

## Safety & Security E-learning Modules – Instruction employees (before April 9<sup>th</sup>)

This instruction explains how to look up the E-learning Safety & Security in the Schiphol Learning Hub (SLH) and follow it. You must follow the E-learning module(s) prior to your appointment at the Badge Center for the Schiphol Pass. Follow the steps below.

### Preparation

1. Request an SLH account through your manager/planner.
2. You will receive an email confirming that an account has been created.

### Logging on

3. Go to <https://learninghub-extern.schiphol.nl> and log on with your email address and password.

*Have you not received a password (yet)? Click on the 'forgotten password' button. Enter the email address you registered with. You will then receive a new email with instructions.*

#### Wachtwoord vergeten

Vul hieronder jouw e-mailadres in en klik op "Aanvragen" om een nieuw wachtwoord aan te vragen.

Jouw e-mailadres \*:

Terug

Aanvragen

## Beste Hans Vliegveld,

Je hebt een nieuw wachtwoord aangevraagd voor het online leerportaal van Schiphol Learning Hub.

Je tijdelijke wachtwoord is: 6Vr7ef86DbKb474

Het tijdelijke wachtwoord is slechts 1 uur geldig. Log je voor de eerste keer in met het tijdelijke wachtwoord, dan wordt je verzocht een nieuw wachtwoord aan te maken.

Heb je vragen? Neem dan [contact](#) met ons op! Dit nieuwe wachtwoord moet minimaal 15 tekens bevatten, waarvan ten minste één hoofdletter en één cijfer.

Veel succes en plezier met de leeractiviteiten!

Met vriendelijke groet,

Learning & Development Schiphol

Evert van de Beekstraat 202, 1118 CP Schiphol, The Netherlands  
P.O. Box 7501, 1118 ZG Schiphol, The Netherlands, [schiphol.nl](mailto:schiphol.nl)

**Schiphol**

Welcome to Amsterdam Airport

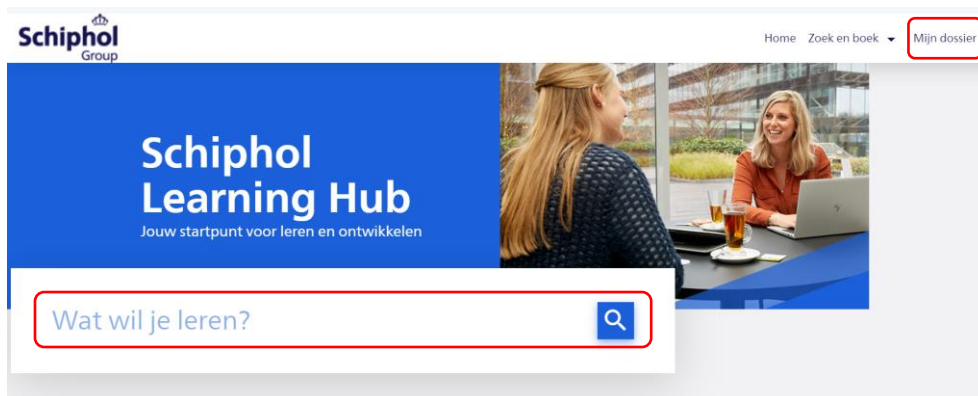
Follow us on: [Facebook](#) [Twitter](#) [LinkedIn](#) [Youtube](#) [Instagram](#)

*Now enter your newly chosen password twice. This password must consist of at least 15 characters, including at least one capital letter and one number.*

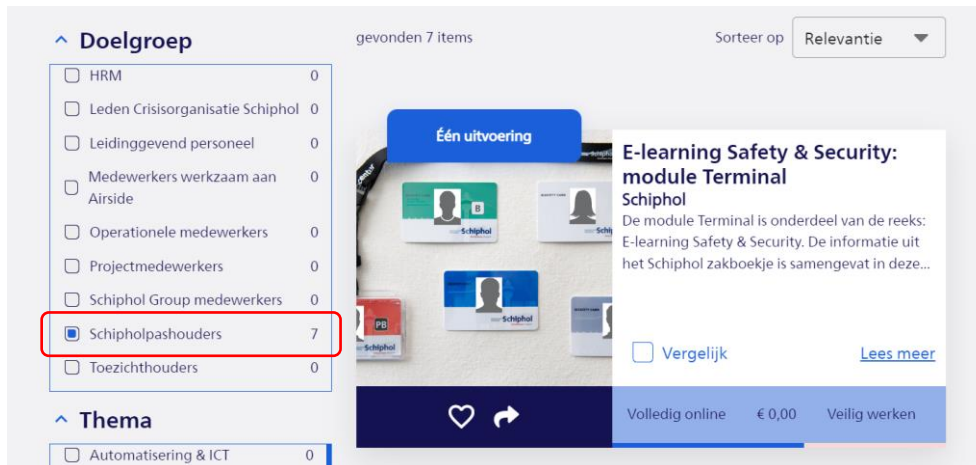
**Use a so-called passphrase as a password. Example: Lerenopschiphol8.**

## Start E-learning

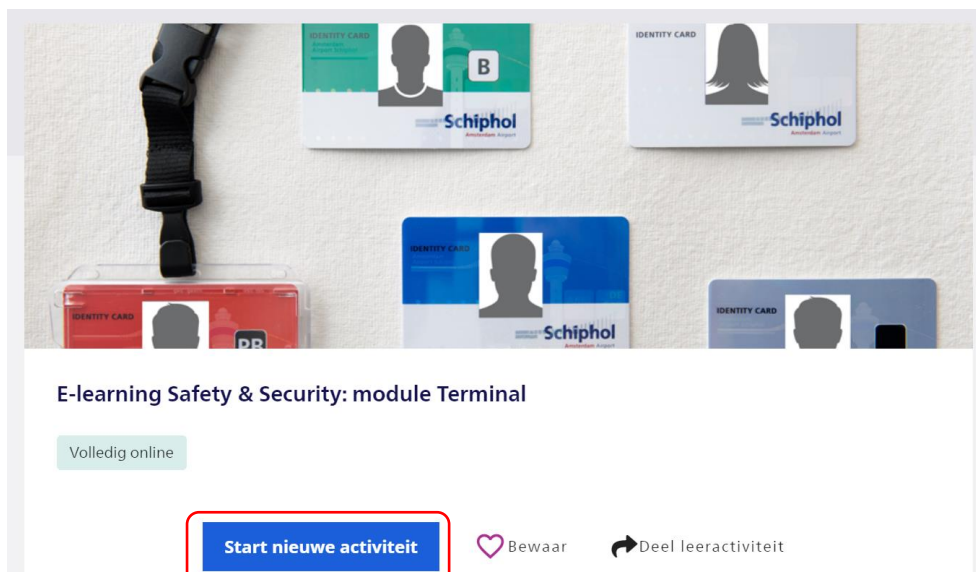
4. Are you logged on? Then you will see the main screen of the SLH. You can go from here to:
  - a. 'The catalogue' (where you will find the complete range of learning activities).
  - b. 'Mijn Dossier' (where you will find an overview of your learning activities).



5. Type 'Safety & Security' in the search bar and click search.
  - a. Then select the option 'Schiphol pass holders' under 'Target group'. It will help you select the relevant e-learning modules relevant for you.



6. Click on 'Read more' and then on 'Start new activity'.



## NB!

*The Safety & Security E-learning Apron module costs €40, which is why you must register for that e-learning. Instead of 'Start new activity', click on 'Register immediately'.*

*You may be registered for this e-learning by your manager/planner. Check this under 'Mijn dossier'.*

## Mijn dossier

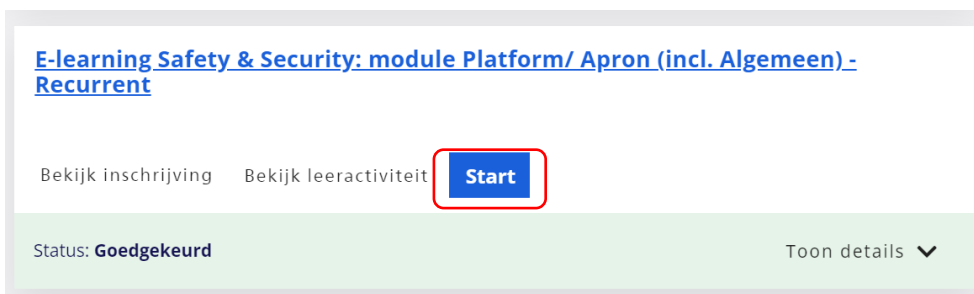
You cannot start learning activities that cost money immediately, but you must register for them. Your manager/planner may have already done this for you.

7. Click on 'Mijn e-learning' in your personal overview. You will now see your registrations.



8. The Safety & Security E-learning module may already be ready for you here. Click Start to start the module.

*If the E-learning is not here, your manager/planner has not yet registered you. You can do this yourself by looking up the e-learning via the catalog and registering yourself.*



## Frequently asked questions

- **I clicked on 'Start', but the e-learning does not start.**  
*This may be due to pop-ups that are blocking the e-learning. Click on the icon with the red dot at the top right or on settings in your browser and accept pop-ups from Schiphol Learning Hub.*
  
- **I have completed the e-learning, but I don't see a certificate.**  
*The processing of your result in the Schiphol Learning Hub may take a minute. Then refresh the page and check again. If all goes well, the e-learning will now be listed under 'Completed' and you will find your certificate under the 'Certification' tab.*  
  
*Is the certificate still not available? Then check whether you have completed the e-learning module correctly. Click on 'View learning activity' and click on 'Resume'. The Safety & Security e-learning modules have a closing page that states that you can close the module. Only when you see that page will the e-learning be registered as completed.*
  
- **Do I need to print my certificates?**  
Before the appointment at the Badge Center, you must be able to show your certificate(s) promptly. This does not necessarily have to be on paper, it can also be done digitally, but make sure you have the certificate(s) at hand.