



Learner Guide

Authored by Coursera
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Welcome to Coursera!

Congratulations on joining your organization's Coursera learning program! This guide is written to help you navigate the Coursera platform and start learning.

What is Coursera?

Coursera is the world's leading online learning platform. With Coursera, you can easily offer world-class content and credentials from the world's top universities and companies, drive skill development with with role-based learning, and track and benchmark skill proficiency against over 60 million learners.

Why learn on Coursera?

While learning on Coursera you will...

- ✓ Learn new skills to help you excel in your current role.
- ✓ Learn to prepare for your dream job.
- ✓ Refresh your education & keep your competitive edge.
- ✓ Become better informed on a variety of topics.
- ✓ Access content from 200+ universities & 30+ industry partners.
- ✓ Be part of a community of over 62+ million global learners.

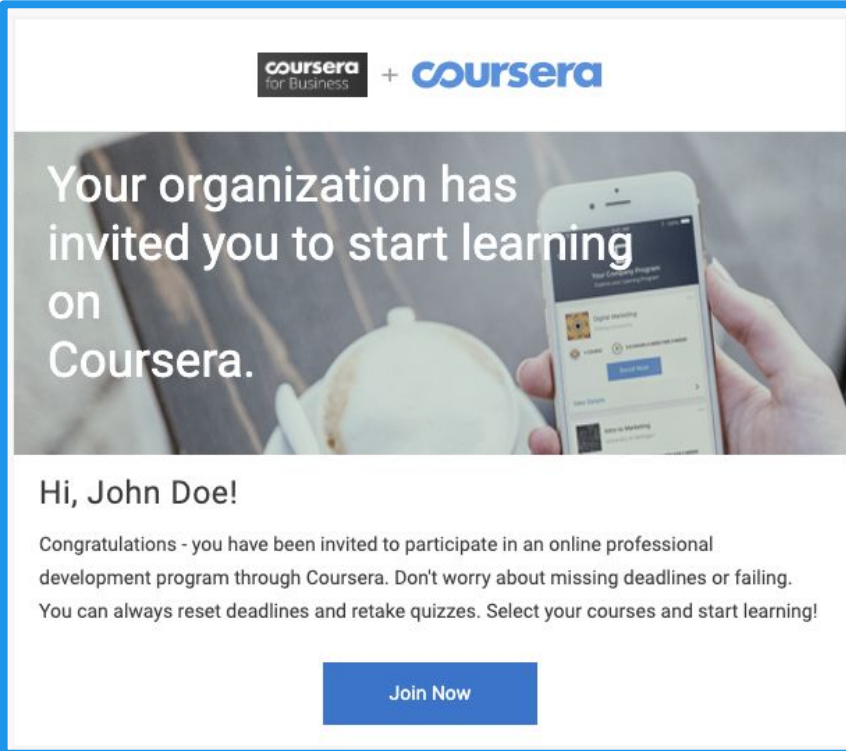
Joining your Organization's Learning program on Coursera



Joining your Organization's Learning Program

There are two different ways by which you can join your organization's Learning Program on Coursera and it depends on how the admin from your organization has invited you...

- ★ Clicking the link "**Join Now**" from the email invitation you have received **or**
- ★ Clicking through the **Program URL (shared by the admin from your organization)** and signing into Coursera using your official email address with which you are invited



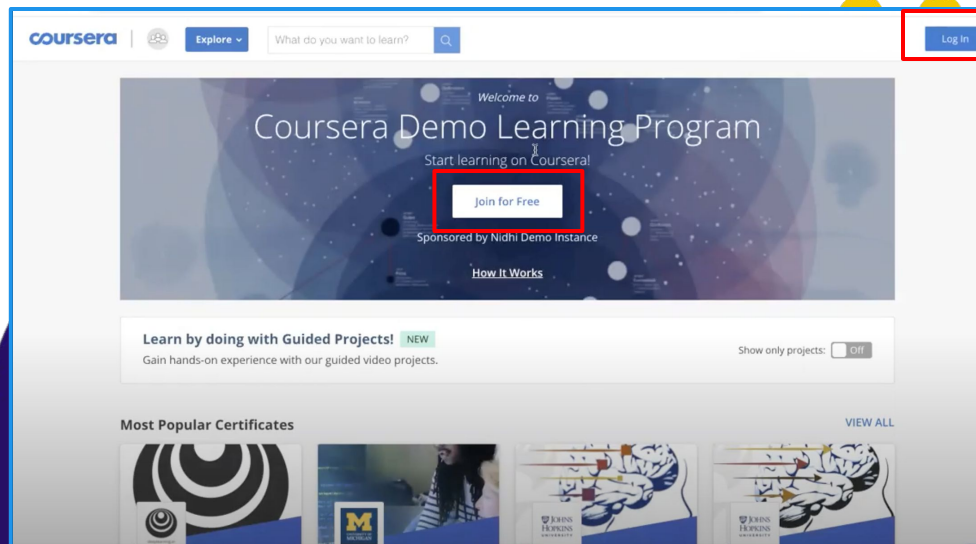
The screenshot shows an email invitation from Coursera. At the top, it features the Coursera for Business logo followed by a plus sign and the Coursera logo. Below this is a header image of a hand holding a smartphone displaying the Coursera app interface. The main text reads: "Your organization has invited you to start learning on Coursera." Below the header, it says "Hi, John Doe!" followed by a congratulatory message: "Congratulations - you have been invited to participate in an online professional development program through Coursera. Don't worry about missing deadlines or failing. You can always reset deadlines and retake quizzes. Select your courses and start learning!" At the bottom center, there is a blue button labeled "Join Now".

★ Note: Please note that this is different from visiting coursera.org and signing up as a new user. Doing so will mean that you are using Coursera's consumer site and not your organization's learning program, and hence you will not be able to enjoy the enterprise benefits.

Joining your Organization's Learning Program

Once you click on **"Join Now"** or the program URL, you will be directed to your organization's learning program. In order to join, you need to first log in to the Coursera platform.

To do so, click on **"Join for Free"** or the **"Log In"** button in the top right corner.



★ Note: Please note that if you are already logged into Coursera with the same email address on which you have been invited for this program, you will directly see "Join Program" button

Create your account

Once you click on “Join for Free”, you’ll be directed to **Welcome to Coursera** page where you will have 2 options for account setup:

- A) If you **don’t have** an existing Coursera account, select **“I’m a new Coursera user”**
- B) If you **do have** an existing Coursera account (either with the same email to which you have been invited or a different personal email), select **“I’m an existing Coursera user”**. **This is critical to keeping all of your past/future accomplishments and progress in one place.**



Welcome to
coursera

Start your program

You're invited to join Globeland II Learning Program through dgupta+test3@coursera.org

- I'm a new Coursera user
- I'm an existing Coursera user
Keep your Coursera accomplishments all in one place.

Continue

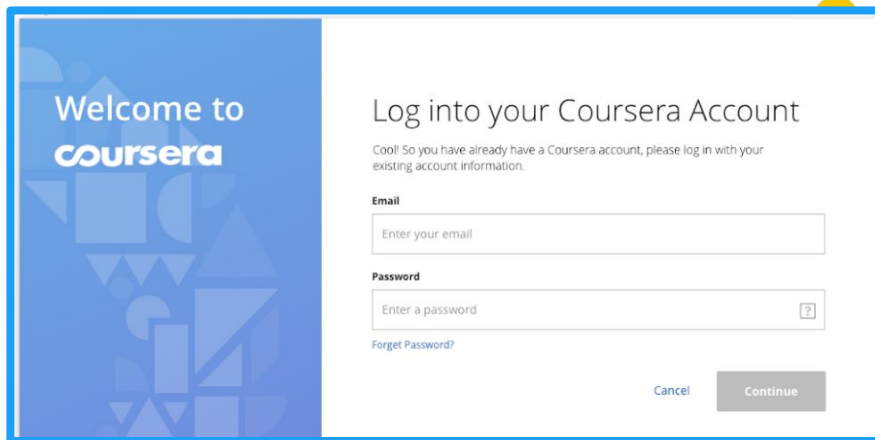
This option only appears when you try to join the program for the first time, so please be sure to select it if you have an existing account.

If you've gone past this step and need help merging a pre-existing Coursera account, you can visit the [Learner Help Center](#) and start a chat with a Coursera Support agent for assistance.

Note - Please note that if you have accessed the program link before you will not see the “Welcome to Coursera” page - you will directly see the pop up to login with your account or sign up for a new account to access the learning program.

Create your account

- A. If you select - ***"I am an existing Coursera user"***, you will land on the first screen where you will be asked to enter your existing set of username and password. Once done, your existing account will be linked to your new email.
- B. If you select - ***"I am a new Coursera user"***, you will land on the second screen where you will be asked to create a password for your new account



>Welcome to
coursera

Log into your Coursera Account

Cool! So you have already have a Coursera account, please log in with your existing account information.

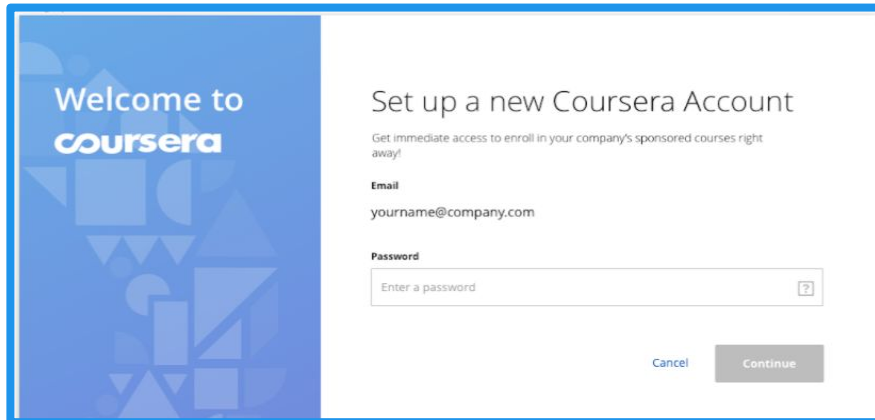
Email

Password

 ?

[Forget Password?](#)

[Cancel](#) [Continue](#)



>Welcome to
coursera

Set up a new Coursera Account

Get immediate access to enroll in your company's sponsored courses right away!

Email

yourname@company.com

Password

 ?

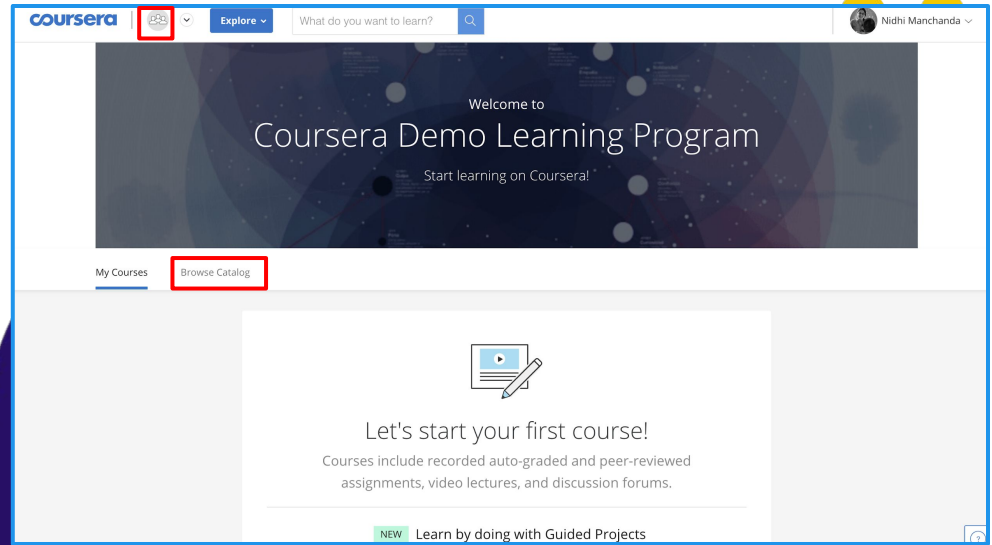
[Cancel](#) [Continue](#)

Begin learning by enrolling in your first course

Once you have created your account, you will land on the learning program page where you will see two tabs -

1. My Courses - Once you have enrolled in your first course, they will start appearing here
2. Browse Catalog - Here you will be able to see the recommended courses by your organization

You will be able to see your organization's logo here



Note: Refer to the next section to understand how you can enroll in your first course and begin learning in detail

Login Using SSO



Note: Please note that there could be different ways to login through SSO in the Coursera Platform, please reach out to your program admins for more details

Click “Log in with your organization”

If your organization is using SSO, the first two steps will remain the same where you get an invitation email and then click on “Join for Free”.

Login with SSO: Next click on **Log in with your organization** to join the program through your organization’s SSO authentication.

You will be redirected to you SSO authentication page.

Join for Free



Log in with your organization

or

EMAIL

PASSWORD

[Forgot password?](#)

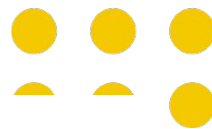
Log in

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

[Having trouble logging in?](#)

Enrolling in a Course





Choose your course

After you create a new Coursera account or log in with an existing Coursera account, you'll be taken to the program home page.

Click on the **Catalog** tab to browse the courses curated for your program. Once you have chosen a course that interests you, click on the course tile to access the course details.

The screenshot shows the Coursera website interface. At the top, there's a navigation bar with the Coursera logo, a search bar, and a user profile. Below the navigation bar, there are tabs for 'My Courses' and 'Catalog'. A banner for 'Learn by doing with Guided Projects!' is visible. The main content area is titled 'Data-driven strategy and decision making' and features a grid of course tiles. The 'AI For Everyone' tile is highlighted with a red border and a blue arrow pointing to it. A callout box with a red border contains the text: 'Click on a course tile to access the course details'.

Enroll in course

The course description page has detailed information to help your enrollment decision.

The description includes:

- ✓ Skills that you will gain
- ✓ Level
- ✓ Workload
- ✓ Rating
- ✓ Detailed syllabus

If you decide to enroll, click on the **“Enroll for free”** button – it will then change to **“Go To Course”**. Once you enter the course, you can start watching videos and taking quizzes immediately.

Design Thinking for Innovation

Offered by UNIVERSITY VIRGINIA

★★★★★ 4.6 2,925 ratings • 876 reviews

[Enroll for Free](#) Starts Aug 28 [Save for Later](#)

Paid for by your organization

About this Course

Today innovation is everyone's business. Whether you are a manager in a global corporation, an entrepreneur starting up, in a government role, or a teacher in an elementary school, everyone is expected to get lean – to do better with less. And that is why we all need design thinking. At every level in every kind of organization, design thinking provides the tools you need to become an innovative thinker and uncover creative opportunities that are there – [SHOW ALL](#)

SKILLS YOU WILL GAIN

- Strategic Thinking
- Design Thinking
- Innovation Management
- Design Management
- Innovation

- 100% online**
Start instantly and learn at your own schedule.
- Flexible deadlines**
Reset deadlines in accordance to your schedule.
- Beginner Level**
- English**
Subtitles: English, Korean, Vietnamese, Arabic



Note: While most courses are on-demand and learner can start learning immediately, there are a few courses that have a specific start date. While you can enroll in these courses at any time, you will have to wait for the session to begin learning.

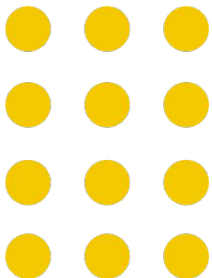
Starting a Course



Go to your course

After you enroll in a course, it will show under the **My Courses** tab on your program home page. Click on **Resume** or **Preview** on the right to enter the course.

You can also get to your course under the **Catalog** tab on your program page. Navigate to the class tile, click into it, and then click on **Go to Course**.



Access course materials

When you enroll in a course, you will be taken to the Course Page. The course will be broken down by weeks in the left navigation bar, and links to assignments, videos, and readings will appear in the right fields.

Click on **Start** to access the first module in the course.

Click on **Resume** to return to a course to start where you last left off.

The Manager's Toolkit: A Practical Guide to Managing People at Work
University of London, Birkbeck, University of London

Overview

- Week 1
- Week 2
- Week 3
- Week 4
- Week 5
- Week 6

Grades

Notes

Discussion Forums

Messages

Resources

Course Info

You can start learning right away. Courses follow a week-based schedule, and you can go faster, if you like.

Don't miss out on deadlines and events
Add all your assignment deadlines and important dates to your calendar. You can also set it up later in Settings.
[Add to calendar](#) [Set up later](#)

The Manager's Toolkit: A Practical Guide to Managing People at Work

by University of London & Birkbeck, University of London

Dr Chris Dewberry

Welcome to The Manager's Toolkit: A Practical Guide to Managing People at Work! You're joining thousands of learners currently enrolled in

More

START WEEK 1 WEEK 2 WEEK 3 WEEK 4

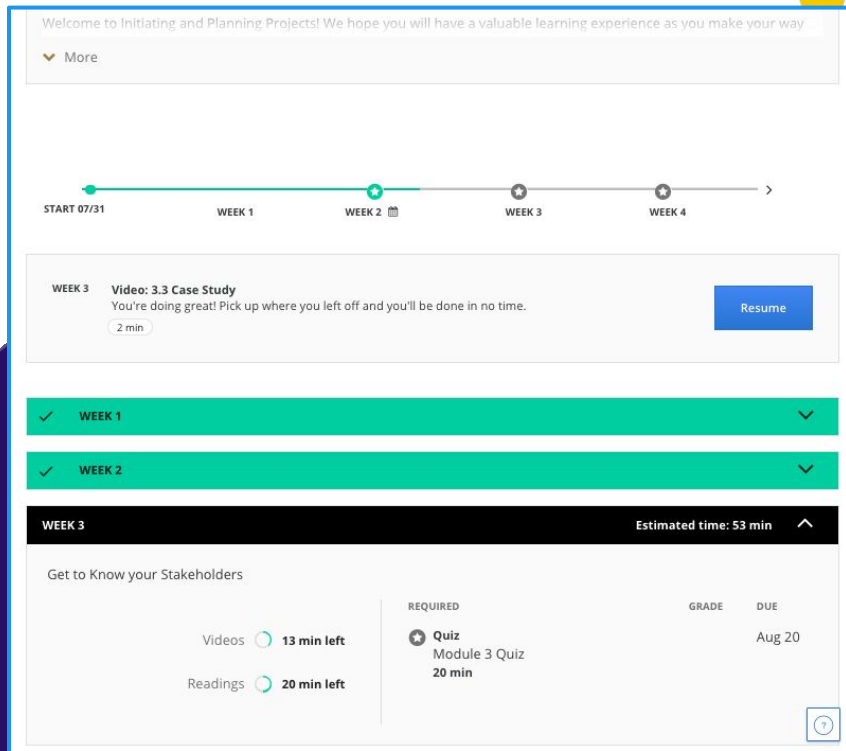
WEEK 1

Video: Welcome and Introduction part 1
It'll take about 7 min. After you're done, continue on and try finishing the week ahead of schedule.
7 min [Start](#)

View your course progress

Every course page has a timeline to help you easily see how you are progressing through a course. You can see what you have completed, and what you need to do next.

The **Resume** button takes you back to where you last left off—even if it was in the middle of a watching a video.



Welcome to Initiating and Planning Projects! We hope you will have a valuable learning experience as you make your way

▼ More

START 07/31 WEEK 1 WEEK 2 WEEK 3 WEEK 4 >

WEEK 3 Video: 3.3 Case Study
You're doing great! Pick up where you left off and you'll be done in no time.
2 min [Resume](#)

✓ WEEK 1

✓ WEEK 2

WEEK 3 Estimated time: 53 min

Get to Know your Stakeholders

	REQUIRED	GRADE	DUE
Videos 13 min left	★ Quiz Module 3 Quiz 20 min		Aug 20
Readings 20 min left			

🔍

Resetting Deadlines

Reset Deadlines: Start/due dates are suggested to keep you on track—you can reset if things get busy (you will be prompted to do so).

You can do so by clicking on the Reset Deadlines option either from:

- 1) In-course page
- 2) Program home page

3) Unenroll from a course : This option is available only **within 14 days of enrollment**. Please unenroll within this window if you don't plan to continue with the course, especially if you have enrollment limits.

Bayesian Statistics: Techniques and Models
University of California, Santa Cruz

Overview

Week 1

Week 2

It looks you missed some important deadlines. Reset your deadlines and get started today.

Reset my deadlines

1

Don't miss out on deadlines and events
Add all your assignment deadlines and important dates to your calendar. You can also set it up later in Settings.

Add to calendar Set up later

COURSE

Bayesian Statistics: Techniques and Models

Overdue

It looks like you missed some important deadlines. Reset your deadlines and get started today.

Go To Course

Reset Deadlines

2

UNIVERSITY OF CALIFORNIA, SANTA CRUZ

GUIDED PROJECT

Rate Guided Project

Unenroll

Go To Guided Project

Project: Curation for Enterprise

In Progress

3

Click on the three dots on the course card to see this option

COURSERA - SKILLS TRANSFORMATION


Keep track of your grades and completed assignments









On the **Grades** tab, you can:

- ✓ View all the quizzes and assignments in the course.
- ✓ See which assignments are due or overdue
- ✓ See all your graded quizzes, and completed assignments.
- ✓ Retake quizzes and assignments from this page if you need to improve a score or if you did not pass the first time.

Overview
Grades
Notes
Discussion Forums
Messages
Resources
Course Info



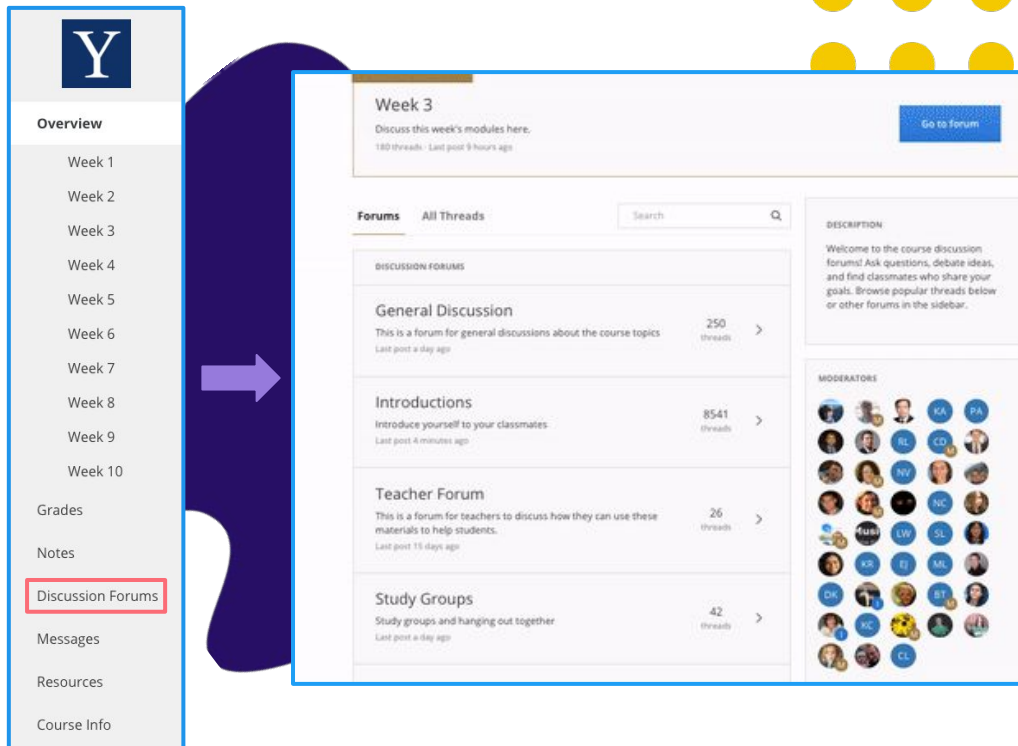
 There is 1 assignment due this week or overdue.

Item	Status	Due	Weight	Grade	
 Week 2 Quiz Quiz	Passed	Aug 11 11:59 PM PDT	10%	83.33%	
 Week 3 Quiz Quiz	Passed	Aug 18 11:59 PM PDT	10%	85.71%	
 Week 4 Quiz Quiz	Passed	Aug 25 11:59 PM PDT	10%	100%	
 Week 5 Quiz Quiz	--	 Sep 1 11:59 PM PDT	10%	--	
 Week 6 Quiz Quiz	--	Sep 8 11:59 PM PDT	10%	--	
Reflect on the Rewirement Challenge Submit your assignment and review 2 peers' assignments to get your grade.				50%	--
 Submit your assignment	--	Oct 6 11:59 PM PDT			
 Review 2 peers' assignments.	--	Oct 9 11:59 PM PDT			

Discussion forums for your course

You'll have the opportunity to exchange feedback on assignments and discuss ideas in your course discussion forums as you work together to master new concepts and best practices.

Discussion forums are accessed through the left-hand menu on your course page. These are available for most courses.



The image shows a course page interface. On the left is a vertical navigation menu with a 'Y' logo at the top. The menu items are: Overview, Week 1, Week 2, Week 3, Week 4, Week 5, Week 6, Week 7, Week 8, Week 9, Week 10, Grades, Notes, Discussion Forums (highlighted with a red box), Messages, Resources, and Course Info. A purple arrow points from the 'Discussion Forums' menu item to the right-hand screenshot.

The right-hand screenshot shows the 'Week 3' discussion forum page. At the top, it says 'Week 3' and 'Discuss this week's modules here.' with '180 threads · Last post 9 hours ago' and a 'Go to Forum' button. Below this is a search bar and tabs for 'Forums' and 'All Threads'. The main content area lists several forum categories:

- General Discussion**: 250 threads, last post a day ago.
- Introductions**: 8541 threads, last post 4 minutes ago.
- Teacher Forum**: 26 threads, last post 15 days ago.
- Study Groups**: 42 threads, last post a day ago.

On the right side of the forum page, there is a 'DESCRIPTION' section with a welcome message and a 'MODERATORS' section displaying a grid of user profile pictures.

Connect beyond your course in the Coursera Community

Visit www.coursera.community while logged in to your Coursera account. Click on **Login** at top right to get started.

In the **Community**, you can:

- ✓ Dive deeper into topics of interest
- ✓ Ask and answer questions
- ✓ Meet other people using Coursera to improve personally and professionally
- ✓ Get and share study tips
- ✓ Attend online events

coursera | Community

Menu ▾ Login

Welcome to the Coursera community!

🔍 Search

2,069 Topics 7,960 Replies 19,385 Members

Recommended Discussions

- 🗨️ New to the community? Introduce yourself here!
- 🗨️ Find a study partner here!
- 🗨️ What matters most for you in a video lecture?
- 🗨️ Find people who are in your location or speak your language
- 🗨️ Giving Feedback
- 🗨️ How did you learn about Coursera?

Finding video segments with Coursera's interactive & searchable transcript

The full transcript of each video can be clicked and jump to the corresponding point in the video. Search the transcript if you're looking for a particular lesson concept.

The screenshot shows a Coursera video player for the course "Introduction to Structured Query Language (SQL)". The video title is "Welcome to the Course". The interface includes a left sidebar with "Course materials" and "Lecture Materials" (listing videos like "Welcome to the Course", "Installing MAMP on a Macintosh", etc.). The main area shows the video player with a transcript below it. A search bar is visible above the transcript. The right sidebar shows a "Notes" section with a "Save Note" button and a "All notes" link. Callouts A-E point to specific features: A points to a transcript line with a timestamp; B points to a language dropdown menu; C points to a "Download" button; D points to a "Help Us Translate" link; E points to the "Notes" section.

A

Fully interactive transcripts that correspond to the video timestamps

B

Change language of the subtitles

C

Download videos for offline viewing

D

Change video playback speed

E

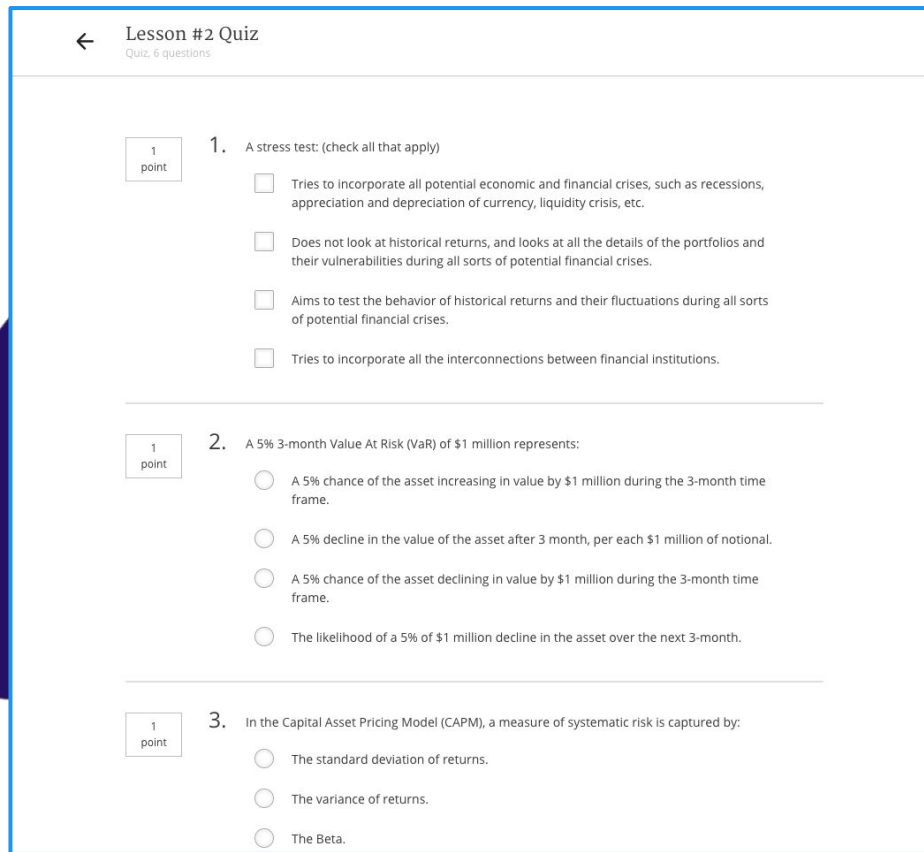
Your saved notes will be stored here

Graded quizzes

to help reinforce concepts

Quizzes include multiple question types from the instructor to test learners through the course.

You can retake quizzes and assignments if you need to improve a score or if you did not pass the first time.



← Lesson #2 Quiz
Quiz, 6 questions

1 point

1. A stress test: (check all that apply)

- Tries to incorporate all potential economic and financial crises, such as recessions, appreciation and depreciation of currency, liquidity crisis, etc.
- Does not look at historical returns, and looks at all the details of the portfolios and their vulnerabilities during all sorts of potential financial crises.
- Aims to test the behavior of historical returns and their fluctuations during all sorts of potential financial crises.
- Tries to incorporate all the interconnections between financial institutions.

1 point

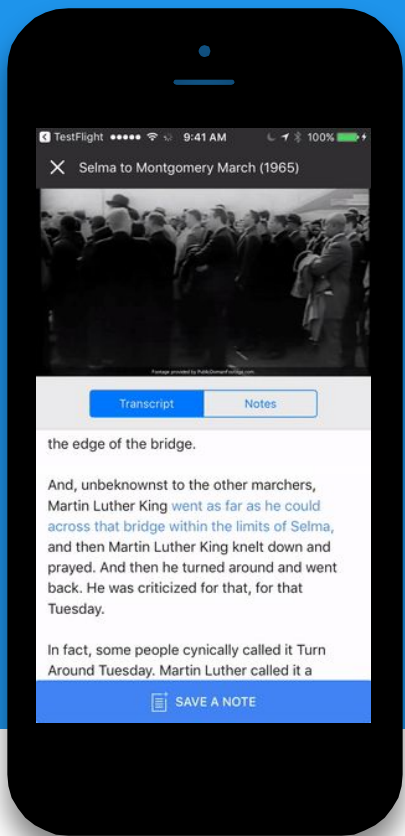
2. A 5% 3-month Value At Risk (VaR) of \$1 million represents:

- A 5% chance of the asset increasing in value by \$1 million during the 3-month time frame.
- A 5% decline in the value of the asset after 3 month, per each \$1 million of notional.
- A 5% chance of the asset declining in value by \$1 million during the 3-month time frame.
- The likelihood of a 5% of \$1 million decline in the asset over the next 3-month.

1 point

3. In the Capital Asset Pricing Model (CAPM), a measure of systematic risk is captured by:

- The standard deviation of returns.
- The variance of returns.
- The Beta.



Download the Coursera mobile app to learn on the go!



Ease of use

95% of the 4000+ courses on Coursera can be taken from beginning to end on your mobile phone, laptop, or tablet.



Unparalleled accessibility

Coursera is available anywhere at any time. Courses are available offline, over 35 languages subtitled, with availability across Android and iOS.



Intuitive classroom experience

Coursera keeps lectures and lessons short, so learners can make meaningful progress in just a few minutes a day.

Accessing Multiple Learning Programs

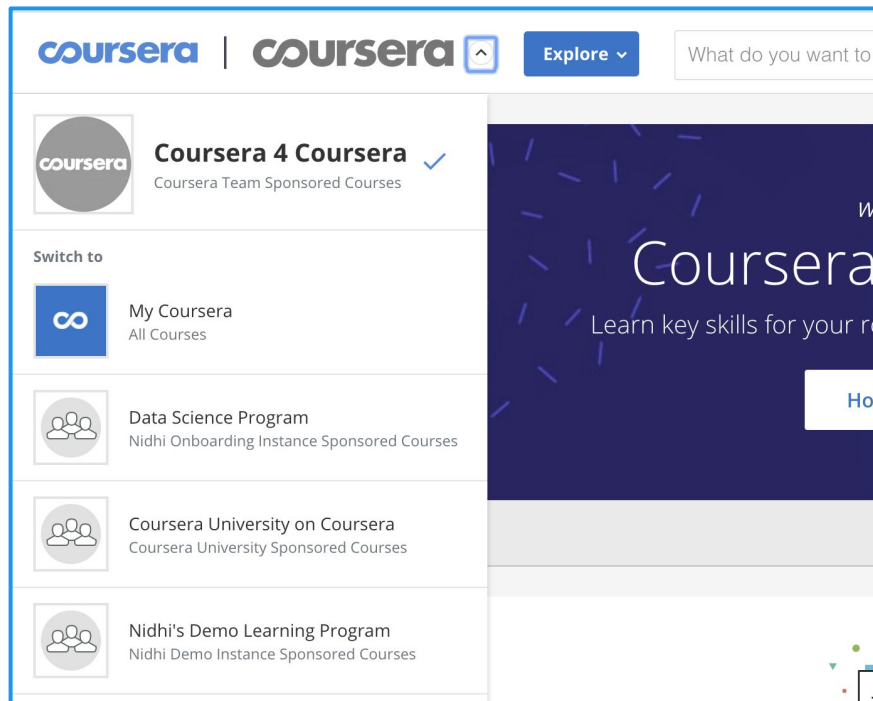


How to switch programs?

You can be a part of multiple programs set up by your organization.

To switch to a different program, first click on the dropdown at the top-left corner of your learner home page, and then select the desired program.

Afterwards, you can start to browse the courses available as part of the chosen program.



The screenshot shows the Coursera learner home page. At the top left, there is a dropdown menu for switching programs. The current selected program is "Coursera 4 Coursera" (Course Team Sponsored Courses). The dropdown menu lists the following options:

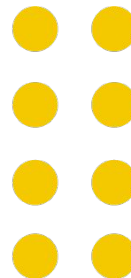
- My Coursera (All Courses)
- Data Science Program (Nidhi Onboarding Instance Sponsored Courses)
- Coursera University on Coursera (Coursera University Sponsored Courses)
- Nidhi's Demo Learning Program (Nidhi Demo Instance Sponsored Courses)

The main content area of the page is partially visible, showing a dark blue banner with the Coursera logo and the text "Learn key skills for your role".



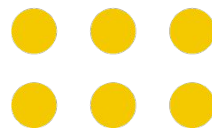
Please note that if you click on **My Coursera** you will be redirected to the Coursera consumer (non-Enterprise) website.

If you try to enroll for a course from there that is not included in the program sponsored by your organization, you will be directed to the payment page.



Accessing a Guided Project





Choose your Guided Project

Guided Projects allow Learners to use a pre-configured cloud desktop that is accessible from their web browser to learn a new tool by completing instructor-led tasks.

You can find all the projects by typing in "Rhyme" in the search bar. Once you have chosen a project that interests you, click on the project tile to access the details and click on the **"Enroll"** button for access.

The screenshot shows the Coursera search results for the query "rhyme". The search bar at the top contains "rhyme" and a search icon. Below the search bar, it says "Showing 85 total results for 'rhyme'". There are filter buttons for "Language", "Level", "Skills", "Partner", and "Learning Product". Three project tiles are visible:

- Project: Computer Vision - Image Basics with OpenCV and Python**: Rhyme NEW, GUIDED PROJECT, 3.9 (16), Beginner. The tile image shows a pair of glasses on a table.
- Project: Basic Image Classification with TensorFlow**: Rhyme NEW, GUIDED PROJECT, 4.4 (35), Beginner. The tile image shows a robot character holding a sign that says "LEARN EXPERIENCE WITH MATHS AND FIVE". A red arrow points to this tile, and a red-bordered box contains the text "Click on a project tile to access the details".
- Project: Linear Regression with NumPy**: Rhyme NEW, GUIDED PROJECT, 4.2 (21), Beginner. The tile image shows a 3D surface plot.



Note: Guided Projects need to be accessed via a desktop or a laptop

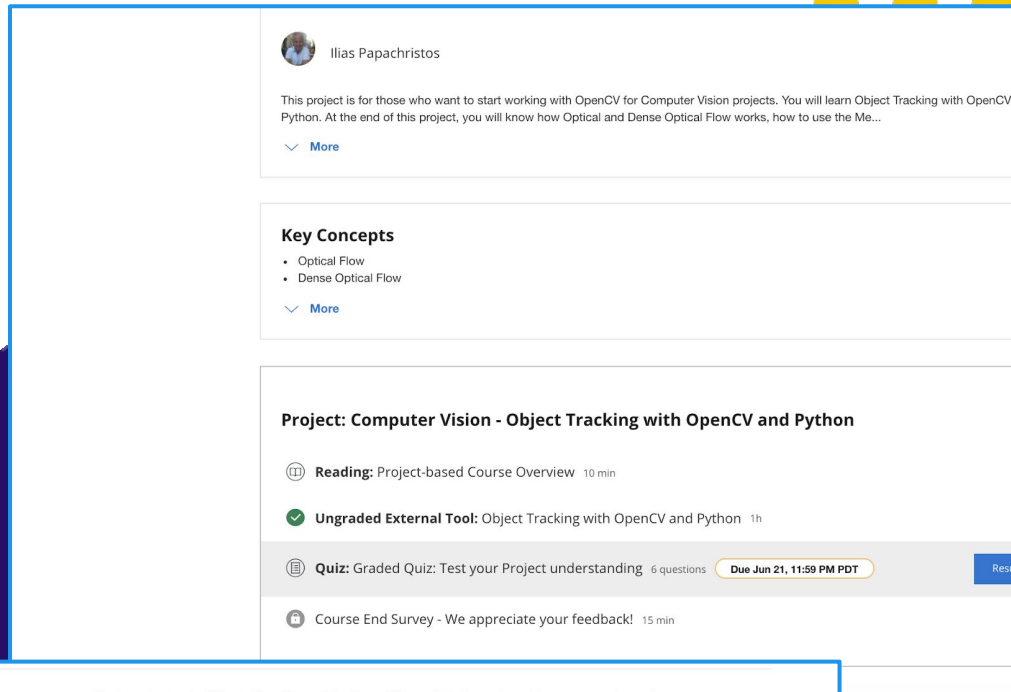
Access Guided Projects

When you enroll in a guided project, you will be taken to the Course Page. The course will consist of modules in the left navigation bar –look for **External Tool** assignment to access the project exercise

Click on **“Open Tool”** to access the guided project interface

Other lessons in the module such as reading material help you gain a better understanding of the Project.

To obtain a certificate for the completed guided project, come back to the course page after finishing the project and pass the quiz.



The screenshot shows a course page for 'Computer Vision - Object Tracking with OpenCV and Python'. At the top, there is a profile picture and the name 'Ilias Papachristos'. Below this is a description of the project: 'This project is for those who want to start working with OpenCV for Computer Vision projects. You will learn Object Tracking with OpenCV and Python. At the end of this project, you will know how Optical and Dense Optical Flow works, how to use the Me...'. There is a 'More' link below the description. The 'Key Concepts' section lists 'Optical Flow' and 'Dense Optical Flow', with another 'More' link. The 'Project' section is titled 'Project: Computer Vision - Object Tracking with OpenCV and Python' and contains a list of items: 'Reading: Project-based Course Overview 10 min', 'Ungraded External Tool: Object Tracking with OpenCV and Python 1h', 'Quiz: Graded Quiz: Test your Project understanding 6 questions Due Jun 21, 11:59 PM PDT', and 'Course End Survey - We appreciate your feedback! 15 min'. A 'Resu' button is visible next to the quiz item.

This course uses a third-party tool, Object Tracking with OpenCV and Python, to enhance your learning experience. The tool will reference basic information like your name, email, and Coursera ID.

I agree to use this tool responsibly.

[Open Tool](#)

Guided Projects*

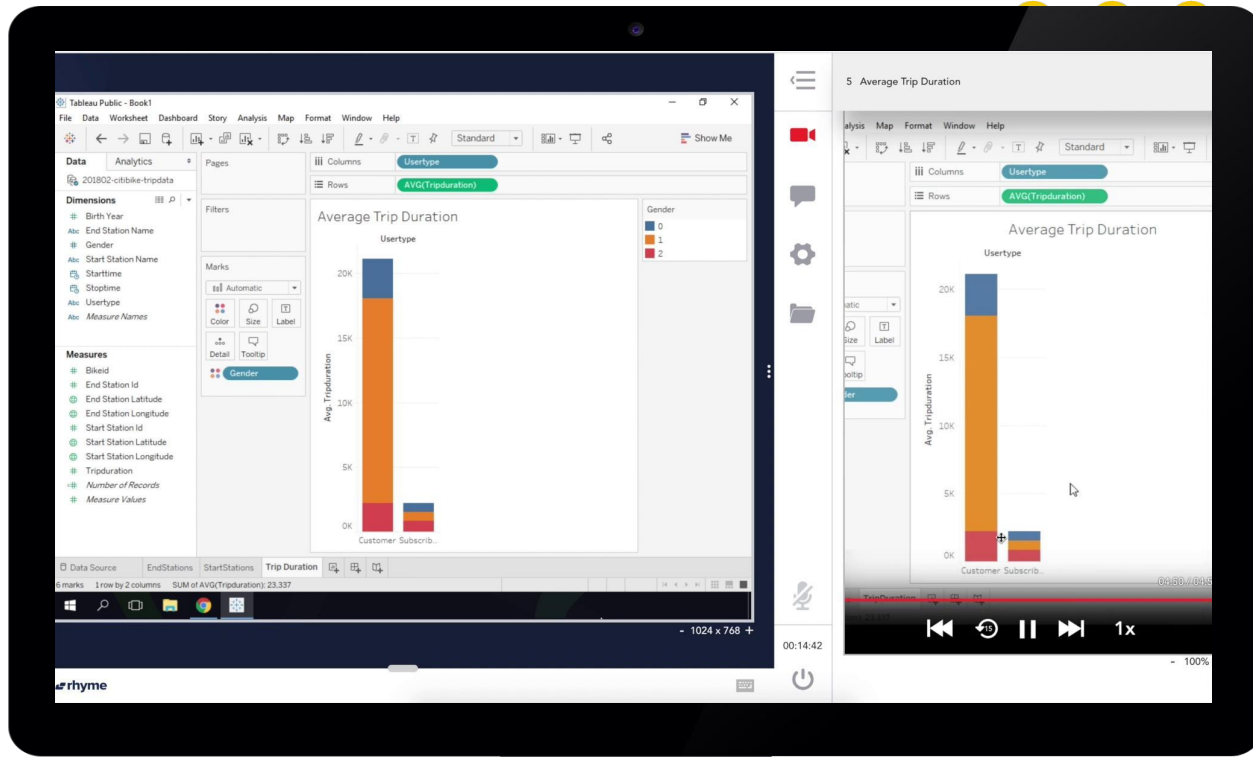
New course type that offers learners short-form, hands-on learning

Hands-on learning

Learners instantly go hands-on with virtual cloud desktop

Instructor-led

Easily follow along with visuals from instructor in a convenient split screen interface



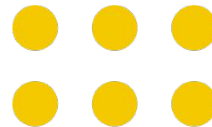
Sharing your accomplishments



Access and share certificates of completion

You can access your certificates of completion under the **Accomplishments** option from the dropdown in top-right corner, displaying your name.

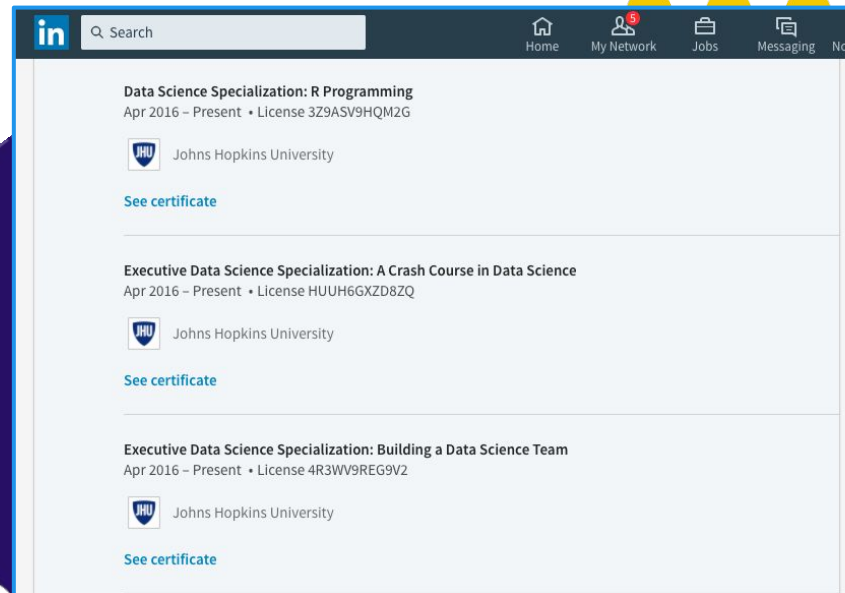
Once here, you will be able to view and download the certificate, as well as share it directly on LinkedIn.



A screenshot of the LinkedIn 'Accomplishments' page. On the left is a navigation menu with options: My Courses, Last Active, Inactive, Completed, Updates (with a blue notification bubble containing the number 1), Accomplishments (highlighted in bold), and Recommendations. The main content area is divided into sections: 'Name Verification' with a message 'Your name, Steve Holt, is verified. This is the name that will appear on your certificates.' and a 'Request Name Change' button; a blue banner that says 'Liked these courses? Say thanks to your instructors!'; a course card for 'AI For Everyone'; and a 'My Courses' section featuring a card for 'AI For Everyone' by 'deeplearning.ai' with a 'Grade Achieved: 94.5%' and an 'Add to LinkedIn' button with a dropdown arrow.

Coursera credentials are the second **most popular** on LinkedIn

Coursera certificates are the second most popular credential on LinkedIn. When you complete a course, you have the option to upload your certificate to LinkedIn where it will appear in your profile.



Getting help



Learner Support

You are supported 24 hours, 7 days a week by our support team through chat and email.

We provide support through our [Learner Help Center](#). This is a great place to learn about how Coursera works and get answers to your specific questions & issues.

You can access the Help Center from:

- 1) Top menu of your Coursera account
- 2) Bottom of the Program Home page and in-course pages

The screenshot displays the Coursera user interface for a user named James Lee. The top navigation bar includes the Coursera logo, a search bar with the text "What do you want to learn?", and a user profile dropdown menu. The dropdown menu contains links for Profile, My Purchases, Settings, Updates, Accomplishments, Help Center (highlighted with a red box and a red circle containing the number 1), and Log Out. The main content area shows a "Welcome to James Test Program" banner with a "How It Works" button. Below the banner are tabs for "My Courses" and "Catalog". The "MY COURSES" section displays a course card for "R Programming" by Johns Hopkins University, showing a progress bar and "2 ASSIGNMENTS THIS WEEK". A "Resume" button is visible on the right side of the course card. In the bottom right corner of the page, there is a help icon (a question mark in a circle) highlighted with a red box and a red circle containing the number 2.

Learner Support

Once you enter the Help Center, take these steps to access support:

1. Click "Log In"
2. Find answers by browsing Help Topics or using the search bar
3. Check out the [Enterprise Help](#) Section
4. If you need further assistance, use the chat window on the bottom right of the page

Note: For questions about specific course content or help with assignments, please visit the 5) **Discussion Forum** (accessible from the Course) and review existing posts by your peers / make a new post.

We are experiencing high volumes of learner support inquiries right now, so we are slower than usual to respond. We appreciate your patience!

course | Help Center Search

How can we help?

Search

1 Log In

Make sure you log in so we can provide you with the best support!

2

Help Topics

Account Setup
Get started on Coursera

Payments
Pay for a course certificate or specialization

Enrollment
Take a course on Coursera

Troubleshooting
Solve common problems

4

Questions?
Click here to chat with us.

All Topics

Online - Chat With Us

Help Articles

3

Course | Help Center > Enterprise Help Content > Enterprise Help Content

Support for Coursera Learning Programs

If you're using Coursera through a learning program sponsored by your employer, organization, or school, you can get help using our [Learner Help Center](#).

You can use the search bar at the top of the page to find support tips, tricks and solutions. You can also check below for solutions to the most common problems or questions for Coursera Learning Programs.

Get started with Coursera Learning Programs

5

Overview

- Week 1
- Week 2
- Week 3
- Week 4
- Grades
- Notes
- Discussion Forums
- Messages

5

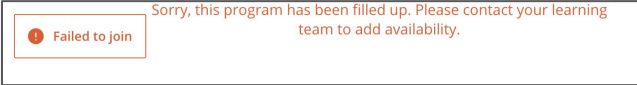
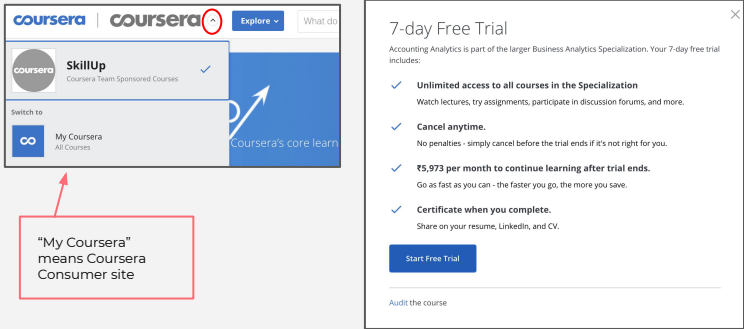

Additional Support

Refer to this table to know who to reach out to for additional support.

Issue Type	Go to Coursera Support if...	Go to your Coursera Program Admin if...
Accepting Invitation	<ul style="list-style-type: none"> You click Join Now and nothing happens or there is an error. 	<ul style="list-style-type: none"> Your invitation was deleted by your admin or your organization contract ended (invite is no longer valid). In this case you will see an error like "Failed to Join" either your organization has hit the license limit they have purchased or your invitation was removed by the admin.
Enrollment	<ul style="list-style-type: none"> You can't pay for a course that is not in the Learning Program or after you've reached your organization's enrollment limit. You want to unenroll from a course (within 14 days or outside of 14 days). You have a question about how long you have to take courses. 	<ul style="list-style-type: none"> You can't enroll in the course you want because it is not included in the learning program or if you see the message, "You don't yet have access to X Learning Program. However, you can still browse everything Coursera has to offer." You can't enroll in a course because your organization's subscription has expired. You want to enroll in an additional course for free. You want to be removed from the program or don't want to be on Coursera anymore. You want to take more courses and have hit your enrollment limit. You have a question about how many courses you may take. You want more time to take courses.
Courses & Content	<ul style="list-style-type: none"> You have questions about how courses or specializations work. You encounter broken videos, content missing, or inaccurate course content. 	<ul style="list-style-type: none"> You have questions about how the courses relate to your work at your organization. You need help on which courses to take first to follow your career trajectory. You have recommendations about which courses to take—you can also use the Recommendations tab in My Coursera
Accomplishments	<ul style="list-style-type: none"> You have Certificate troubleshooting issues. 	<ul style="list-style-type: none"> You have questions about learning progress being reported to your organization. You have questions around how credits will be allocated by your university for Coursera courses

Additional Support

What do these messages mean?

Issue Type	Messages	Reasons and Solutions
Enrolling in the organization learning program		<ul style="list-style-type: none"> Your organization has hit the license limit they have purchased and no more learners can join
Payment for the course		<ul style="list-style-type: none"> If you are seeing this screen where you are being asked to make a payment for the course to get certificate, one of these could be the reasons - You are accessing Coursera site directly and not as part of your organization's learning program. Please click on the toggle on the top left corner of your account. If it says "My Coursera" it means you are on the non-enterprise platform. Always make sure your access the platform using the program link of your organization. If you have checked this, then move to the reasons below : <ol style="list-style-type: none"> The course is not a part of the Coursera Enterprise offering, please take a look at the unavailable courses here If the course is not in the list given above and still you are being asked for payment that means the admins from your organization have decided to not add the course to their learning program, please reach out to them to get the course added
Getting the certificate for your course		<ul style="list-style-type: none"> You have completed the course but are still not able to get the certificate. Please note if you see this on your course page this means you have to verify your account to be able to receive a certificate <ul style="list-style-type: none"> Some courses on Coursera only require the learner to verify their name Some courses may require an ID verification and you will be asked to upload valid id proof

Have fun learning!

