



START the Course

To start the course, go to the Online Course page you are enrolled in.

Since you are now enrolled, you may start in Lesson 1, by clicking the course table of contents at the left side corner of your page or at the bottom part below in Specific Objectives.

MARK the lesson/topic as complete

Reminder, you cannot skip any lessons, topics or quizzes unless you mark it as complete.

You need to manually mark the lesson as complete when you are really sure that you understand the topic or lesson. However, if the lesson includes a video, you need to watch the whole video first before you can click Mark Complete.

Lectures that have been completed will have a checkmark beside the lecture title in the course content. If the circle is blank, however, then the lecture is not marked as complete. Besides, you can't proceed to the next lesson if you did not fully understand the lesson and mark as complete.

How to mark a Lesson or Topic as complete? You need to mark the topic you are done with by clicking the Mark complete located below or at the upper right corner of the course content.

You cannot unmark the lessons you already mark as complete, however, you can go back to the lessons anytime you want.

ASK a question

You can ask a question anything related to the course you take by clicking the ASK a Question button at the upper right corner of the course page. Then, someone from our support staff will reply to your message accordingly.

TAKING the knowledge reviews

If a course includes a Knowledge Review test you will see "Knowledge Review" posted on the course content of a course.

Just like our quiz feature, you can go back and retake the practice exam as many times as you wish.

Once you have completed the exam, the option to "Retake Test" " will appear or you may continue on the next step of the course. Just click on that and you can retake the practice test or continue to the next Lesson.



LEAVE a review

Before you take the Final Exam, kindly complete the feedback form (Reviews and Evaluation) for the course. J3 Trainers and Consultants values your feedback. The feedback generated will help in producing better and more quality services in the future.

PASSED Final Exam

For Final Exam, do not refresh or press the back button on your browser. Your exam will be lost and you will be required to start over. Once you start the test, you must finish it.

The Final Exam include a timer, which is set to match the same amount of time that's allowed for the official, certifying exam. If you consume more time than the allotted time, the practice test will alert you and will directly submit your answers finish or unfinished.

Once you've selected the answer you wish to enter, click on Next Page at the bottom right of the practice test screen.

You can also click on the "Previous Page" button at the bottom left, if you would like to review the previous questions before you click the "Finish Quiz" button.

When you've completed the Exam your final score will be posted. In addition, the ratio of correct answers versus incorrect answers you entered will be shown.

Certificate of Completion

When all the curriculum items of a course have been completed and you passed the Final Exam, your Certificate of Completion will automatically be generated and Print Your Certificate button will appear in your screen, indicating the Certificate of Completion is ready.

Certificates can be saved as a .pdf file by clicking "Print your certificate" button and you can directly print your certificate if your computer is attached to a printer with a certificate paper ready. In addition, you can also download your certificate at the homepage of the course you enrolled in.

If you want to view your certificate even after taking the course, you can see your Certificate of Completion anytime by clicking your Profile, then navigate to My Course menu, in My Course menu you will be able to see the Courses you enrolled in (complete or incomplete). You will notice that a course is complete because you will see a certificate icon and complete label at the left side of the course title. Then, you can click the certificate icon to view your Certificate on a specific course you have completed.

LINKS for FAQ:

<https://j3trainings.com/frequently-ask-questions-faq/>