Life of an Athlete FAQ

Can someone else use the username and password that I registered?
- The registered participant is the only individual authorized to obtain certification with the registered username and password.

Which web browsers and devices are supported?
- *Supported browsers include:*
  - Chrome 64+
  - Firefox 54+
  - Edge 17+
  - Opera 56+
  - Safari 10+
- *Supported tablets and mobile devices include***:**
  - iOS 10+
  - Android 5.1+

Do I need any browser plugins to view materials?
- If you have an older web browser, videos may require Adobe Flash Player when being viewed on desktop/laptop computers. For all modern desktop browsers as well as mobile devices, no plugin is required to view videos. You will also need a PDF viewer like Adobe Reader in order to view print your certificate of completion. Certificates of completion may not be able to be downloaded on all tablets and mobile devices.

Do I need a broadband Internet connection?
- It is recommended that you access this site and online training materials using a broadband Internet connection. If you have a slower connection, all of the content is still accessible but may take a bit longer to load.

What if I have a question that is not answered in these FAQs?
- If you have a question that was not answered here, click Contact to send us a message. We will do our best to get your questions answered as soon as possible.

How do I start my course where I left off?
- You do not have to complete an activity all at once. Here is how to resume an activity where you left off:
  - Sign in to the system using your email address and password. You will be taken to your Learning Dashboard.
  - Click the activity you wish to resume. You will begin where you left off.
  - If the activity you are looking for isn't displayed, click the "More" button or select "Your Activities" from the main menu.

How do I download my certificate of completion?
- Once you've successfully completed an activity, you can download your certificate at any time by following these steps:
  - Sign in to your account using your email address and password. If you do not remember your password, you can click the "Forgot Password" link on the Sign In page to retrieve it.
  - From the menu, click on your name and select "Your Activities".
  - Any activities you have completed will have a "Download Certificate" button.
  - Click this button to begin downloading your certificate. Please note that it may take a moment for the certificate to full download.

How do I clear my web browser's cache?
- In some cases, issues you experience can be resolved by clearing your web browser's cache. Since there are many types of web browsers on many devices, this link covers how to clear your cache on most of them.

I've forgotten my password, what do I do now?
- If you do not remember your password, click on the "Forgot Password" link on the Sign-In page. You will be prompted to enter the email address associated with your account. Next you will receive an email with instructions on how to reset your password.