Disclaimer: System Requirements

In order to participate in this online course, your computer operating system must be equipped with:

1. **An updated web browser - disable pop-up blockers to allow course materials through**

   o Google Chrome

   o Firefox

   o Safari

   o Internet Explorer

2. **High Speed Internet Connection** - broadband or wireless

3. **Adobe PDF Reader** - for slides, handouts, CE Certificates

4. **Current version of QuickTime and Adobe Flash Player** - for audio/video courses

Register – Check out – then Launch your course materials

Register as a New User

1. Add course(s) to cart.
2. Proceed to checkout.
3. Register as new user.
4. Submit registration.
5. Receive/print email confirmation.

Register as a Return User

1. Add course(s) to cart.
2. Proceed to checkout.
3. Sign into account.
4. Submit registration.
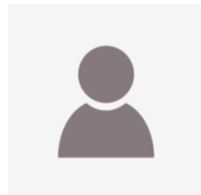5. Receive/print email confirmation.

Access to Your Courses

1. Complete your purchase and you'll be re-directed to your personal profile page
2. Customize you personal preferences
3. Click 'Purchased' Course and you'll be re-directed to course page
4. Click 'Take This Course' and you'll be officially enrolled in your course
5. Click 'Curriculum Tab' and begin reading course content.
6. Click 'Complete Lesson' to time-stamp completion before advancing to the next slide.

User Friendly/Self-Study Features

1. Access 24/7 from any computer and/or mobile device (smartphone, iPad, tablet).
2. Access course content for 2 years.
3. Complete Pre-Test
4. View/Listen to the content
5. Pass post-test with 80% or better.
6. Print certificate of completion.
7. Certificates available indefinitely.

To Edit Your Profile, View Your Grades and Print Certificates

- **Click on "Profile Icon" from the top Navigation Bar**

- You will see a listing of your progress for all registered courses

- When all elements have been satisfactorily completed, it will be possible for you to **"View/Print" Certificate.** – You must have an Adobe reader to open the certificate.

Frequently Asked Questions

- Why can't I login?
- How do I retrieve my password?
- How do I edit/update my profile?
- How do I access video clips?
- How long do I have to complete courses?
- How do I contact customer service?

Why can't I login?

- First-time registrants visit:
- Return users login at:
- Upon first registration, confirmation includes username and password

Username: Create a username or use your email address

Password: Create your own password

How do I retrieve my password?

- Create your own password.
- [Click here to retrieve your password.](#)

How do I edit/update my profile?

- All information in your account profile is reflected on certificates.

How do I access video clips?

Many issues may potentially cause problems. Follow these recommendations:

- Access video clips from a sufficiently fast internet connection and computer
- Avoid work settings that block content from websites, such as Vimeo and YouTube
- Update Flash Player plug-in to stream video clips at http://get.adobe.com/flashplayer/
- Avoid dial-up connections because it does not work for streaming video clips

How long do I have to complete courses?

- The course content is available for two years from the date of registration.
- Registrants have unlimited times to pass the post-test.
- Certificates of completion for all courses are available indefinitely in the registrant's account.
- It is your responsibility to print and submit your certificate to the state if audited.

How do I contact customer service for course related information?

- Email: customerservice@renewperspectives.org

How do I contact customer service for assistance with e-commerce and payment processing?

- Email: Payeezy.gateway.support@firstdata.com
- Call: Payeezy^SM Gateway Help Desk at (855) 448-3493