

FAQ: Accessing aXcelerate for the first time

How will I access aXcelerate for the first time?

An email will be sent inviting you to login to aXcelerate and create an account.

How do I create my aXcelerate account?

You will receive an email invitation to create an account in aXcelerate. [Click here](#) to view the guide to creating your account, or watch the [video](#).

What email will my aXcelerate account use?

For permanent and part time staff the invite will be sent to their QFES email.

For volunteers, it will be sent to their personal email recorded in VIMS (SES members) or OMS (RFS volunteers). If no personal email is listed, it will be sent to the central RFS or SES email address.

What if I don't want to use my personal email?

If you are a volunteer and would prefer to use your SES or RFS email, [click this link](#) to complete the form and your email will be updated.

If you already have created your aXcelerate account [click this link](#) to complete the form and your email will be updated. A new account creation invite will go to the new email address. The old account will be disabled.

I didn't receive an invite.

Check your junk mail folder (if it is there, right click on the email and select **Junk**, then **Not Junk**). If it is not there, [click this link](#) to complete the form and enter in your preferred email address.

How do I use aXcelerate?

Once you have created your account, you will have a training module to complete which will provide information on how to navigate around the Learner Portal. There is also a Learners Guide available on the [aXcelerate Resources and Help](#) web page.

When I try and login nothing seems to work as I expect it to?

Make sure the internet browser you are using is Google Chrome or Microsoft Edge. Microsoft Internet Explorer cannot be used with aXcelerate.

Need more help?

Contact your Regional Training team.