

## CONTINUING EDUCATION COURSES – FREQUENTLY ASKED QUESTIONS

### Phone Support

#### *Do you have a phone help line?*

Yes, although you will find most of your answers in this FAQ section. If you do need assistance, please call **415.755.3058**. We staff our phone support lines during normal business hours (Monday to Friday, 7:30 AM to 5:30 PM Pacific Time) and often answer the phone on weekends.) If we don't answer, please email [support@aecKnowledge.com](mailto:support@aecKnowledge.com) and we will respond as soon as possible.

### Accessing the CE Courses

#### *How do I register for an Online Course?*

1. Go to [www.aecKnowledge.com](http://www.aecKnowledge.com)
2. Sign in or register as a new user. If you are registering as a new user, you will be sent a confirmation email that documents your user name. Save this email for your records and add [Info@aecKnowledge.com](mailto:Info@aecKnowledge.com) to your address book so that you can receive these messages.
3. Select a course, view the preview and description, and follow the prompts to purchase the course. Courses are available for 90 days following registration.

#### *How do I access my courses after I have paid for them?*

Simply sign in again, go to the **Accounts** button (top right) and then to the **My Courses** tab. You will see your active courses listed. From there, you can View Course, Download a Transcript, or View/Take Quiz.

#### *What if I forgot my user name?*

This is better than forgetting your best friend's name. After clicking on the Sign In button, you will see a Forgot Username? prompt just below the Password box asking for your email address. Shortly after you enter your email address, you will receive an email with your username. Please make sure that your spam filter will not send emails from [info@aecKnowledge.com](mailto:info@aecKnowledge.com) to your junk filter.

#### *What if I forgot my password?*

After clicking on the Sign In button, you will see a Forgot Password? prompt just below the Password box. You will be asked for your email address and if it matches what we have on file, you will instantly receive an email with a link to reset your password. If your email address does not match what we have on file, you will be asked to call us to verify your identity.

#### *Do I need a separate email address and user name to take more than one course?*

No, please do not register again under a different email address. Sign in with the user name you used when you first registered. You can register and pay for as many courses as you like from a single account. (AIA reporting and AIA membership discounts can only be associated with one email address for each person.)

#### *Why do I get an "Invalid Membership Number" even though I entered a valid membership number?*

Occasionally, the databases we are provided inadvertently omit a few membership numbers. Simply email or call us, let us know your membership number, and we will verify your number and add it to our database.

#### *Can I access the courses with my iPad, iPhone and other mobile devices?*

Yes! You can view aec**Knowledge** courses on most smart mobile devices so you are not tethered to your desk. We are still working on compatibility with some Android devices, as there is yet a common standard for playing high-definition videos on some Android operating systems. Google is working on developing a solution for this.

## Continuing Education Credits and Learning Units

### *Do aecKnowledge courses qualify as Continuing Education Credits and as Learning Units?*

Yes, aec**Knowledge** continuing education courses qualify for Continuing Education Credits although states often vary in their requirements. And all aec**Knowledge** continuing education courses qualify for Learning Units (LUs) in various professional organizations. Select courses also offer AIA/CES HSW (HSW) and/or GBCI credit. Please refer to specific course descriptions for more detail.

### *How many credits will I receive?*

Generally, 60 minutes of educational activity is equivalent to 1 Learning Unit (LU) or 1 GBCI credit; therefore the number of LUs you receive depends on the length of the course. You can find this information in each course description.

### *How do I receive CES Learning Credit for courses*

1. Take the 10-question multiple choice quiz after viewing the entire course.
2. After successfully passing the quiz, a Certificate of Completion will be automatically downloaded to your computer. Keep this for your records and for reporting to State licensure agencies.
3. AIA members will have AIA/CES Learning Credits automatically submitted.

### *How do I obtain my Continuing Education and AIA Learning Unit credits?*

Per guidelines developed by AIA and other professional organizations, attendees of online learning programs must demonstrate their knowledge by passing a quiz at the end of the course. Quizzes consist of 10 - 12 multiple choice questions depending on the course length and a passing score is 70%.

### *How many times can I take the quiz?*

You will have three chances to pass each course quiz and 98% of course takers successfully pass the quizzes. If you do not pass after three attempts, you will be prompted to contact aec**Knowledge**. Many course takers find it helpful to print the quiz and keep it next to them when viewing the course.

### *Do the courses qualify for education credits for organizations other than AIA and USGBC?*

We will be adding courses that qualify for other professional and licensing organizations. Please refer to each course description for which organizations have accepted this course. Also, some other organizations grant credit for courses that qualify for AIA Continuing Education Credits. As this continually changes, you should check directly with the professional and licensing organizations.

### *Can I see a history or summary of the courses I have taken?*

Yes. Sign Into your account and click on the **Account** button in the upper right corner of your screen and then on the **My Courses** tab where you will see a summary of your courses.

### *Can I print a certificate of completion after I take my course?*

Upon successful completion of the quiz, you will be able to download and print a Certificate of Completion that contains the information required by most licensing boards and professional organizations.

### *What if I lose my certificate?*

You will have joined the ranks of many other course viewers that cannot locate their certificate. To access a copy of your certificate, sign into your account using the button in the upper right hand corner of the page. Then click on **Account** and you will see a tab labeled **My Certificates**.

*I am not an AIA member. Can I take the online courses for Continuing Education Credits?*

Yes, even if you're not an AIA member, you can take our online courses for Continuing Education Credits. At present, most states that require continuing education accept AIA-registered courses for the mandatory continuing education state requirements. Many engineers and other professionals can claim CE credit for AIA continuing education courses as well.

**Reporting**

*How will my Learning Units and other credits be reported?*

Each course provider receives electronic reports of who successfully passed each of their courses. For AIA Learning Units, course providers then report Learning Units electronically to the AIA. (You will be prompted to enter your AIA membership number when purchasing your first course.) aec**Knowledge** reports your learning units to AIA within one business day of you completing the course. For GBCI credits, all units must be self-reported, as USGBC and GBCI do not yet have an automated system for providers to report credits.

*How will my state mandatory education and licensing requirements be reported?*

For state mandatory education and licensing requirements, we provide a Certificate of Completion at the successful completion of each continuing education course. We do not report continuing education credits to states, as most states currently require people to report their education credits and/or send copies of their Certificates of Completion with their state license renewal application.

*Are my credits automatically reported for the Accessibility courses that comply with California SB 1608 licensure?*

No, the State of California does not currently have an automated system. You need to send evidence that you have completed the courses (such as your Certificate of Completion) with your license renewal form.

**Payment**

*What types of payment do you accept?*

We accept all major credit and debit cards. The transaction is completely secure; we do not store credit card numbers or passwords. At this time we are not able to accept checks as payment.

*Why do professional organization members get a discount on certain courses?*

Professional organizations partially fund specific courses through member dues and have chosen to offer their members a discount.

**Viewing the Courses**

*Can I stop a course in the middle and come back to watch it later?*

Yes, you may pause a course at any point and return to watch the rest at your convenience. If you will be returning soon, do not close the browser window within which the course is running or the presentation will be reset to the beginning.

*Can I skip to the next chapter if needed?*

Yes. When the video is playing there is an icon at the left to skip to the next chapter. There is also an icon on bottom right that will show the course chapters - you can go directly to any chapter.

*Can I download the course video?*

The courses are available for streaming 24/7 although the videos cannot be downloaded.

*Why is the video jumpy?*

Our videos are optimized for 98% of viewers. If you are experiencing problems with the streaming, it is likely either because of your wireless connection or your internet speed.

First, try switching from high definition to lower definition on the bottom right of where the video is streaming (where it should say HD). Click on 360 instead of automatic or 720 and it should stream seamlessly.

Second, depending on your browser and computer settings, the high-definition videos may also use up or deplete some operating memory on your computer, so try closing other programs and/or rebooting your computer.

*Why don't some of the transcripts include the diagrams contained in the videos?*

Due to copyright and other concerns, some course providers have elected not to include the diagrams in the transcripts.

*Why am I having trouble viewing a course?*

Most often, this is because you have your JavaScript browser setting disabled. Check your browser instructions about how to enable JavaScript. For Firefox and Internet Explorer, the settings are accessed from the Tools tab.

For Mozilla Firefox

1. Select 'Tools' from the menu bar
2. Select 'Options' from the pull-down menu
3. Select the 'Content' tab
4. Check the box next to 'Enable JavaScript'
5. Click OK

For Internet Explorer

1. Select 'Tools' from the menu bar
2. Select 'Internet Options' from the pull-down menu
3. Select the 'Security' tab
4. Click on the 'Custom Level' button
5. Scroll to the section labeled 'Scripting'
6. Under the 'Active Scripting' subsection, click on the 'Enable' button
7. Click OK
8. Click OK again to save settings

For Apple Safari

1. Select 'Safari' from the menu bar
2. Select 'Preferences'
3. Select 'Security'
4. Check the box next to 'Enable JavaScript'
5. Exit from "Preferences"

## Timeframe

*Can I retake the same course every year to receive CE credit?*

Yes, you can retake the same courses every year but you will NOT receive credit. Most professional organizations and most states require you wait 2 or 3 years to receive credit for a repeat program. However, if the course is substantially modified and we change the program number, the course is available for credit again.

*How long do I have to take the course and the quiz?*

You will have access to the course for 90 days after your payment is received.

*How many times can I view the online course I purchased?*

There is no limit to the number of times you can view the course during the 90 days that it is active. Additionally, you may download a transcript of the course after viewing and you can take or retake the quiz at any time after viewing the course.

## Privacy

*What is your privacy policy?*

We recognize that your privacy is very important and take it seriously. Please refer to the Privacy Policy link at the bottom of each web site page.

## Course Providers

*How can I become a course provider?*

We are always looking for course material that provides valuable, distilled knowledge. To discuss becoming a course provider, please contact us at 415.383.7011.

## Complaints

*What if I don't like a course or have a complaint?*

We strive to continuously improve our offerings and value constructive feedback. Please email [ContinuingEducation@aecKnowledge.com](mailto:ContinuingEducation@aecKnowledge.com) with your observations or call us at 415.755.3058.