

CONTINUING EDUCATION COURSES – FREQUENTLY ASKED QUESTIONS

Accessing the CE Courses

I am having trouble signing in and registering for a continuing education course. What do I do?

First, make sure that you are registered and signed in to **aecKnowledge**. If you are a first-time user, click on the **Register** button in the upper right corner of the screen and follow the onscreen prompts. You will be sent a confirmation email that documents your user name. Save this email for your records and add info@aecKnowledge.com to your address book so that you can receive these messages.

If you have previously registered, click on the **Sign In** button, also on the top right of our website, and follow the onscreen prompts to enter your Username and Password.

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

To access your account, **Sign In** on the upper right corner of the page. Click on the **Account** button, also in the upper right corner of the page, which will bring you to your account page. Click on the **My Courses** tab toward the bottom of the page to view a list of your courses. From here you can **View Course** 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 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. Simply click on this and follow the onscreen prompts for resetting your password.

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

No, 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.

Can I access the courses with my iPad or iPhone?

Not yet. **aecKnowledge** uses Flash technology to make it available on all internet browsers including Safari, Firefox, Internet Explorer and Google Chrome. We will be converting to HTML5 to enable iPad and iPhone users to access all of the features on **aecKnowledge**; however, we need to wait until Internet Explorer can reliably view HTML5 code or until Apple decides to make life easier for many people and enable Flash on iPads and iPhones.

Continuing Education Credits and Learning Units

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

Yes, **aecKnowledge** continuing education courses qualify for Continuing Education Credits although states often vary in their requirements. And all **aecKnowledge** continuing education courses qualify for Learning Units (LUs) in various professional organizations. Select courses also offer AIA/CES HSW (HSW) and Sustainable Design (SD) credit 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 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 multiple choice questions and a passing score is 80%.

How many times can I take the quiz?

You will have three chances to pass each course quiz. If you do not pass after three attempts, you will be prompted to contact the course provider. 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 In** to your account and click on the **Account** button in the upper right corner of your screen. This will take you to your account page where you can see a summary of your courses under the **My Courses** tab.

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 In** to 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 or USGBC member. Can I take your 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- and GBCI-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 registering for your first course.) Please allow two to four weeks for these to appear on your transcript. 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 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.

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

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"

Why is the video jumpy?

If possible, do not use a wireless internet connection as this can slow down the buffering process. The videos have been optimized for most viewers. If your connection speed is slow or your video card is old, some videos may appear jumpy. If this happens, simply pause the video and let it buffer for a few seconds. 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.

Can I download the course video?

You can download a transcript of the course(s) you have taken but not the video itself.

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.

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. Click once the >| button, displayed at the bottom left of the screen, to forward ahead one chapter. Similarly, you can click the |< button to go back one chapter.

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 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.

Support

Do you have a phone help line?

Yes, please call **415.755.3058**. To keep the course costs down, we staff our phone support lines during normal business hours (Monday to Friday, 8:00 AM to 5:30 PM Pacific time.) During other hours, please email us and we will respond as soon as possible.

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

We value constructive feedback. Please email ContinuingEducation@aecKnowledge.com with your observations or call us at 415.383.7011.

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.

About aecKnowledge

What organizations are aecKnowledge affiliated with?

aecKnowledge has partner and affiliation agreements with numerous professional organizations and/or their local and state components, each of which will have a presence in the upcoming **kAlliances** portion of aecKnowledge. In addition, we are soliciting content from members of most major organizations within the AEC professions.

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 bottom of each page of the web site.