

## Frequently Asked Questions

### General

[When can I take these courses?](#)

[Where can I take these courses?](#)

[Where can I get full description of a course?](#)

### Logging In

[What is my user name?](#)

[What is my password? I've forgotten it.](#)

[How do I change my password or email?](#)

[If I created my profile on one computer to begin taking my course, will I need to create another profile if I train from a different computer?](#)

### Registering & Enrolling in Courses

[How do I get to my organization's Professional Education Center \(PEC\) and register myself?](#)

[How do I enroll in a course?](#)

### Launching a Course

[I clicked on the launch icon, but the course is not launching. What do I need to do?](#)

### Completing a Course

[How many courses can I take?](#)

[How long do I have to complete a course?](#)

[Do I have to finish the whole course at once?](#)

[When do all courses need to be completed?](#)

[When does a course count as complete?](#)

### Final Exams

[Do I have to complete the final exam in one sitting?](#)

[Can I access the course after I pass the final exam?](#)

[I can see the course content, but I can't see pretest, quiz, or final exam questions. What do I need to do?](#)

Support

[Where can I go for general questions or suggestions?](#)

[Where can I go for technical support?](#)

[I think that I've discovered an error in the course I am taking. Who should I notify?](#)

[When can I take these courses?](#)

Courses are self-paced, and are accessible any time, day or night.

[Back to top](#)

---

[Where can I take these courses?](#)

The courses are delivered through the Internet, so they can be completed anywhere that you have an Internet connection.

[Back to top](#)

---

[Where can I get full descriptions of a course?](#)

Course descriptions are available in the Course Catalog of the Professional Education Center site.

[Back to top](#)

---

[What is my user name?](#)

The standard username is your work e-mail address. Here's an example:  
John.Doe@your\_organization.com.

[Back to top](#)

---

### What is my password? I've forgotten it.

Your initial password is your last name in lower case letters. The password is case sensitive. If you have forgotten your password, there is a link in the LOGON section of your screen that will allow you to enter your username, and have your password emailed to you.

[Back to top](#)

---

### How do I change my password or email?

After logging into the Professional Education Center, change your password by clicking on the UPDATE PROFILE link at the top of your page.

[Back to top](#)

---

### If I created my profile on one computer to begin taking my course, will I need to create another profile if I train from a different computer?

You only need to register one time. The training system will remember you by your email address and password every time you log in, regardless of whether you are taking your courses from work or home.

[Back to top](#)

---

### How do I get to my organization's Professional Education Center (PEC) and register myself?

1. Go to your organization's PEC at: [education.smartpros.com/](http://education.smartpros.com/)(insert address provided by your organization's Administrator)
  - o SAVE this address in your favorites for easier access.
2. Select the NEW USER link in the LOGON section of your screen.
3. Complete the requested information to create a student profile.
4. Prior to starting a course, you will need to request a code to activate your subscription from your organization's Administrator.
5. Once you receive the code:
  - o Click the MY COURSES tab.
  - o In the CREDIT AND COURSE SUMMARY section, look for the PROMOTIONAL CODE field.
  - o Enter the code.
  - o Click SUBMIT.

You only need to enter the code once. If you attempt to enter the code again on subsequent logons, you will receive an error message.

### How do I enroll in a course?

Prior to starting a course, you will need to request a code to activate your subscription from your organization's Administrator.

1. Once you receive the code:
  - Click the MY COURSES tab.
  - In the CREDIT AND COURSE SUMMARY section, look for the PROMOTIONAL CODE field.
  - Enter the code.
  - Click SUBMIT.
  - NOTE: You only need to enter the code once. If you attempt to enter the code again on subsequent logons, you will receive an error message.
2. Click the BANKING tab
3. Select a catalog category to view available courses
4. When you have chosen a course, select ENROLL.

The default choice for payment is "Use subscription." If another choice is highlighted, then you may be choosing a course that is not part of our subscription, or you are in the wrong Professional Education Center.

### I clicked on the launch icon, but the course is not launching. What do I need to do?

If you are clicking on the launch icon and the course is not popping up in a separate window, you may have a pop-up stopper on your computer.

To test if you have a pop-up stopper, go to:

<http://www.auditmypc.com/freescan/popup/popup-test.asp>. Follow the instructions to start the pop-up test.

If it is determined you have one or more pop-up stoppers, please disable them. They may be installed as part of your browser's toolbar.

Most newer versions of Microsoft's Internet Explorer browser program will allow you to permit pop-ups from specific websites. You will want to allow pop-ups from:  
education.smartpros.com

NOTE: Disabling your computer's pop-up stoppers may require the expertise of your organization's IT personnel.

For more information on some common pop-up stoppers, follow the links below:

- [Changing Pop-up Blocker Settings: Internet Explorer](#)
- [Yahoo Toolbar](#)
- [Google Toolbar](#)
- [MSN Toolbar](#)

[Back to top](#)

---

#### How many courses can I take?

There is no limit to the courses you may take through your organization's subscription.

[Back to top](#)

---

#### How long do I have to complete a course?

Once you have selected a course, you have till the end of your organization's subscription period to finish the course. We encourage you to finish all enrolled courses within 60 days to maximize the use of the program.

[Back to top](#)

---

#### Do I have to finish the entire course at once?

No. You can stop and start a course as often as you wish.

[Back to top](#)

---

#### When do all courses need to be completed?

Before the end of the current subscription expiration date as stated on your MY COURSES tab.

[Back to top](#)

---

#### When does a course count as completed?

For a course to count as completed, you will need to pass the final exam with a score of 70% or higher.

[Back to top](#)

---

Do I have to complete the final exam in one sitting?

SmartPros Banking tests do not need to be saved in one sitting. To ensure that your exam answers are saved however, please click the course EXIT button before leaving a course. Answers will then be saved and can be changed before grading.

[Back to top](#)

---

Can I access the course after I pass the final exam?

After you have accepted your final exam score, you can reaccess the course.

To accept your final exam score:

- Enter your course.
- Click the "Final Exam" course link to access the test.
- Answer all questions.
- Grade the exam.
- Click the COMPLETE COURSE button in the final when satisfied with your score.

You can access your course as often as you would like during the access period proscribed by your organization's subscription.

[Back to top](#)

---

I can see the course content, but I can't see pretest, quiz, or final exam questions. What do I need to do?

Our courses require an operational Sun (version 1.5.0\_04) or Microsoft (version 1.1.4) Java Virtual Machine (JVM) on your computer. If you cannot see test or quiz questions, follow the steps below:

1. Go to <http://www.fitwise.com/testjava.asp>.
2. You should see two gray boxes with text in them. If the first gray box says, "Java support in this browser is provided by Microsoft Corp.," follow these steps. If not, proceed to step 3.
  - Go to <http://v4.windowsupdate.microsoft.com/en/default.asp>
    - Follow the instructions on the screen to scan for updates
    - Install all Critical Updates and Service Packs.
    - Restart your computer.
  - Open Internet Explorer.
  - Click "Tools."

- Click "Internet Options."
  - Click "Security", then "Internet."
  - Click "Default Level."
  - Click "Advanced."
  - Ensure the checkbox to the left of "JIT compiler for...." is checked.
  - Restart your computer.
3. Go to [http://www.java.com/en/download/windows\\_automatic.jsp](http://www.java.com/en/download/windows_automatic.jsp)
- Follow the prompts on the screen to download and install Java.
  - Restart your computer.

[Back to top](#)

---

#### Where can I go for general questions or suggestions?

Select the "Help" link on this same menu bar to review steps for using the program features and hardware requirements. If your question is still not answered, please contact your organization's Authorized Support Contact.

[Back to top](#)

---

#### Where can I go for support?

Contact one of your organization's Authorized Sage Support Contacts. They should be listed on the home page of your organization's PEC. If your Authorized Support Contacts cannot answer your inquiry, please have them contact [admin@smartpros.com](mailto:admin@smartpros.com) or call (914) 345-2620 ext. 1177.

[Back to top](#)

---

#### I think that I've discovered an error in the course I am taking. Who should I notify?

Course accuracy is of extreme importance to us. If you believe you have found an error in the course, please let us know. Send an email to: [admin@smartpros.com](mailto:admin@smartpros.com).

In your submission, please include the following additional information so that we can quickly find the error:

- Your full name
- Your organization's name
- The course title
- The lesson and page number where the error is located
- A description of the error

We greatly appreciate any feedback you have to share with us regarding our courses.