Q. What is the web link for the Oncall Learning portal?

The link to access the Oncall Learning portal is https://oncallinterpreters.mygo1.com/

Q. How do I access the Oncall Learning portal for the first time?

You will receive an email from Oncall Learning inviting you to the portal. Please access this email to complete the registration process.

From: Oncall Learning

Subject: Welcome to Oncall Learning on Go1

Note: Please check your spam folder if you cannot see this email.

| ☐ | ☆ | ➤ | Oncall Learning | Welcome to Oncall Learning on Go1 - |
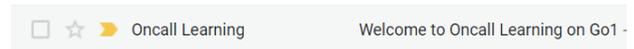
Click **here** to view our **instructional video** which shows **how to register to the Oncall Learning** portal.

If you did not receive this email

You can also complete your registration by following the 'Forgot your password' process which is also included in the video above. This will also enable you to set your Oncall Learning password.

Q. My NextGen login details did not work when trying to login to Oncall Learning.

Your login credentials for Oncall Learning and NextGen **are not linked**. When you set your Oncall Learning password it can be the same or different to your NextGen password however once you set your Oncall Learning password it **will not be** linked to NextGen.

Please **set a password** for Oncall Learning by following the 'Forgot your Password' process.

You can access the instructional video **here**.

Q. I am trying to register to the portal by following the 'Forgot your Password' process, but the portal is not allowing me to reset my password.

Firstly please ensure you have attempted to **reset your password** by following the instructions in the videos provided above. Once you have followed this process you should be able to **login** to the portal.

If you are having further complications resetting your password, you can attempt any of the following troubleshooting steps to attempt to reset your password

1. Please ensure you are using **Google Chrome** when accessing Oncall Learning

2. Clear your browser history and cache **before** attempting to reset your password

3. Attempt to reset your password in a Google Chrome Incognito window. Copy the link from the email and paste it in an incognito window.
   Access incognito tab from top right corner of your web page- example

☆ ◭ ✦ R ⋮	
New tab	Ctrl+T
New window	Ctrl+N
New incognito window	Ctrl+Shift+N
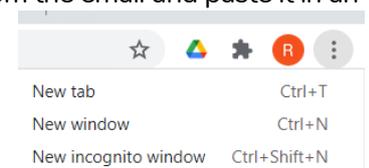
If you are still having difficulty registering to the Oncall Learning portal, please contact the Capability team at learning@oncallinterpreters.com