

ONLINE COURSE FAQs

WHEN DO I GET MY PASSWORD?

After you have completed your course purchase, you will receive an email containing the details on how to access the course. Make sure to check your junk folder if you don't receive this email within an hour of purchasing the course. Also, please save the email with your password in a place where you will be able to find it later!

HOW LONG DO I HAVE ACCESS TO THE COURSE?

Once you have purchased the courses, they are yours to keep, and watch at your own pace. Rewind, review, etc for as long as you like. So you can buy now, and watch later when time permits!

WHAT IS THE DIFFERENCE BETWEEN THE LIVE AND ONLINE COURSES?

The content for DC4K Live and DC4K Online is essentially the same. The online version has some additional materials, videos and self-guided labs to assist with online learning.

CAN I GET CREDITS FOR TAKING THESE COURSES?

The courses are currently not approved for CEUs. However, we are working towards certification through [FSBPT](#). In the meantime, most states have a retroactive process to get courses approved. For CEU submissions, most boards require course information that is now provided in the course tools segment on the course details page or found at the bottom of the actual course page (paid access only). After you have successfully passed a provided post-test, you will have access to a course completion certificate to support your submission. Join the [newsletter](#) for updates on course CEU approval.

If you only require a course completion certificate, simply take the post-test and once you have received a passing grade, you will have access to the certificate.

CAN I SHARE THE COURSE WITH A FRIEND OR A COLLEAGUE? HOW DOES THE GROUP DISCOUNT WORK?

Each course purchase is for a single viewer only. If you are interested in group/staff viewing, please contact Shelley at shelley@heartspacept.com to arrange a group discount code specifically for your group. The larger the group, the larger the discount. Each individual must purchase separately with the discount code, and agree to the terms and conditions (legal). This provides each participant with their own copy to review at their pace, in addition to the opportunity to interact with colleagues as you all work collectively through the material. Real time group online mentoring for Q and A is available with Shelley to support your distance learning as you work through each module or after completing the course. Contact Shelley at shelley@heartspacept.com to set up a group discount and group mentoring.

TECHNICAL SUPPORT

Having difficulty accessing a course you have purchased? Here are some things you can try: Double check to make sure you are using the correct password. If you used "copy and paste" to enter the password, try entering it manually.

Clear your browser's cache.

Make sure your facility's firewall is not interfering with access.

If all else fails, email Shelley at shelley@heartspacept.com with as much detail as possible about the issue you are experiencing and we'll get back to you as soon as possible!