Learning Companion Frequently Asked Questions (FAQs)
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Introduction & Installation

Q: What is the Learning Companion?
The SOA Learning Companion is a mobile application that allows users to engage with each other in real-time, both through groups related to examinations, modules, and assessments, and through direct messages with other users.

Q: How do I install the Learning Companion?
1. To Download the Learning Companion, please use the Apple App Store (iOS), from Google Play (Android), or search your mobile device’s app store for the SOA Learning Companion.
2. Allow notifications from the Learning Companion for the best experience
3. The app will request a 6-digit access code. To obtain this code, open a web browser and:
   a. Enter the access code displayed on the screen.
   b. Confirm installation on your device

Q: Do I need to install the Learning Companion app before starting a module?
No. You may install the Learning Companion any time after beginning your module.

Q: Am I required to use the Learning Companion?
No. The Learning Companion is an optional application. The SOA recommends enrolling in the Learning companion to discuss questions related to module content with your fellow candidates within your learning group.

Q: What are the technical requirements?
iOS - Minimum version 15.0
Android – Minimum version 6.0

FOR YOUR SECURITY: It is critically important to use an updated Operating System, updated Web Browsers, and updated Software.

Q: Will the updated version of the Learning Companion be available in other modules?
Yes. The SOA plans to implement the updated version of the Learning Companion in additional modules. A specific module release timeline is not available at this time.
Support & Troubleshooting

Q: I was not assigned to a learning group—what do I do?
If you have an active module purchase and are not automatically assigned to a learning group, you may join a group using the “Find More Groups” function. If your group is not available, reach out to elearn@soa.org for further assistance.

Q: My app logged me out. How do I get a new code?
Uninstall and redownload the Learning Companion app and follow the installation instructions outlined above.