Kaya Quick Start Guide

Kaya is a global learning platform for the humanitarian sector. Here you will find both online and in-person learning opportunities across several important topics, including the Humanitarian essentials, Technical sectors, Programmatic support, Safety and security and Management essentials.

Kaya is designed to be accessed from phones, tablets, laptops and PCs, so you can use it whenever and wherever you are. The platform works in English, Spanish, French and Arabic, with courses in many other languages which you can find when you search the full catalogue.

HOW DO I ACCESS THE CONTENT ON KAYA?

To access courses, track your progress and download your certificates, you will need to create an account. Creating an account on Kaya is Free.

HOW DO I CREATE AN ACCOUNT ON KAYA?

1. Click the Register for free button at the top of the page https://kayaconnect.org, or from the main menu if you are using a mobile.

Passwords must contain at least 8 characters, including 1 number, 1 lower case letter and 1 upper case letter.

2. On the registration page you will be asked to complete the mandatory fields that are marked with an asterisk (*) including your email address, name and other basic information.

> **Note:** We use this data to effectively provide you with learning opportunities on the platform and for reporting purposes. If you would like to learn more about how we use and process your data, please view the Privacy Policy which is found at the bottom of each page in Kaya

3. Once you have completed all the fields, select Create my new account at the bottom of the page.
4. When your account is created you are automatically sent an email with a link that you must click to confirm your account.
5. Once you have confirmed your account, you'll be prompted to enter a confirmation code for Multi Factor Authentication (MFA). Please see 'Will my details be secure on Kaya?' section for further details.
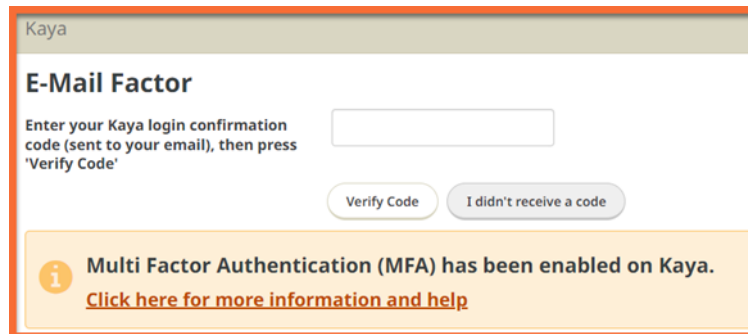
> **Note:** You won't be able to access your Kaya account until steps 5, 6 are complete. Please ensure to check your Spam/ Junk folders for the emails.

6. If you have followed the above steps and have not received your emails, click Need help at the bottom the page. This will take you to the FAQs page where you can also access the Kaya Support bot to help you further.

WILL MY DETAILS BE SECURE ON KAYA?

To enhance the security of your data and help prevent unauthorised access to your Kaya account, Multi-Factor Authentication (MFA) has been implemented. When you log in, you will be prompted to enter a verification code.
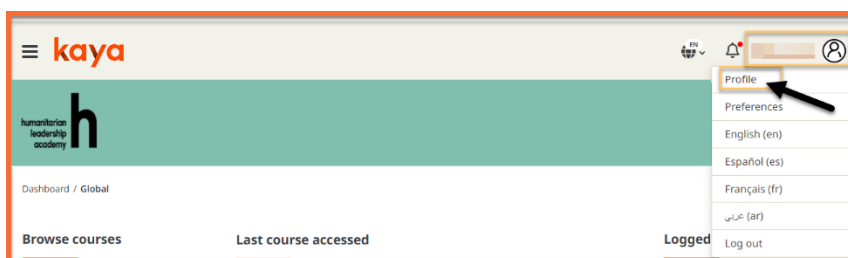
> **Note:** This code gets sent to the email address registered to your Kaya account. Please ensure to check your Spam/ Junk folders for the email.

Codes are valid for 30 minutes. Please ensure that the time on the email received with the code closely matches that of when you are trying to log in. Each time you log in, you will be prompted to complete MFA.
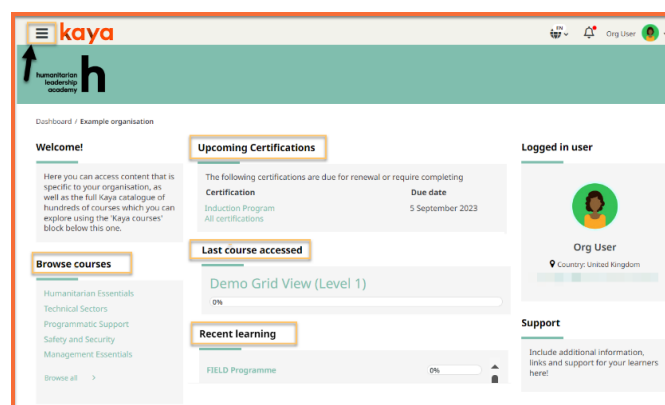
CAN I AMEND MY DETAILS AFTER REGISTRATION?

You can edit your profile information at any point after registration by clicking on your name at the top right of the screen and then selecting Profile then Edit profile.
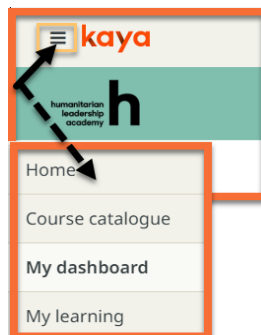

YOUR DASHBOARD

Once your account is created, you will have access to a personal dashboard with

various sections:

- **Browse courses** provides a list of topics within the course catalogue for you to browse and to join courses that are of interest to you.

- **Recent learning** provides quick access to courses that you have joined, and an indication of your progress within them.

- **Logged in** user displays your profile information.

- **Need help?** (at the bottom of the page) links to a list of frequent questions and issues with detailed solutions.

- **Kaya Mobile**, you can download our app for your smartphone or tablet, so that you can continue to learn wherever you are – even without an internet connection! Your progress will be automatically uploaded to Kaya when you are in Kaya, next online.

IS NAVIGATING KAYA EASY?

Navigating Kaya is easy, from any page, you can Click the 'hamburger' button at the top left of the screen to access the main menu:

- Course catalogue allows you to browse the full course catalogue:
- My dashboard returns you to your dashboard:
- My learning provides access to all courses that you have joined and your record of learning within them.
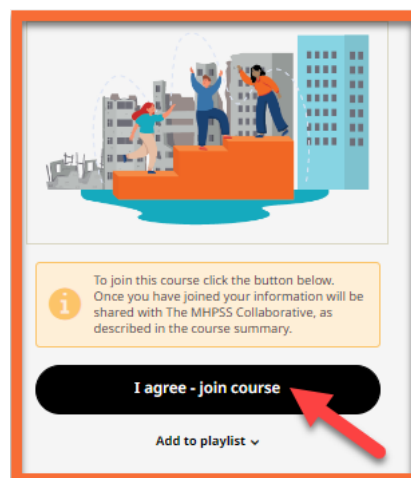
SEARCH FOR A COURSE.

To search for a course in the catalogue, you can type keywords into the search field at the top of the page or use filters to narrow your results by format, language, provider and region. To remove your filters, click the 'x' next to them.

Once you've found the course you want, click Learn more to be taken to the summary page where you will be able to join the course.

HOW DO I JOIN A COURSE?

Click the **I agree Join course** button on the right-hand side of the course summary page. You are now a learner on this course!

Finally, to stay up to date with news and new course releases, why not follow us on: