

Returning to this web site?

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

Username

Password

Login

Some courses may allow guest access

Login as a guest

Forgotten your username or password?

Yes, help me log in

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.

Create new account

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

ed in. ([Login](#))

New account

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

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

English (en) 

Choose your username and password

Username*

Password* Unmask

Choose a Username and password for yourself

More details

Email address*

Email (again)*

First name*


Surname*

City/town*

Country* 

The email address **MUST BE CORRECT** to get your confirmation email back

Enter your details – all fields need to be filled in

reCAPTCHA 

about valleys

Enter the words above

[Get another CAPTCHA](#)
[Get an audio CAPTCHA](#)

ReCAPTCHA is a security feature to prevent SPAM – just type in the words or request another if you cannot read it



Create your Account

There are required fields in this form marked*.

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.



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



Click on the link in the email sent to you

Your registration has been confirmed

Thanks, Joe Public

Your registration has been confirmed

[Courses](#)

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

[Home](#)

Clicking on the confirm link takes you right to here



Click on the Courses link to continue

Courses
Q-MAT

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*

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

- Key icon
- Key icon
- Key icon
- Key icon
- Key icon
- Key icon
- Key icon
- Key icon
- Key icon
- Key icon
- Key icon



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 Enrol me in the course - you only have to do this the first time into any course

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

[Home](#)

[Q-MATIC](#) ▶ [TheBasics_1](#)

Go To Course Topic

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#)

My courses

 [Practicing the Basics](#)

[All courses ...](#)

Help and Support

[Question and Answer Forum](#)


[Download a
Navigation Guide](#)

[Download the
Software Prerequisites](#)

[Glossary of Terms](#)

Search Forums

Go

[Advanced search](#) 

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

