolment to finish, and you will be reminded by email if you run past that.
- When you finish the entire learning journey, you receive a certificate.

Terminology

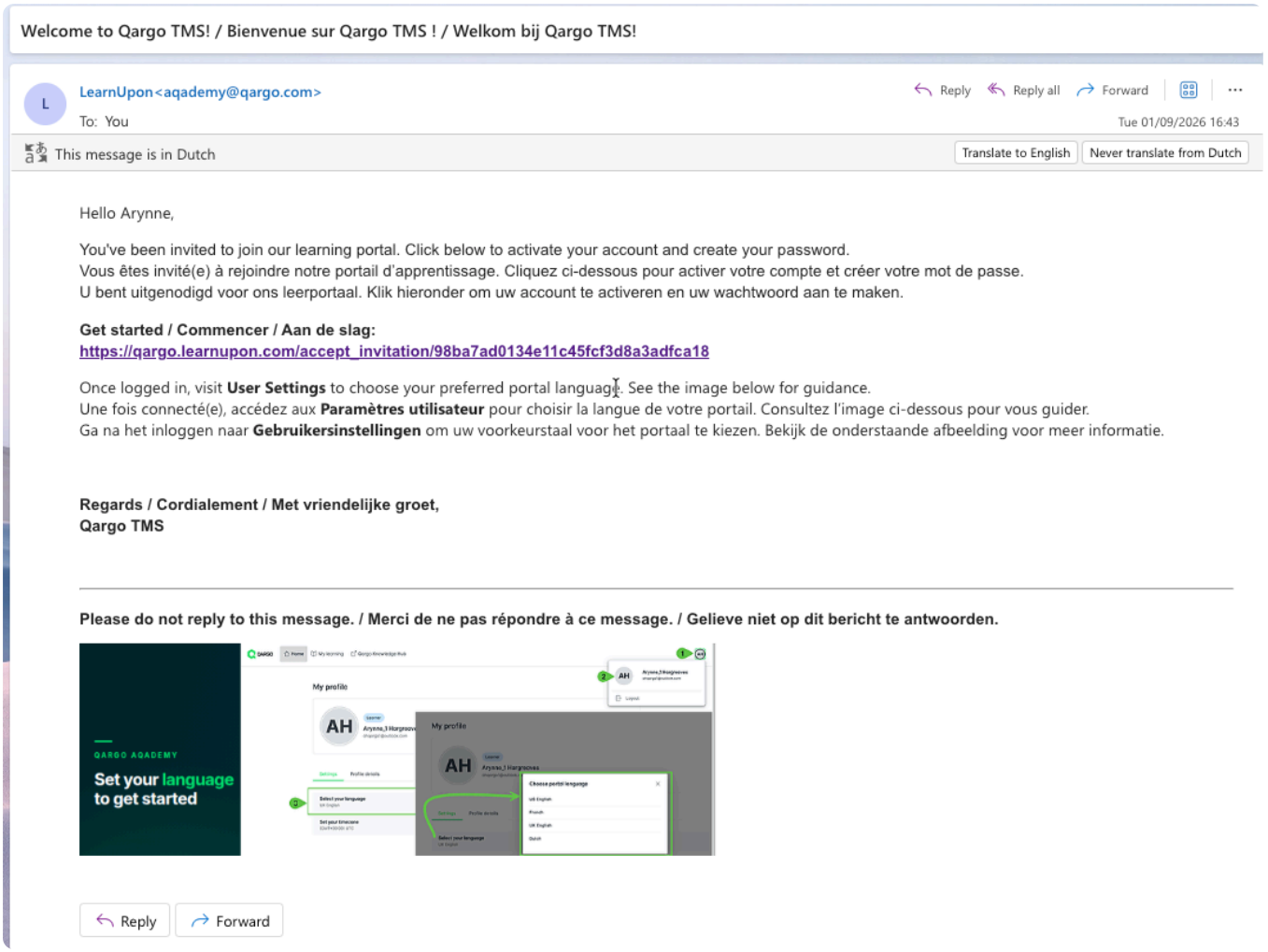
Term	Definition
Qargo aQademy	The learning space where your Qargo training lives. Separate from the Qargo platform itself.
Learning journey	The full set of training modules assigned to your role, in the order it should be taken. Named *Welcome to Qargo - [role]*.
Module	One course within a journey — for example *Module: Order Entry*. Each is roughly an hour.
Required step	A module you must complete for the journey to count as finished. Your progress reads as *x/y required steps completed*.
Preferred language	The language setting on your learner record. It decides which language version of your journey you are enrolled in.
Sandbox	Your own practice environment in Qargo. Several modules link you into it so you can try the actions for real.

Getting into Qargo aQademy

You will receive **two separate emails** when your onboarding manager sets you up. Both may arrive at the same time.

1. Your invite email

This is the one that gets you in.

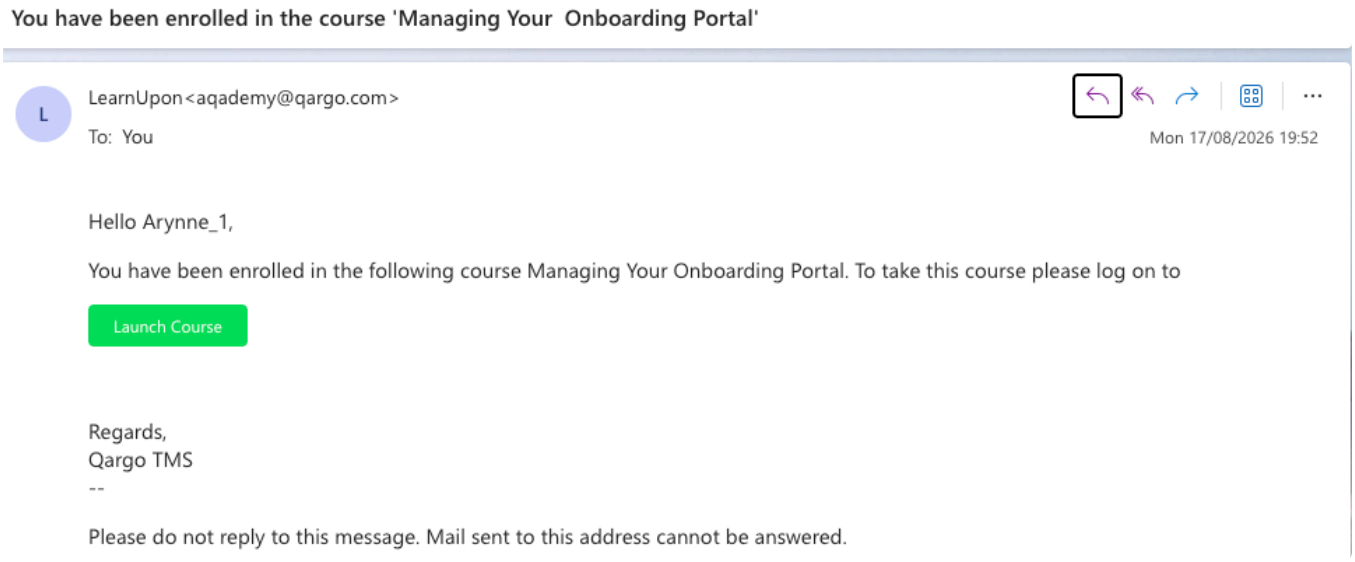


- **Click the link** in the email to open Qargo aQademy.
- **Set a password** for your account.
- **Save.** You can now log in any time at the address in that email.

📚 **Bookmark this page.** It contains the address you will return to every time you want to log in.

2. Your enrolment email

This email is about the training itself, not your account. It confirms which learning journey you have been enrolled in and includes a **Launch course** button.



📚 **You can start straight from this email.** The **Launch course** button takes you directly into your first module — you do not have to log into Qargo aQademy first. Either route gets you to the same place.

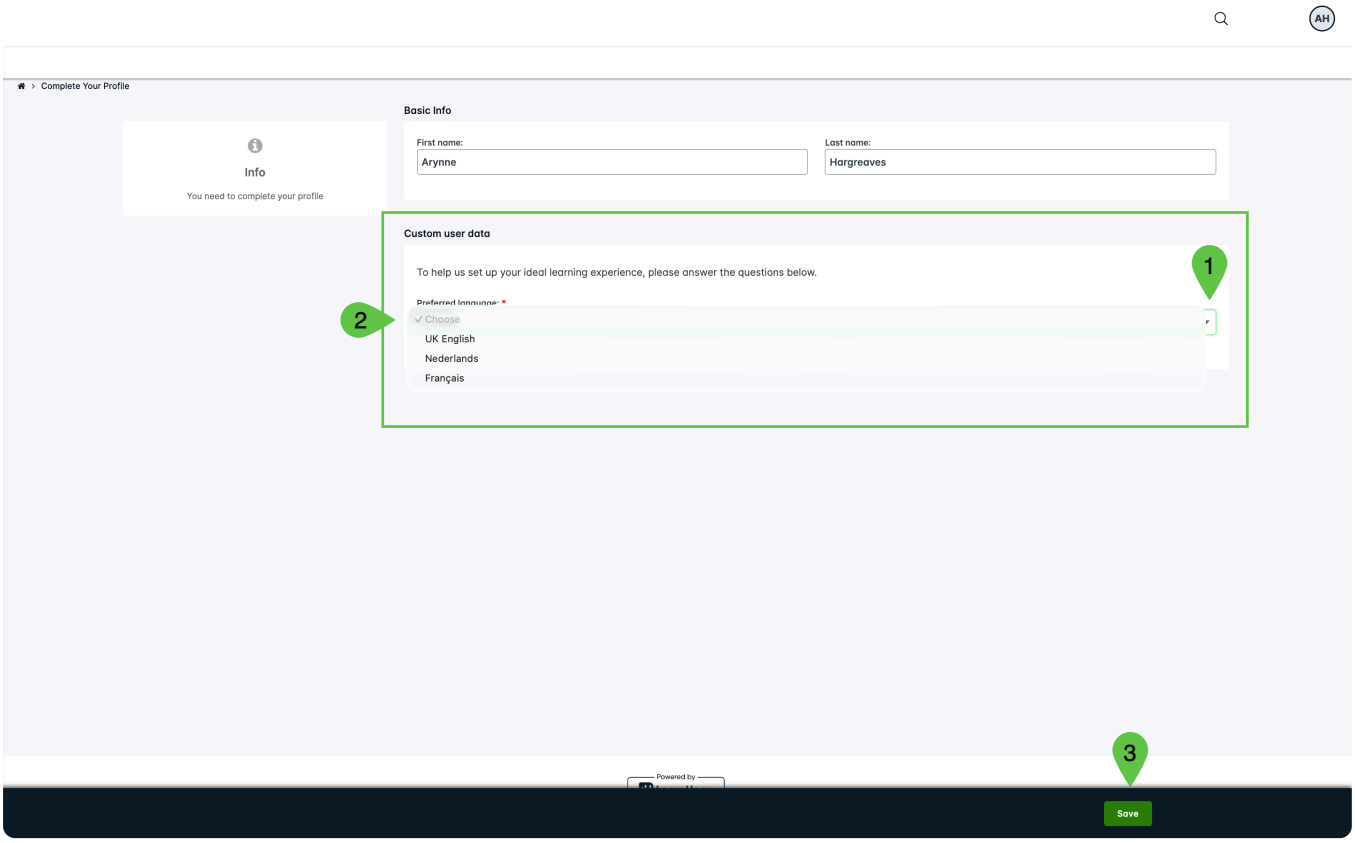
Setting your language

Qargo aQademy Portal is available in **UK English**, **French** and **Dutch**. There are **two language settings**, and they do different jobs.

Your preferred language — this decides your training

Preferred language is recorded when your account is created, and it does more than change the buttons on screen: **it decides which language version of your learning journey you are enrolled in.**

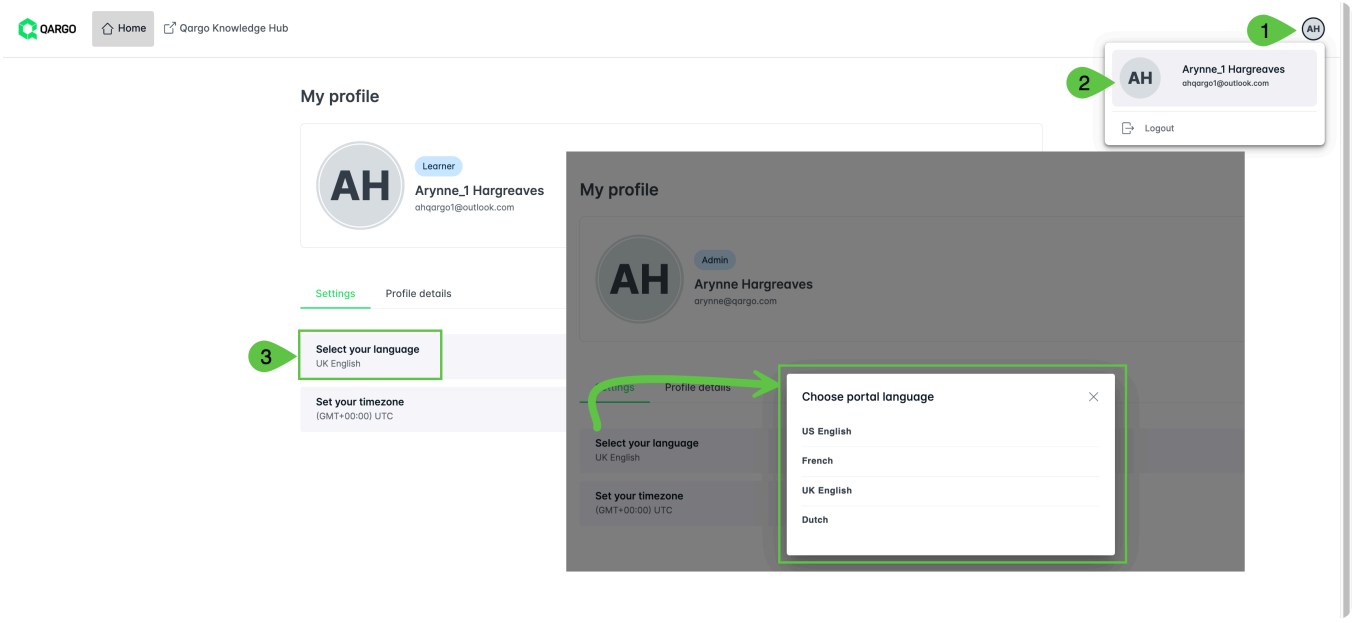
- If your onboarding manager has already set it, you are enrolled in that language and there is nothing to do.
- If it has not been set, you will be asked to choose it when you first log in. This is not optional — complete it, and your journey is then enrolled in the language you picked.



‼️ **Choose carefully.** This choice determines the version of the training you receive, so pick the language you want to ***learn*** in.

Your portal language — this changes the screens

Separately, **Selecting your language** on your *My profile* page sets the language of the Qargo aQademy screens themselves — the menus, buttons and labels. Your current setting is shown underneath it. The same page is where you can **Update your password** and **Set your timezone**.



📚 **These two settings are independent.** Changing your portal language changes the screens around your training; it does not move you to a different language version of the journey.

If your training itself is in the wrong language, it is the *preferred language* setting that needs changing. **Speak to your Onboarding Manager to request a change.**

Your learning journey

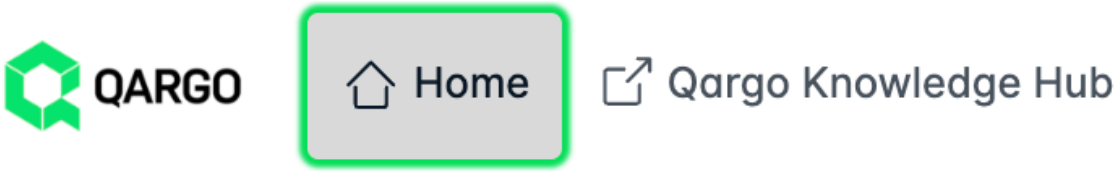
There are four learning journeys, one per role:

Journey	Who it is for
Welcome to Qargo - Super Admins	The most complete journey. Covers configuration as well as day-to-day work.
Welcome to Qargo - Planners	Order entry, planning, stops and trips.
Welcome to Qargo - Invoicing	The finance and invoicing side of Qargo.
Welcome to Qargo - Customer Services	Order handling and trip creation.

🧰 **The role your Onboarding Manager assigns enrols you automatically.**

- Learning journeys are made up of individual courses that are relevant to the specific assigned role.
- Every journey opens with the same first module — **Logic & orientation** — which introduces Qargo's vocabulary, the logic behind how the platform is put together, and how to find your way around. From there the modules follow the work your role does.
  - The Super Admin journey, for example, runs: *Logic & orientation* → *Essential setup* → *Order Entry* → *Planning essentials* → *Stops & Trips* → *Finance & Invoicing* → *Certificate*.

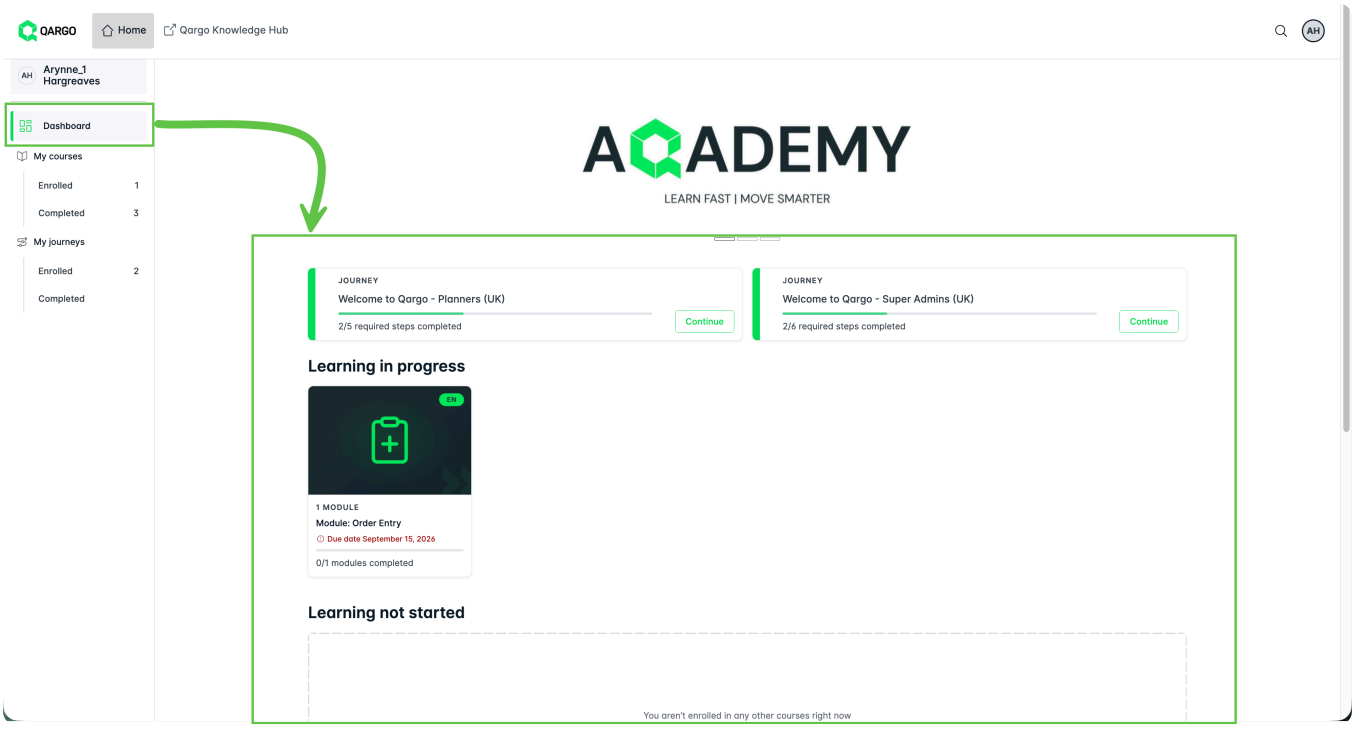
Finding your way around



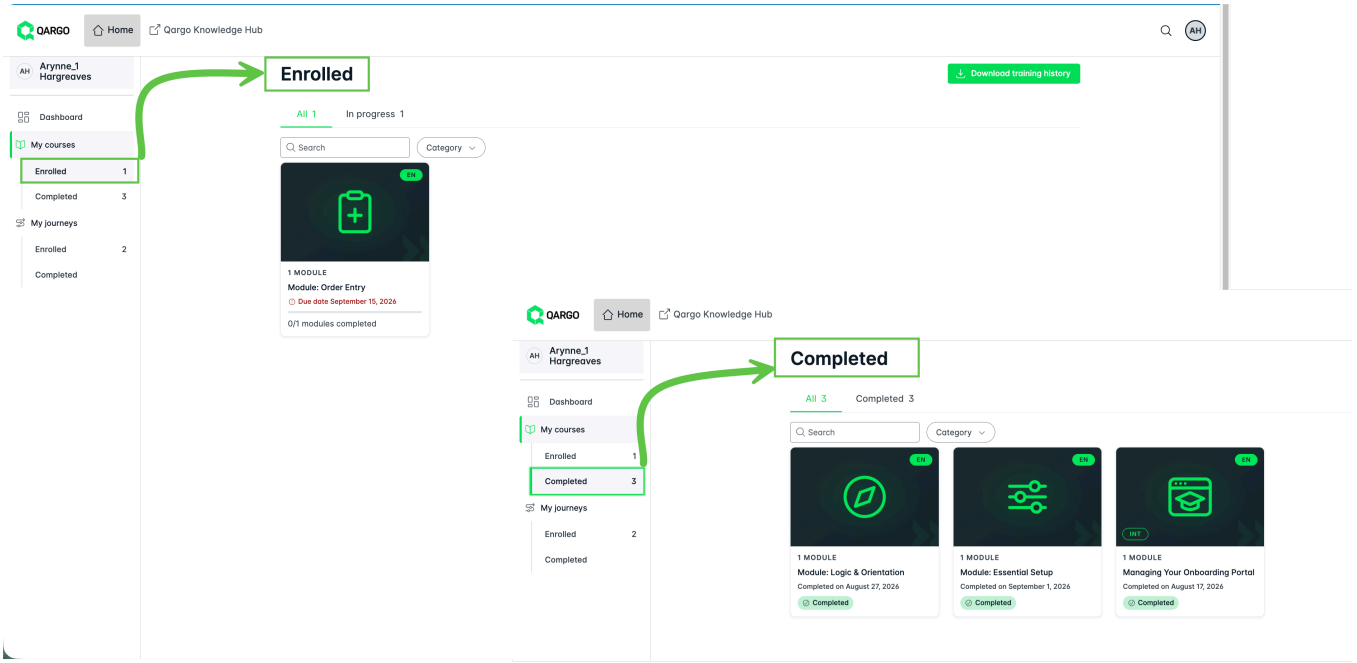
Home

Navigation menu

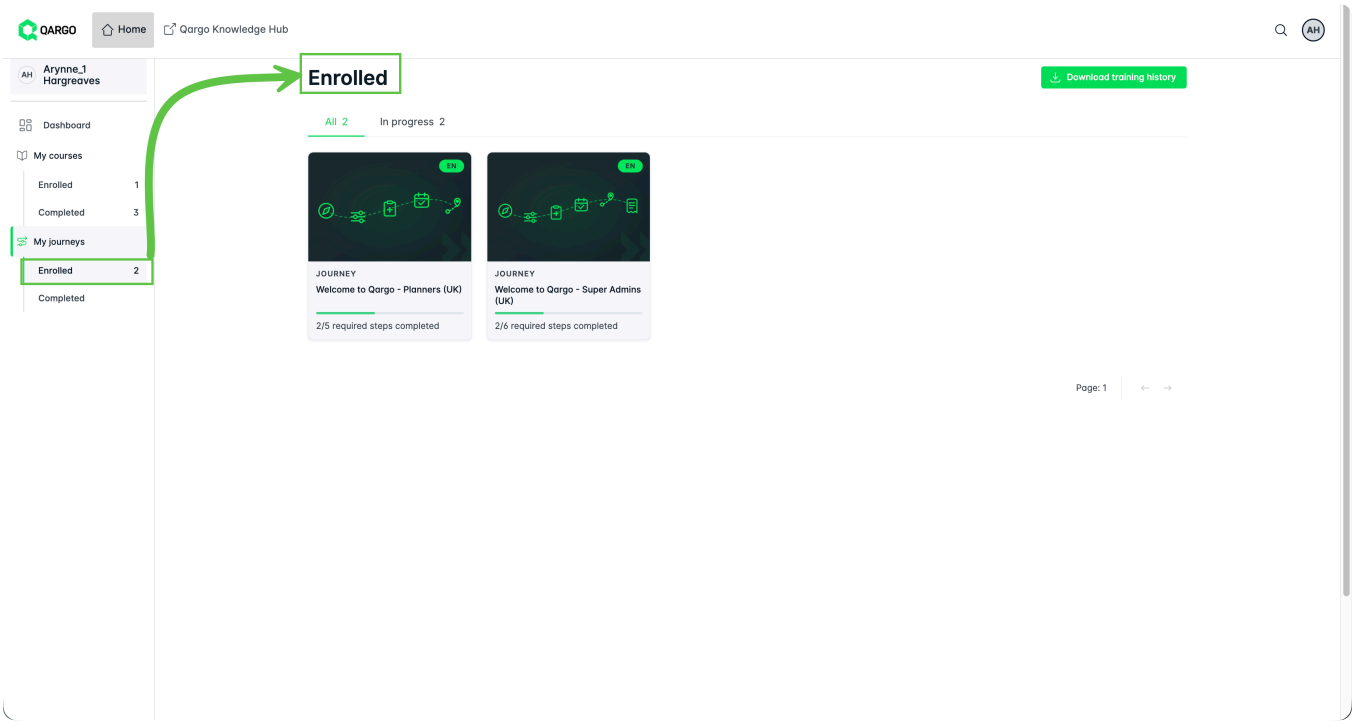
- ***Dashboard*** - the default landing page displaying an overview of enrolments in progress and any learning you are enrolled on but not yet started.



- ***My Courses*** — the individual modules you are enrolled on and have completed
  - 2 tabs showing 'ALL' or 'In Progress'
  - Each course shows a status and due date where applicable.



- ***My Journeys*** — the complete journeys you are enrolled in and have completed



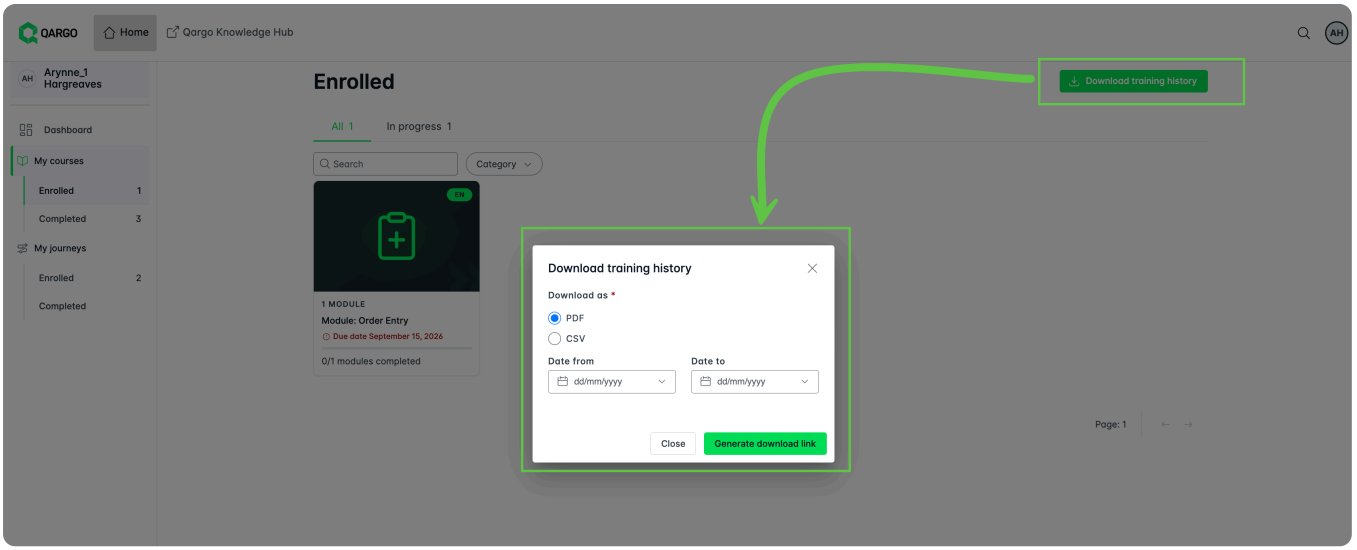
- 2 tabs showing ‘ALL’ or ‘In Progress’
- Each Journey shows a status and due date where applicable.

📚 **CLICK** any of the cards to open a course or learning journey in progress, or re-take training where available.

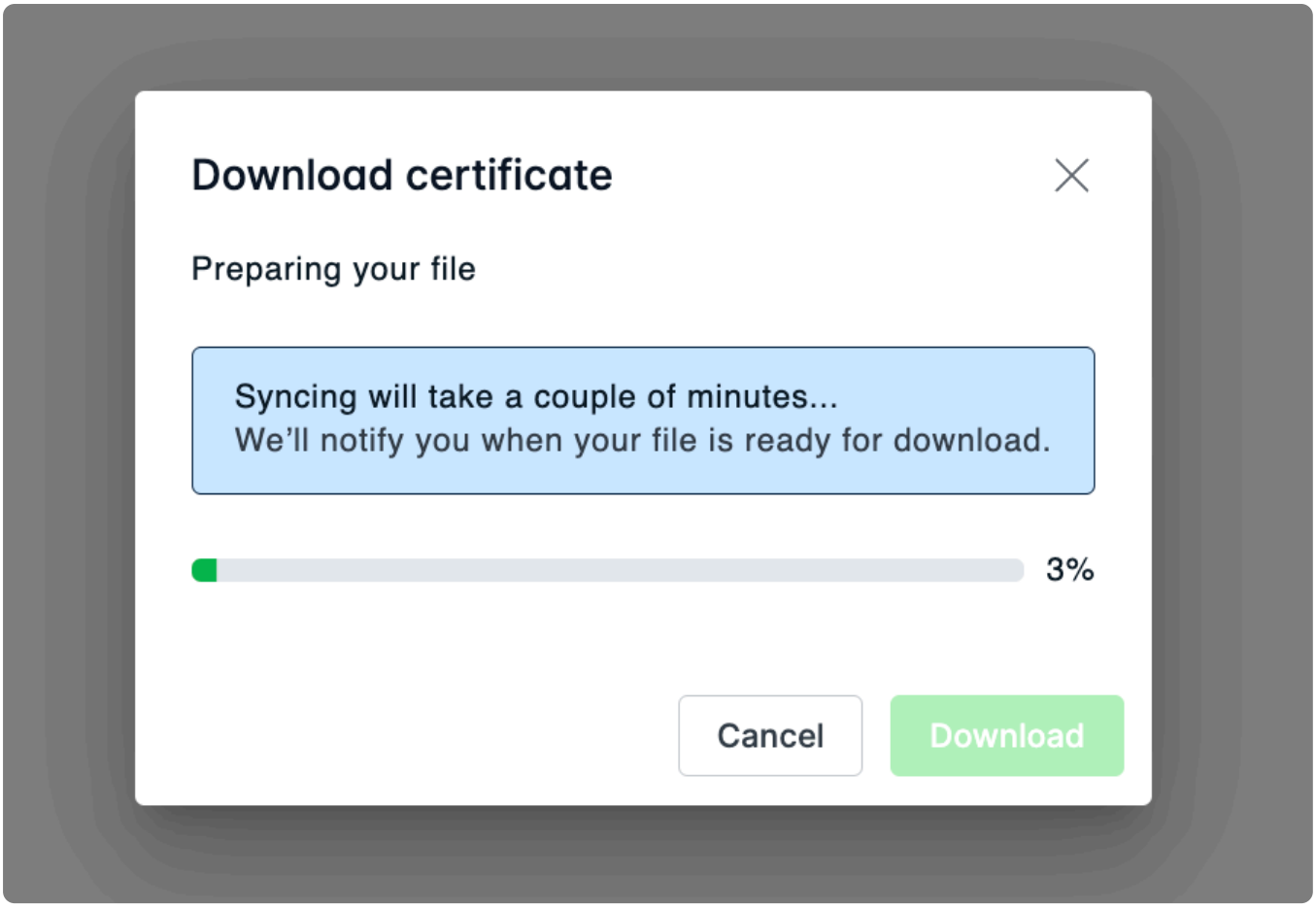
Download training

You can use **Download training history** to export a record of your own training. This is available at both the course and journey level.

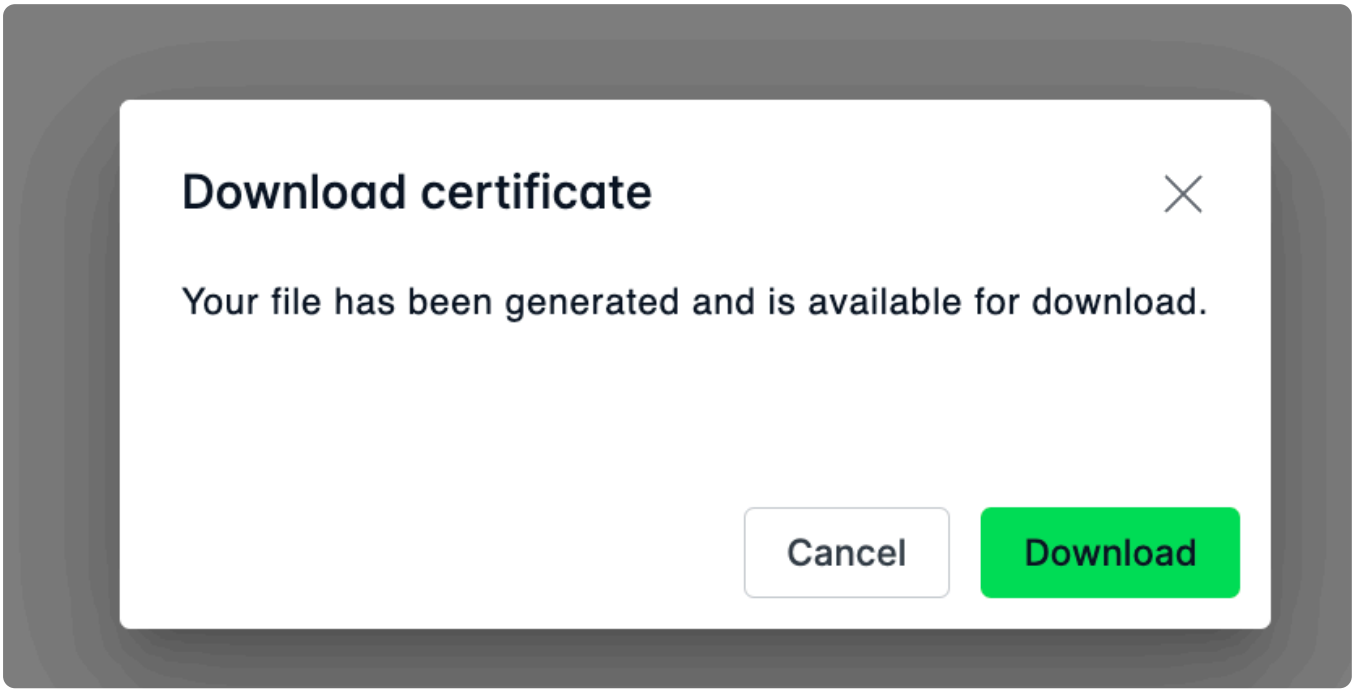
- **CLICK** the *‘Download’* button, select your preferred download file format and date.

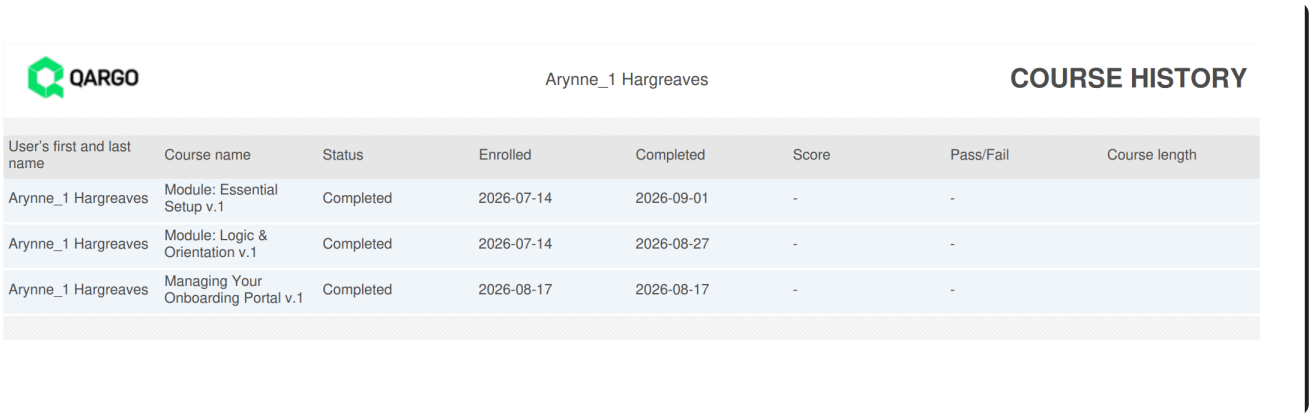


- A popup is displayed showing the file processing.
    - *NOTE: This indicates ‘certificate’ but it is the history file.*



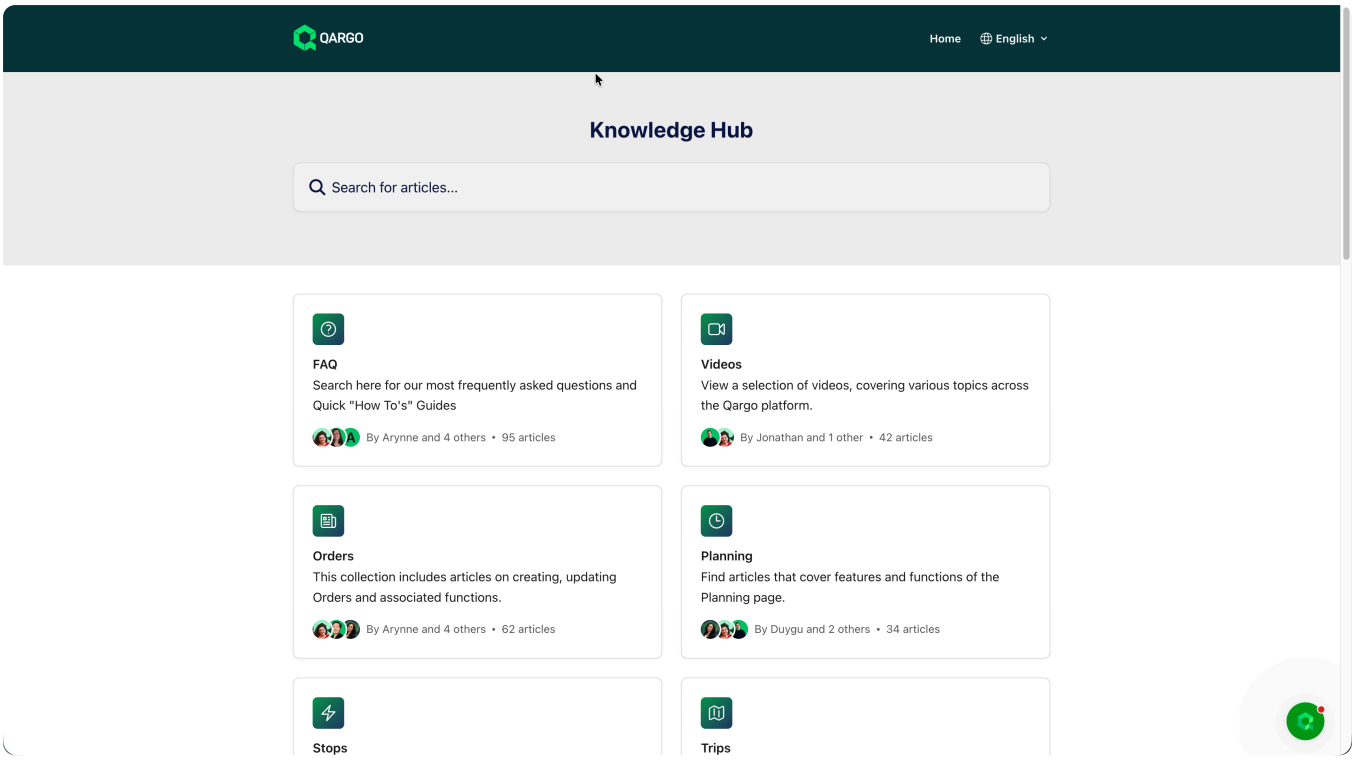
- When complete the popup will show option to 'Download Certificate'. Click 'Download' to receive the training history in the selected format.





Qargo Knowledge Hub

A direct link out to ***Qargo's help articles***, so you can look something up without leaving your training behind.

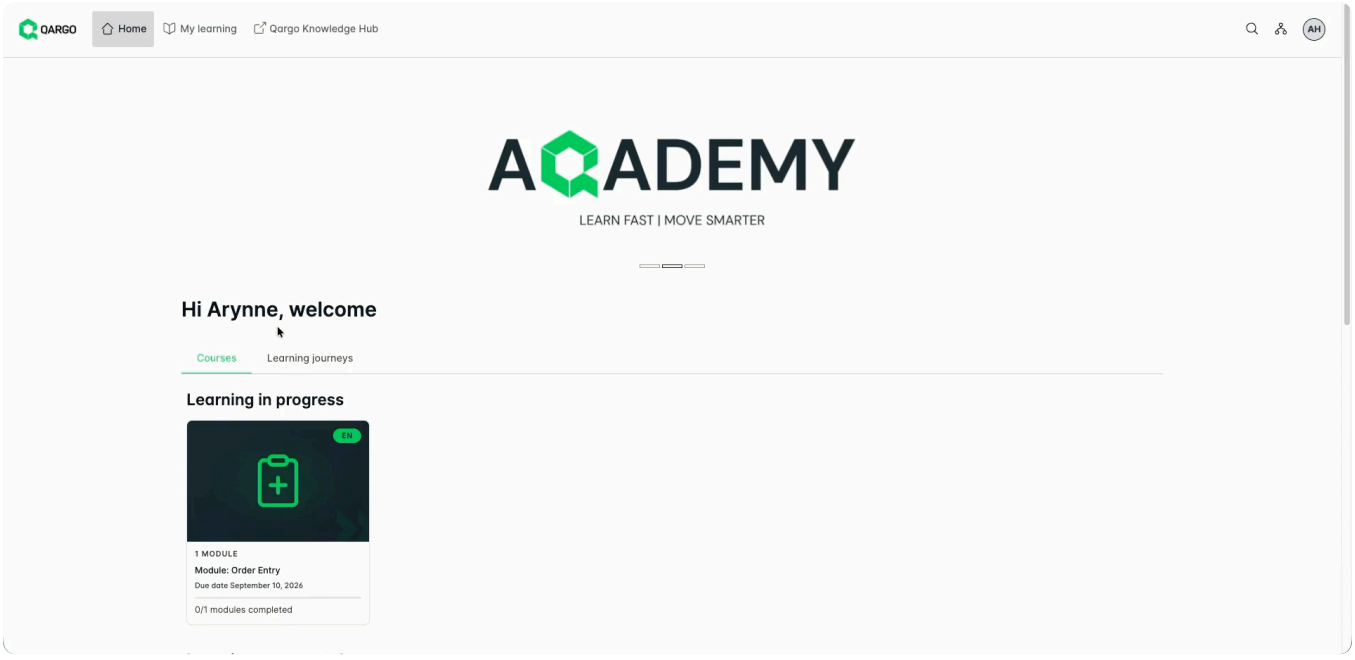


Working through a module

A few things behave differently here to a normal video course, and they account for most of the questions we get.

Modules unlock in order. Only your current step is open. Steps further along show a padlock until you reach them. Your current step shows **Continue**; a finished step shows **Completed** and a **Relaunch** button if you want to go back over it.

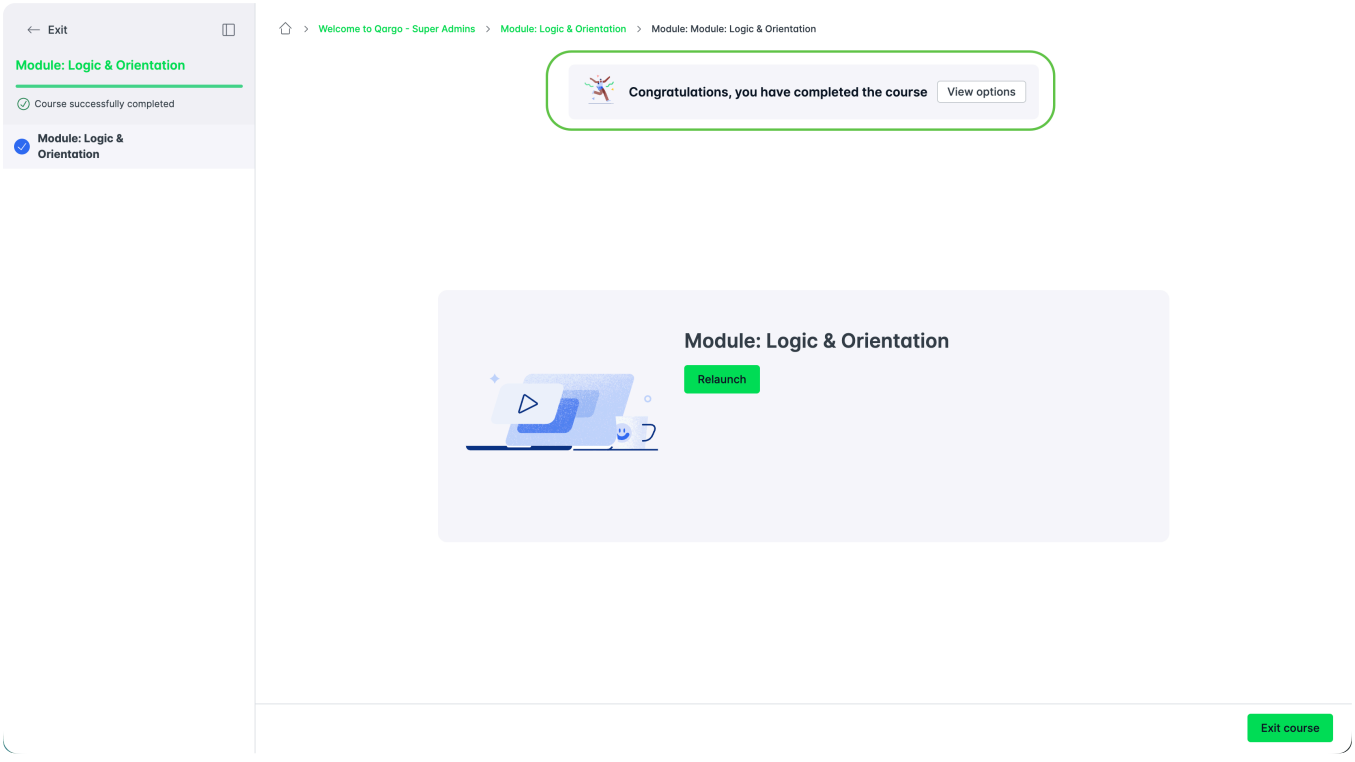
📚 **The training is interactive, and it checks.** Each module contains exercises — matching pairs, quizzes, expandable panels. You have to engage with every one of them for the module to register as complete. If you click **Save and exit** without finishing the interactions, you will be returned to the same module next time you log in. **This is deliberate**: the training is designed so it cannot simply be played in the background.



You will be sent into your own Qargo sandbox. Some lessons link you straight into the platform to try the action for real. Once you have logged into Qargo the first time, that link takes you back to your own sandbox each time.

Videos and images can be enlarged. Pop them out if anything is hard to read.

Finishing a module gives you a confirmation, and a **View options** button that launches the following module.



Due dates and reminders

Each learning journey carries a **14-day completion window**, counted from the day you are enrolled. If you pass your due date, Qargo aQademy emails you automatically:

When	What happens
1 day past due	A reminder email asking you to complete your training.
7 days past due	A follow-up reminder email.

📚 **Why the deadline matters.** Your training is timed to land before your go-live. Finishing it on time means your go-live sessions can be spent on your own workflows and questions, rather than on the basics.

Your onboarding manager can see your progress and will get in touch if it looks like you are stuck on something — so if a module is not making sense, say so rather than waiting.

Your certificate

The last step of every journey is a certificate, issued once all required steps are complete. It unlocks automatically — there is nothing to request. You can download your certificate.

Share your certificate (LinkedIn) - coming soon*

After completing the final course in your journey, you will be prompted to log in to LinkedIn and add the certificate to your account. The course and certificate name are filled in automatically.

Where to get help

- Each module ends with a section pointing you to support.
- **Qargo Knowledge Hub** in the top navigation takes you to Qargo's help articles.
- For anything about your access, your role, or your due date, contact your Qargo onboarding manager.



Troubleshooting

Issue	What to do
The invite email has not arrived	Check your spam and junk folders. If it is not there, ask your onboarding manager to re-send it.
I have set my password but cannot find my training	Check the **Learning journeys** tab on **Home**, and the **My learning** screen. If nothing is listed, your enrolment may not have completed — contact your onboarding manager.
A module shows a padlock	That step has not unlocked yet. Finish the step before it and it will open.
My module keeps reopening at the same place	The interactive exercises in that module have not all been completed. Work through every exercise, submit each one, and the module will register as complete.
The module says *0/1 modules completed* even though I watched it all	Watching is not enough — the exercises have to be completed too.
My training is in the wrong language	Changing **Select your language** on *My profile* only changes the screens, not the training. It is your *preferred language* that decides which version of the journey you are enrolled in — contact your onboarding manager to have it changed.
I received a past-due reminder but I have finished	Check **My learning** for anything still showing a due date — a journey is only complete when every required step is.
I need a record of what I have completed	Use **Download training history** on the **My learning** screen.