

Is it safe to use my credit card to purchase online courses?

Yes it is. We use the Secure Socket Layer protocol to ensure that payment information is sent only to our financial institution. We will never store your credit card number in our system.

For how long can I access my courses?

The association or entity that offers the online courses specifies a course's duration. The Progress column on your My Learning Activities will track how much of a course you've completed and the number of days you have left to finish it.

Can I start a course on one computer and finish it on another, like at work and at home?

Yes, you can access your Conduent courses from any computer with an Internet connection (we track your course progress regardless of location).

Can I bookmark my Personal Page or a course page?

No. You must login or be recognized with a cookie to access your courses. Resume courses from your Personal Page at the last page you viewed. Pages are dynamically generated, so you cannot bookmark them.

Why does course audio sound fuzzy?

Some sound cards currently have problems with Shockwave Flash compressed audio -- the audio used for course animations. In most cases, this causes a faint popping sound at random intervals while the animation is being played. You may want to use speakers while going through the course, since the problem is more noticeable when you use headphones. If you know what kind of sound card you have, try contacting the manufacturer about the availability of an updated driver that might fix this problem.

Can I work offline?

No, you must be connected to the Internet to view all courses.

I downloaded the plug-ins but I still can't access the PDFs or animations, audio files, etc. What do I do?

First make sure you've installed the latest plug-ins from the manufacturers' web site. If you're still having difficulties, contact the manufacturers directly. They have the best knowledge of how to solve your problems.