

# e-LATiH FAQs

## Getting Started – General

### 1. What is e-LATiH?

e-LATiH is HRD Corp's online learning platform that provides Malaysians with unlimited access to FREE online courses from reputable international and local content providers. Malaysians can use it to improve their knowledge in areas such as Personal Development, Project Management, Leadership, Marketing & Innovation, Programming, Digitalisation, Financial Skills, Languages, Communications and more.

### 2. Who is eligible for e-LATiH?

e-LATiH is open to ALL MALAYSIANS.

### 3. Do I need to pay to enrol or register for courses in e-LATiH?

No, you are not required to pay any fees. All courses available on e-LATiH are free of charge.

### 4. What is the minimum system requirement to access the courses on e-LATiH?

e-LATiH uses common browser-based technology. You just need to use any of the current common browsers to access e-LATiH.

No additional plugins or software are required. However, e-LATiH works best on the following versions of your web browser.

- Mozilla Firefox: Version 68 or later
- Google Chrome: Version 76 and later
- Safari: Version 11 and later
- Internet Explorer: Version 11 and later (we also support Microsoft Edge and Samsung Internet)

## 5. Can I access e-LATiH using my mobile phone?

Yes, you can access e-LATiH using your mobile phone by simply launching the browser and navigating to <https://elatih.hrdcorp.gov.my/> to sign up and start learning.

However, please note that e-LATiH DOES NOT have its own dedicated mobile application.

## Account/Profile

### 1. How do I create my profile?

You can create your own profile by signing up for an account at <https://elatih.hrdcorp.gov.my>

### 2. How do I edit my profile?

You can edit your profile through the following:

Click on your Profile Icon > Account settings > Capture the Updates > Save Changes.

### 3. Can I edit my name?

If you would like to edit your name to ensure that the certificates you acquire through e-LATiH's training programmes will display your correct name, please send an email to [elatih@hrdcorp.gov.my](mailto:elatih@hrdcorp.gov.my) and share the email address you used to register with e-LATiH, along with the correct name to be used.

### 4. Can I create more than one account for myself?

No, the creation of profile requires the National Registration Identity Card (IC) number. Thus, one (1) person can only create one (1) account.

### 5. How do I change my password?

You may change your password through the following:

Click on your Profile Icon> Account Settings > Set your New Password > Save Changes.

### 6. I forgot my password. How do I retrieve it?

Simply click on "*forgot password*" at your log in page. You will receive an email with a link to reset your password. Kindly click on the link provided or copy and paste the link into your browser to reset your password.

## **7. I forgot my email ID that I used to sign up, how do I retrieve it?**

Kindly email to [elatih@hrdcorp.gov.my](mailto:elatih@hrdcorp.gov.my) and request to retrieve your registered email ID. Please provide your NRIC no. to enable us to retrieve your email ID quickly and accurately.

## **8. Can I change my email address?**

You can change your email address through the following:

Click on your Profile Icon > Account Settings > Add an Email Address.

A verification email will be sent to your secondary email address. Kindly click on the link provided. Then, go to your Account Settings again, click the 3 dots (...) under Actions to set the new email address as your primary email address. You will then have the option to delete your previous email address from your account.

## **9. How do I delete my account?**

Please email to [elatih@hrdcorp.gov.my](mailto:elatih@hrdcorp.gov.my) and request for account deletion/deactivation. Please provide your registered email address for verification purposes.

# **Courses**

## **1. How do I enrol in e-LATiH courses?**

The platform is intuitive. You can easily select and enrol into any course you are interested in.

## **2. What types of courses are offered on e-LATiH?**

There are over 320 courses to choose from. The courses offered on e-LATiH includes (but not limited to) Personal Development, Project Management, Marketing and Innovation, Programming, Digitisation and Language.

## **3. How do I know which course suits me?**

The platform will suggest courses deemed most suitable to you, based on your selected topic of interest.

## **4. How many courses can I enrol in?**

You have unlimited access to all courses on e-LATiH.

**5. Do I have any specific timeframe to start and complete a course on e-LATiH?**

No, you can start learning anytime and complete a course at your own pace with no specific deadlines.

**6. Will there be any assessment for the courses in e-LATiH?**

Some courses may have assessments in the form of quizzes or short assignments.

**7. Do I receive any certificate or accreditation after completing a course?**

Yes. You will receive a certificate from HRD Corp upon completing a course. Kindly visit your *My Learning* page on your Dashboard and click the “3 dots” next to a specific course name to view and download your certificate.

**8. Is there any video translation or caption available?**

While some videos have the option for English subtitles, generally all courses do not have the translation option. Please click on the CC button on the video to enable caption if required.

**9. Can I download the course video?**

Download or offline features are not available.

**10. What are the mode of courses available?**

Various modes of courses are available on e-LATiH, ranging from videos, interactive programmes, presentations, and hands-on practices.

## Troubleshooting

**1. Who should I contact for technical support?**

Kindly email your concerns or technical queries to [elatih@hrdcorp.gov.my](mailto:elatih@hrdcorp.gov.my).

**2. How do I find a missing course?**

Simply click on the Search button at the top of the page, followed by typing in part of the course name, then select from the following page returned.