

User guide

eLearning self studies

New user sign up

To create your new account, click the button under the **REGISTER NOW** button to the right of your screen. Fill out all required information.

After you click Continue, your account page will display with a Welcome (Your Name) message at the top. You have successfully registered as a member and you are currently logged on.

You can begin taking courses by browsing PricewaterhouseCoopers Professional Development Program™ Professional Education Center offerings and selecting a course. After selecting a course, the site will lead you through the necessary steps to begin taking it.

Before you can log on to the PricewaterhouseCoopers Professional Development Program™ Professional Education Center, you need to register as a new user.

Returning user

If you have already created your user account, enter your user name and password in the LOGON section on the right side of your screen.

Retrieving a forgotten password

When you come back to the PwC Professional Development Program™ Professional Education Center at a later date, if you find that you have forgotten your password, click the **Forgot Password?** link located in the Logon box.

Updating your user profile

In the event of changes with your user information (such your name and email address) or if you wish to change your password, you can modify your profile information after you have logged on. Once you log on, you will see a link to “update profile” under your name. Click there to make appropriate changes.

Course catalog

The first step is to find a course that interests you. When you first come to the site, you should see the tab for **PROFESSIONAL DEVELOPMENT PROGRAM™ eLEARNING**.

From there the courses are listed under specific categories based on their field of specialty; click the category link to view the available courses.

Selecting a course

The next step is to select the course you want to take from the course catalog. The number of credits each course is worth and the price of the course are listed in the corresponding columns directly to the right. Simply click on the "i" button for detailed information about the course and then click "Enroll" next to the title of the course to select it.

Enrolling in a course

After you click "Enroll", you must agree to the terms of the PricewaterhouseCoopers license agreement and privacy policy. After you've clicked "I Agree," verify that the course listed in the shopping cart is the one you chose from the course catalog.

At this point, you can return to the **Course Catalog** by clicking **Continue Shopping** and repeat the above steps to enroll and reserve additional courses that interest you, or you can continue on and purchase the course from Your Account (click on **PURCHASE NOW**).

Purchasing a course

Before you can begin taking a course, you must first purchase it. To purchase a course or courses using your credit card, check each course you want to pay for and then click on **PURCHASE NOW**. If you have received a custom billing code, be sure to type it in the field next to the **PURCHASE NOW** button, before clicking purchase.

Billing information

Fill out credit card information form and click the **BUY NOW** button. All fields in this form are required, except as marked. The name and address you enter must match the exact name on your credit card and the address where your credit card statements are mailed. The PwC Professional Development Program™ Professional Education Center accepts Visa, MasterCard, and American Express.

As soon as you click **BUY NOW**, your course(s) will be listed in the **Courses in Progress** section of **My Courses**, ready for you to take.

Taking a course

In the **Courses in Progress** section of the **My Courses** page, click the course you want to take. A status of "Paid" means the course has been paid for but not started. A status of "In Progress" means you have begun taking that course, but have not finished it.

Click on the course name to launch the course.

You do not have to complete the course at this time. If you exit and log off the PwC Professional Development Program™ Professional Education Center before completing a course, it will be saved in My Courses under the Courses in Progress section with a status of either "Paid" or "In Progress."

Completing a course – evaluation and your certificate

If you successfully pass the course, you will receive a link to complete the evaluation and to print or download your CPE certificate. Your certificate will become available immediately. You can access your certificate by going to **My Courses** page. Under **Completed Courses**, you will see the **(view certificate)** link to open your certificate. Please be sure to click on the questionnaire link to complete the evaluation. Your feedback is appreciated as PricewaterhouseCoopers continues to improve its eLearning offerings.

It is your responsibility to submit your certificate for CPE credit.

Course expiration

Some courses expire upon a set date due to regulatory or topical subject matter. If a course is set to expire, this date will be indicated in the course detail section. You will have one year from the date of purchase to successfully complete the final assessment in order to receive CPE credit.

Policies

No refund or payment transfer will be available for cancellations.

Questions?

For technical questions, please call the support line which is available between the hours of 9 a.m. and 5 p.m. EST, Monday-Friday, at (800) 621 0043 x1177 or e-mail customer support at customersupport@smartpros.com.

For questions or concerns regarding PricewaterhouseCoopers Professional Development Program™ eLearning, please contact:

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