



## Frequently Asked Questions

### Q: I can't log in. I forgot my password or username.

A: If you do not remember your password or username, please use the lost password link ([https://whnclasses.com/login/forgot\\_password.php](https://whnclasses.com/login/forgot_password.php)). Follow the instructions by providing your username or email linked to your [whnclasses.com](https://whnclasses.com) account. You will receive an email with instructions to log in.

### Q: Where can I find my courses?

A: After you log into [whnclasses.com](https://whnclasses.com) with your credentials, click on the link “my courses” which can be found on the top left navigation menu. This link will take you to all the courses you are enrolled in. If you don't find them you may have another ID they are listed under?

### Q: Why can't I access the course content?

A: Some courses require you to agree to the confidentiality agreement before you can access the rest of the course. To do this, please follow the instructions on the course site by clicking on the confidentiality agreement link, read the confidentiality agreement, and click on “agree” and make sure you submit your agreement. Once you have submitted your agreement, you will have access go to the course content.

### Q: How do I complete the quizzes?

A: You will find the required quizzes for your course under the “quizzes” topic. Click on this link and it will take you to the quiz. Complete the quiz and make sure to click on Finish attempt at the bottom of the page. This will take you to another page



which you can review a summary of your answers, and you must click on submit all and finish on the bottom of this page.

**Q: How do I download the certificate of attendance?**

A: You will be able to download your certificate of attendance once you have completed the required quizzes for your course. The link will only be visible once you meet the course requirements. You must watch the live or recorded sessions, and complete the quizzes with a score of 80% or better. You can attempt the quizzes as many times as you need. Please be sure to print and safeguard your letter at the conclusion of the course.