

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 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
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 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 or View/Take Quiz. I

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. 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.

There are no rules for passwords although we urge you to 1) make it distinctive, and 2) record your password someplace you will remember it.

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

No, please do not register again under a different email address. Sign in with the username 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.)

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

Yes, you can view aecKnowledge courses on most smart mobile devices so you are not tethered to your desk.

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. aecKnowledge continuing education courses qualify for AIA Learning Units (LUs) and select courses also offer AIA/CES HSW LUs. 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); therefore the number of LUs you receive depends on the length of the course. You can find this information in each course description.

How to I receive CES Learning Credit for courses

1. Take the 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 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 aecKnowledge. 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?

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.) aecKnowledge reports your learning units to AIA within one business day of you completing the course.

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, debit cards, Google Pay and Paze. 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 other than for large group packages.

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 download the course video?

The courses are designed for on-demand learning coupled with quizzes. The videos are not downloadable.

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 in normal mode (not full screen), you will see the chapters listed on the right. Simply click on the next chapter or to any other chapter that you want to view.

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.

Timeframe

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

For most courses, you will have access to the course for 90 days after your payment is received. For accessibility courses, you will have access for one year.

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.

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

No, as most professional organizations and most states require you wait at least two years to receive credit for a repeat program. If you do retake a course, you will need to repurchase it.

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 with your observations or call us at 415.755.3058.