Frequently Asked Questions for JIST Online Career Workshops

- For Individuals

- For Bulk Purchasers and Administrators

For Individuals

How do I get technical support?

Full-time technical support is available Monday through Sunday from 8:00 a.m. to 10:00 p.m. (Central Time). Please call 800-328-1452 and ask for the technical support department. You may also send an e-mail message with your questions to help@emcp.com. Please provide your name, phone number with area code, workshop name, and description of the problem.

How do I reach customer service?

For customer service that doesn't involve a technical issue, please contact our customer service department at educate@emcp.com or 800-648-5478. Customer service is available Monday through Friday from 8:00 a.m. to 5:00 p.m. (Central Time).

What are the technical requirements for the online workshops?

To access the online workshops, you need high-speed Internet connectivity, an e-mail address, Windows Internet Explorer 7.0 or 8.0 Web browser, Adobe Flash Player 10 or higher, Javascript, and speakers or headphones for audio content. The pop-up blocker should be turned off. To view the workshop's attachments and several other documents linked at the conclusion of the workshop, you need Adobe Acrobat Reader 7.0 or higher; these documents can be saved to a local drive or USB drive. Additionally, a certificate of completion is linked to the student home page after you finish the workshop; you need Adobe Acrobat Reader 7.0 or higher to access the certificate and a printer to print it.

If you don't have a home computer, many libraries provide computers with high-speed Internet access.

How long is my workshop registration valid?

Online workshops are valid for 15 days after your registration, even if you have completed the workshop and accessed the certificate of completion from the student home page at the end of a workshop. You may continue to login to the student home page to access your certificate of completion or purchase additional workshops at any time.

How long will the workshop take?

The workshops are self-paced. Most individuals complete a workshop in three hours or less, depending on whether they access the attachments and view all the videos. You can go through as much of the workshop as desired in one sitting. You can review the workshop as often as desired before expiration.

How do I register for the online workshops?

Sign up for a workshop from our secure Web site 24 hours a day. You will create a username and password so that you can start your workshop immediately. You need an e-mail address to register.

Usernames and passwords are nontransferable. You (the registered participant) are the only person authorized to access the workshop and use your assigned username and password.

How do I pay for the online workshops?

Safely and conveniently pay online with Visa and MasterCard. Students of job search, career, or education programs may receive a registration code from their instructor to be used in lieu of a credit card payment.

For Bulk Purchasers and Administrators

How do I order online workshops in quantity?

If you are a bulk purchaser, please contact customer service at 800-648-5478.

What is the reading level of the online workshops?

The online workshops are written at an eighth-grade reading level.

Can I see my students' progress in the workshop?

You can view student registrations and workshop progress through a convenient Web-based portal.

What are the technical requirements for administrators?

Workshop administration occurs completely within a Web browser. No additional standalone software is required.

Are your online workshops ADA-compliant?

Yes. The material works with screen-reading software. The workshop screen can be enlarged with the click of a button. Video content can be read by clicking "Transcripts."

How long are the registration codes valid?

Codes purchased in bulk are valid for 1 year. Online workshops must be completed within 15 days of student registration.

Can I try the workshops before purchasing them in quantity?

Free guest logins let qualified institutional customers try a workshop before buying. Please call 800-648-5478 or your JIST sales representative for more information.

What is your refund policy for bulk purchases?

Unused registration codes from bulk purchases will be refunded for a maximum of 1 year from the purchase date. After a student has begun using a workshop, refunds, transfers, or substitutions cannot be made.