



Q: How do I reprint the Double-Goal Coach® certification card?

Online course user:

- Navigate your internet browser to <http://www.epathcampus.com/pos/login/index.html> and enter your LearnerID (email address) and password to login.
- To print out a copy of your certificate, select **My History** and click on the hyperlink **Certificate** to display your document. Print the document from your browser.

If you attended a live workshop:

- PCA certification is good for one year from the course completion date. If you would like a reprint of your certificate, please send a request to course_administrator@positivecoach.org.

Q: How do I register for an online course using the 'Voucher' or 'Promotion' code provided to me by my organization?

Registration with Voucher Code:

- Navigate your internet browser to: <http://shopping.positivecoach.org/Courses> and click on the course you would like to register for.
- Click the **Register with Voucher Code** button under **OPTION 1: Your youth sports organization or school has offered this course to you for free?**
- Enter the Voucher Code at the top left-hand corner of the registration page and complete the required (*) information on the form. Use your own email address and create your own unique password at the bottom of the page.
- Once you have completed the registration, you will be directed to the course.

Registration with Promotion (discount) Code:

- Navigate your internet browser to: <http://shopping.positivecoach.org/Courses> and click on the course you would like to register for.
- Click on the box **Register and Pay** under **OPTION 2: Pay full price or use a discount Promotion Code.**
- Enter your Promotion Code and click **Proceed to Payment.**
- Create a new account or log in with your email address and password.
- Enter your billing information to purchase a course.
- Verify and Submit your order.
- A **Thank you for your order!** message will be displayed on your computer screen along with a confirmation number confirming your purchase.
- Click on the **Register Now** button to complete the online course registration form

OR Check your email for the confirmation email message and course registration instructions. Complete the required (*) information on the registration form and click **Register** to be directed to the online course.

- Once you have completed the registration, you will be directed to the course.

Q: I can't view the online registration form on my computer. How do I get the form to show up on my screen?

- Make sure that pop-ups are allowed.
- If the registration page does not load on your browser, please try again using another browser or computer if possible.
- If trying to access the online course from your company's network then it's possible that access to PCA web site is being blocked. Try accessing the online course using a computer that is outside of the company's network.
- If you are still unable to get the page to load, please contact us at course_administrator@positivecoach.org

Q: I'm a registered online course learner, but I forgot how to log back into the course. How do I login?

- Navigate your internet browser to: <http://www.eathcampus.com/pos/login/index.html> and enter your LearnerID (email address) and password to login.
- If you do not remember your password, click the **Forgot your password?** Link to have your password emailed to you or go to: <http://eathcampus.com/servlets/Campus> to get a new password.

Q: I purchased an online course, but do not see anything under my *Current Courses*.

If you recently purchased an online course, please wait a few minutes and refresh/reload the internet web page.

Q: What is my Learner ID?

The online course uses a Learner ID (your registered email address) and password (your specified password) to access the course.

Q: How do I find my Learner ID?

- The Learner ID is your registered email address that is specified at the time of course purchase or at the time of course registration using a Voucher Code issued to you by your organization.
- To access the online course, login by navigate your internet browser to <http://www.eathcampus.com/pos/login/index.html>
- If you forgot your password, the password will be sent to your registered email address by clicking on the link <http://eathcampus.com/servlets/Campus?disp=ForgotPassword&organization=POS33542&mode=full>

Q: I'm getting an error message of "Invalid Voucher or No Remaining Uses Left" when I try to register for the course. What does this mean?

- This means that the Voucher Code is no longer valid because either the code has expired or all the available access linked to the code has been used. Please notify your organization.