



## eLearning Frequently Asked Questions

### Q. How do I get access to the interactive on-line training courses?

A. In order to access the secured section of the eLearning site, your organization must be insured with Great American's Specialty Human Services Division.

If your organization is **currently insured with us**, an eLearning Registration ID and passwords should have been provided by your Insurance Agent. If this information has not yet been received, you should have the appropriate person in your organization contact your Agent. Once the access ID and passwords have been obtained you will need to register.

If your organization is **not currently insured with us**, click on Contact Us and call or email one of our Marketing Representatives to find an Agent. You may also want view our website to learn more about the many benefits of doing business with us.

### Q. What should I do if my Registration ID and password are not working?

A. If you are entering the ID and password provided to your organization by your Insurance Agent and are still unable to get access, you should contact the Agent to verify the information provided, or contact our Customer Care Center at 877.203.2003 or [customercare@gaic.com](mailto:customercare@gaic.com) for further assistance.

### Q. How can I find out my password if I have forgotten it?

A. You can retrieve your password immediately by clicking on the "Forgot Password" link in the Login Section on the eLearning Introduction Page. Your password will be sent to the email address provided at initial registration.

### Q. What if I want to change my email address or password?

A. In order to change an email address or password you will be required to register again and provide us with the new information. This will cause you to lose all previous course activity and records.

### Q. Can I pause and return to complete a course later without having to completely restart the course?

A. Yes. You can save your place in a course and return to it later. When you return you will have the option to continue on from where you left off, review what had previously been completed, or restart the course.

### Q. Do these courses qualify for CE credit?

A. No. These courses do not qualify for CE credit.

### Q. I clicked on the online course button and received an HTTP 404 error. What does this mean?

A. This error indicates that a vendor server is down or there is some other type of connectivity issue. This is a rare occurrence and should be temporary. If you continue receiving this error, please contact our Customer Care Center at 877.203.2003 or [customercare@gaic.com](mailto:customercare@gaic.com) for further assistance.