

# ILEARN USER GUIDE

Version : 1.2  
Date : 09.05.2025  
Editor : Learning & Development



ICRC

# TABLE OF CONTENTS

Welcome to the new iLearn user guide	3
1. What is iLearn	4
2. Who is it for	5
3. How to access it	6
4. Getting Started	8
5. iLearn homepage	12
6. What's in it for me?	17
6.1. Learning resources . . . . .	17
6.2. Courses . . . . .	18
7. Enrolling in a BlendedX course	20
8. Navigating a BlendedX course	21
9. Best practices	23
10. Accessing content offline	25
11. Contact support	28
12. Share your feedback	29
13. FAQ	30
Glossary	32

## **WELCOME TO THE NEW ILEARN USER GUIDE**

This user guide is designed to help you navigate and make the most of the iLearn platform.

You will find step-by-step instructions on accessing the platform, an overview of key features, tips for effective online learning, and much more. Our goal is to ensure you have all the information you need to enhance your learning experience. Dive in to explore iLearn's capabilities and discover how it can support your personal and professional development.

# 1. WHAT IS ILEARN

## Definition

### 🔍 iLearn

iLearn<sup>1</sup> is the ICRC's digital learning platform used to:

- Deliver online and blended training courses
- Offer on-demand, self-paced, and multilingual digital learning opportunities
- Record institutional training history delivered face-to-face or by external providers

Self-paced content is available through learning channels covering onboarding, leadership & management, functional, and cross-functional training.

Instructor-led courses require prior registration and are not available on-demand. For details on these courses and registration procedures, refer to the

ICRC Training Catalogue<sup>2</sup>.

## Key features

- **User-friendly interface:** iLearn offers a seamless and intuitive user experience designed for easy navigation.
- **Mobile app:** Through the My Learning<sup>3</sup> mobile app, iLearn content is accessible on the go, allowing users to download resources and courses for offline use. This feature provides flexibility, ensuring continuous learning even in environments with limited or no internet access.
- **Integration with HRspace:** iLearn interfaces with the HRspace, syncing learner data in both directions. This ensures that HR information and training records, like course completions, are automatically updated in both systems.
- **Extensive digital content library:** iLearn provides access to a vast digital learning library with over 10,000 resources. These include a diverse range of materials such as articles, videos, e-learning modules, and training guides, covering various topics from onboarding to leadership, technical skills, and cross-functional competencies.

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1. <https://icrc.lms.crossknowledge.com/>

2. <https://icrc-training-catalogue.scenari.eu/courses/>

3. <https://icrc.lms.crossknowledge.com/site/my-profile#/app-management>

## 2. WHO IS IT FOR

### ☆ Who is it for

The iLearn platform is restricted to :

- **ICRC employees**
- **partners** directly involved in ICRC operations

### ✍ Note

As a member of the Red Cross and Red Crescent Movement, you also have access to the IFRC Learning Platform<sup>[p.32]</sup>.

## 3. HOW TO ACCESS IT

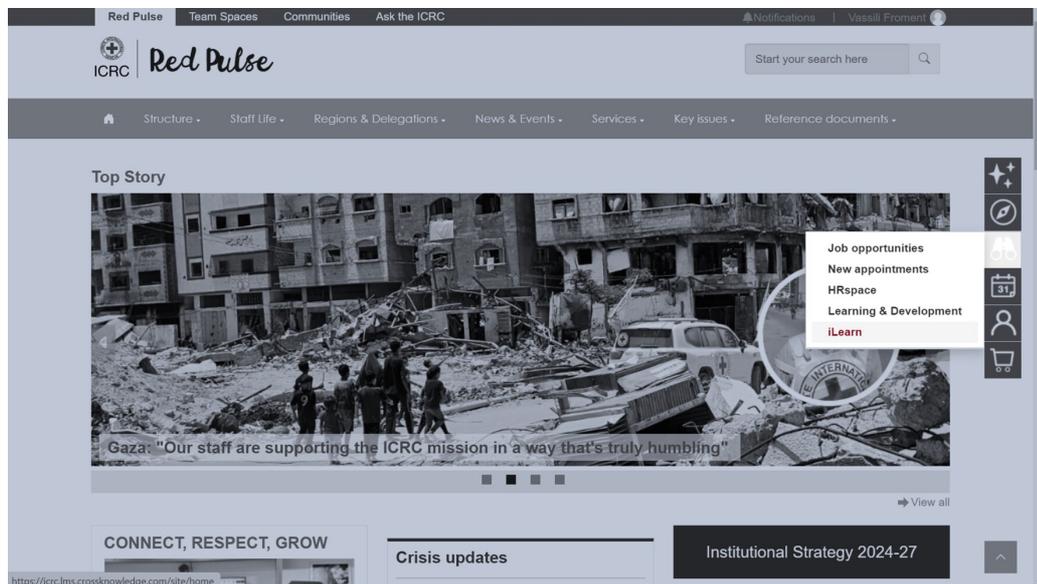
If you have an ICRC email address

### 🔗 Log in through Single Sign-on

- 1 Access your own iLearn account from this URL:  
<https://icrc.lms.crossknowledge.com>.<sup>4</sup>

#### 📌 Navigation tip

We recommend bookmarking this page. However, if you can't find the link, remember that you can also access it from the shortcuts on the intranet homepage:



- 2 Go to the next section to learn how to get started.

#### 📌 Note

If you are accessing the URL above from :

- **Inside ICRC network:** You will be automatically signed in.
- **Outside ICRC network:** You will be prompted to enter your ICRC Windows credentials (ICRC email addresses and the password you use to unlock your computer).

4. <https://icrc.lms.crossknowledge.com/>

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## If you don't have an ICRC email address

### 🔗 Log in through iLearn external portal

- 1 Go to <https://icrc.lms.crossknowledge.com/external>.
- 2 Click on **Forgotten password?**.
- 3 Enter the personal email address communicated to the HR department and click **Send**.
- 4 Follow the instructions enclosed in the email notification received from [no-reply@crossknowledge.com](mailto:no-reply@crossknowledge.com) to create your iLearn password.

#### 📌 Tip

If you don't receive any email notification, check your spam inbox. If you still haven't received anything, contact your HR manager to ensure that your private email address is correctly entered in your HRspace profile.

- 5 Go back to <https://icrc.lms.crossknowledge.com/external> and log in using your private email address as **login** and the **password** you just created.
- 6 Go to the next section to learn how to get started.

## On your mobile device for learning on the go and offline

### 🔗 Installing My Learning app

- 1 Go to Apple App Store or Google Play Store and download CrossKnowledge My Learning app.



- 2 Open the app and enter "ICRC" as the organisation name.
- 3 Log in using your iLearn credentials.

#### ⚠ Warning

Please note that the iLearn credentials are different from the Windows credentials. You can find your **login** information and create a **password** on your [iLearn profile](#)<sup>5</sup> page.

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5. <https://icrc.lms.crossknowledge.com/site/my-profile#/global-information>

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## 4. GETTING STARTED

### 🔗 First Steps on iLearn

This section will guide you through the initial steps to get started with the platform and make the most of your learning experience.

#### 1 Read and acknowledge the IHT disclaimer.<sup>6</sup>

Before using iLearn, it's important to read the evaluation criteria for handling **confidential** and **strictly confidential** information as outlined in the [Information Handling Typology \(IHT\) rules](#)<sup>7</sup>. Upon your first connection, you will be, or already have been, asked to acknowledge that **such information must not be posted or uploaded to iLearn**.

ICRC | iLearn Disclaimer

I have read the evaluation criteria for confidential and strictly confidential information in the [Information Handling Typology \(IHT\) Rules](#), and acknowledge that such information must not be posted on or uploaded to iLearn.

By ticking this box I agree to the terms and conditions of use.

SAVE

#### 2 Select your preferred language.

The iLearn platform interface is available in three regional languages: **English**, **French**, and **Spanish**. Setting your preferred language ensures you can navigate the platform and access learning materials in the language you are most comfortable with, when available.

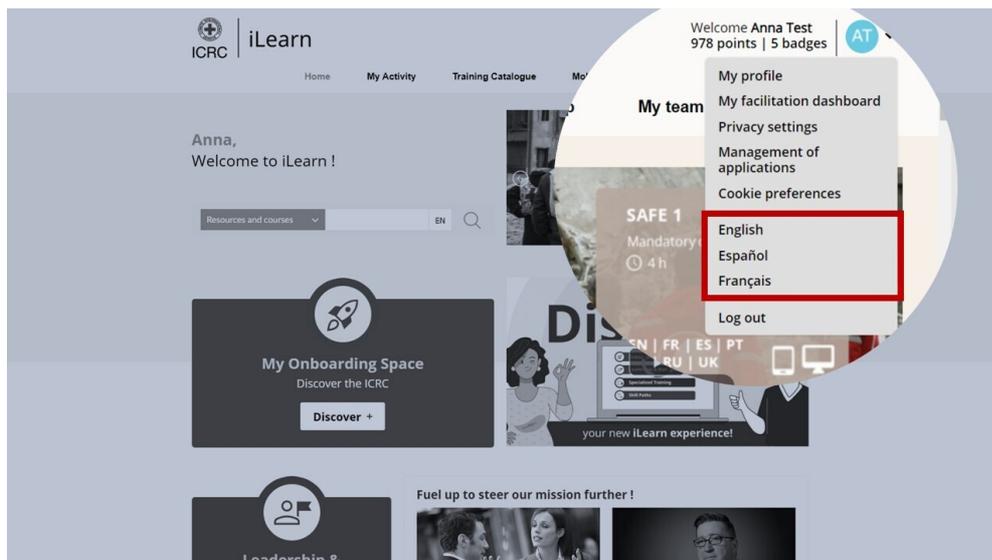
To do this:

1. Go to the top-right drop-down menu
2. Select your preferred language

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6. <https://icrc.lms.crossknowledge.com/site/my-profile#/legal-notice>

7. [https://collab.ext.icrc.org/sites/aim/\\_layouts/15/DocIdRedir.aspx?ID=TS AIM-9-17587](https://collab.ext.icrc.org/sites/aim/_layouts/15/DocIdRedir.aspx?ID=TS AIM-9-17587)



### Note

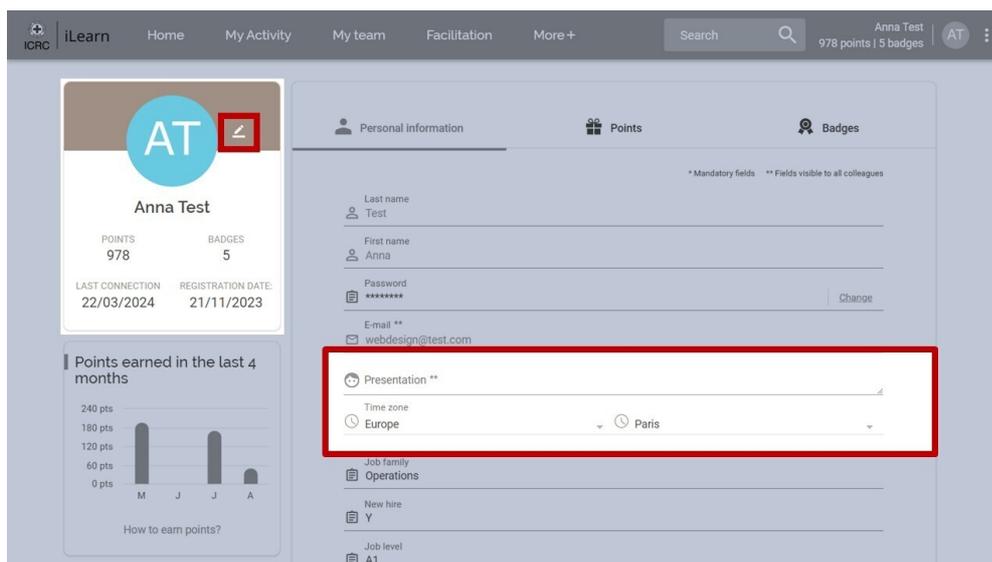
Please note that, beyond the interface, iLearn hosts content available in 14 different languages.

### 3 Introduce yourself.<sup>8</sup>

Personalizing your profile on iLearn helps you connect with other learners.

To do this:

1. Follow [this link](https://icrc.lms.crossknowledge.com/site/my-profile#/global-information)<sup>9</sup> to access your profile
2. Upload a photo
3. Fill out the "Presentation" section
4. Select your time zone



8. <https://icrc.lms.crossknowledge.com/site/my-profile#/global-information>

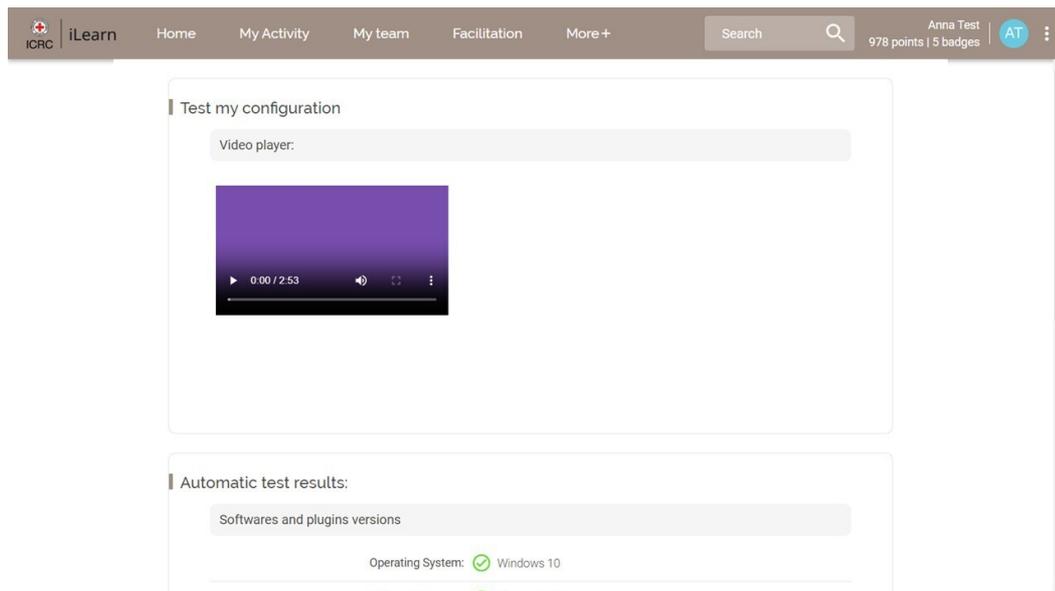
9. <https://icrc.lms.crossknowledge.com/site/my-profile#/global-information>

#### 4 Test your configuration.<sup>10</sup>

To ensure a smooth learning experience, it's important to verify that your system configuration is compatible with iLearn's requirements.

To do this:

1. Follow [this link](#)<sup>11</sup> to test your configuration
2. Test the video player
3. Check the automatic test results and report any issues to the Service Desk



#### Advice

If the results show that you don't have the required bandwidth, consider using the mobile app, which allows you to download content to your mobile devices for offline use.

#### Warning

iLearn is not supported on Internet Explorer versions below 8. Make sure to use Chrome, Firefox, or Internet Explorer version 8 or higher.

10. <https://icrc.lms.crossknowledge.com/site/my-profile#/test-my-configuration>

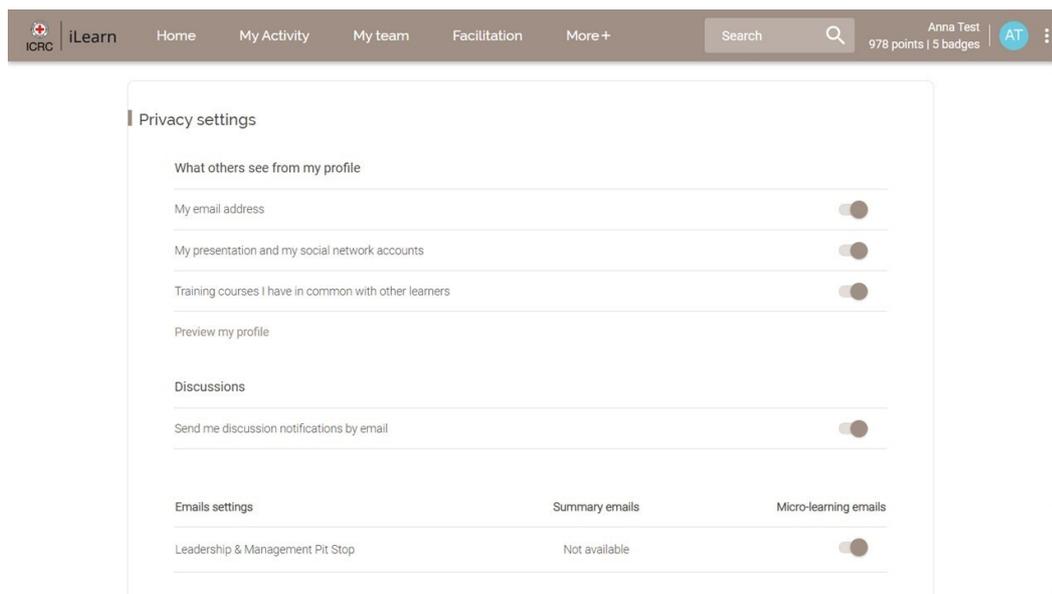
11. <https://icrc.lms.crossknowledge.com/site/my-profile#/test-my-configuration>

## 5 Adjust privacy settings.<sup>12</sup>

We recommend reviewing and configuring your privacy settings to control your data and how it's shared within the platform.

To do this:

1. Go to the [Privacy Settings page](#)<sup>13</sup>.
2. Decide what others can see on your profile and which email notifications you want to receive.



## 6 Explore the homepage.<sup>14</sup>

Now that you are set up, familiarize yourself with the iLearn homepage to see what it offers.

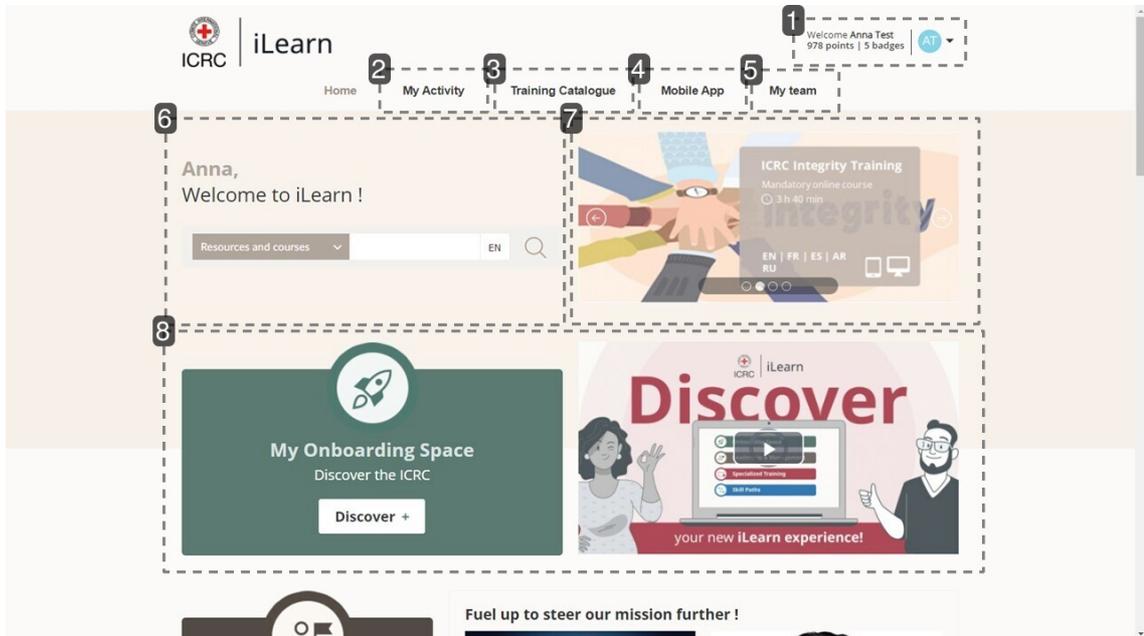
12. <https://icrc.lms.crossknowledge.com/site/my-profile#/privacy-settings>

13. <https://icrc.lms.crossknowledge.com/site/my-profile#/privacy-settings>

14. <https://icrc.lms.crossknowledge.com/site/home>

## 5. ILEARN HOMEPAGE

### 🏠 iLearn homepage



#### 1. My profile

The My Profile section on iLearn displays your personal information progress and achievements.

- Under **Personal Information**, you can update your presentation and profile picture.
- The **Points** area tracks your activity and awards points for completed courses.
- The **Badges** section showcases the badges you've earned for reaching various learning milestones.

This section not only reflects your learning journey but also motivates you to continue your development.

The screenshot displays the iLearn user profile for Anna Test. The profile includes the following details:

- Personal Information:** Last name: Test, First name: Anna, Password: [masked], E-mail: webdesign@test.com, Presentation: [blank], Time zone: Europe (Paris), Job family: Operations, New hire: Y, Job level: A1.
- Points:** 978 points earned.
- Badges:** 5 badges earned.
- Activity:** Last connection: 22/03/2024, Registration date: 21/11/2023.
- Points earned in the last 4 months:** A bar chart showing points earned in March (M), June (J), July (J), and August (A).
- Recently unlocked badges:** Three badges are shown at the bottom.

## 2. My Activity

This section is your **central hub** for tracking your learning journey on iLearn. The dashboard provides an overview of **mandatory courses** and recent learning activity, along with access to all available courses, resources, and **training certificates**. It helps you stay organized and focused on your learning journey.

The screenshot displays the iLearn 'My Activity' dashboard. The dashboard includes the following sections:

- Mandatory courses (2):**
  - ICRC Cyber Security Training 2024 (Online course)
  - ICRC Integrity Training (Online course)
- Recent courses (4):**
  - Movement Cooperation Learning Channel (Online course, 35 resources)
  - Manage Difficulties Within a Team (Online course, 6% progress)
  - Mediate an Interpersonal Crisis (Online course, 6% progress)
  - Resolve Tension (Online course, 1% progress)

## 3. Training Catalogue

The training catalogue is your gateway to a comprehensive selection of courses, featuring all **institutional courses**<sup>[p.33]</sup> and a wide array of **external courses** for individual development. With various options available, including self-paced and instructor-led formats, the catalogue allows you to search for courses using ICRC-specific filters to find the most relevant learning opportunities tailored to your professional growth.

#### 4. Mobile App

The iLearn **mobile app** enables you to continue your learning journey wherever you are. By installing the My Learning app on your mobile device, you can access your courses on the go and even download learning resources for **offline** use, ensuring that learning fits seamlessly into your daily routine

**Advice**

To learn more about accessing content offline, please consult the section: [Accessing content offline](#) [p.25]

## 5. My team

This section provides insights into **your team's learning activities and progress**. View team members, track active and mandatory course registrations, and monitor the total time spent on training, helping you support and guide your team's development.

The screenshot shows the 'My team' section of the iLearn platform. At the top, there is a navigation bar with the iLearn logo and menu items: Home, My Activity, My team (selected), Facilitation, and More+. A search bar is located on the right side of the navigation bar. Below the navigation bar, the 'My team' section is displayed. It features a search bar for team members, a dropdown menu for 'My team', and a 'Sort by: Last name' option. The main content area shows a single team member profile for 'Julie CK Test'. The profile includes a circular avatar with the initials 'JC', the name 'Julie CK Test', and the status 'No activity View'. To the right of the profile, there are three statistics: 'Active registrations' with a checkmark and the number '7', 'Mandatory registrations' with a clock icon and the number '0', and 'Total time spent (including closed registrations)' with a clock icon and the value '3 min.'. A 'Download All registrations' button is located in the top right corner of the team members list.

## 6. Search bar

The search bar on iLearn allows you to easily find **courses, resources, and discussions available to you** on the platform. It references only the content that you have access to, ensuring your search results are relevant. For a more extensive search, including training courses that are not available on demand or individual development opportunities, please refer to the [Training Catalogue](https://icrc-training-catalogue.scenari.eu/courses/)<sup>15</sup>.

The screenshot shows the search bar on the iLearn platform. The search bar is located at the top of the page and contains the text 'Anna, Welcome to iLearn !'. Below the search bar, there is a dropdown menu with the following options: 'Resources and courses', 'Resources', 'Courses', and 'Discussions'. The search bar also includes a language selector set to 'EN' and a search icon.

15. <https://icrc-training-catalogue.scenari.eu/courses/>

## 7. Slider

The slider on iLearn is used to showcase **new releases** and featured content on the platform. It provides a quick overview of each course or resource, including the duration, available languages, and supported devices.



## 8. Learning Channels

The Learning Channels provide curated collections of courses designed for various learner profiles, including onboarding, leadership and management, specific métiers, and skill development. This section on the iLearn homepage is **personalized** to highlight channels that align with your profile. However, all users have access to these channels, enabling everyone to explore a broad range of topics and skills.

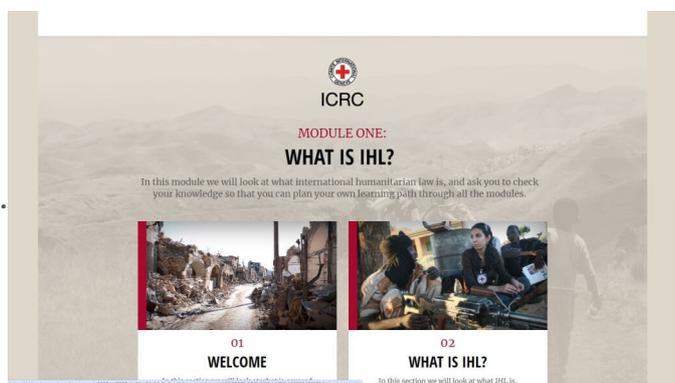
## 6. WHAT'S IN IT FOR ME?

The iLearn platform offers a wide range of resources and courses designed to enhance your skills and knowledge. Here's a closer look at what you can expect:

### 6.1. Learning resources

iLearn provides over 10,000 learning resources to support your professional and personal development. These resources include:

- **Interactive learning resources:** Dive into engaging interactive modules that promote active learning and deepen your understanding of various topics. These modules often feature quizzes, simulations, and other activities that let you apply your knowledge in practical scenarios.



- **Videos:** Explore a library of videos covering diverse subjects, from technical skills to soft skills development. Created by subject-matter experts, these videos offer both foundational knowledge and advanced insights.



- **Reading documents:** Discover a selection of curated reading materials that offer in-depth information on specific topics, helping you achieve a thorough understanding of each subject.



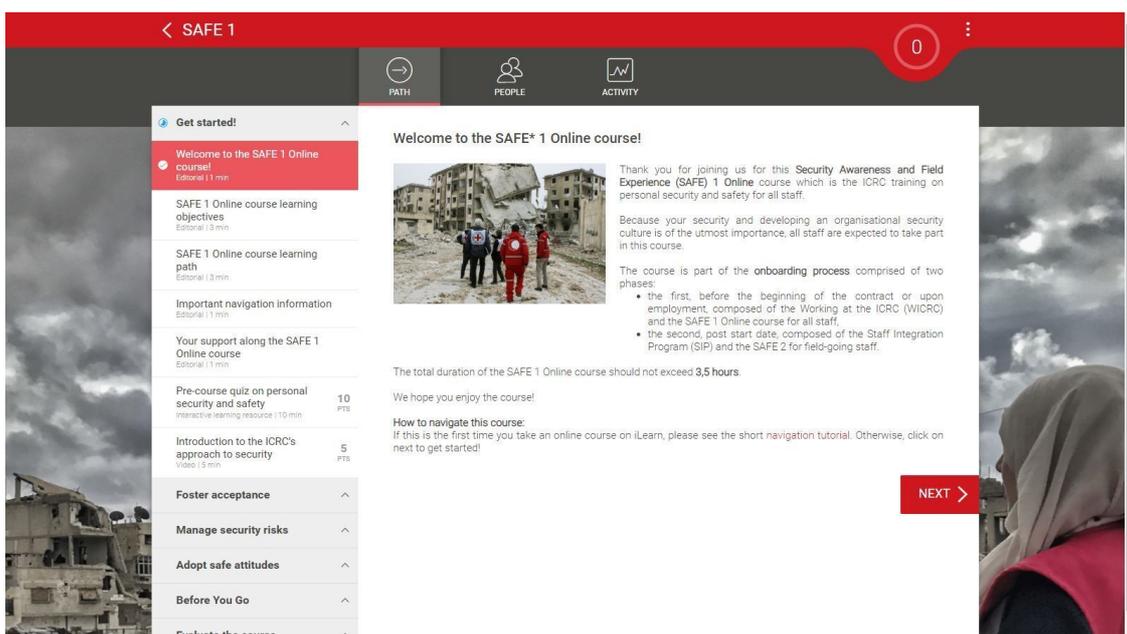
- **URLs:** Access a wide range of external web resources through curated URLs. These links connect you to trusted websites, articles, and online tools that complement your learning journey and provide up-to-date information on relevant topics.

## 6.2. Courses

iLearn offers a variety of courses to support your continuous development. These courses are organized into two main types:

### BlendedX courses

BlendedX courses<sup>[p.32]</sup> provide a hybrid learning experience that integrates both synchronous and asynchronous activities, offering flexibility for self-paced and blended learning. These courses feature a structured progression with a clear learning path, enabling learners to build knowledge and skills step-by-step.



## Learning channels

Learning channels<sup>[p.33]</sup> are curated collections of learning resources and BlendedX courses focused on specific areas, such as onboarding, leadership and management, specialized training, and soft skills. They are designed to help you quickly find and complete relevant courses that align with your professional development goals.

The screenshot displays the iLearn platform interface. At the top, the ICRC logo and 'iLearn' branding are visible. The user is identified as 'Anna Test' with 1,100 points and 6 badges. Navigation links include Home, My Activity, Training Catalogue, Mobile App, and My team. The main content area is titled 'Anna, explore our SkillPaths' and explains that SkillPaths courses are mapped against ICRC values. A central graphic shows a pair of glasses icon surrounded by four curved lines representing values: Collaboration, Impact, Compassion, and Respect. Each value has a list of associated skills or topics.

**Collaboration:**

- Build a Successful Team
- Conflict Resolution
- Customer Centricity
- Intercultural Collaboration
- Interpersonal Leadership
- Manage Conflict
- Teamwork & Collaboration

**Impact:**

- Creativity
- Critical Thinking
- Decision-Making
- Design Thinking
- Guide Change
- Innovation
- Managing Vision
- Monitor Objectives & Performance
- Navigate Complexity
- Organizational Agility
- Productivity
- Strategic Thinking

**Compassion:**

- Empathy & Emotional Intelligence
- Foster Psychological Safety
- Interpersonal Communication/a-
- Mindfulness & Personal Wellbeing
- Team Wellbeing

**Respect:**

- Accountability in Leadership
- Corporate Ethics
- Manage Diversity
- Self-Knowledge

At the bottom, there is a search bar with the text 'Resources and courses' and a search icon.

## 7. ENROLLING IN A BLENDEDX COURSE

On iLearn, self-paced and instructor-led BlendedX courses have different enrollment procedures. Here's how to navigate each type:

### Self-paced courses

#### 🔗 Enroll in a self-paced course

Self-paced BlendedX courses are available for self-enrollment directly through iLearn. To enroll in these courses:

**1** Browse and select.

Browse [iLearn](#)<sup>16</sup> or the [training catalogue](#)<sup>17</sup> and choose a self-paced course that matches your learning goals.

**2** Enroll.

Click the [Access this training course](#) button to enroll and get started immediately. The course will then appear on your [activity dashboard](#)<sup>18</sup>, allowing you to continue at your own pace.

### Instructor-led courses

#### 🔗 Enroll in an instructor-led course

For instructor-led BlendedX courses, the enrollment process differs:

**1** Refer to the [Training Catalogue](#).<sup>19</sup>

To enroll in an instructor-led course, consult the [ICRC Training Catalogue](#)<sup>20</sup> for available options and detailed instructions.

**2** Follow the Instructions.

Follow the registration process outlined in the training catalogue. This may involve submitting a request or being selected or nominated for the course.

**3** Access Upon Selection.

If you are selected or nominated for an instructor-led course, you will receive a link to access the course. Once enrolled, the course will appear in your [activity dashboard](#)<sup>21</sup>, and you can participate in the scheduled sessions and activities.

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16. <https://icrc.lms.crossknowledge.com/>

17. <https://icrc-training-catalogue.scenari.eu/courses/>

18. <https://icrc.lms.crossknowledge.com/site/my-activity#/dashboard>

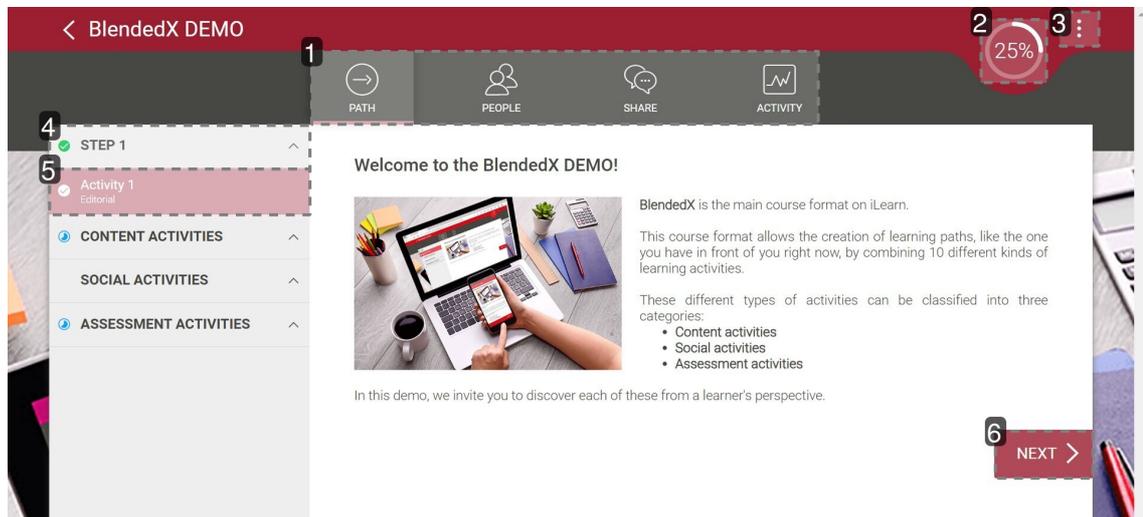
19. <https://icrc-training-catalogue.scenari.eu/courses/>

20. <https://icrc-training-catalogue.scenari.eu/courses/>

21. <https://icrc.lms.crossknowledge.com/site/my-activity#/dashboard>

## 8. NAVIGATING A BLENDEDX COURSE

### 📄 Navigating a BlendedX course



#### 1. Header

The header section always contains the following tabs:

- **Path:** This is the main page where you can access the course steps and activities.
- **Activity:** This tab provides the history of your activity for this specific training, including the training certificate when available.

Depending on the course format and configuration, two additional tabs may also be available:

- **People:** This tab lists all participants in the course, allowing you to see who is enrolled and who is facilitating the session.
- **Share:** This tab enables you to interact with other learners and facilitators by participating in or starting discussions.

#### 2. Progress indicator

The progress indicator allows you to monitor your training progression. Depending on the course format and configuration, progress may be displayed as a percentage or as a number of points to be earned.

#### 3. Options -> Change language

From the Options menu, you can **change the course language** to any available option. Additionally, the Options menu also includes links to the Mobile app and Cookie preferences' pages.

 **Note**

Please note that BlendedX courses are initially released in English and will only be translated into other languages at a later time, depending on the target audience and available resources.

 **Note**

Please also note that if you have already started a learning resource in a specific language, it will remain in that language. To switch the language for such resources, you will need to make the change at the resource level rather than at the course level.

#### 4. Step

The learning path of a BlendedX course is organized into steps, each containing various activities. Once you complete all the required activities within a step, the blue icon  indicating that the step has been started will change to a green checkmark .

#### 5. Activity

Activities are the fundamental components of BlendedX courses and are categorized into three types:

- **Content Activities:** These involve editorials, learning resources, and interactive learning resources.
- **Social Activities:** These include open questions, polls, and classroom activities.
- **Assessment Activities:** These consist of quizzes, assignments, assessment, action plan, and other evaluation tools to measure progress.

Once you complete an activity, the blue icon  indicating that the step has been started will change to a green checkmark .

#### 6. "Next" button

Use the  button to navigate between activities.

## 9. BEST PRACTICES

To maximize the benefits of your BlendedX courses and ensure a successful learning experience, follow these best practices:

### Manager Involvement

Engage with Your Manager:

- **Pre-Training:** Discuss your upcoming training with your manager before starting. Share your learning objectives and how they align with your role or career goals. This helps set clear expectations and ensures that your manager supports your learning journey.
- **During Training:** Keep your manager informed of your progress and any challenges you encounter. Regular updates can help them provide timely feedback and make adjustments to your workload if necessary.
- **Post-Training:** After completing the course, schedule a meeting with your manager to discuss how you can apply the new skills and knowledge in your role. This conversation helps reinforce learning and integrates new practices into your daily work.

### Time Management Strategies

Plan and Prioritize Your Learning:

- **Create a Learning Schedule:** Allocate specific times in your calendar for course activities, including watching videos, completing assignments, and participating in discussions. Treat these times as non-negotiable appointments to ensure consistent progress.
- **Set Clear Goals:** Define what you want to achieve from each course and break it down into manageable tasks. This helps you stay focused and motivated, making it easier to track your progress and adjust your study plan as needed.
- **Balance Responsibilities:** Manage your work and personal commitments effectively to prevent them from interfering with your learning. Use tools like reminders and to-do lists to stay organized and prioritize tasks efficiently.

### Collaborate Online

Engage Actively and Professionally:

- **Respond Positively:** When participating in discussion forums, responding to open questions, or engaging in polls, maintain a positive and constructive tone. Your feedback and interactions contribute to a

supportive learning environment and encourage collaboration among peers.

- **Communicate Clearly:** Write clearly and thoughtfully in all online interactions. Avoid jargon or overly complex language that might confuse others. Ensure your messages are well-structured, easy to understand, and relevant to the topic at hand.
- **Be Constructive:** Provide helpful and actionable feedback when reviewing peer contributions or participating in group activities. Constructive comments facilitate meaningful dialogue and promote a collaborative learning experience.

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## 10. ACCESSING CONTENT OFFLINE

One of the standout features of the **My Learning**<sup>[p.33]</sup> mobile app is the ability to download iLearn content for offline access. This ensures that you can continue your learning journey even when internet access is limited or unavailable. Whether you're traveling or working in remote areas, you can download courses, resources, and materials directly to your mobile device and learn at your convenience, anytime, anywhere.

### ⚠ Warning

Please note that only **learning resources**, such as e-learning modules, videos, and reading materials, can be downloaded. Social and assessment activities must be completed online.

## Install the app

### 🔗 Installing My Learning app

- 1 Go to Apple App Store or Google Play Store and download CrossKnowledge My Learning app.



- 2 Open the app and enter "ICRC" as the organisation name.
- 3 Log in using your iLearn credentials.

### ⚠ Warning

Please note that the iLearn credentials are different from the Windows credentials. You can find your **login** information and create a **password** on your [iLearn profile](#)<sup>22</sup> page.

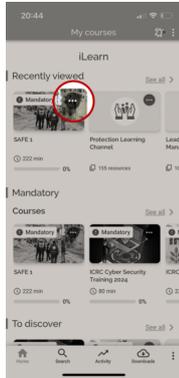
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22. <https://icrc.lms.crossknowledge.com/site/my-profile#/global-information>

## Download learning resources

### 🔗 Downloading learning resources to My Learning app

- 1 Select a course and click on the three dots menu  on the course thumbnail.

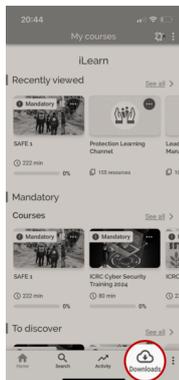


- 2 Click on the **Download** button.
- 3 Click on the download icons  to download all or part of the learning resources.

## Access downloaded resources

### 🔗 Accessing learning resources previously downloaded

- 1 Go the **Downloads** section on the footer menu.



- 2 Tap on the selected learning resource to open it.

### Result



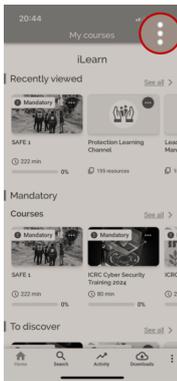
#### Note

Your progress is automatically synced with iLearn once you regain internet access, ensuring nothing is lost and your records stay up-to-date.

## Remove downloaded resources

2. Downloading learning resources to your mobile phone will use storage space. To free up space after completing and syncing your resources, follow the instructions below.

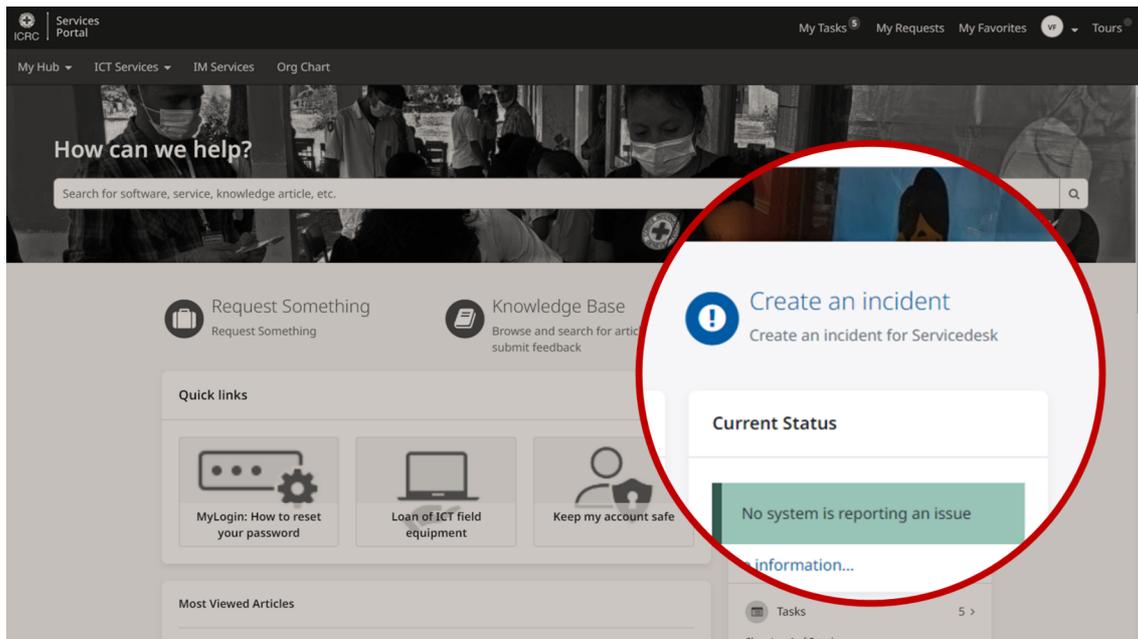
- 1 Go to the three dots menu (...) in the top-right corner of the app's homepage.



- 2 Select **Settings**.
- 3 Press **Delete all downloaded data**.

## 11. CONTACT SUPPORT

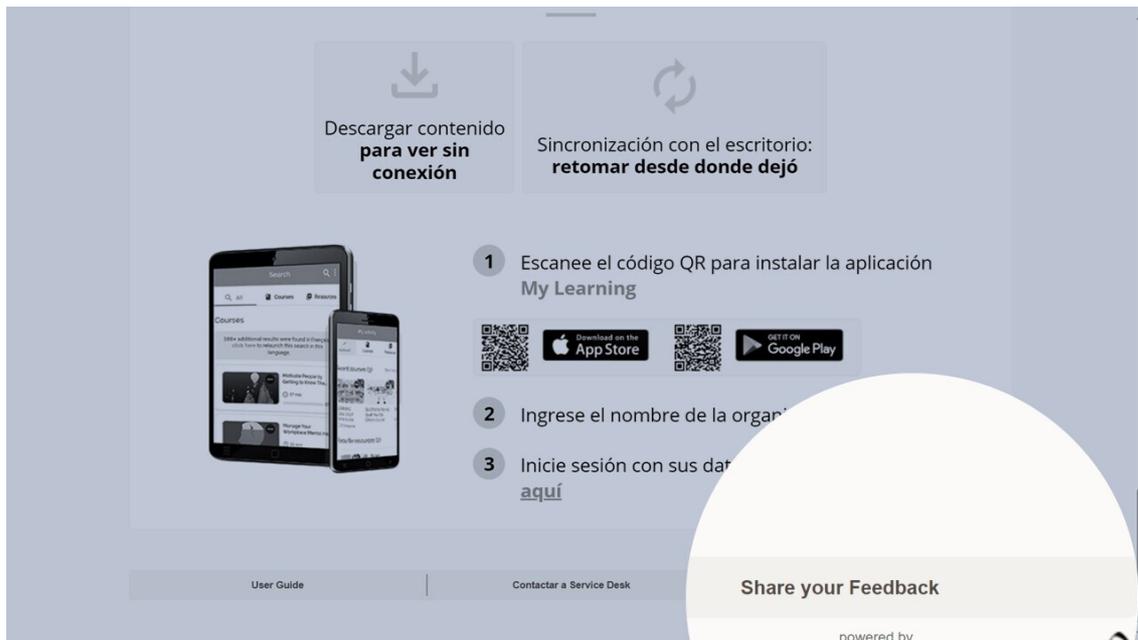
Stuck on something? No worries! The iLearn team is here to help you get back on track. Whether you're having trouble accessing a course, need guidance on how to navigate the platform, or just have a quick question, we've got you covered. Head over to the [ICRC Services Portal](https://smt.ext.icrc.org/esc)<sup>23</sup> and create incident, making sure to mention "iLearn" in the title so it can be quickly forwarded to us.



23. <https://smt.ext.icrc.org/esc>

## 12. SHARE YOUR FEEDBACK

Your feedback is essential in helping us improve the iLearn platform and deliver the best possible learning experience. You can find the survey link at the bottom of the [homepage](#)<sup>24</sup>. Whether it's praise for a feature you enjoyed or suggestions for improvement, your input directly contributes to shaping the future of iLearn.



The screenshot displays the iLearn platform interface. At the top, there are two buttons: 'Descargar contenido para ver sin conexión' (Download content to view offline) and 'Sincronización con el escritorio: retomar desde donde dejó' (Desktop synchronization: resume where you left off). Below these, there is a section for the 'My Learning' app, featuring a QR code and instructions: '1 Escanee el código QR para instalar la aplicación My Learning', '2 Ingrese el nombre de la organización', and '3 Inicie sesión con sus datos aquí'. The 'Share your Feedback' button is highlighted in a yellow circle at the bottom right of the page. The footer contains links for 'User Guide' and 'Contactar a Service Desk'.

24. <https://icrc.lms.crossknowledge.com/>

## 13. FAQ

How can Employees in-between missions access iLearn? . . . . .	30
How can unconnected Employees access iLearn? . . . . .	30
How can members of the Rapid Deployment Pool access iLearn? . . . . .	31
When can new and rehired mobile staff access iLearn? . . . . .	31

### How can Employees in-between missions access iLearn?

Their iLearn accounts remain active, and they can access the platform via the **Single Sign-On** or, in case of any issues, using the [Multi-factor Authentication \(MFA\)](#)<sup>25</sup>.

### How can unconnected Employees access iLearn?

#### 🔗 Log in through iLearn external portal

- 1 Go to <https://icrc.lms.crossknowledge.com/external>.
- 2 Click on **Forgotten password?**.
- 3 Enter the personal email address communicated to the HR department and click **Send**.
- 4 Follow the instructions enclosed in the email notification received from [no-reply@crossknowledge.com](mailto:no-reply@crossknowledge.com) to create your iLearn password.

#### 📌 Tip

If you don't receive any email notification, check your spam inbox. If you still haven't received anything, contact your HR manager to ensure that your private email address is correctly entered in your HRspace profile.

- 5 Go back to <https://icrc.lms.crossknowledge.com/external> and log in using your private email address as **login** and the **password** you just created.
- 6 Go to the next section to learn how to get started.

25. [https://smt.ext.icrc.org/esc?](https://smt.ext.icrc.org/esc?sys_kb_id=4210f6ed704161905040308ae44014c9&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=8446b8b039446a10ea4f248b08ca1be0)

[sys\\_kb\\_id=4210f6ed704161905040308ae44014c9&id=kb\\_article\\_view&sysparm\\_rank=1&sysparm\\_tsqueryId=8446b8b039446a10ea4f248b08ca1be0](https://smt.ext.icrc.org/esc?sys_kb_id=4210f6ed704161905040308ae44014c9&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=8446b8b039446a10ea4f248b08ca1be0)

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## How can members of the Rapid Deployment Pool access iLearn?

Their iLearn accounts remain active, and they can access iLearn via the [iLearn login page](#)<sup>26</sup> using their **ICRC email address** and **password**. They can generate the password themselves while on mission, or contact the iLearn team ([iLearn@icrc.org](mailto:iLearn@icrc.org)<sup>27</sup>) if they no longer have access to their ICRC mailbox.

## When can new and rehired mobile staff access iLearn?

To ensure all new and rehired mobile staff can access ICRC platforms (including iLearn) as early as possible, the Service Desk now systematically creates their **IT profile** as soon as their contract information becomes available, following this timeline:

### 🔗 Process:

- 1 **HR Shared Services** enter the contract information in HRspace.
- 2 Within **two working days**, the **GVA Service Desk** creates the IT profile.
- 3 After an overnight sync, access is activated and communicated.

### Comments

For further information about this process, you can contact Christophe Deprez ([cdeprez@icrc.org](mailto:cdeprez@icrc.org)<sup>28</sup>)

### ⚠️ Exception:

If the Beginning of Mission (BoM) is in less than three days, the local Service Desk handles access instead.

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26. <https://icrc.lms.crossknowledge.com/external>

27. <mailto:iLearn@icrc.org>

28. <mailto:cdeprez@icrc.org>

## GLOSSARY

### BlendedX

BlendedX is the guided learning course format used on the CrossKnowledge Learning Suite, also known as iLearn. This format is used for all ICRC Institutional Courses delivered through iLearn. A BlendedX course is structured as a learning path that includes various types of activities, such as content activities (videos, readings), social activities (discussion forums), and assessment activities (quizzes, assignments). For a clearer understanding of the difference between a BlendedX path and a standard e-learning module, please watch this [video](#)<sup>29</sup>.

### IFRC Learning Platform

The [IFRC Learning Platform](#)<sup>30</sup> is the global online learning hub for the entire Red Cross and Red Crescent Movement. It supports the personal and professional development of volunteers and staff worldwide and helps improve public knowledge of important humanitarian issues.

### iLearn

[iLearn](#)<sup>31</sup> is the ICRC's digital learning platform used to:

- Deliver online and blended training courses
- Offer on-demand, self-paced, and multilingual digital learning opportunities
- Record institutional training history delivered face-to-face or by external providers

Self-paced content is available through learning channels covering onboarding, leadership & management, functional, and cross-functional training.

Instructor-led courses require prior registration and are not available on-demand. For details on these courses and registration procedures, refer to the [ICRC Training Catalogue](#)<sup>32</sup>.

29. <https://app.vyond.com/videos/53d5c684-fd42-481c-b86a-3bce9fafadac>

30. <https://ifrc.csod.com/client/ifrc/default.aspx>

31. <https://icrc.lms.crossknowledge.com/>

32. <https://icrc-training-catalogue.scenari.eu/courses/>

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Institutional course <i>≈ Institutional training</i>	<p>An <b>institutional course</b> is a self-paced or instructor-led* training course delivered internally or by an external provider which is requested by the ICRC for its staff members and/or collaborators to meet the requirements for a current or planned role and therefore financed by the ICRC (annual budget of Units/Delegations).</p> <p>*A self-paced training course is an online training that does not require the immediate response of an instructor.</p> <p>*An instructor-led training course is a “learning event” that should meet the following criteria:</p> <ul style="list-style-type: none"><li>• The learning objectives are clearly defined (not to be aware of, or informed about...),</li><li>• This event is repetitive and predictable in the time (even one time in a year),</li><li>• When a learner participates to this learning event (s)he will not participate a second time, unless (s)he didn't pass the grade if included.</li></ul> <p>E.g.: an annual workshop that takes place every one or two years including the major of a Unit/division team on a regular basis will NOT be included in the catalogue.</p>
Learning Channel	<p>The Learning Channel is a self-directed course format within the CrossKnowledge Learning Suite, also known as iLearn.</p> <p>It enables the curation of tailored collections of learning resources and BlendedX courses, organized around key themes such as onboarding, leadership and management, specialized training, and soft skills.</p>
My Learning app	<p><b>My Learning</b> is a mobile app for iOS and Android that offers easy access to digital learning, BlendedX training courses, and mobile Learning Channels. It features a mobile-friendly, responsive interface that allows users to access resources both online and offline, engage with peers, and view feedback on assignments.</p>

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