Qargo aQademy: what, why, and how.

A guide to Qargo aQademy: how to log in, set the platform language, work through the learning journey for each role, and complete everything within 14 days.

Updated September 23, 2026

Summary

What is Qargo aQademy?

- Qargo aQademy is the learning environment for Qargo users. It offers guided lessons on the Qargo platform, tailored to the tasks that belong to each role.
- The Qargo Onboarding Manager assigns each user a role, and the matching learning journey is assigned automatically.

Why does it exist?

- Users master the basics before their go-live training, so that session can go deeper into the company's own way of working.
- Users learn at their own pace, whenever it suits them, without waiting for a scheduled session.

How does it work?

- Each user receives two emails: one to set a password and one to start the first course.
- The learning journey consists of a series of modules. Completing a module unlocks the next one.
- Users have 14 days to complete their learning journey. After that deadline, a reminder is sent by email.
- Completing the full learning journey earns a certificate.

Terminology

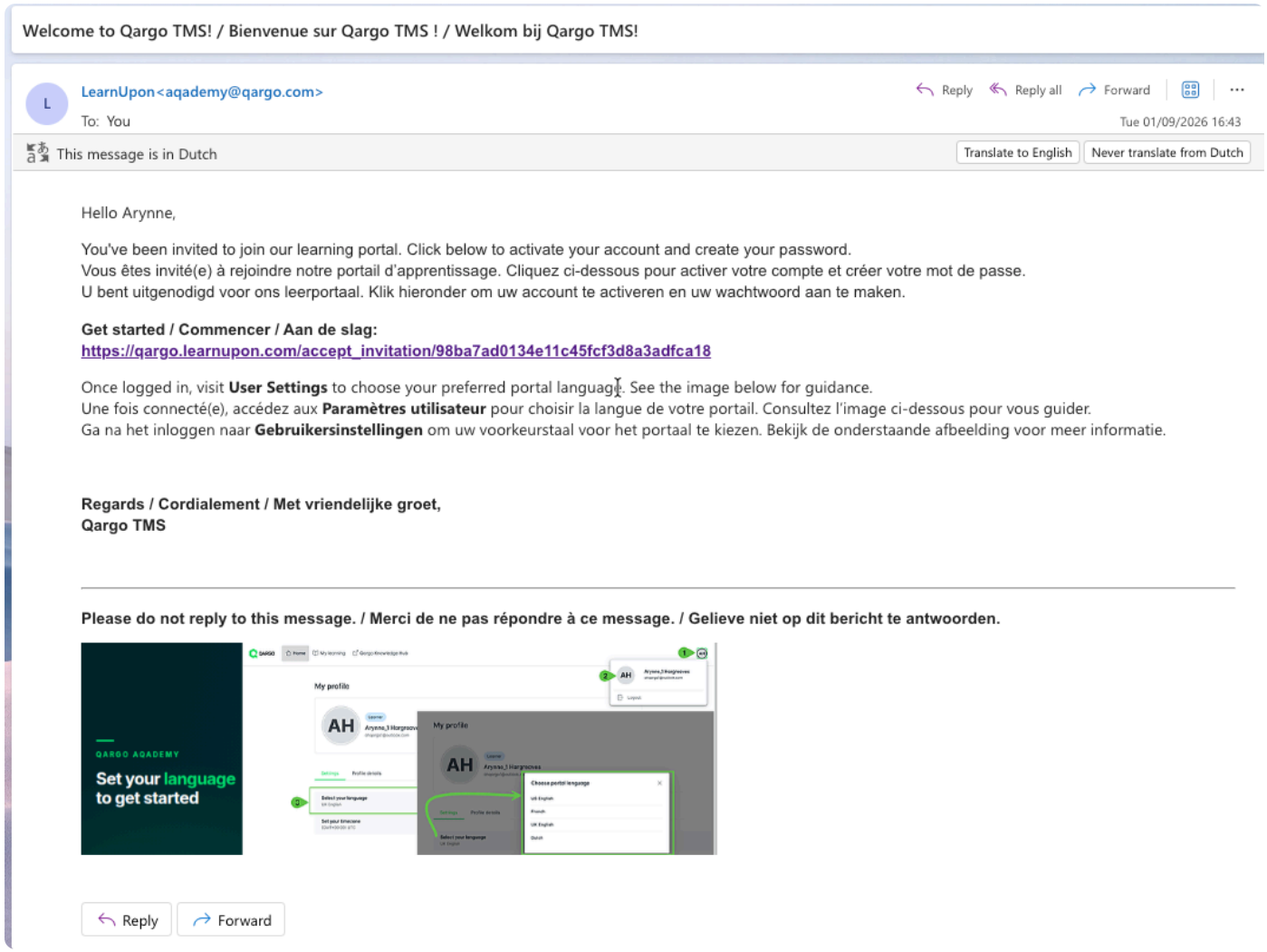
Term	Definition
Qargo aQademy	The learning environment that holds the user's Qargo training. Separate from the Qargo platform itself.
Learning journey	The full set of training modules assigned to a role, in the order in which they must be taken. Named *Welcome to Qargo - [role]*.
Module	A single course within a learning journey, for example *Module: Order Entry*. Each module takes about one hour.
Required step	A module that must be completed for the learning journey to count as complete. Progress is shown as *x/y required steps completed*.
Preferred language	The language setting on the learner profile. It determines which language version of the learning journey the user is enrolled in.
Sandbox	The user's own practice environment in Qargo. Several modules link to it so the actions can be tried for real.

Getting access to Qargo aQademy

Users receive **two separate emails** when their Onboarding Manager grants access. They can arrive at the same time.

1. Invitation email

This is the email that grants access.

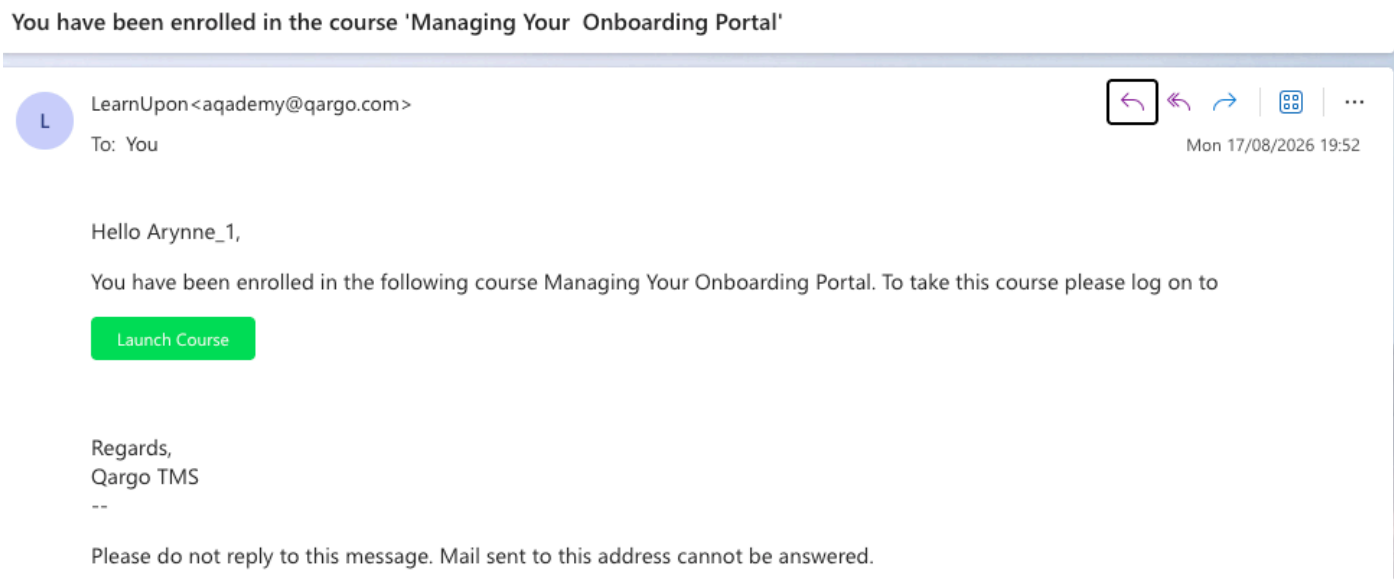


- Click the link in the email to open Qargo aQademy.
- Set a password for the account.
- Save it. From now on, log in at any time via the address in that email.

📚 **Bookmark this page.** This is the address to use every time to log in.

2. Enrollment email

This email is about the training itself, not the account. It confirms which learning journey the user is enrolled in and contains a **Launch course** button.



📚 **Training can start directly from this email.** The **Launch course** button goes straight to the first module, with no need to log in to Qargo aQademy first. Both routes lead to the same place.

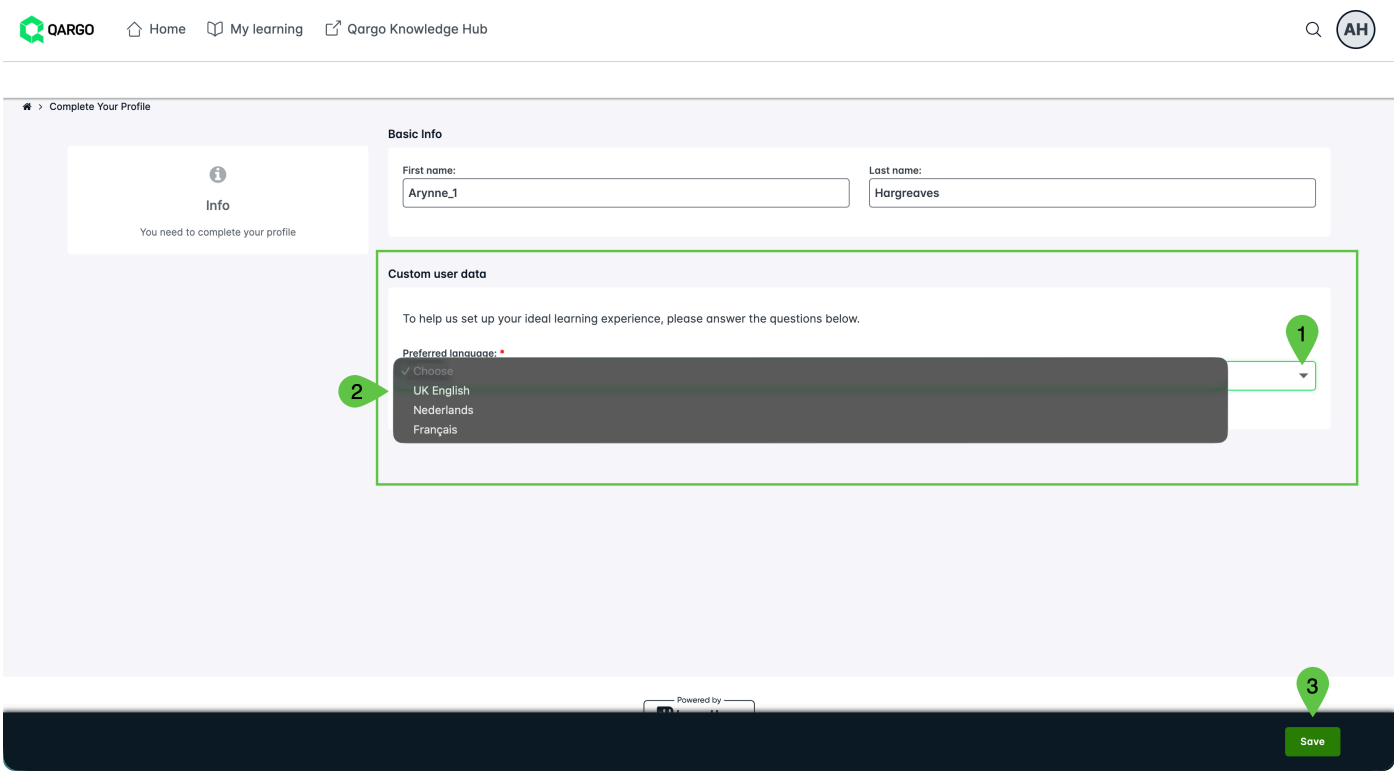
Setting the language

Qargo aQademy is available in **English (UK)**, **French**, and **Dutch**. There are two language settings, and each does something different.

Preferred language: this determines the training

The *preferred language* is recorded on the profile when the account is created, and it does more than change the buttons on screen: **it determines which language version of the learning journey the user is enrolled in.**

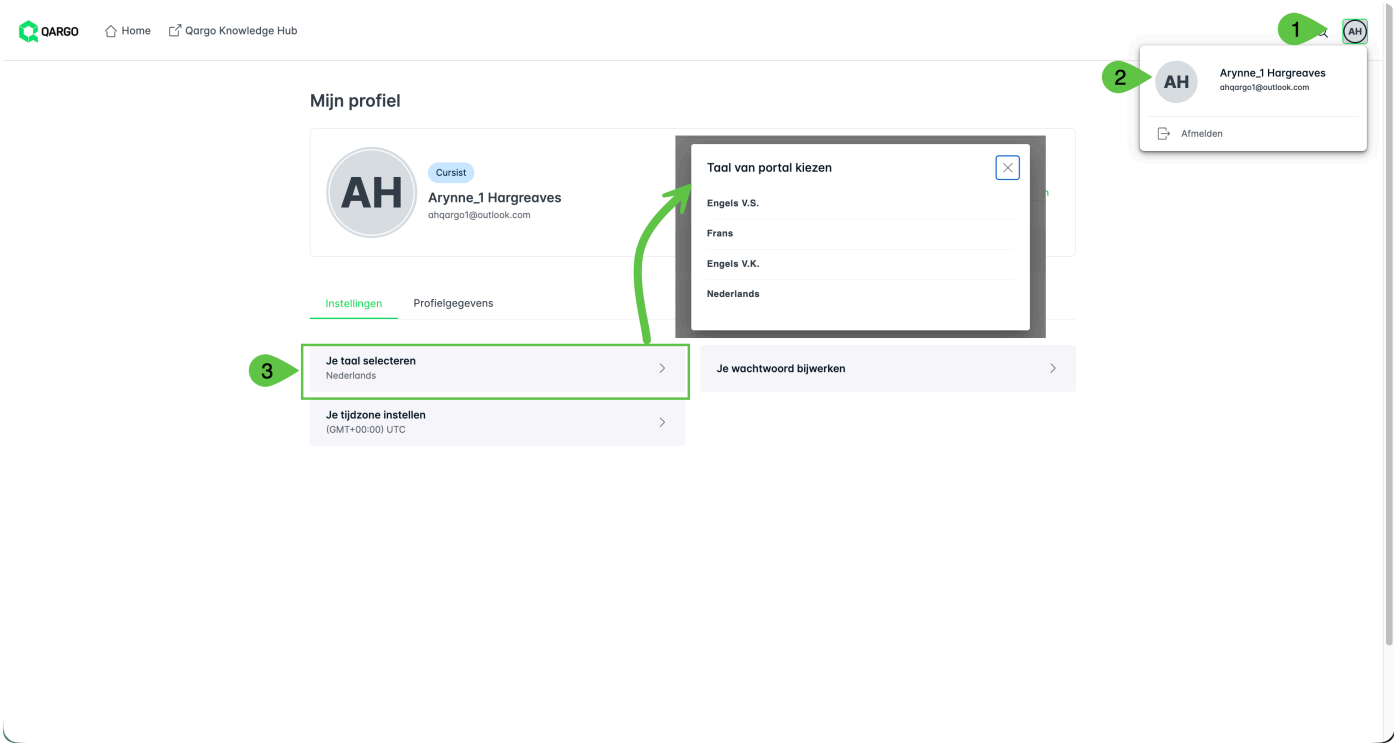
- If the Onboarding Manager has already set it, the user is enrolled in that language and no action is needed.
- If it is not set, the user is asked to choose at the first login. This is not optional. As soon as it is filled in, the user is enrolled in the learning journey in the chosen language.



‼️ **Choose carefully.** This choice determines which version of the training the user receives, so choose the language to *learn* in.

The platform language: this changes the screens

In addition, **Select your language** on the *My profile* page sets the language of the Qargo aQademy screens themselves: the menus, buttons, and labels. The current setting is listed below it. The same page also allows changing the password (**Update your password**) and setting the time zone (**Set your timezone**).



📚 **These two settings are independent.** Changing the platform language changes the screens around the training; it does not switch the user to a different language version of the learning journey.

If the training itself is in the wrong language, the *preferred language* setting needs to be changed. **Contact the Onboarding Manager to request that change.**

Learning journey

There are four learning journeys, one per role:

Learning journey	Who it's for
Welcome to Qargo - Super Admins	The most complete journey. Covers both configuration and day-to-day work.
Welcome to Qargo - Planners	Order capture, planning, stops, and loads.
Welcome to Qargo - Invoicing	The finance and billing side of Qargo.
Welcome to Qargo - Customer Services	Order handling and creating loads.

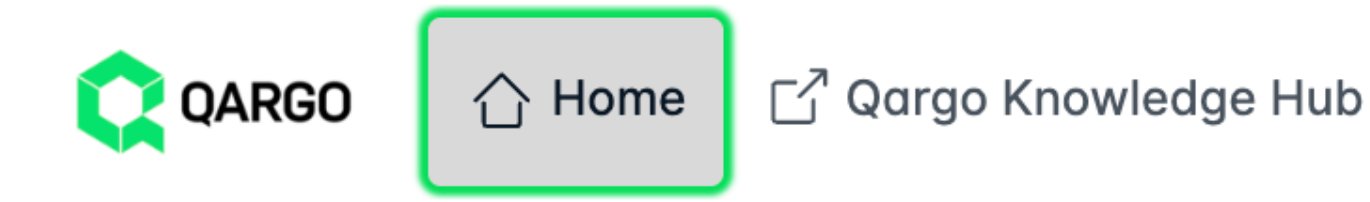
🧰 **The role the Onboarding Manager assigns enrolls the user automatically.**

- Every learning journey starts with the same first module, **Logic & orientation**. It introduces Qargo terminology, the logic behind how the platform is built, and how to find the way around it. After that, the modules follow the work that belongs to the role.

- For example, the Super Admin journey runs as follows: *Logic & orientation → Essential setup → Order Entry → Planning essentials → Stops & Trips → Finance & Invoicing → Certificate*.

Navigating

The top navigation has three sections.

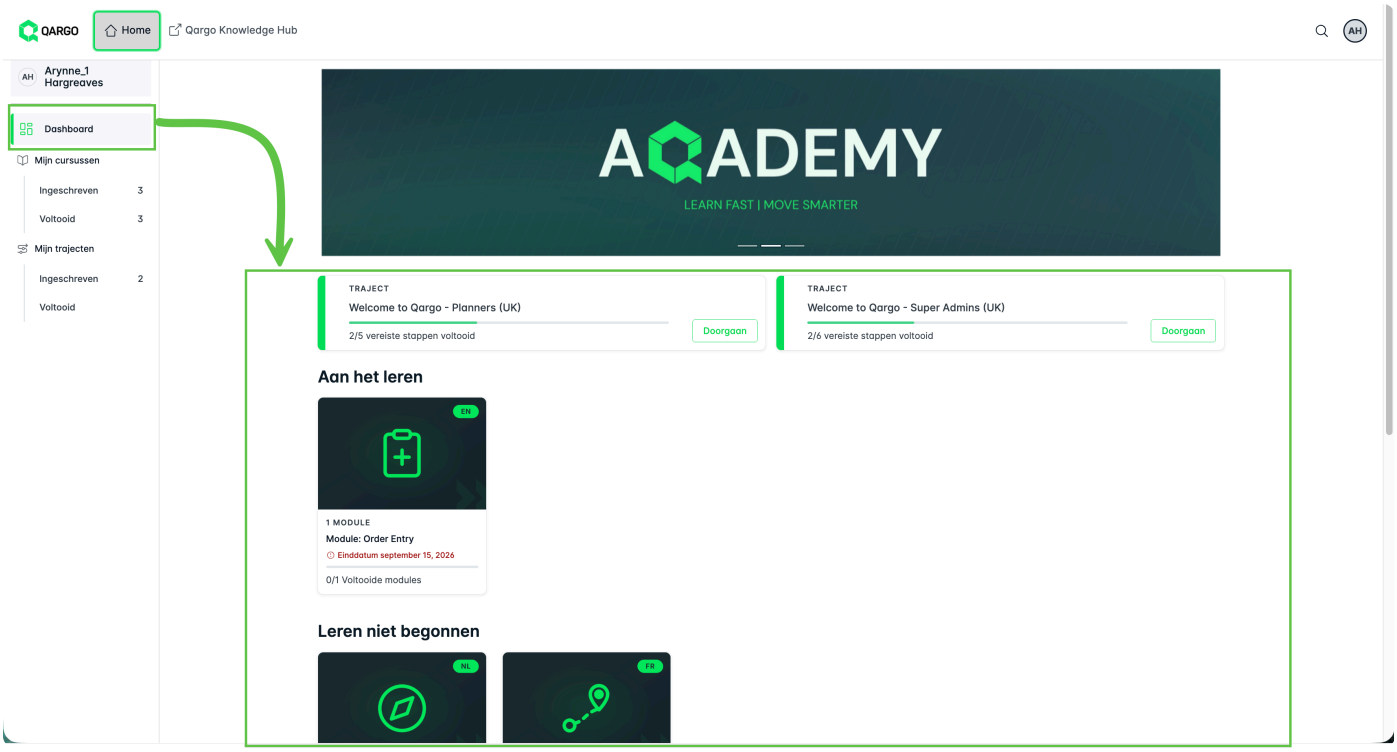


Home

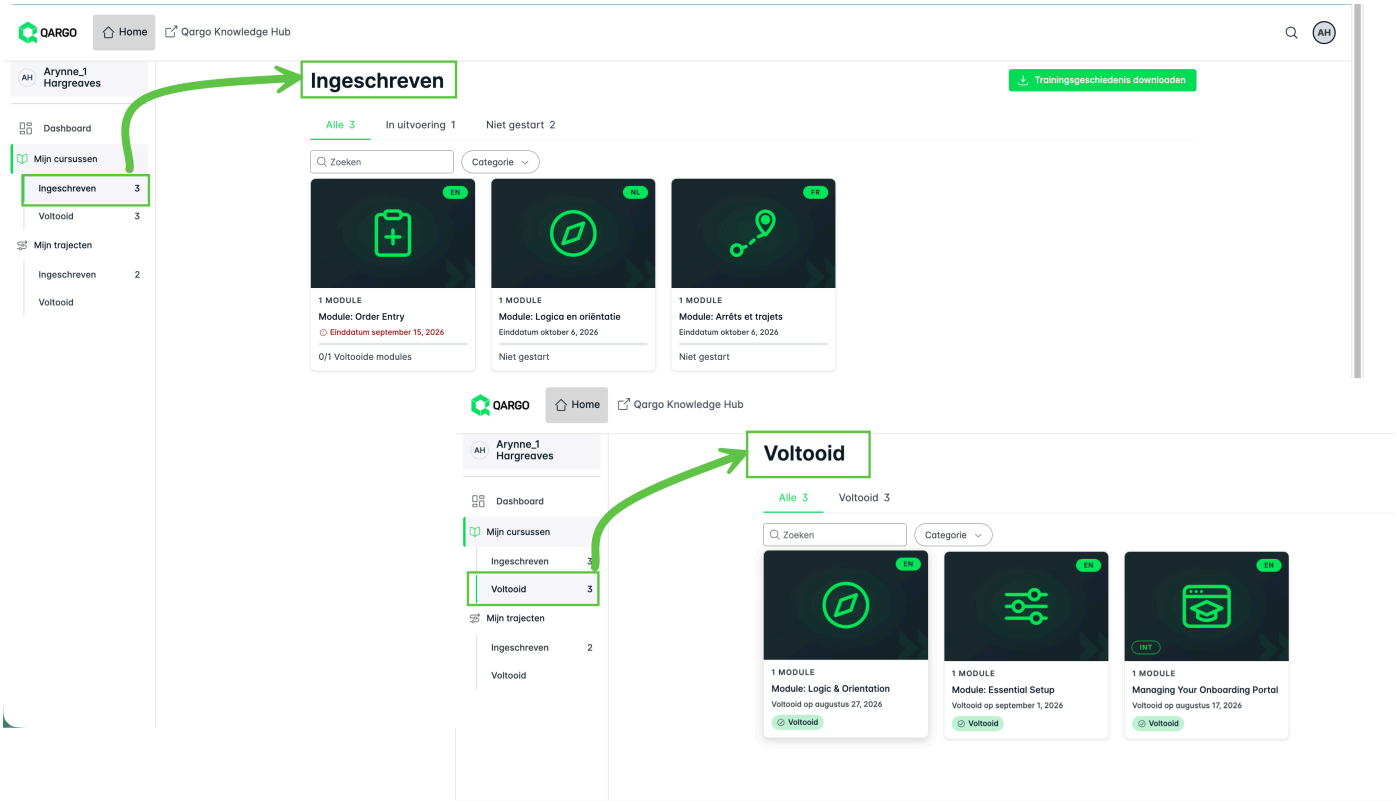
Home

Navigation menu

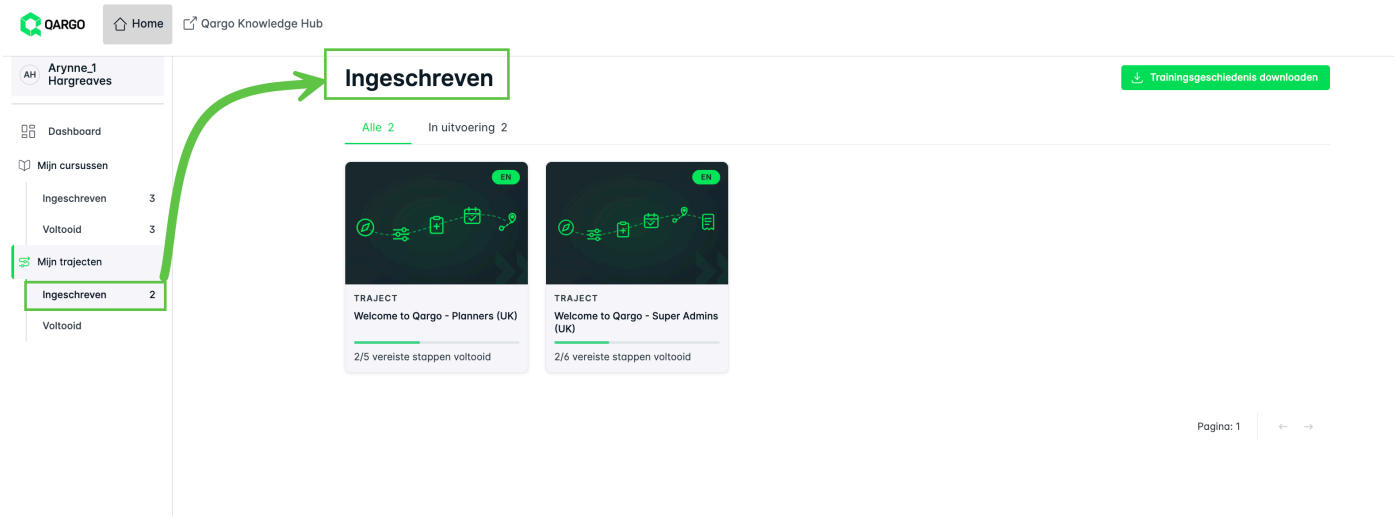
- ***Dashboard*** – the default home page, with an overview of enrollments currently in progress and learning activities the user is enrolled in but has not started yet.



- ***My courses*** — the individual modules the user is enrolled in and has completed
  - 2 tabs: 'All' or 'In progress'
  - Each course shows a status and, where applicable, an end date.



- ***My learning journeys*** — the full learning journeys the user is enrolled in and has completed



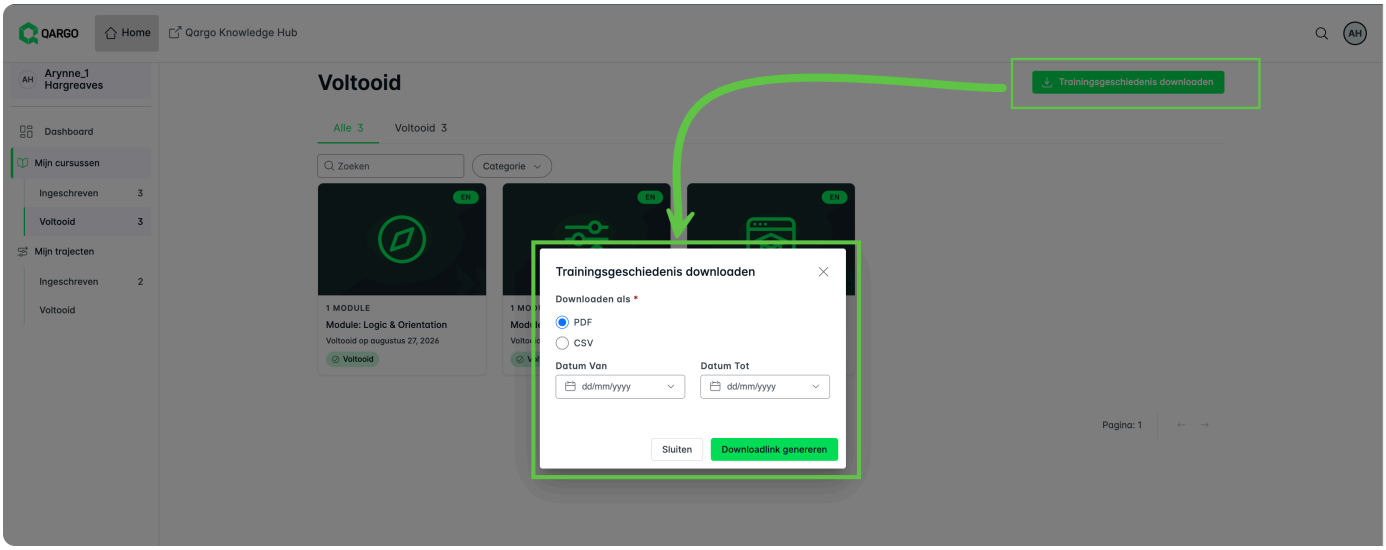
- 2 tabs: 'All' or 'In progress'
- Each learning journey shows a status and, where applicable, an end date.

> 📚 **Click** one of the cards to open a course or learning journey in progress, or to retake a training when available.

Downloading training

Download training history exports an overview of the user's own training. It is available at both course and learning journey level.

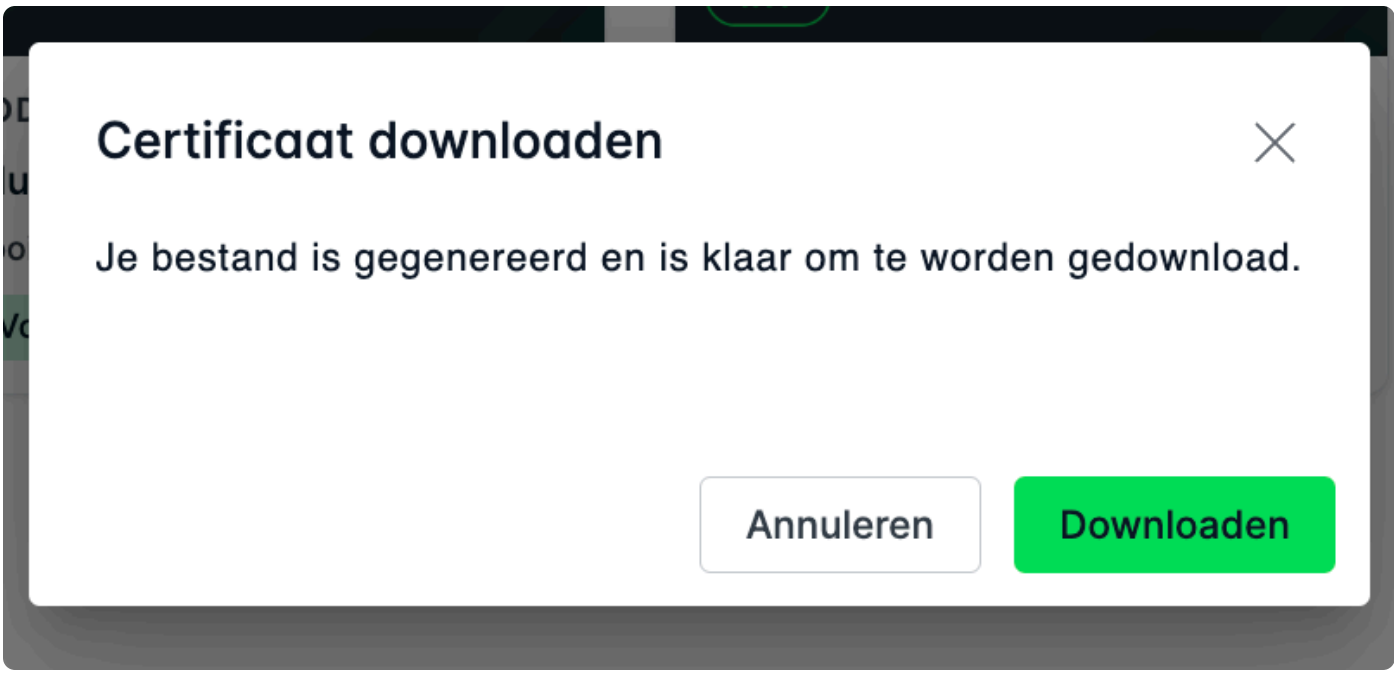
- **Click** the *'Download'* button, then select the file format and the date.

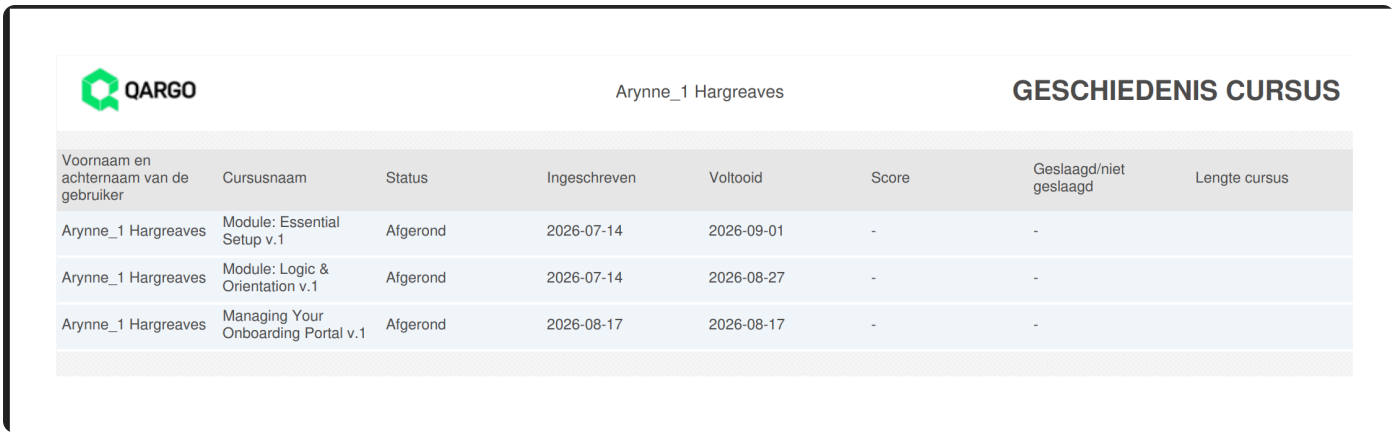


- A pop-up appears, showing that the file is being processed.
    - *Note: It says 'certificate' here, but this is the training history file.*



- When processing is complete, the pop-up shows the 'Download certificate' option. Click 'Download' to receive the training history in the selected format.





QARGO

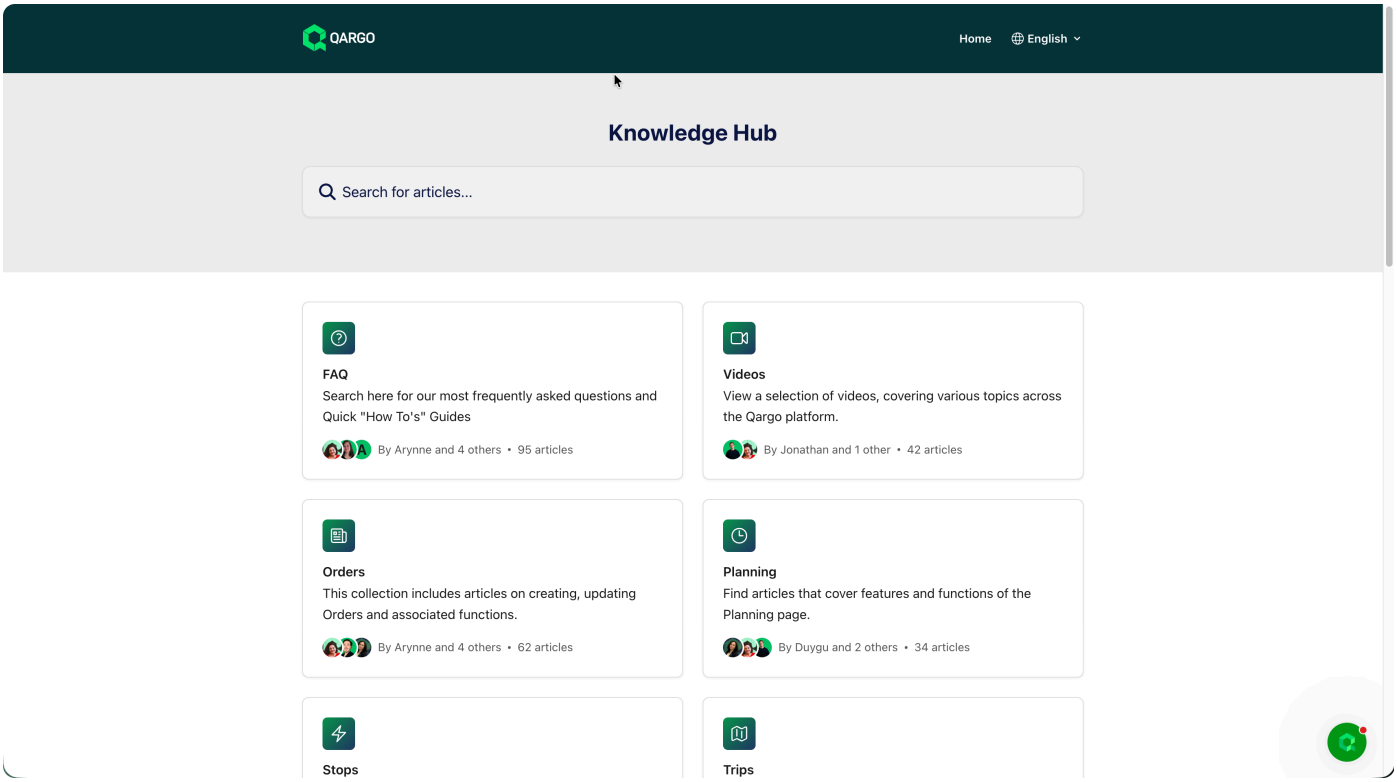
Arynne_1 Hargreaves

GESCHIEDENIS CURSUS

Voornaam en achternaam van de gebruiker	Cursusnaam	Status	Ingeschreven	Voltooid	Score	Geslaagd/niet geslaagd	Lengte cursus
Arynne_1 Hargreaves	Module: Essential Setup v.1	Afgerond	2026-07-14	2026-09-01	-	-	
Arynne_1 Hargreaves	Module: Logic & Orientation v.1	Afgerond	2026-07-14	2026-08-27	-	-	
Arynne_1 Hargreaves	Managing Your Onboarding Portal v.1	Afgerond	2026-08-17	2026-08-17	-	-	

Qargo Knowledge Hub

A direct link to Qargo's help articles, to look something up without leaving the training.

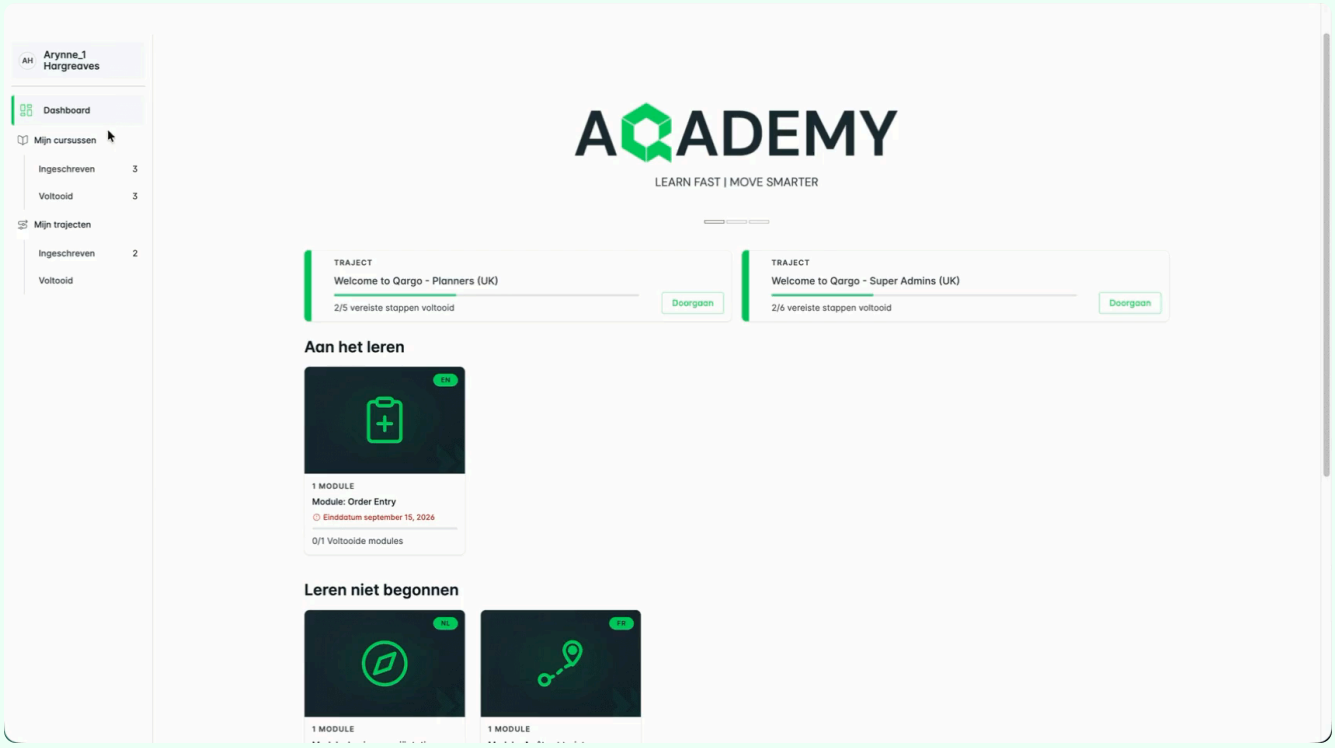


Working through a module

A few things work differently here than in a regular video course, and they explain most of the questions received.

Modules unlock in order. Only the current step is open. Later steps show a padlock until they are reached. The current step shows **Continue**; a completed step shows **Completed** and a **Relaunch** button to go through it again.

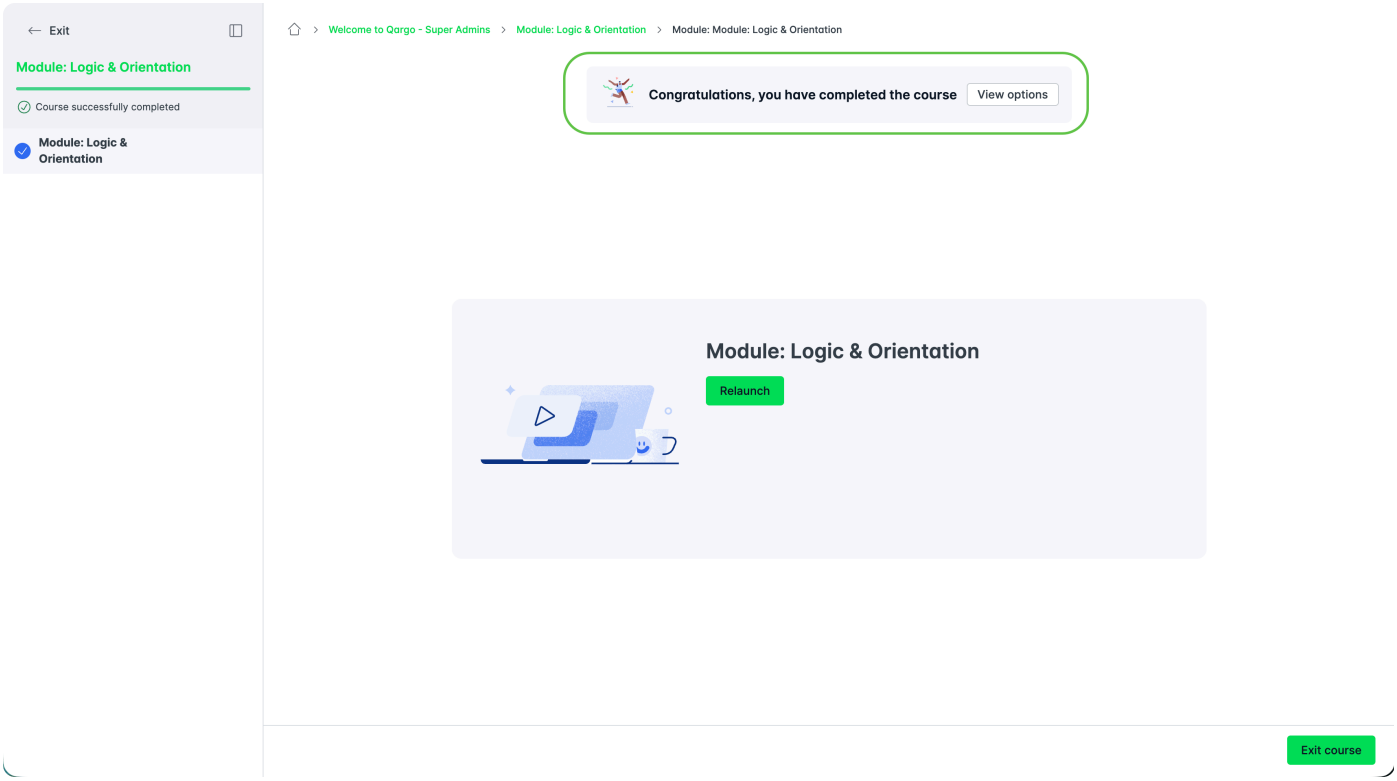
📚 **The training is interactive, and this is checked.** Each module contains exercises: matching exercises, quizzes, and expandable panels. Each of these must actually be completed for the module to register as complete. Clicking **Save and exit** without completing the interactions returns the user to the same module at the next login. This is intentional: the training is designed so that it cannot simply run in the background.



Users are sent to their own Qargo sandbox. Some lessons go directly to the platform to carry out the action for real. After the first login to Qargo, that link always returns to the user's own sandbox.

Videos and images can be enlarged. Expand them when something is hard to read.

Completing a module shows a confirmation, plus a **View options** button that starts the next module.



Deadlines and reminders

Each learning journey has a **14-day deadline**, counted from the enrollment date. Once the deadline has passed, Qargo aQademy automatically sends an email:

When	What happens
1 day overdue	A reminder email asking to complete the training.
7 days overdue	A second reminder email.

📚 **Why the deadline matters.** The training is scheduled to be completed before go-live. Completing it on time lets the go-live sessions focus on the company's own workflows and questions instead of the basics.

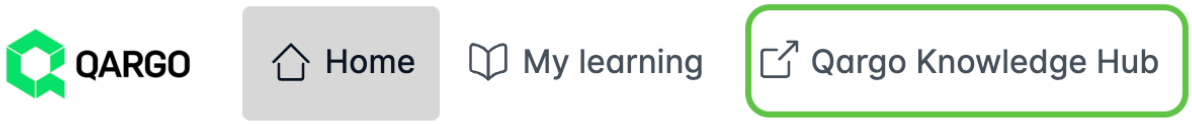
The Onboarding Manager can see each user's progress and gets in touch if someone seems stuck. If a module is unclear, raise it rather than waiting.

Certificate

The last step of every learning journey is a certificate, issued once all required steps are completed. It unlocks automatically; no request is needed.

Where to find help

- Every module ends with a section that points to support.
- **Qargo Knowledge Hub** in the top navigation leads to Qargo's help articles.
- For anything related to access, role, or deadline, contact the Qargo Onboarding Manager.



Troubleshooting

Problem	What to do
The invitation email has not arrived	Check the spam and junk mail folders. If it is not there, ask the Onboarding Manager to resend it.
The password is set, but the training cannot be found	Check the **Learning journeys** tab on **Home** and the **My learning** screen. If nothing is there, the enrollment may not be complete. Contact the Onboarding Manager.
A module shows a padlock	That step is not unlocked yet. Complete the previous step and it opens.
The module keeps opening at the same place	Not all interactive exercises in that module are complete. Go through every exercise and confirm each one, and the module registers as complete.
The module says *0/1 modules completed* even though everything has been viewed	Viewing is not enough; the exercises must also be completed.
The training is in the wrong language	Changing **Select your language** on *My profile* only changes the screens, not the training. The *preferred language* determines which version of the learning journey the user is enrolled in. Contact the Onboarding Manager to have it changed.
An overdue reminder arrived, but the training is finished	Check **My learning** for anything that still shows a deadline. A learning journey is only complete when all required steps are complete.
An overview of completed training is needed	Use **Download training history** on the **My learning** screen.