



### *Contact Us*

If you have any content-related questions or questions about how to use the platform, please contact [digital\\_learning@london.edu](mailto:digital_learning@london.edu).

If you have questions about a particular alumni benefit (such as electives), please contact [alumnirelations@london.edu](mailto:alumnirelations@london.edu).

## **FAQs**

### *Q: How do I access Forever Learning?*

You will be able to access Forever Learning using your LBS ID. This is the same email address you use to access [LBS Hub](#) and other School services.

Please note that if you are an alumnus/alumna from 2020 onwards and you haven't updated your LBS ID with your personal email address then you can still use your LBS email details to log in.

If have not yet registered your LBS ID email, please follow [this link to create your new LBS ID](#).

If you wish to change your LBS ID, please contact [help@london.edu](mailto:help@london.edu) for support.

Visit the [Forever Learning](#) landing page [here](#) to get started.

### *Q: How do I know I am getting access to the latest LBS research?*

We have a dedicated team that works on curating new content on relevant topics and archiving content that is no longer relevant.

Research conducted by LBS Faculty is extensive, so do let us know if there are any topics of particular interest. If you have recommendations, please get in touch with [digital\\_learning@london.edu](mailto:digital_learning@london.edu).

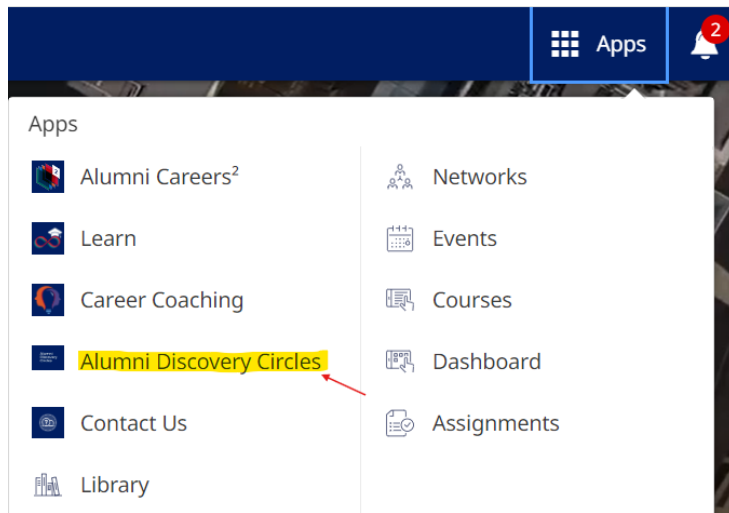
### *Q: How do I join an Alumni Discovery Circle?*

You just need to **complete [this form](#)** so we have enough information to allocate you to a group and your permission to share your details with other alumni.

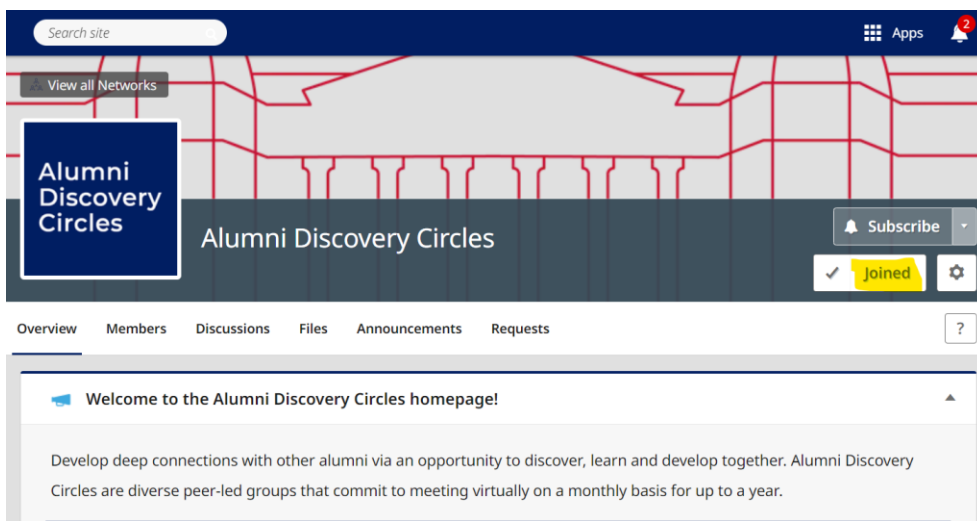
### *Q: Do I need to join an Alumni Discovery Circle to enjoy the content?*

No, you can follow the activity in this channel by following these steps:

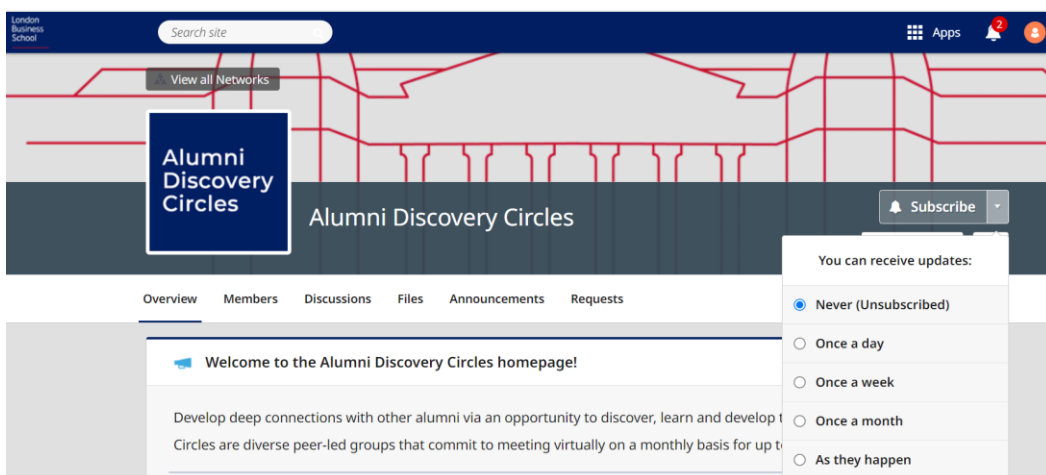
1. Open the Alumni Discovery Circles from your top navigation menu.



2. Click on the Join button and you will be able to see the content shared with the groups.




Please note that by default, you won't receive any notifications from the platform. If you would like to receive notifications, you will have to activate and choose the frequency under the subscription button.



*Q: Can I access it from my mobile?*

Yes! This platform can be accessed through the web browser on mobile phones. We do recommend accessing interactive learning materials on a larger screen device for the best experience.

*Q: Can I save materials so I can find them easy next time?*

You can bookmark various materials that sit within the library. This will help you mark content that you may want to revisit in the future. To bookmark content, you can select the bookmark icon (  ) at the top of the page. You can bookmark articles, events and resources. The bookmarked items can be located in the Learn section of the platform.

*Q: Can I download the content and save to my device?*

As we are curating this offering specifically for LBS alumni, we want to protect the content and continue to keep it exclusive to you. As such, we do disable downloading to prevent non-LBS alumni from gaining access to the information. However, there are some materials that are designed to help you practically, for example, in your professional career, that we do enable you to download as they work best when you can interact directly with the material.

*Q: How can I report an issue or share feedback?*

You can report an issue and share feedback by contacting [digital\\_learning@london.edu](mailto:digital_learning@london.edu). We appreciate you taking the time to contact us and aim to answer queries within one working day.

*Q: Can I contact other alum on this platform?*

You can do this through the Networks that you are a part of. You can also make your Profile visible to other alumni which will help them discover you easily.

## **Want to learn more?**

If you would like to learn about the LBS Alumni Hub, please visit [here](#).

If you would like to learn about other alumni benefits, including the Alumni Career Centre, please visit [here](#).