

Click here to login from any screen

## Returning to this web site?

Login here using your username and password  
(Cookies must be enabled in your browser) ?

Username   
Password

Some courses may allow guest access

Forgotten your username or password?

## Is this your first time here?

Hi! For full access to courses you'll need to take a minute to create a new account for yourself on this web site. Each of the individual courses may also have a one-time "enrolment key", which you won't need until later. Here are the steps:

1. Fill out the [New Account](#) form with your details.
2. An email will be immediately sent to your email address.
3. Read your email, and click on the web link it contains.
4. Your account will be confirmed and you will be logged in.
5. Now, select the course you want to participate in.
6. If you are prompted for an "enrolment key" - use the one that has been given to you. This will "enrol" you in the course.
7. You can now access the full course. From now on you will only need to enter your personal username and password (in the form on this page) to log in and access any course you have enrolled in.

First time here you will need to create an account for yourself

After that you can simply login with the user name and password you chose



Click on Create New Account

# New account

You are currently using guest access ([Login](#))

[Q-MATIC](#) ▶ [Login](#) ▶ [New account](#)

English (en) ▼

## Choose your username and password

Username\*

Password\*

Choose a Username and password for yourself

## More details

Email address\*

Email (again)\*

First name\*

Surname\*

City/town\*

Country\*

Enter your details – all fields need to be filled in



Create your Account

Create my new account

Cancel

There are required fields in this form marked\*.

You are currently using guest access ([Login](#))

Home

## Confirm your account

You are not logged in. ([Login](#))

[Q-MATIC](#) ► Confirm your account

An email should have been sent to your address at  
**youremail@yourserver.com**

It contains easy instructions to complete your registration.

If you continue to have difficulty, contact the site administrator.

You need to access  
your email now to  
complete your  
registration



Click  
Continue

Continue

You are not logged in. ([Login](#))

[Q-MATIC](#) |

You will receive an email with this subject line

Admin User

Q-MATIC Online Training: account confirmation - Hi



It is possible this email could be put in your SPAM folder – look out for it.



Click on the link in the email sent to you

A new account has been requested at 'Q-MATIC Online Training' using your email address.

To confirm your new account, please go to this web address:

<http://learnq-matic.co.uk/login/confirm.php?data=E9Ga3gQP7dHHXiA/ukuser>

In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.

If you need help, please contact the site administrator,  
[admin@ourserver.com](mailto:admin@ourserver.com)

Clicking on the confirm link takes you right to here

## Your registration has been confirmed

**Thanks, Joe Public**

Your registration has been confirmed

[Courses](#)

You are logged in as [Joe Public](#)




[Home](#)



Click on the Courses link to continue

You will see a list of courses under organization names

### Course categories

-  **Joes Company**
  - Practicing the Basics
  - Starting at Reception
  - Advanced Reception
  - Starting at a Service Desk
  - More Service Desk Stuff
-  **Bills Company**
  - Practicing the Basics
  - Starting at Reception
  - Advanced Reception
-  **Another Company**
  - Practicing the Basics
  - Starting at Reception
  - Advanced Reception
  - Starting at a Service Desk
  - More Service Desk Stuff

Click on the course you want *under your company name*



You will not have the correct enrolment key to access any courses under other companies



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## Practicing the Basics

You are logged in as [Joe Public](#) ([Logout](#))

[Q-MATIC](#) ▶ [Courses](#) ▶ [Login to TheBasics\\_1](#)

### Practicing the Basics



You will see a description of the course

OK, you have to use a new computer program, we all get nervous about that. Here is a chance to practice in private so you can get the basics right.

You can do this over and over and no-one will be looking at you if you make a mistake.

Practice Logging in correctly to the Q-MATIC Suite system and setting up your work session. You will be able to enter a User ID, select a [workstation](#) location, [priority](#) and [ticket printer](#).

Learn how to move from screen to screen and get an idea of how the screens show you information about queues and tickets.

You will close your session correctly by logging out of the system.

You will also learn how to handle common errors that can occur when trying to login.

This course requires an 'enrolment key' - a one-time password that you should have received from teacher

Enrolment key:

Enrol me in this course

Cancel

Enter your enrolment key you have been given



Click on the Enrol me .. button

You are logged in as [Joe Public](#) ([Logout](#))

[Home](#)

You will be taken straight to the course

You are logged in as [Joe Public](#) ([Logout](#))

## Practicing the Basics

[Q-MATIC](#) ▶ [TheBasics\\_1](#)

Go To Course Topic

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### List of Course Topics

#### Welcome to the first Q-Matic Module - The Basics

This module introduces you to the basic stuff in Q-Matic. Here, you will learn some simple mouse clicks required to login to the Q-Matic system. Hopefully, you will also gain in confidence for when you use your real system.

There are no quizzes, no tests and no-one is bothered how many mistakes you make. Send an email in the forum below if you do get stuck.

Here you will:

- Log into the Q-Matic system using a User ID
- Select a role in the system
- Specify a workstation location
- Choose a Q-Matic Queue
- Select a Ticket Printer
- Handle error messages
- Enter a Logout Reason
- Logout correctly
- Login where the previous user did not log out properly

