

Online Course Support Frequently Asked Questions

Q. I'm on the Registration Tab. Why don't I see a "Take Course" button?

A. Check to make sure you're logged in - your name should be in the upper right-hand corner of your screen if you are successfully logged in. You must be logged in to register.

A. Have you completed your profile? If you see a notification about updating your profile, you must complete this step before you can register for courses. Click "Update your profile" within the notification to complete this step.

Q. I've searched for my course and I'm clicking "Apply", but nothing is happening. What do I do next?

A. Once you've pulled your course up, you must click on the course title to be taken to the course page where you can learn more about the course and register.

Q. How do I return to a course I've already registered for and resume it?

A. Once you are logged in, click "My Activities". Then click "Courses in Progress". Any courses you've registered for but have not completed will be listed there. Click on the course title to be taken back to the course page where you can continue your activity.

Q. How do I download my certificate?

A. Once you are logged in, click "My Activities". All of your completed activities will be listed here. Click "Download" next to the course title of the certificate you are wanting. A PDF will generate for you to print or save for your records.

Q. Which online courses offer premium credit?

A. To find the courses that offer premium credit, click "Online Courses". On the left-hand side, you will see filter options. Check the box beside "premium discount (10%)" and then click "Apply". All of the available online courses for premium credit will be displayed. Click on the course title of the one you want to learn more about and register for.

Q. What do I do if I can't remember my password?

A. Click "Log In" and then underneath the area where you would enter your username and password, click "Forgot my Password" and a reminder will be sent to the email address associated with your login.

Q. Will the course save my progress if I need to step away and return to it later?

A. Yes, you can stop and start at your leisure. However, we recommend that you do not stop in the middle of completing a test to avoid the possibility of losing your answers before you've had a chance to submit them.

Q. I'm trying to submit my test answers, but nothing's happening. What do I do?

A. Your browser may be blocking a pop-up that's generated when attempting to submit your answers. Make sure that your pop-ups are enabled for education.svmic.com. If you don't know how to enable pop-ups, please refer to the "Enable Your Pop-ups" document found under the Help Tab.