

#tiptrack



Frequently asked questions

Updated January 2020



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1. General questions

1.1. What is Tiptrack?

Tiptrack is an online platform (app and website) that can be used to get more control on your personal career. Tiptrack gives you insight and grip on your work, health, development, financial matters and your work-life balance. You will receive useful tips and advice and get access to tools, tests and courses. Tiptrack will help you take charge of your own career and achieve your personal goals.

1.2. How does Tiptrack work?

Read a brief overview and watch the animation on <https://tiptrack.nl/english/>

Watch the instructional videos here (Dutch subtitles): <https://tiptrack.nl/hoe-werkt-tiptrack/>

If you have more questions, please contact the Tiptrack Servicedesk: servicedesk@tiptrack.nl or call 070 8508650.

1.3. I can't access Tiptrack. What do I do?

First of all, check if you can access <https://mijn.tiptrack.nl/auth/email> in a different browser. We highly recommend to use Tiptrack in Chrome. The browsers Edge and Firefox are also suitable for Tiptrack. Unfortunately Tiptrack doesn't work in Internet Explorer.

If <https://mijn.tiptrack.nl/auth/email> doesn't work, particularly if it's the first time that you use this link, it might help to add <https://> in front of the link.

It might also help to refresh this particular page or cleaning your browser cache for <https://mijn.tiptrack.nl/>

If you are unable to log in using Edge, Chrome or Firefox, or if Tiptrack doesn't work in any of these browsers, please send an email to servicedesk@tiptrack.nl or call 070 8508650.

If you do manage to log in, but your Tiptrack account doesn't load properly, then email us at servicedesk@tiptrack.nl or call 070 8508650. Before you contact us, please check whether the site works in a different browser.

1.4. Is it possible to use Tiptrack in a different language?

Tiptrack is available in English and Dutch.

In the login screen you can immediately choose your preferred language.

If you're already logged in, go to 'Settings > Personal information' to change your language to Dutch or English. Click on the pencil icon to choose your language. After you have made a decision click on the green icon to save your changes.

1.5. Why didn't I receive any email about my purchases or budget updates?

If you have chosen in your 'Settings' > 'Change email notifications' to turn off 'Transaction updates' and 'Budget updates' you will not receive an email about your purchases and adjustments to your budget.

In 'Settings' > 'Messages' you can find your confirmation about your purchase in Tiptrack.

If you want to receive emails, go to 'Settings' > 'Change email notifications' to turn on email notifications by checking the boxes.

Your changes will be automatically saved.

1.6. I have a question or complaint about Tiptrack

If you have a question or complaint, for example about a training course that you ordered, please contact the Tiptrack Servicedesk:

servicedesk@tiptrack.nl

or call 070 8508650.

2. Privacy and information security

2.1. Is Tiptrack safe to use? Is my personal information safe?

Yes. Tiptrack and your information are safe. You are the only person who has access to your personal information.

Tiptrack is affiliated with the 'Autoriteit Persoonsgegevens', which is the Dutch Data Protection Authority (previously called College Bescherming Persoonsgegevens), because of the 'Wet Bescherming Persoonsgegevens' (the Dutch Data Protection Act). Our hosting organization measures up to important certifications such as ISO 27001, NEN 7510 and ISO 9001.

2.2. Does Tiptrack meet the General Data Protection Regulation (GDPR) standards?

Yes. Our Privacy Statement and Conditions of Use Tiptrack states the following regarding this subject:

'1.1 Tiptrack is an initiative of Algemene Werkgeversvereniging Nederland (hereinafter "AWVN") in cooperation with Indicia Nederland B.V. AWVN is situated at Bezuidenhoutseweg 12, 2594 XR in The Hague. AWVN can be contacted at werkgeverslijn@awvn.nl and by telephone at +31-(0)70 850 86 05.

1.2 AWVN is the 'controller' for the processing of personal data within the Tiptrack app and the corresponding online platform (hereinafter jointly "Tiptrack"). The controller is the person who determines the purpose of and means for processing personal data. As a user of Tiptrack, you are entitled to have your personal data processed with care, in accordance with the Personal Data Protection Act [*Wet bescherming persoonsgegevens (WBP)*] and the General Data Protection Regulation (Regulation 2016/3016/679/EU; hereinafter "GDPR"). AWVN adheres to strict guidelines to guarantee your privacy. By means of this privacy statement, AWVN aims to provide users with information on the way in which AWVN processes personal data within Tiptrack.'

2.3. Where is my personal data from Tiptrack stored?

Our Privacy Statement and Conditions of Use Tiptrack states the following regarding this subject:

'7.4 AWVN and its processors do not process your personal data outside the European Union.

8. SECURITY

AWVN and its processors take all appropriate technical and organisational measures to secure the personal data against loss or any form of unlawful processing. These measures are also intended to avoid any unnecessary collection and further processing of personal data. AWVN and/or the processor will save your personal data on secure servers in various countries within the European Union. The processor responsible for this complies with the security standard ISO27001 and with the standard NEN-7510.'

2.4. Is Tiptrack anonymous? Is my supervisor able to see what I do?

You are the only person who has access to your personal information. Our Privacy Statement and Conditions of Use Tiptrack states the following regarding this subject:

3. AIM OF PROCESSING PERSONAL DATA

3.1 AWWN processes personal data in Tiptrack to be able to give you an insight into your (long-term) deployability as a working person. In addition, personal data are processed in order to be able to give you personal tips on how to improve your own deployability as a working person.

3.2 Personal data are used in anonymised form for analysing the long-term deployability of working people. Part of the information collected and generated in this manner is visible to other users of Tiptrack in the form of statistical data. Working people can use this information to compare themselves in Tiptrack to other working people in relation to various aspects. We also use this general information for general statistical academic research into the long-term deployability of working people. We ensure that your data are anonymised for the purposes of this research.

3.3 Tiptrack may also be used to give your employer an insight into the results of the information provided by its employees. Employers will only receive this information aggregated at the organisational level. Employers will receive this information in the form of statistical overviews. Your personal data are therefore always provided to employers in an anonymised form that is not traceable to individual persons. An exception to this is invoicing by providers of courses and services in Tiptrack's web shop. The invoices have to be issued in the name of a person. The employer will pay the invoice and for the purpose of income tax must show at an individual level that the applicable criteria have been met. From Tiptrack's side, we stipulate that these data may only be used for these purposes and that they will only be used within the financial administration. In other words, no one else within the employer's organisation may know about the invoicing.

In the case of a 'sustainable employability budget' administered in Tiptrack, periodically data may be exchanged automatically with the employer's salary administration. In such cases, the data will be strongly pseudonymised.

3. Registration, log-in and passwords

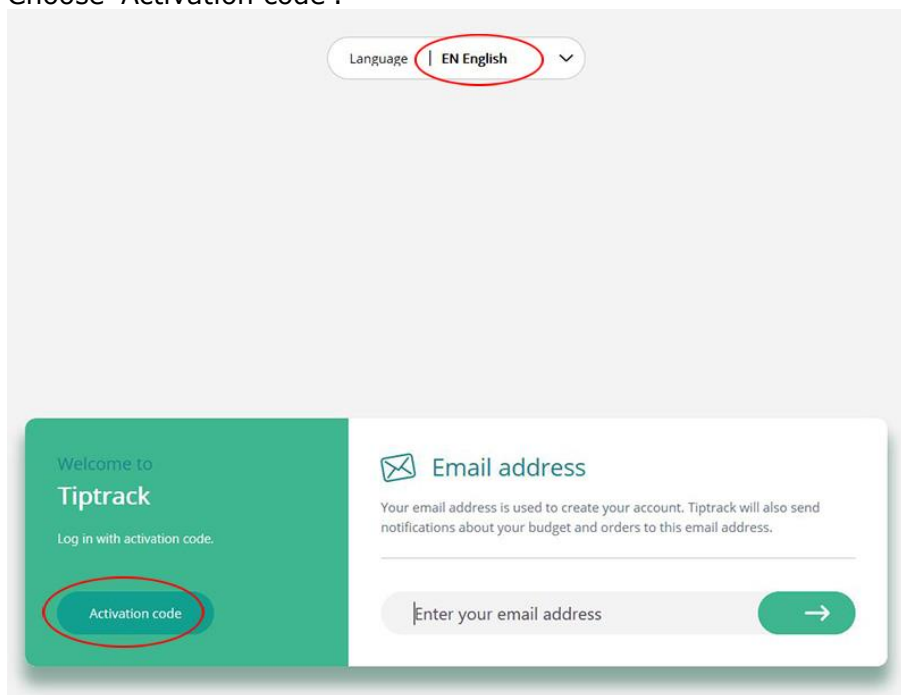
3.1. How I can register my account with an activation code?

If your employer has provided you with an activation code that you can use to register your Tiptrack account and log in for the first time.

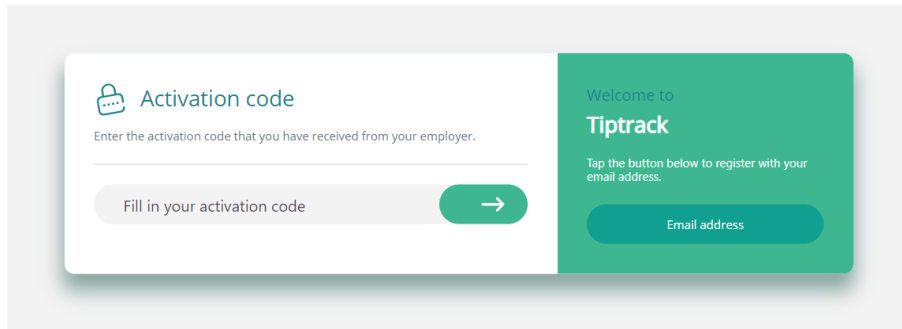
- Computer, laptop or tablet: use the browsers Edge, Firefox, Safari or Chrome (Tiptrack unfortunately doesn't work in Internet Explorer).
- Smartphone: use the app 'Tiptrack'; download from the Apple App Store or Google Play Store. This app is exclusively developed for smartphones and doesn't work on a tablet. Please note: currently, you can only access Tiptrack on your smartphone through the app – not via your browser.

Follow these steps:

1. Open the app, or in your browser go to <https://mijn.tiptrack.nl/auth/email> to get to the log-in screen.
2. You can change your preferred language to English at the top of the screen.
3. Choose 'Activation code'.



4. After that you will be redirected to this page: <https://mijn.tiptrack.nl/auth/activation-code>
Submit the activation code that you received from you employer and click on the green button with the arrow.



5. After that submit your email address in the next screen and use the green button.
6. Next, you will receive a pop-up informing you that the registration of your Tiptrack-account has succeeded. An email with a temporary password has been sent to the submitted email address.
7. Check your inbox whether you received an email from no-reply@tiptrack.nl / Tiptrack Webshop. If you can't find this email, check your spam folder and your junk folder.
8. Next, use the link in this email.



9. Submit your temporary password in the required field, as mentioned in the email you've received.
10. Now you can create your own password for your Tiptrack-account. The password requirements depend on your employer.

Your password needs to fulfill the following requirements: at least 8 signs and should contain at least 1 capital letter, 1 small letter, 1 number. Additional password requirements: no parts of your username. It must not contain your first name, nor your last name. You are not allowed to use one of your previous 4 passwords.

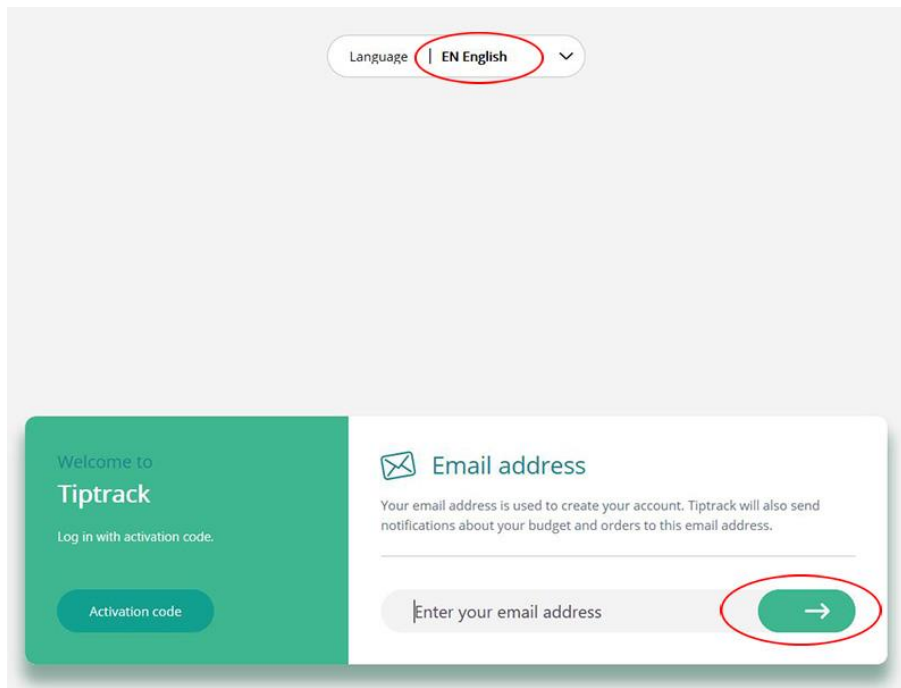
If your own submitted password is accepted by the system, then you have successfully registered your Tiptrack-account and you can start using Tiptrack.

3.2. How can I register with an email address (without activation code)?

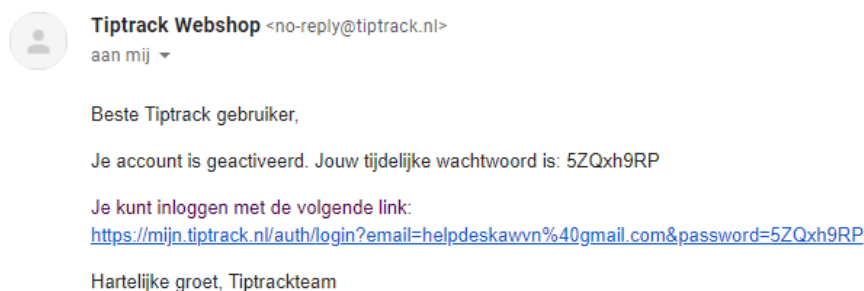
When your employer has given you access to Tiptrack, but you didn't receive an activation code, then you can register your Tiptrack account in the following way.

1. Go to <https://mijn.tiptrack.nl/auth/email>. This is the login screen for Tiptrack.
2. You can change your preferred language to English at the top of the screen.

3. Your employer has informed you which email address you should use for Tiptrack. This email address is also your Tiptrack username. Submit this email address and click on the green button with the white arrow.



4. Next, you will receive a pop-up informing you that the registration of your Tiptrack-account has succeeded. An email with a temporary password has been sent to the submitted email address.
5. Check your inbox whether you received an email from no-reply@tiptrack.nl / Tiptrack Webshop. If you can't find this email, check your spam folder and your junk folder.
6. Next, use the link in this email:



7. Submit your temporary password in the required field, as mentioned in the email you've received.
8. Now you can create your own password for your Tiptrack-account. The password requirements depend on your employer.

Your password needs to fulfill the following requirements: at least 8 signs and should contain at least 1 capital letter, 1 small letter, 1 number. Additional password requirements: no parts of your username. It must not contain your first name, nor your last name. You are not allowed to use one of your previous 4 passwords.

If your own submitted password is accepted by the system, then you have successfully registered your Tiptrack-account and you can start using Tiptrack.

3.3. My activation code doesn't work. What should I do?

If your activation code doesn't work, first check:

- Did you accidentally add a space in front of the activation code?
- Is there a spelling error in the activation code?
- Does the activation code lack a letter or a number?

If the activation code still doesn't work, then contact the Tiptrack Servicedesk. Send an email to servicedesk@tiptrack.nl. Include your personnel number and the question to resend the activation code. Tiptrack will send the activation code to your employer, who will send it to you. How this is done (via mail or online) differs per employer.

Do you have an activation code that works, but the registration of your account doesn't succeed? Please contact the Tiptrack Servicedesk at servicedesk@tiptrack.nl and we will investigate why your account doesn't work.

3.4. I lost my activation code. What should I do?

Send an email to servicedesk@tiptrack.nl. Include your personnel number and the question to resend the activation code.

Tiptrack will send the activation code to your employer, who will send it to you. How this is done (via mail or online) differs per employer.

3.5. I lost my activation code, but have logged into Tiptrack before

You only need your activation code to register your account. When you do that, you create a password that you can use to log in. If you lost your password, please take a look at the questions below.

3.6. I need a new password (desktop)

Did you forget your password, or does the system not accept your password? Follow these steps to reset your password.

1. Open this link: <https://mijn.tiptrack.nl/auth/email>
You can change your preferred language to English at the top of the screen.
2. Enter your email address and click the green button at the right.

Welkom bij
Tiptrack

Log in met activatiecode.

Activatiecode

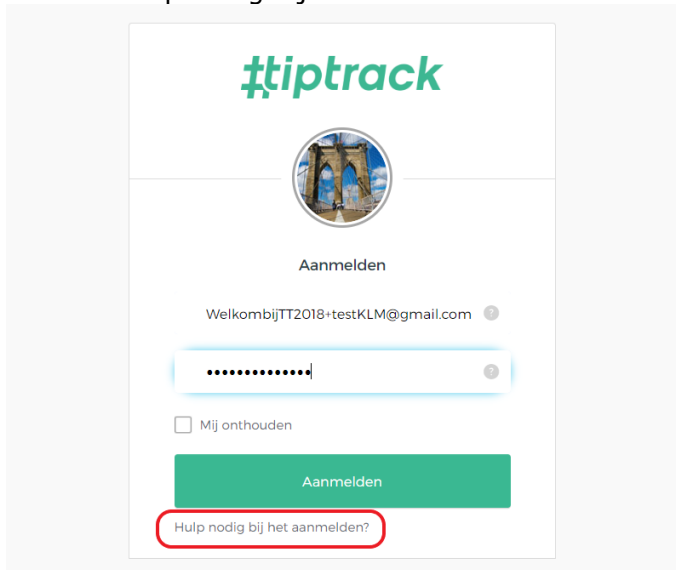
E-mailadres

Je e-mail adres wordt gebruikt om je account aan te maken. Ook stuurt Tiptrack berichten over je budget en bestellingen naar dit e-mail adres.

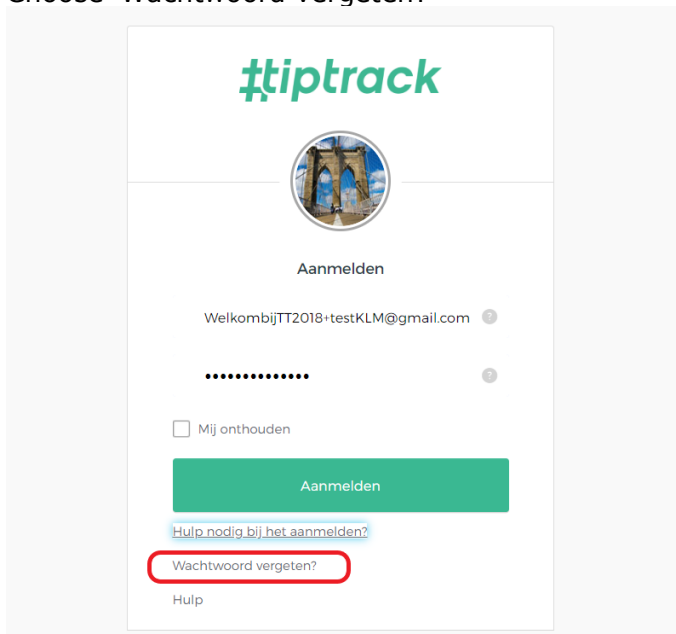
Vul je e-mailadres in

→

3. Choose 'Hulp nodig bij het aanmelden?'



4. Choose 'Wachtwoord vergeten?'

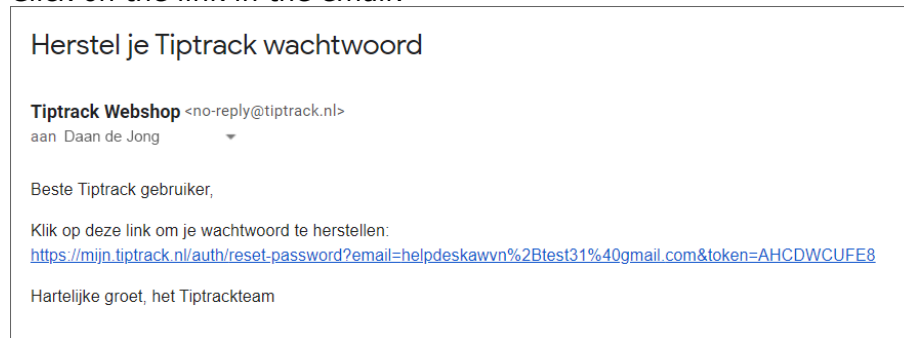


5. Now you get to the 'Forgot password' screen. Please enter your email address and click the green button at the right.

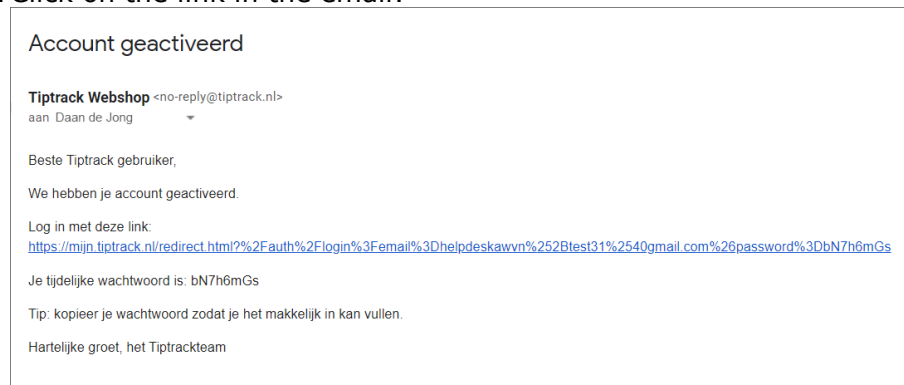


6. You'll see a pop-up message saying that an email has been sent to you. This is to confirm that you requested a new password. That's how we protect your Tiptrack account.
7. Check your inbox whether you received an email from no-reply@tiptrack.nl. If you can't find this email, check your spam folder and your junk folder.

8. Click on the link in the email:



9. You will see a pop-up informing you that a temporary password has been sent to the submitted email address.
10. Check your inbox whether you received an email from no-reply@tiptrack.nl. If you can't find this email, check your spam folder and your junk folder.
11. Click on the link in the email:



12. Enter your temporary password in the required field, as mentioned in the email you've received.
13. Now you can create your own password for your Tiptrack-account. The password requirements depend on your employer.

Your password needs to fulfill the following requirements: at least 8 signs and should contain at least 1 capital letter, 1 small letter, 1 number. Additional password requirements: no parts of your username. It must not contain your first name, nor your last name. You are not allowed to use one of your previous 4 passwords.

14. If your own submitted password is accepted by the system, then you have successfully finished the registration of your Tiptrack-account and you can start using Tiptrack.

3.7. I need a new password (app)

It's unfortunately not possible to request a new password in the app. Use your laptop or PC instead. Open your internet browser (Chrome, Edge or Safari) and click this link: <https://mijn.tiptrack.nl/auth/login>. Then follow the steps in the previous question.

3.8. How do I change my Tiptrack password? (desktop)

1. Log in to Tiptrack.
2. Click on the menu icon at the top right of the screen to open the menu.
3. Choose 'Settings'.
4. Choose 'Change password'.
5. Enter your old password in the upper field and enter your new password twice.

Your password needs to fulfill the following requirements: at least 8 signs and should contain at least 1 capital letter, 1 small letter, 1 number. Additional password requirements: no parts of your username. It must not contain your first name, nor your last name. You are not allowed to use one of your previous 4 passwords.

6. When you choose 'Save Changes' your password change is final.

3.9. How do I change my Tiptrack password? (app)

1. Log in to Tiptrack.
2. Open the menu at the top left of the screen.
3. Go to 'Profile'.
4. Swipe the menu that starts with 'My tracks' to the right and choose 'Settings'.
5. Choose 'Change password'.
6. Enter your old password in the upper field and enter your new password twice. Your password needs to fulfill the following requirements: at least 8 signs and should contain at least 1 capital letter, 1 small letter, 1 number. Additional password requirements: no parts of your username. It must not contain your first name, nor your last name. You are not allowed to use one of your previous 4 passwords.
7. Select 'Save password'.

3.10. How do I change my email address?

You can change this yourself.

1. Open Tiptrack and log in: <https://mijn.tiptrack.nl>
2. Click on the menu icon at the top right of the screen to open the menu.
3. Choose 'Settings'.
4. Choose 'Change email address'.
5. Enter your password and enter your new email address twice.
6. Choose 'Save changes'.
7. You will be logged out. Now you need to log in with your new email address.

Some employers, like KLM, maintain a policy that you can only use your corporate email address. Therefore you cannot change your email address, unless your employer changes your corporate email address.

Other employers, like Cargill, do allow the use of a personal email address for Tiptrack. If you're a Cargill employee and you would like to change your email address for Tiptrack, then you have to go to Cargill's MyHR and submit the email address you would like to use for Tiptrack. At the end of each month we receive a list from Cargill HR that contains all the adjustments of email addresses. Then we will process those email addresses and send a welcome email that you can use to register and activate your Tiptrack account.

4. My budget in Tiptrack

4.1. What's my budget and where can I find it?

Did your employer give you an individual budget? For example a personal development budget or something like that? When you're logged in to Tiptrack you can always see your budget at the top right of the screen.

4.2. The training I purchased to costs less than my budget. What happens to the rest of the money?

That depends on your employer's regulations and the CLA (collective labour agreements, or CAO in Dutch).

Do you have an **individual budget**? In that case, the rest of the money stays in your Tiptrack account. You can use it to purchase something else. Please note: it differs per employer how long your budget is valid and if you can carry it over to the next year. Please check with your supervisor.

Do you have a so-called **op=op budget**? In that case, your organisation has one budget for all employees. Select the 'i' button next to the budget to see how much of the total budget is left. When you still have budget, but the total budget has reached zero, then you won't be able to spend the rest of your budget anymore.

4.3. The training that I want to do is more expensive than my budget. Can I pay for the rest myself?

Unfortunately, that's not possible. This has a number of reasons. It becomes very difficult for the tax authorities to determine which part can be fiscally deducted and for which part VAT needs to be paid. Another reason is that the supplier would need to split the invoices and send two different ones.

4.4. Why didn't I receive an email about my budget updates?

If you have chosen in your 'Settings' > 'Change email notifications' to turn off 'Budget updates' you will not receive an email about adjustments to your budget.

To change this, go to 'Settings' > 'Change email notifications' and check the box 'Budget updates'.

Your changes will be automatically saved.

5. Courses, training programmes and other products: general

5.1. How can I search for a training in Tiptrack?

- Go to the Tiptrack homepage.
- Choose 'Start a new track', or the green plus, at the bottom of the screen.
- Choose 'Search the complete offer'.
- Enter your search term(s).
Note: if you've set Tiptrack to English, you need to use English search terms.
- Use the filters to narrow your search. If you use your browser, the filters appear in the left column. In the app, choose the filter icon.
Note: you can only use the filters 'Education level' and 'Location' if you entered this information in your profile.

Can't find what you're looking for? Go back to the homepage and start a new search.

Your language settings determine your results. If you've set Tiptrack to English, then you can only see the English-language offer. And you're only able to use English search terms. In addition, there are fewer training programmes available in English. Would you prefer to see the Dutch offer? Go to settings and change your language to Dutch.

5.2. Can I get support to choose a suitable training?

Do you want to grow in your current organisation? Then it's best to ask your supervisor for advice.

Tiptrack also offers advice and suggestions. From the Tiptrack homepage, choose 'Start a new track', or the green plus, at the bottom of the screen.

- Choose 'Answer questions and get a custom offer'. Select one or more themes that you want to focus on. Answer the questions and get a custom offer of training courses and more.
- Choose 'View the offer based on your profile'. If you've entered your education level and location in your profile, you'll get more relevant suggestions based on your profile.

Do you work in a supermarket? Please contact the Tiptrack Servicedesk to ask about the possibilities for career advice: servicedesk@tiptrack.nl or call 070 8508650.

5.3. Why is the Tiptrack training offer so small?

Your language settings determine your results. If you've set Tiptrack to English, then you can only see the English-language offer. And you're only able to use English search terms. In addition, there are fewer training programmes available in English. Would you prefer to see the Dutch offer? Go to settings and change your language to Dutch.

5.4. Is the English-language offer the same as the Dutch?

Both versions offer the same tips.

The English-language offer of tests/tools and paid products (training, coaching, etc.) is smaller than the Dutch offer. Tiptrack is constantly looking for new training courses and suppliers to offer users a wide range of choice in both languages.

Would you like to follow a training that's not available in Tiptrack? You can send a request to the Tiptrack Servicedesk. Send an email to servicedesk@tiptrack.nl. Include a link to the training and explain why you want this training added to Tiptrack. The Tiptrack purchase department will investigate the possibilities. If it's possible to add this training, it will take about two months before it's added to Tiptrack.

5.5. I want to sign up for a training. Do I get a certificate?

If you would like to order a training or a course in Tiptrack, you will always receive a short description of the product. Usually this description also contains a link from the website of the supplier, which has a more elaborate description of the course/training. On the website of the supplier you can usually find whether you will receive a certificate or a certificate of participation. If you can't find this information, then ask the supplier whether this is included in the training or not.

5.6. I have found an interesting training. Can I add it to my favorites?

Yes, you can. If you click on a product, a new screen will appear (which contains more product details). In this screen you can click on the heart-shaped icon to save this product in my favorites / in your wish list.

You can find your wish list from the home page by using the 'Welcome'-menu at the top right of the screen and choosing 'Saved'.

5.7. Can I get an overview regarding which courses are available on my day off?

Yes, you can. By using the filter 'Period' you can select the specific days on which you would like to participate in a particular training or course.

Please follow these steps:

1. Go to Tiptrack's home page of your account. From there start your search by clicking on 'Start a new track' at the bottom of the screen, or by clicking on the green plus sign at the bottom right. Choose 'Search the complete offer'.
2. Enter your search term(s).
3. Choose 'Filters' and an elaborate menu will appear on the left side of your screen. Then choose the filter 'Period'.

5.8. Does Tiptrack offer courses all over the country?

Yes it does. By using the filter 'Location' you can determine the amount of kilometres you would like to travel from your residence to the location of the course or training.

Please follow these steps:

1. Go to Tiptrack's home page of your account. From there start your search by clicking on 'Start a new track' at the bottom of the screen, or by clicking on the green plus sign at the bottom right. Choose 'Search the complete offer'.
2. Enter your search term(s).
3. Choose 'Filters' and an elaborate menu will appear on the left side of your screen. Then choose the filter 'Location'.

Beware: you can only use the filter 'Location' if you have entered your residence in your personal information in Tiptrack.

5.9. The course is cheaper on the supplier's website. Why is that?

Tiptrack strives to offer courses and other products at the best possible price. Your employer often receives a discount from certain suppliers. Despite all this, sometimes it happens that a course has a lower price on the supplier's website.

This can have two causes:

1. Often, supplier don't include VAT in their stated prices. In Tiptrack, all prices include VAT.
2. Sometimes suppliers have special offers that lower the course's price for a limited time. Due to the agreements that we make with suppliers and your employer, you can only buy the course through Tiptrack for the price stated in Tiptrack.

5.10. I want to attend a course that's not available in Tiptrack. How does that work?

You can only spend your Tiptrack budget on courses that you can purchase in Tiptrack.

However, you can ask for a certain course to be added to Tiptrack. Please send an request via email to servicedesk@tiptrack.nl. Include a link to the training and explain why you want this training added to Tiptrack. The Tiptrack purchase department will investigate the possibilities. If it's possible to add this training, it will take about two months before it's added to Tiptrack.

You'll be notified as soon as we know if we're able to add a course to our offer. We'll also inform you when the course is available in Tiptrack.

6. Courses, training programmes and other products: purchases

6.1. Why do I need to answer so many questions when I want to order something?

This is needed for the administration of your budget. Your budget is subjected to all kinds of rules and regulations, including how the budget is used and how much tax has to be paid. That's why it necessary to answer the questions.

6.2. I want to order something but I don't understand the questions

Here is a short explanation of several questions:

Is this training required by legislation, regulations or a professional association?

For some professions you need to follow mandatory training to be able to continue to do your job, for example if you're an accountant or professional driver,

Does this training contribute to providing the specific knowledge, (social) skills or personal development that you need in your current or future position?

This applies for example if you want to attend a 'business Dutch' course so you can use the words and terms that are relevant in your profession.

Do you want to attend this training to be able to continue to perform your current job within this company in the future?

This applies for example if you need more skills or knowledge to do your current job. For example, if your company get more German clients you might want to learn German.

Do you want to attend this training to start a different position within or outside the company, become self-employed or an entrepreneur, in order to earn an income in the future?

This applies for example if you want to learn something new to take the next step in your career. This could be a new job at your current employer, or at another company. But it could also be that you want to become self-employed or start your own company.

Do you have more questions? Please contact the Tiptrack Servicedesk:

servicedesk@tiptrack.nl

or call 070 8508650.

6.3. I have purchased a course, but didn't get a confirmation. Was my purchase successful?

If you succesfully purchased a course in Tiptrack, you will always receive a confirmation email from Tiptrack informing you that your purchase was succesfully processed. In this email the track and trace code of your order will be stated, as well as the name of the course and of the supplier.

Beware, if you have chosen in your 'Settings' > 'Change email notifications' to turn off 'Transaction updates' and 'Budget updates' you will not receive an email regarding your purchase and adjustments concerning your budget. In 'Settings' > 'Messages' you can find your confirmation regarding your purchase in Tiptrack. If you still prefer an email, then go to 'Settings' > 'Change email notifications' to activate email notifications.

You can also find your purchases in Tiptrack by going to the home page of your account and use the menu at 'Welcome, [name]'. Click on 'Welcome' to activate the menu and then choose 'Purchased'.

Sometimes it takes a couple of minutes before your purchased course will appear.

You will receive the confirmation of your purchase by the supplier at a later moment by mail. Usually the supplier will contact you within two business days. In this confirmation email all the next steps that are required will be given by the supplier. If your supplier hasn't contacted you after one week, then you can contact us so we can check whether your purchase/order was successfully forwarded to the supplier.

6.4. Why didn't I receive any email about my purchase?

If you have chosen in your 'Settings' > 'Change email notifications' to turn off 'Transaction updates' you will not receive an email about your purchases.

In 'Settings' > 'Messages' you can find your confirmation about your purchase in Tiptrack.

If you want to receive emails, go to 'Settings' > 'Change email notifications' to turn on email notifications by checking the boxes.

Your changes will be automatically saved.

6.5. The confirmation of my order/purchase is incorrect. What should I do?

If you have accidentally purchased the wrong course, then wait for the confirmation email from the supplier. After receiving this email, you can request the supplier to cancel this purchase/order yourself. If you are unable to find the contact details of the supplier, then you can check with us for this particular information.

The supplier will then confirm officially by email to Tiptrack that this order has been cancelled.

Only after we have received this official confirmation from the supplier to cancel this order, we can withdraw the purchase and refund your budget in Tiptrack.

Beware! Sometimes the supplier might have cancellation conditions. Such cancellation conditions may differ per course. If additional costs are charged, this will be deducted from your Tiptrack-budget.

If the ordered product in the confirmation email from Tiptrack is correct, but the ordered product in the confirmation email from the supplier is incorrect, then contact the Tiptrack Servicedesk. We will investigate what went wrong in processing this order.

If the ordered product in the confirmation email from the supplier is correct, but the additional data is incorrect, then you can contact the supplier yourself.

6.6. Where can I find the courses that I have purchased?

You can find your purchases in Tiptrack by going to the home page of your account and use the menu at 'Welcome, [name]'. Click on 'Welcome' to activate the menu and then choose 'Purchased'. Sometimes it takes a couple of minutes before your purchased course will appear.

In 'Settings' > 'Messages' you can also find your messages of confirmation regarding your purchases in Tiptrack.

6.7. The supplier hasn't contacted me yet about my course. What should I do?

If you have purchased a course in Tiptack, you will receive the confirmation of your purchase by the supplier at a later moment by mail. Usually the supplier will contact you within two business days. In this confirmation email all the next steps that are required will be given by the supplier.

Sometimes the supplier is too busy and therefore unable to respond within two business days. If your supplier hasn't contacted you after one week, then you can contact us so we can check whether your purchase/order was successfully forwarded to the supplier. If the purchase was successfully processed, we will provide you with the contact details of your supplier so you can ask them yourself for more information regarding your course.

6.8. Where do I go to attend my course?

Please contact the supplier. All information on locations and start dates regarding courses will always be provided by the supplier of the course.

6.9. On what date does my course start?

Please contact the supplier. All information on locations and start dates regarding courses will always be provided by the supplier of the course.

6.10. I've enrolled in an E-learning. Can I pause my enrolment and continue later?

This depends on the supplier of your online training. The supplier usually informs you on whether this is possible in the terms of use. If you can't find any information regarding this subject, please contact the supplier.

7. Cursussen, trainingen, etc.: bestelling wijzigen of annuleren

7.1. How can I cancel a course that I accidentally purchased twice?

If you accidentally purchased a course twice in Tiptrack, then you should first contact the supplier. Subsequently you can ask them to cancel one of your orders. The supplier will then confirm officially by email to Tiptrack that this order has been cancelled.

Only after we have received this official confirmation from the supplier to cancel this order, we can withdraw the purchase and refund your budget in Tiptrack.

If you are unable to find the contact details of the supplier, then you can check with us for this particular information.

7.2. I no longer want to start the course that I've purchased. Can I cancel it?

If you have purchased a course, then wait for the confirmation email from the supplier. After receiving this email, you can request the supplier to cancel this purchase/order yourself. If you are unable to find the contact details of the supplier, then you can check with us for this particular information.

The supplier will then confirm officially by email to Tiptrack that this order has been cancelled.

Only after we have received this official confirmation from the supplier to cancel this order, we can withdraw the purchase and refund your budget in Tiptrack.

Beware! Sometimes the supplier might have cancellation conditions. Such cancellation conditions may differ per course. If additional costs are charged, this will be deducted from your Tiptrack-budget.

7.3. I cannot attend the course (for example due to illness). What should I do?

If you are unable to attend, please contact the supplier of your course. Rescheduling the course can then be arranged with the supplier without any Tiptrack-involvement. Usually you will be able to reschedule the course if you inform the supplier in time.

Please take the cancellation policy of the supplier into account. The policies can differ per course. If the supplier charges a cancellation fee, this will be deducted from your Tiptrack budget.

7.4. I want to change the location and/or date of the course. What should I do?

In that case, contact the supplier of your course. Usually you will be able to reschedule or relocate the course with your supplier, if you inform them in time. Rescheduling or relocating the course can then be arranged with the supplier without any Tiptrack-involvement.

Please take the cancellation policy of the supplier into account. The policies can differ per course. If the supplier charges a cancellation fee, this will be deducted from your Tiptrack budget.

8. Tests, scans and tools

8.1. I have started a test/scan. Can I finish it later?

Yes. If you have started a scan or a test, but you don't have enough time to finish it, you can save your progress and continue the scan or test where you left off at a moment that suits you.

8.2. Where can I find the (previous) results of my tests/scans?

You can retrieve all your finished tests and scans in Tiptrack by going to the home page of your account and use the menu at 'Welcome, [name]'. Click on 'Welcome' to activate the menu and then choose 'Purchased' or 'Old purchases'. Here you can retrieve all your previously ordered test/scans and all the corresponding results.

Beware: Sometimes it takes a couple of minutes before your purchased course will appear.

In 'Settings' > 'Messages' you can also find your messages of confirmation regarding your purchases in Tiptrack as well as reports of previously finished scans and tests.

8.3. The results of my previous scans are outdated. What should I do?

In that case you should do these scans again. Based on the new results you will receive new advice.