



Online Self-Paced Class Minimum Technical Requirements:

- Operating System:
 - Windows Vista SP2 or newer
 - Mac OS 10.5 or higher
 - Linux/Unix (any recent version)
- Hardware:
 - video card
 - sound card and headphones or speakers (some assignments have audio components)
- Software:
 - Microsoft Office 97 (or newer) or comparable office suite, such as OpenOffice or LibreOffice (free download available at <http://www.openoffice.org> and <http://www.libreoffice.org>)
 - The latest Adobe Flash Player (free download available at <http://www.adobe.com>)
 - The latest Adobe Reader/Acrobat Reader (free download available at <http://www.adobe.com>)
- Web Browser:
 - The last three versions of the major browsers: Firefox, Chrome, Safari, Internet Explorer.
 - Other web browsers may work, but may not render all features of the courses.
 - Cookies must be enabled.
 - JavaScript must be enabled
- Internet:
 - Internet: o Reliable internet connection. Broadband cable or high speed DSL is recommended for optimal experience.
 - E-mail account (to be able to register and to receive e-mail from the course system regarding registration, course status, etc.)

Note: Some courses may have additional hardware and/or software requirements. Any additional requirements will be listed in the course description and course syllabus.

Frequently asked questions:

Do I get a discount for Online Self-Paced classes?

These classes are already priced at a discounted rate and further discounts do not apply.

Do you accept checks for Online Self-Paced classes?

Unfortunately, we cannot accept checks for Online Self-Paced classes.

What if I buy one of the individual courses and at a later date I want to purchase the complete certificate program?

If you purchase an individual course and you wish to purchase the complete program at a later date, your individual course will be prorated with the discount. You will need to enroll in the Certificate Program and the system will know to prorate the cost for you.

How long do I have to complete my class and/or program?

Click on the class or program title to see more complete information including how long you will have access to the materials.

Can I take some Instructor-Led classes and some Self-Paced classes to satisfy one program?

No, you cannot take both Instructor-Led classes AND Self-Paced classes to satisfy one program.

I can't access my course. What should I do? [Contact us](#)

If you forgot your password, please visit your login screen and click on the Forgot Password link. You will be asked to confirm your email address and a password reset link will be sent to that email address. If you are enrolled in a for-credit course and are having technical issues, you can contact your school's help desk and also submit a request for assistance through MindEdge using the Contact Us link above.

If your access period has expired, you can purchase an access extension by visiting your login screen and clicking on the button next to the course you'd like to extend. If you are having trouble making a purchase, please submit a request for assistance using the Contact Us link above.

How do I find my certificate of completion?

Learners can download and print a PDF certificate of completion from their course records page, accessible after logging into the learning management system. Certificates are accessible anytime, even after access to the course has expired.

How do I print a receipt?

Learners can download and print a PDF receipt of their transaction from their course records page, accessible after logging into the learning management system. Receipts are accessible anytime, even after access to the course has expired.

What's your refund policy?

You may request a refund up to 5 days from the purchase date. The registration fee will only be refunded if less than 10% of the course has been completed.

How do I report an error in the content?

We are always interested in improving the quality of our courses. To report an error, please select Report an Error in the Tools menu in the top navigation bar of your course, or send an email to errors@mindedge.com with your name, course title, assignment number, and any details related to the content error. We will contact you as soon as the issue has been resolved.

Is my course printable?

Some courses do have printable materials. Video, games, and assessments are not available for download.

What are Open Badges?

Open Badges are digital credentials that consist of a badge image and detailed information (meta data) that is "baked into" the image file, which enables institutions and employers to verify the issuer of the Badge and also check the criteria that a learner is required to meet to earn the Badge.

Open Badges are an innovative solution created by Mozilla with support from the MacArthur Foundation, HASTAC, and others that enable learners to collect, share, and display specific knowledge, skills, and experiences online.