Frequently Asked Questions

HCL

Q 1. What are the mandatory compliance trainings for TP/ Contract employees?

Ans. There are four mandatory compliance training and e-Learning orientation course for TP/Contract employees.

- HCL e-Learning Orientation Course (for the first-time users only)

- Code of Business Ethics and Conduct training (COBEC)

- Information Security (Info Sec) Training

- Export compliance training

- Dimensions of Data Privacy

Q 2. Where are the Mandatory Compliance Training modules hosted?

Ans. Mandatory Compliance Training modules are hosted in E-Learning portal on My HCL. (https://elearning.hcl.com)

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Q 3. Do we have any pre-requisite training for mandatory compliance training?

Ans. Yes, It is mandatory to complete Pre-Orientation Course for first time users before starting mandatory compliance training.

Q 4. How can I access or launch HCL Mandatory Compliance Training e-learning modules?

Ans. To access these e-learning modules, please follow the navigation path mentioned as below:

MyHCL ➜ HR Studio ➜ Learn ➜ HCL Mandatory Compliance Training

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Q 5. What is the SSD Path for raising access request for iSuccess Learning ?

Ans. In case of any iSuccess Learning access issues, you may raise a problem ticket by following the below mentioned SSD path :

Smart Service Desk (SSD) Home page>>Create New Request >>Problem Ticket>> Application Issues-BTIS>>isuccess application issues > along with RM approval and share the given details to get the access

Q 6. How to raise SSD if you are facing issues regarding the E-Learning modules?

Ans. In case of any issues regarding Mandatory compliance E-Learning modules, you may raise an SSD under as per below mentioned path.

MyHCL ➜ App Search ➜ SSD ➜ Create New Request ➜ Problem Ticket ➜ Issue Type: All ➜

e-Learning Application issue (TP Mandatory Trainings)

Please Note : For Any non-technical queries, Please write back to us: **compliance_training@hcl.com**

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