

FAQs

How do I enroll in a course?

Select *Course Catalog* from the top navigation menu. A listing of all available catalogs are shown and identified by the gray circle and pencil icon. Choose a catalog and click on the catalog name or icon to begin the enrollment process.

Clicking on a catalog will take you to the Catalog Details page where you can view the corresponding available courses. To enroll in ALL courses in a catalog, click the Enroll icon under the catalog name.

If you would like to enroll in each course individually, select the *Courses* tab on the bottom of the screen. Click on the course number or the gray circle and pencil icon for the course you would like to enroll in. This will take you to the Course Details screen where you can review the objectives and click the Enroll icon to enroll.

How do I see my score on courses I've already taken?

Select *My Account* from the menu. Then, by selecting the *My Transcript* icon, you can see all of the courses you've taken, along with your score.

Some lessons/courses may be passed by participation only (by viewing a video for example), and may not require the completion of a quiz or assessment exam in order to successfully complete the lesson. These lessons/courses will only show "passed" in the Lesson Success column of your transcript without a value in the Score column.

How do I obtain a copy of my Certificate of Completion?

Earned certificates, received upon successful completion of a course, can found on the *My Accounts* page under the calendar. Click on the Certificate name to view the certificate, or click the "Print" link to print on your printer.

Can I stop a lesson or quiz midway through and come back to it?

Yes, you can access an incomplete lesson or quiz from the enrolled tab on the *My Account* page. You may pick up right where you left off.

If I don't pass a quiz the first time can I retake it?

Yes, you may take quizzes as many times as you'd like.

I cannot remember my Password

Click the *forgot password* link under the login box. Your password will be sent to the email address in your profile.

I cannot remember my User Name

Contact us at help@wfselearning.com for assistance

What if my contact information has changed?

Click My Account in the top navigation. Then, choose the My Profile link underneath the "Menu" heading. From there, on the left side of the screen, choose Account Info, Contact Info, Employee Info, or Other. Be sure to click *Save Changes* at the bottom of the screen before leaving the profile page.

I still need help? What do I do?

Contact us at help@WFSeLearning.com and one of our Specialists will contact you.