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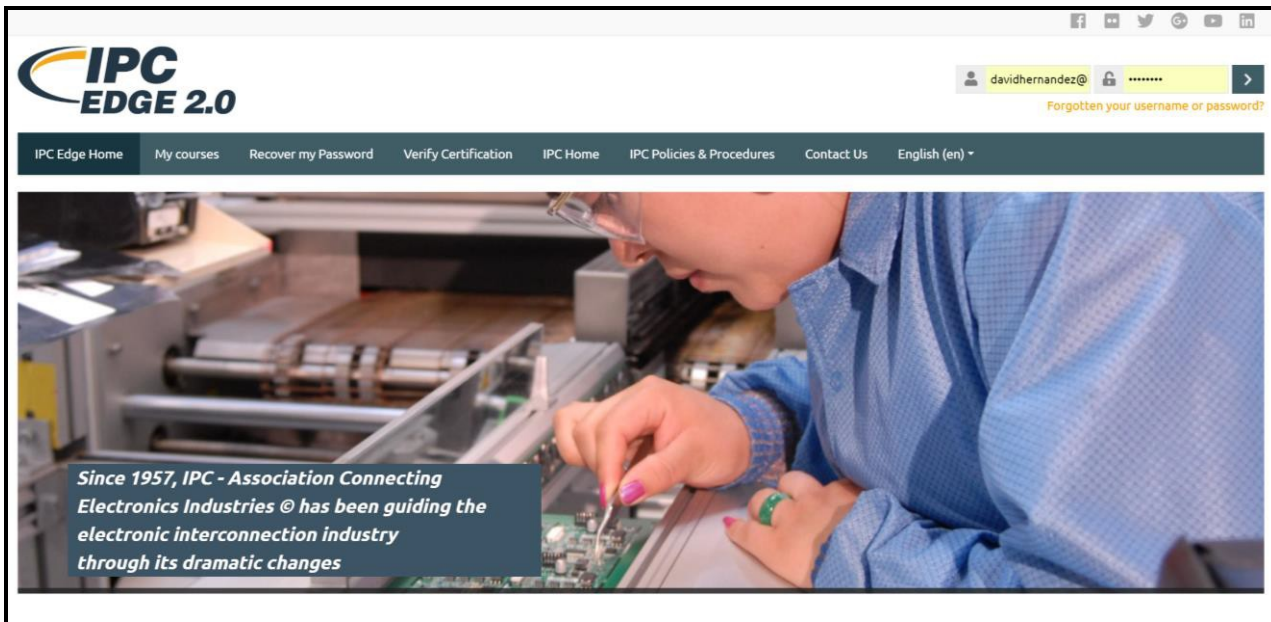
Instructor Section

Online Classes and Exams

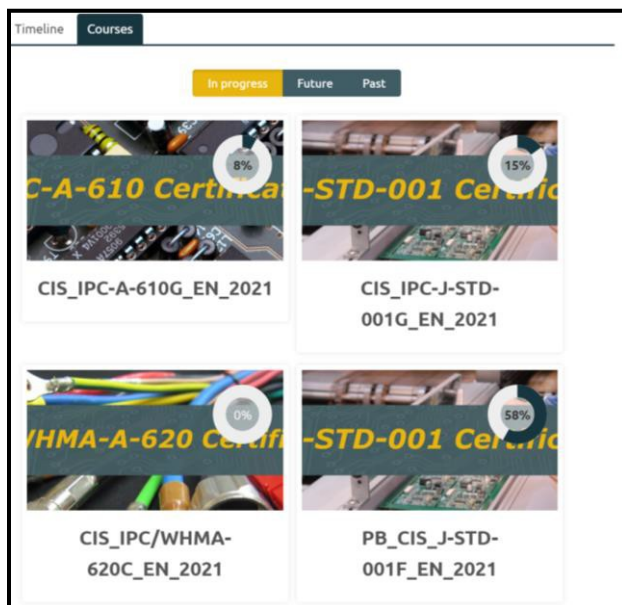
How do I schedule an exam for my whole class?

Before you can schedule an exam, you have to enter a new class in the EDGE 2.0 portal and enroll the students here: <https://certification.ipcedge.org/Account/Login>
Then from there, you can click Take an Online Exam, which will lead you to the new EDGE 2.0 platform as in step 1 below.

- 1) Log into the Edge 2.0 platform at <https://ipcedge.org/>.



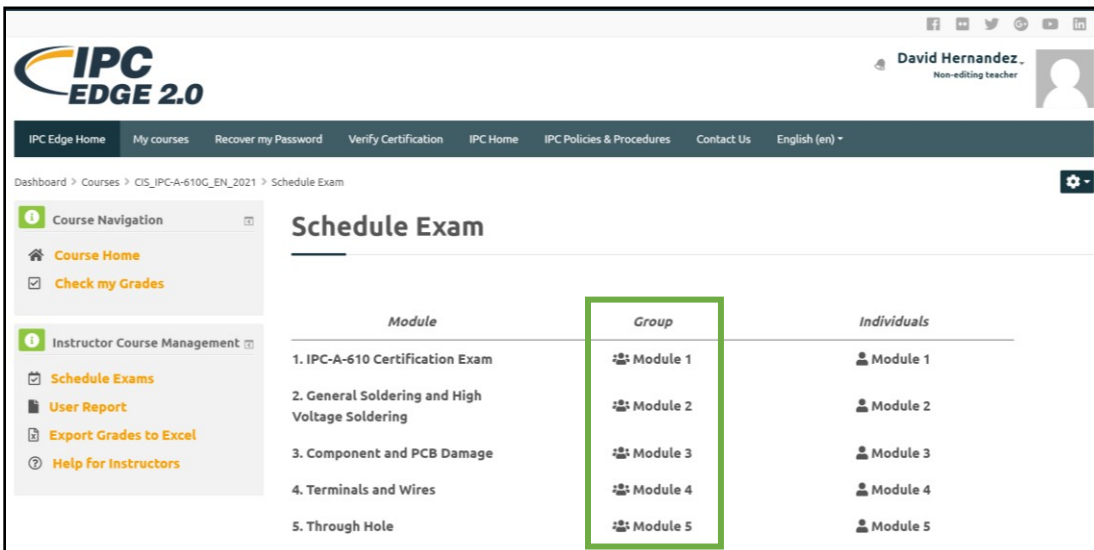
- 2) Select the applicable course from your dashboard.



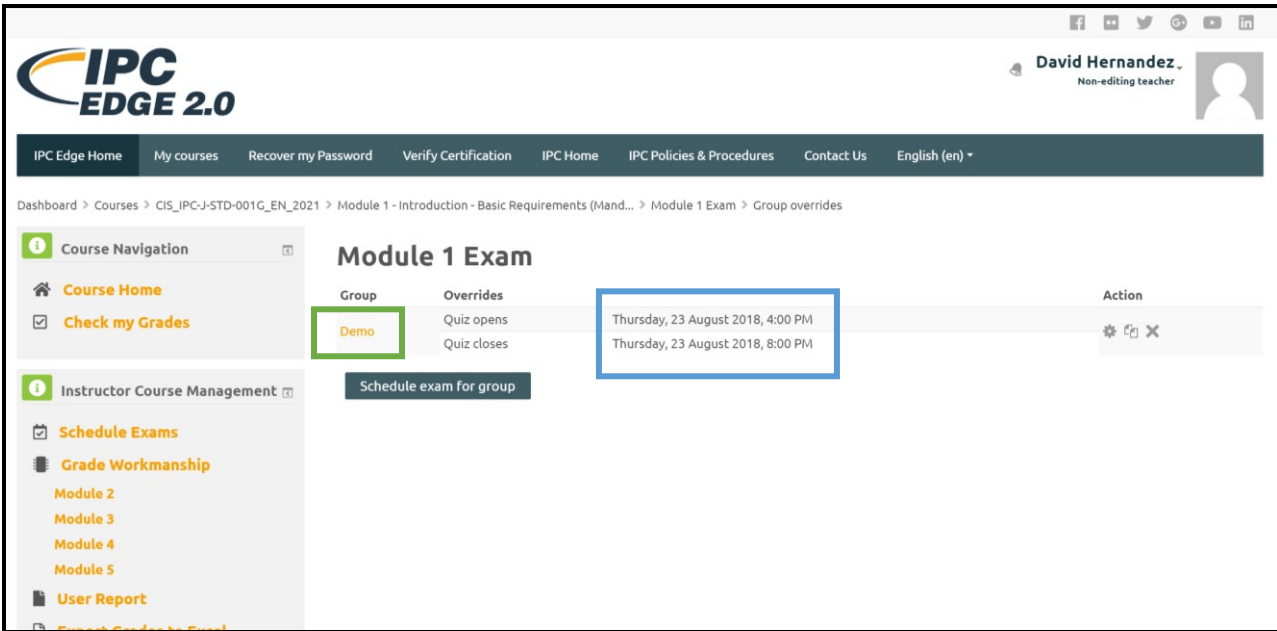
- 3) Select the "Schedule Exams" option in the left menu.



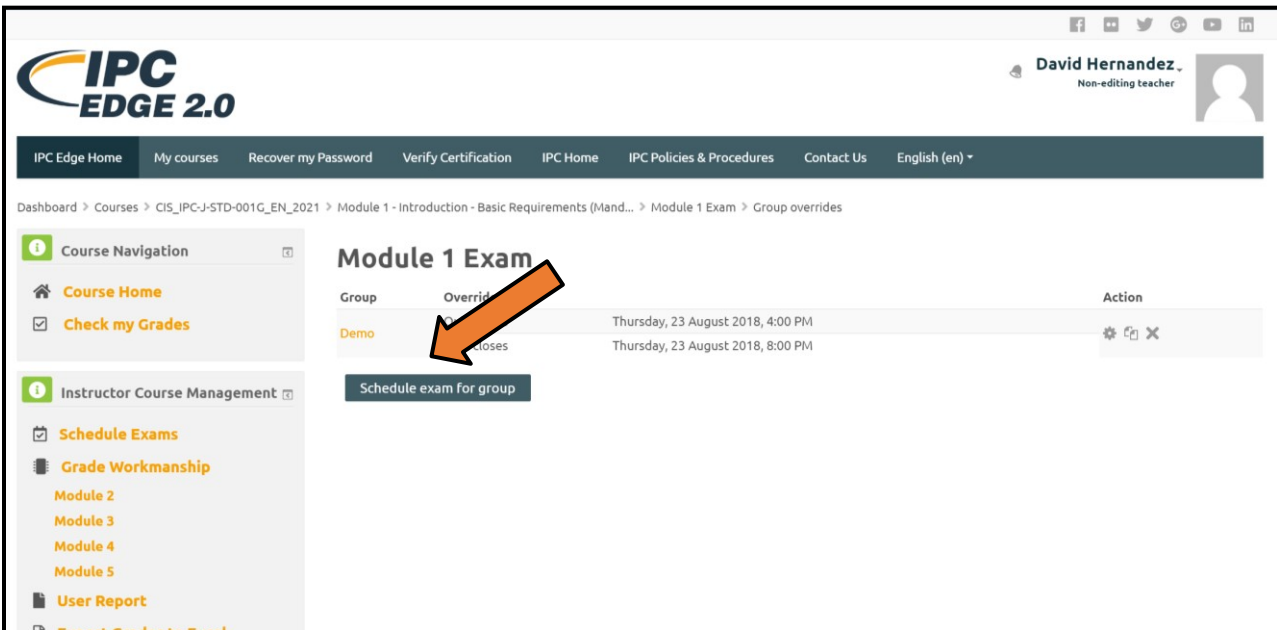
- 4) Each module in the course will have two options. In order to schedule an exam for your whole group, select the corresponding module under the **Group** list.



- 5) This will take you to a screen that will show you any previously scheduled exams for this module. The screen will provide you with information such as the **name of the group** and **the exam start and close date and time**. The information on this screen only apply to exams scheduled for the selected program and module.

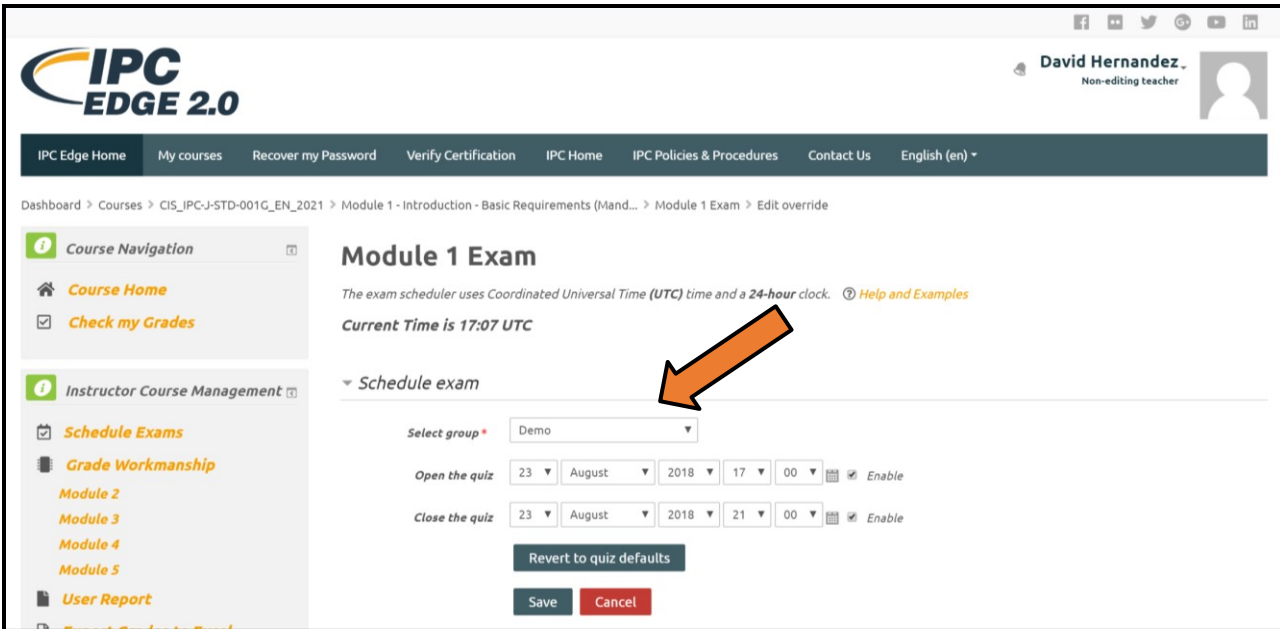


6) Select the “Schedule Exam for Group” button to schedule an exam.

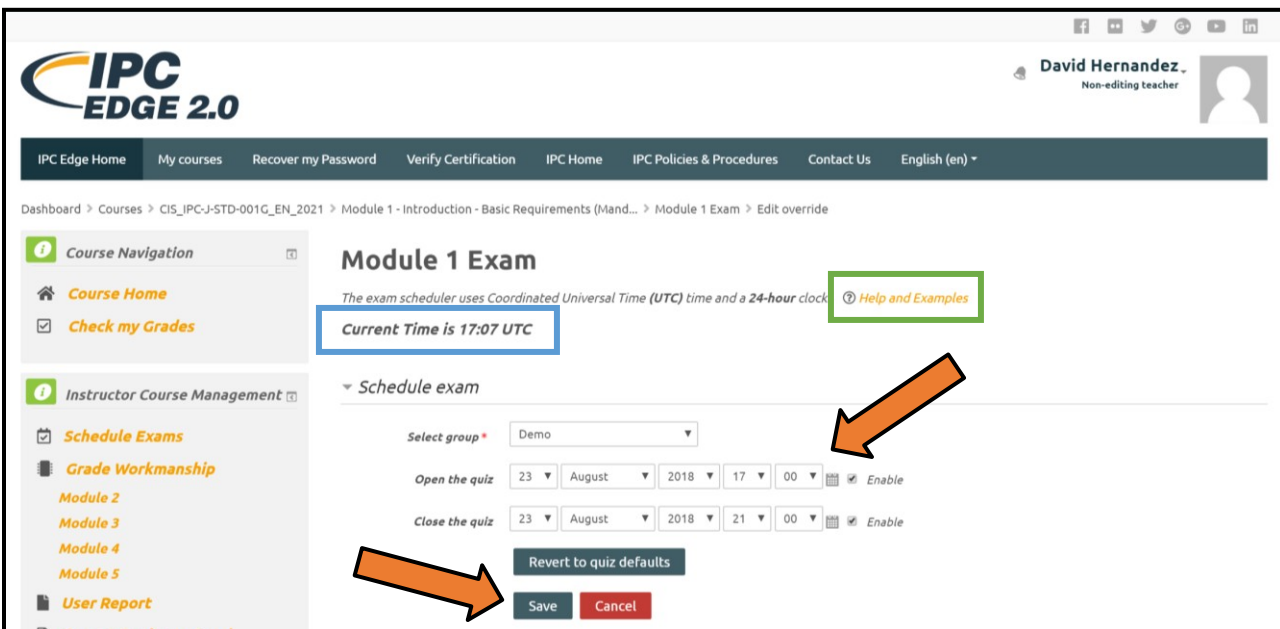


7) When scheduling the exam, first **select the group** for whom you would like to schedule the exam. The drop-down menu will list all of your active groups for the particular certification course.

Note The “Class Identifier” listed on your class details page in the Certification portal must match the group identifier selected on this page in order for your students to have access to the exams.

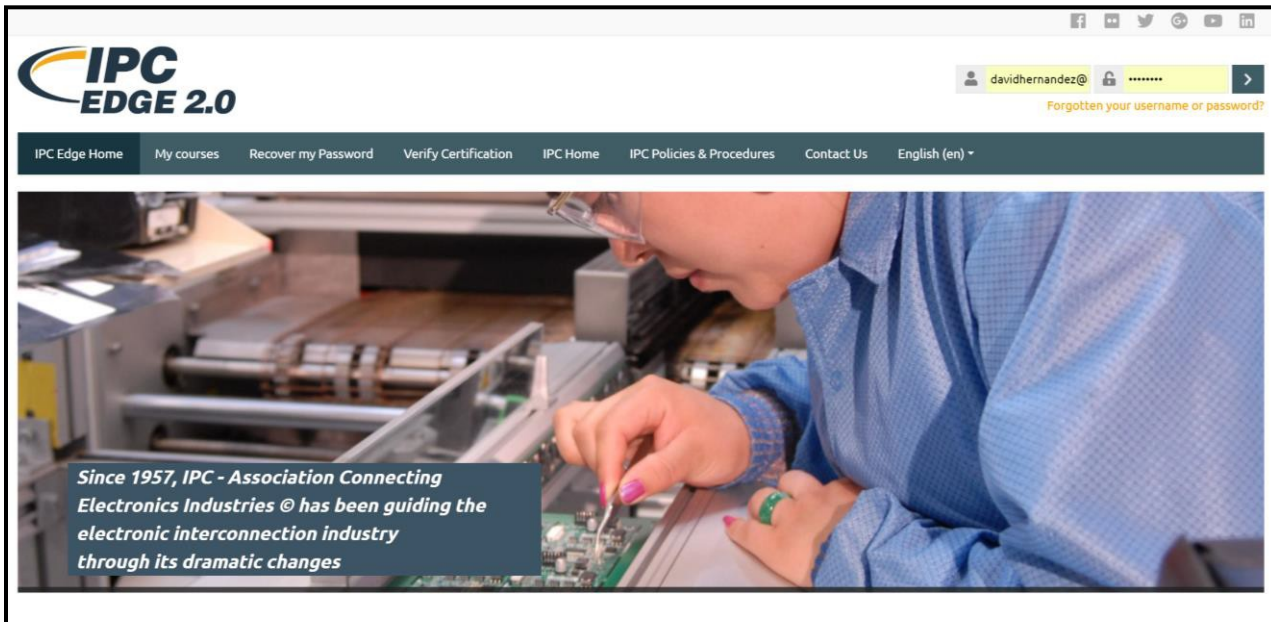


- 8) Then set the appropriate start date and time and closing date and time. Please remember that all times are set to the UTC time zone. The current UTC time is always listed on the schedule exam screen, as seen in the **blue** box below. For additional help converting local time to UTC, please select the “Help and Examples” button located in the **green** box below. Once the date and time are set, please select the “Save” button.

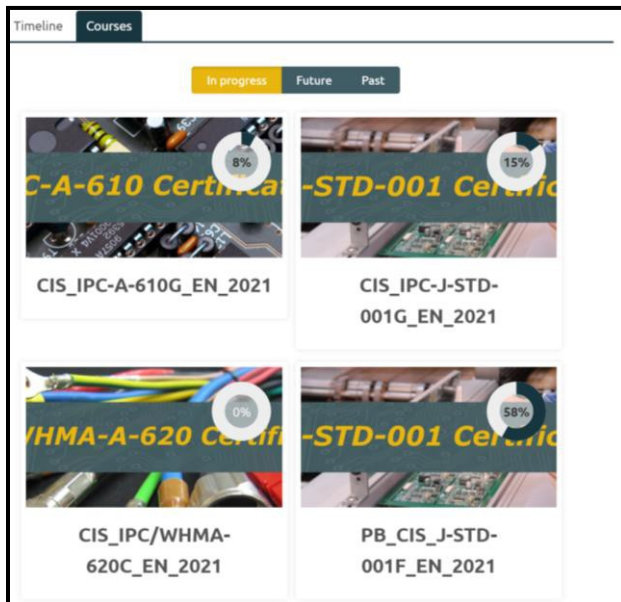


How do I schedule an exam for an individual student?

- 1) Log into the Edge 2.0 platform at <https://ipcedge.org/>.



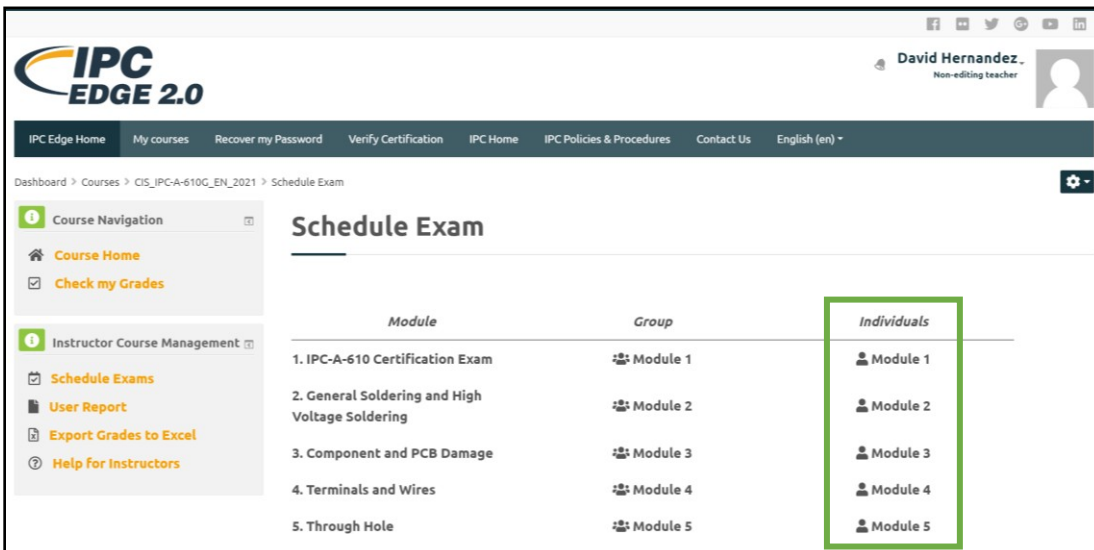
- 2) Select the applicable course from your dashboard.



- 3) Select the "Schedule Exams" option in the left menu.



- 4) Each module in the course will have two options. In order to schedule an exam for you're an individual student, select the corresponding module under the **Individuals** list.



- 5) This will take you to a screen that will show you any previously scheduled exams for this module. The screen will provide you with information such as the **name of the student** and **the exam start and close date and time**. The information on this screen only apply to exams scheduled for the selected program and module.

IPC Edge 2.0

Dashboard > Courses > CIS_IPC-J-STD-001G_EN_2021 > Module 1 - Introduction - Basic Requirements (Mand... > Module 1 Exam > User overrides

Module 1 Exam

User	Overrides	Action
Jose Gonzalez	Quiz opens: No open date Quiz closes: No close date Attempts: Unlimited	[Settings] [Copy] [X]
David Hernandez*	Quiz opens: No open date Quiz closes: No close date Attempts: Unlimited	[Settings] [Copy] [X]
User41 Lastname4	Quiz opens: Thursday, 23 August 2018, 4:00 PM Quiz closes: Thursday, 23 August 2018, 5:00 PM	[Settings] [Copy] [X]

Users marked with * have other pre-requisites pending in this course. For example, an exam or workmanship in a previous module. The availability of this exam on the set date and time is subject to the completion of those pre-requisites.

Schedule exam for user

Individual's whose name appears greyed-out, as in the green box below, do not currently meet the prerequisites to active the exam. Instructors may schedule the exams for students who do not meet the prerequisites, but the student will not be able to begin the exam until the scheduled date and time, and only if they have completed all prerequisites.

IPC Edge 2.0

Dashboard > Courses > CIS_IPC-J-STD-001G_EN_2021 > Module 1 - Introduction - Basic Requirements (Mand... > Module 1 Exam > User overrides

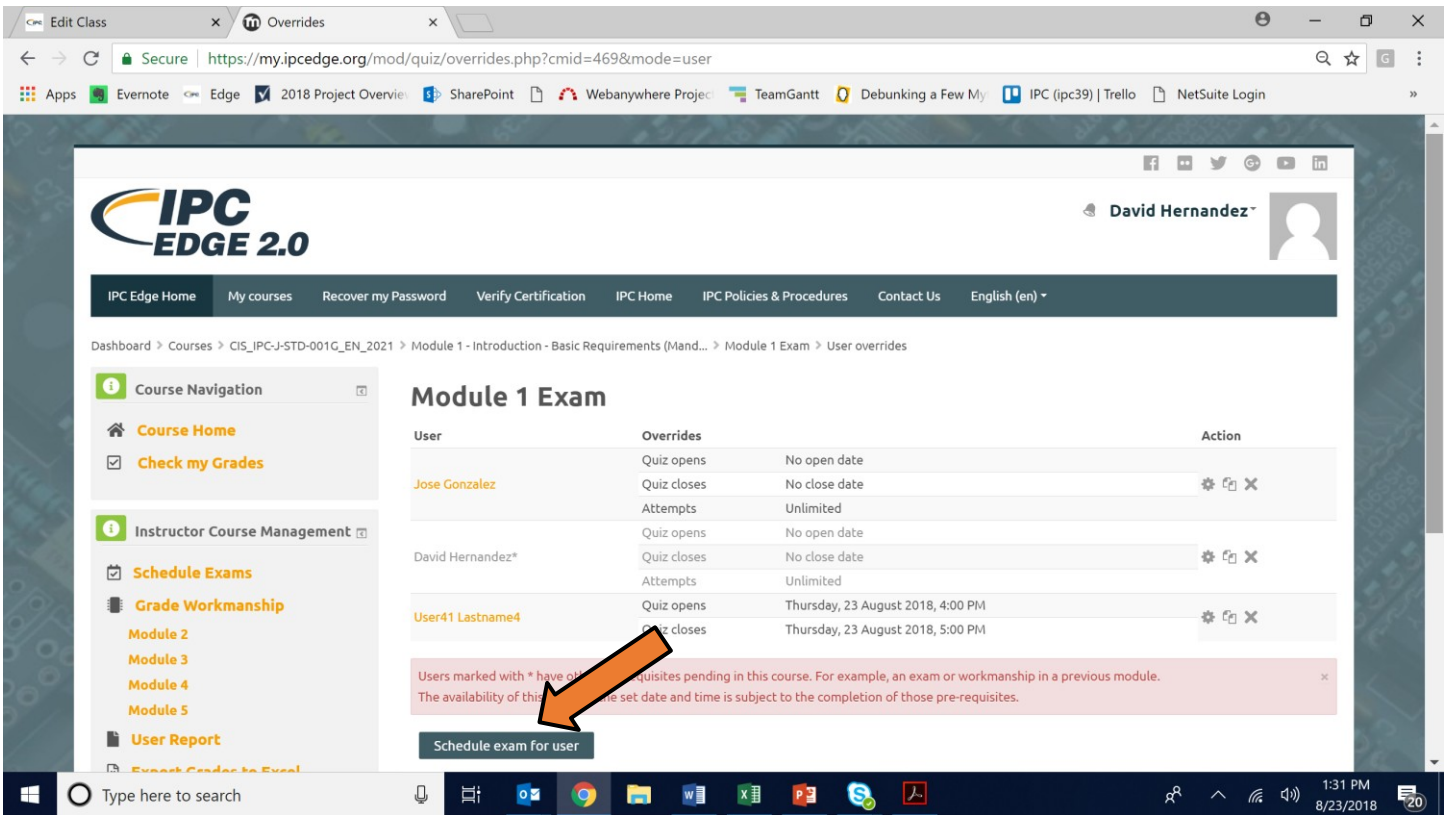
Module 1 Exam

User	Overrides	Action
Jose Gonzalez	Quiz opens: No open date Quiz closes: No close date Attempts: Unlimited	[Settings] [Copy] [X]
David Hernandez*	Quiz opens: No open date Quiz closes: No close date Attempts: Unlimited	[Settings] [Copy] [X]
User41 Lastname4	Quiz opens: Thursday, 23 August 2018, 4:00 PM Quiz closes: Thursday, 23 August 2018, 5:00 PM	[Settings] [Copy] [X]

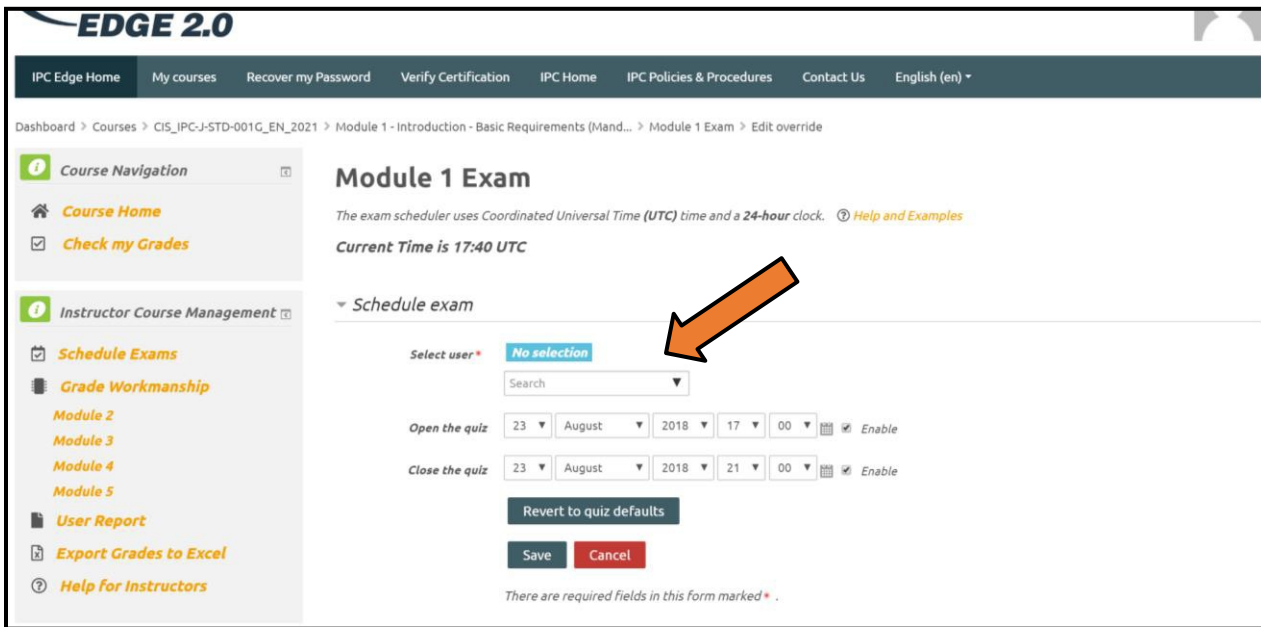
Users marked with * have other pre-requisites pending in this course. For example, an exam or workmanship in a previous module. The availability of this exam on the set date and time is subject to the completion of those pre-requisites.

Schedule exam for user

6) Select the “Schedule Exam for User” button to schedule an exam.



7) When scheduling the exam, first select the name of the individual for whom you would like to schedule the exam. The drop-down menu will list all of your active students for the particular certification course. You can also begin typing in the student’s name in the field provided to narrow down the list of students.



8) Then set the appropriate start date and time and closing date and time. Please remember that all times are set to the UTC time zone. The current UTC time is always listed on the schedule exam screen, as seen in the blue

box below. For additional help converting local time to UTC, please select the “Help and Examples” button located in the green box below. Once the date and time are set, please select the “Save” button.

EDGE 2.0

IPC Edge Home | My courses | Recover my Password | Verify Certification | IPC Home | IPC Policies & Procedures | Contact Us | English (en)

Dashboard > Courses > CIS_IPC-J-STD-001C_EN_2021 > Module 1 - Introduction - Basic Requirements (Mand... > Module 1 Exam > Edit override

Module 1 Exam

The exam scheduler uses Coordinated Universal Time (UTC) time and a 24-hour clock. [Help and Examples](#)

Current Time is 17:40 UTC

Schedule exam

Select user* **No selection**
Search

Open the quiz 23 August 2018 17 00 Enable

Close the quiz 23 August 2018 21 00 Enable

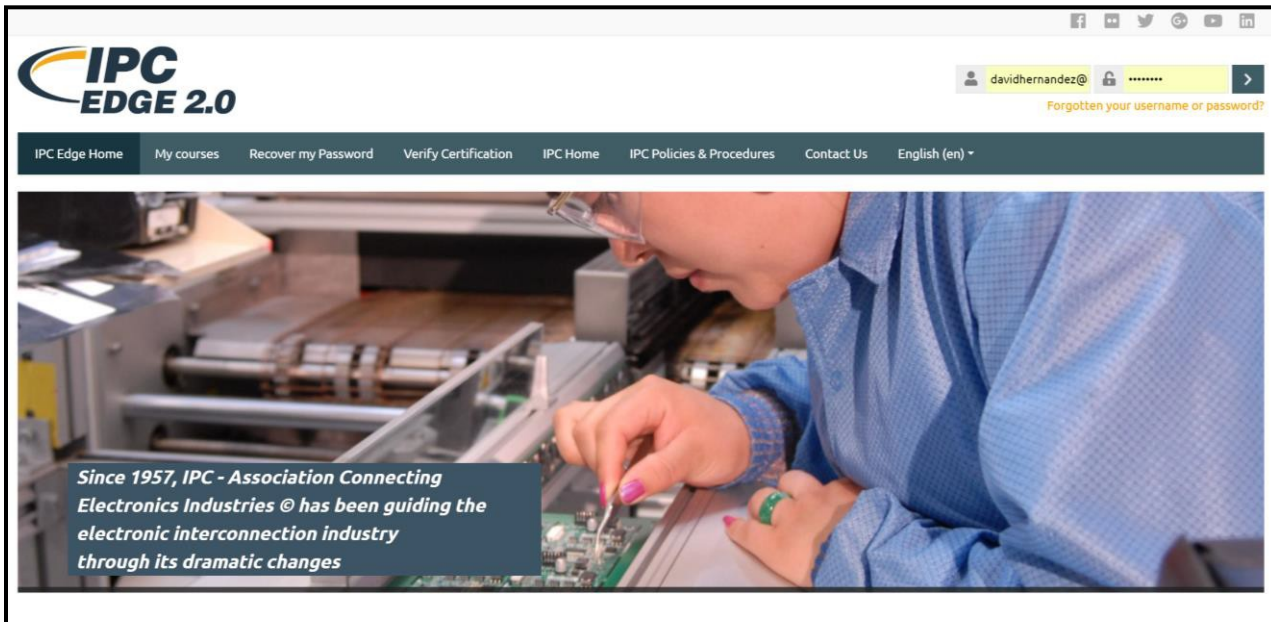
Revert to quiz defaults

Save Cancel

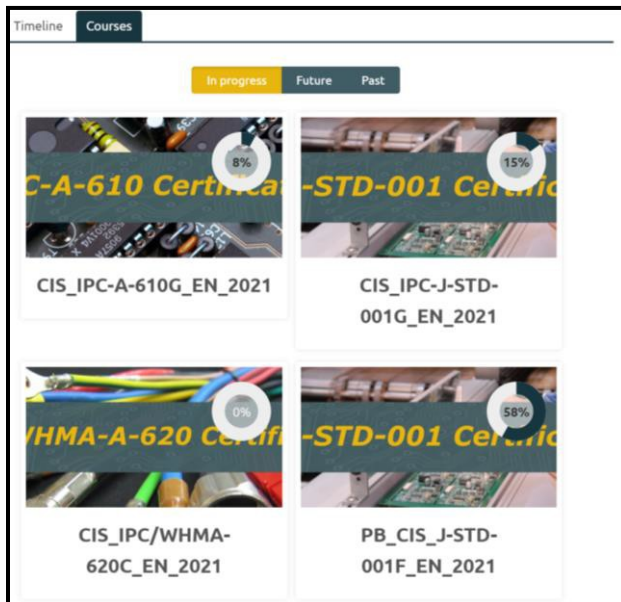
There are required fields in this form marked *.

How do I enter workmanship scores?

- 1) Log into the Edge 2.0 platform at <https://ipcedge.org/>.



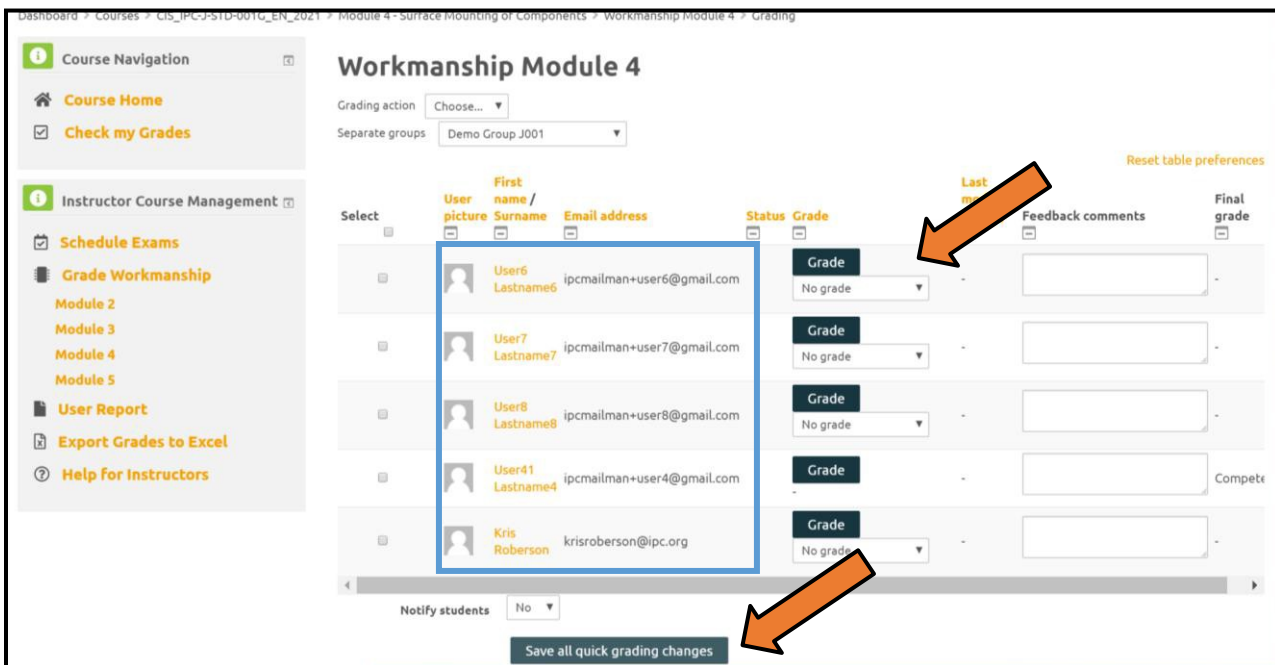
- 2) Select the applicable course from your dashboard.



- 3) Select the desired module under the “Grade Workmanship” section of the Instructor Course Management Menu.



- 4) The next screen contains a list of students and their email addresses. Next to each student is a grade drop down. The drop-down box defaults to “No Grade” and can be changes to “Competent” for students that have successfully completed the workmanship assessment, and “Not Competent” for students that failed the workmanship assessment. When done entering grade, select the “Save All Quick Grading Changes” button to save the grades.



- 5) The gradebook also contains an optional Feedback field. If you would like to leave comments for your students about their workmanship assessment, please feel free to add those comments in the Feedback field. Students will have access to these comments when they log in to their account.

Dashboard > Courses > Cis_IPC-STU-0010_EN_2021 > Module 4 - Surface Mounting of Components > Workmanship Module 4 > Grading

Course Navigation

- [Course Home](#)
- [Check my Grades](#)

Instructor Course Management

- [Schedule Exams](#)
- [Grade Workmanship](#)
- Module 2
- Module 3
- Module 4
- Module 5
- [User Report](#)
- [Export Grades to Excel](#)
- [Help for Instructors](#)

Workmanship Module 4

Grading action: Choose...

Separate groups: Demo Group J001

[Reset table preferences](#)

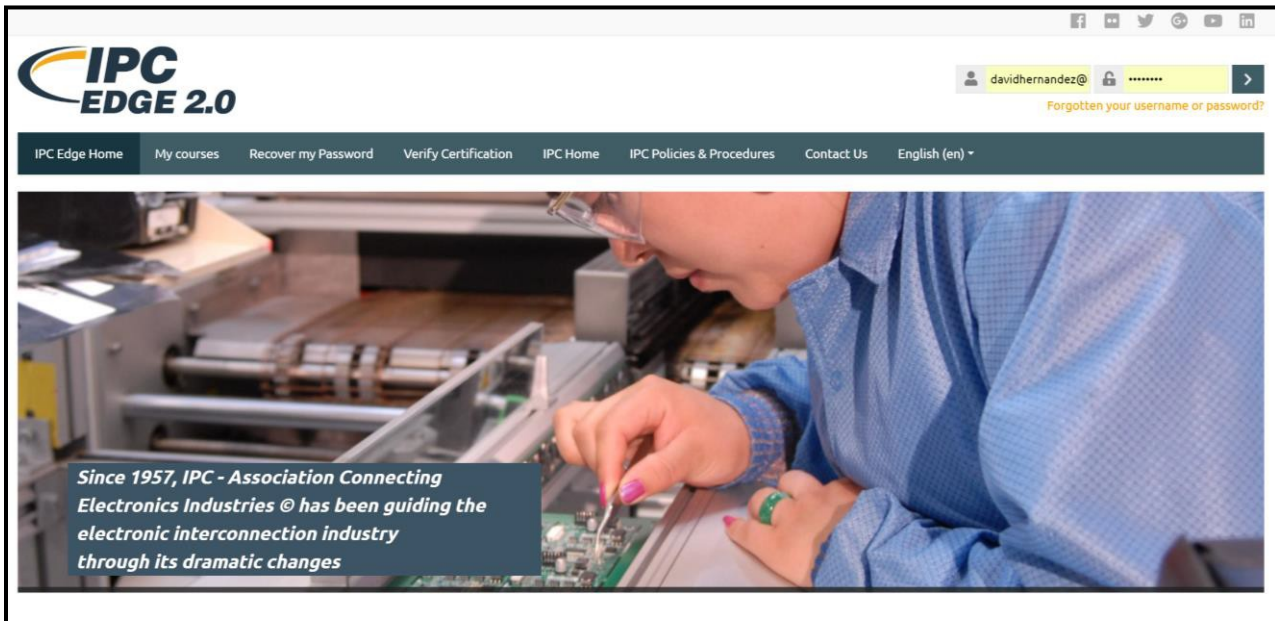
Select	User picture	First name / Surname	Email address	Status	Grade	Last modified (grade)	Feedback comments	Grade
<input type="checkbox"/>		User6 Lastname6	ipcmailman+user6@gmail.com		Grade No grade	-	<input type="text"/>	-
<input type="checkbox"/>		User7 Lastname7	ipcmailman+user7@gmail.com		Grade No grade	-	<input type="text"/>	-
<input type="checkbox"/>		User8 Lastname8	ipcmailman+user8@gmail.com		Grade No grade	-	<input type="text"/>	-
<input type="checkbox"/>		User41 Lastname4	ipcmailman+user4@gmail.com		Grade	-	<input type="text"/>	Compete
<input type="checkbox"/>		Kris Roberson	krisroberson@ipc.org		Grade No grade	-	<input type="text"/>	-

Notify students: No

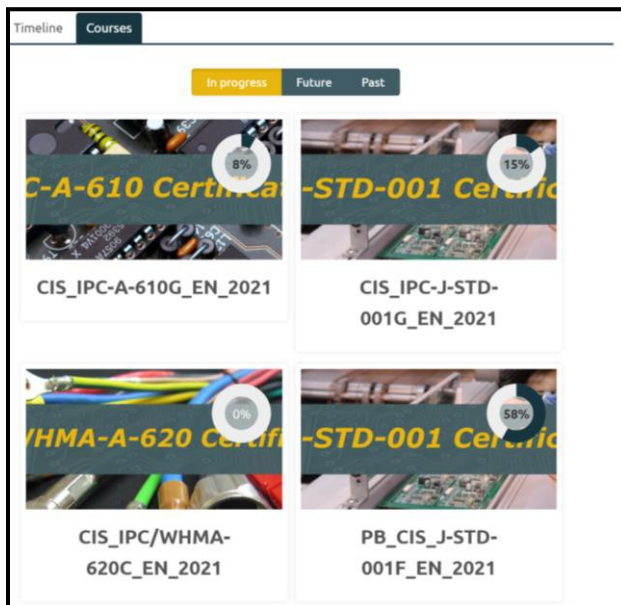
[Save all quick grading changes](#)

How do I review my students progress?

- 1) Log into the Edge 2.0 platform at <https://ipcedge.org/>.



- 2) Select the applicable course from your dashboard.



- 3) Select the User Report option from the Instructor Course Management Menu.

- 4) This will generate a view of all the students in your group. The area highlighted in the orange box contains the grades that have earned for each assessment in the course. The range of 0 or 1 for some items, such as the Enhanced Policies and Procedures, is used to indicate to the instructor completion of the training component. Otherwise

Grade item	Grade	Range	Feedback
CIS_IPC-J-STD-001G_EN_2021			
IPC Enhanced Policies and Procedures	-	0-1	
IPC Enhanced Policies and Procedures Exam	100.00	0-100	
Module 1 Exam	100.00	0-100	
Module 2 Exam	99.00	0-100	
Workmanship Module 2	-	Not yet competent-Competent	Need to practice a bit more.
Module 3 Exam	90.00	0-100	
Workmanship Module 3	-	Not yet competent-Competent	
Module 4 Exam	85.00	0-100	
Workmanship Module 4	Competent	Not yet competent-Competent	
Module 5 Exam	93.50	0-100	
Workmanship Module 5	-	Not yet competent-Competent	

If a student has earned a certification, the certification number, and the date of completion are viewable in the User Report. Please see the green box below. If you have left feedback to the student, this information is also viewable in the user report. Please see the purple box below.

User report

View Scales Letters Import Export

Single view **User report**

Separate groups Demo Select all or one user All users (1)

User report - User41 Lastname4 View report as User

Certificate Code: **J0015-18072628425** granted on 25 April 2018

Grade item	Grade	Range	Feedback
CIS_IPC-J-STD-001G_EN_2021			
IPC Enhanced Policies and Procedures	-	0-1	
IPC Enhanced Policies and Procedures Exam	100.00	0-100	
Module 1 Exam	100.00	0-100	
Module 2 Exam	99.00	0-100	
Workmanship Module 2	-	Not yet competent-Competent	Need to practice a bit more.
Module 3 Exam	90.00	0-100	
Workmanship Module 3	-	Not yet competent-Competent	
Module 4 Exam	85.00	0-100	
Workmanship Module 4	Competent	Not yet competent-Competent	
Module 5 Exam	93.50	0-100	
Workmanship Module 5	-	Not yet competent-Competent	

If you would like to see the user report for another group (in the same course), please use the drop-down menu next to the "Separate Groups" indicator as seen below.

User report

View Scales Letters Import Export

Single view **User report**

Separate groups Demo Select all or one user All users (1)

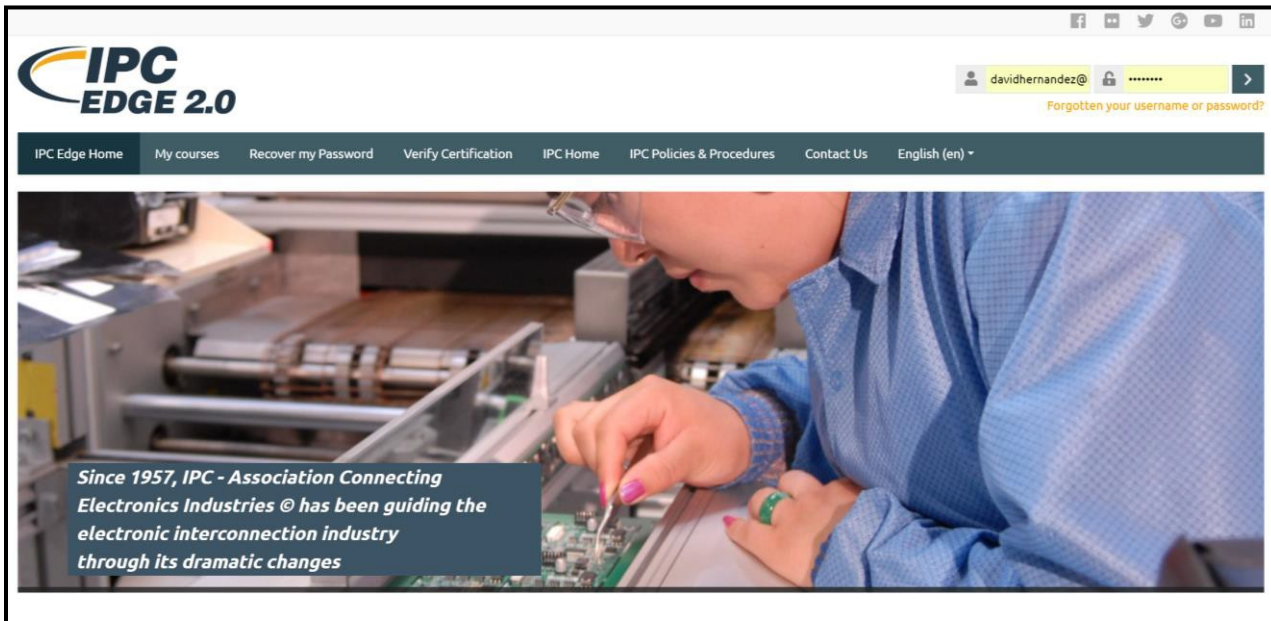
User report - User41 Lastname4 View report as User

Certificate Code: **J0015-18072628425** granted on 25 April 2018

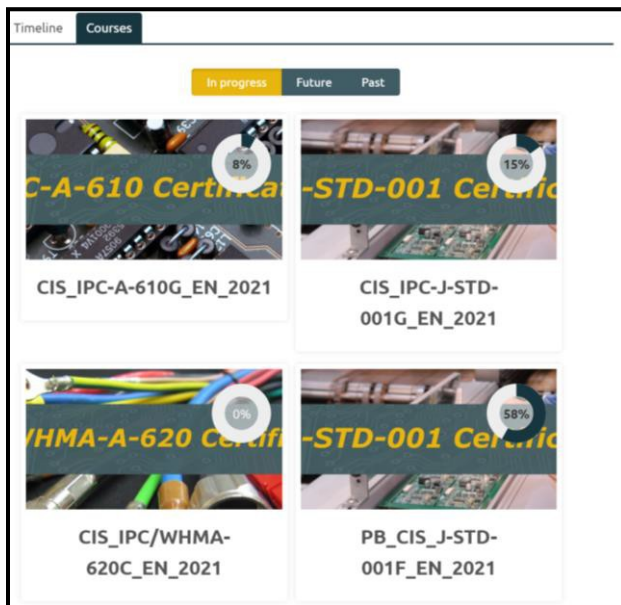
Grade item	Grade	Range	Feedback
CIS_IPC-J-STD-001G_EN_2021			
IPC Enhanced Policies and Procedures	-	0-1	
IPC Enhanced Policies and Procedures Exam	100.00	0-100	
Module 1 Exam	100.00	0-100	
Module 2 Exam	99.00	0-100	
Workmanship Module 2	-	Not yet competent-Competent	Need to practice a bit more.
Module 3 Exam	90.00	0-100	
Workmanship Module 3	-	Not yet competent-Competent	
Module 4 Exam	85.00	0-100	
Workmanship Module 4	Competent	Not yet competent-Competent	
Module 5 Exam	93.50	0-100	
Workmanship Module 5	-	Not yet competent-Competent	

How do I export my student's grades?

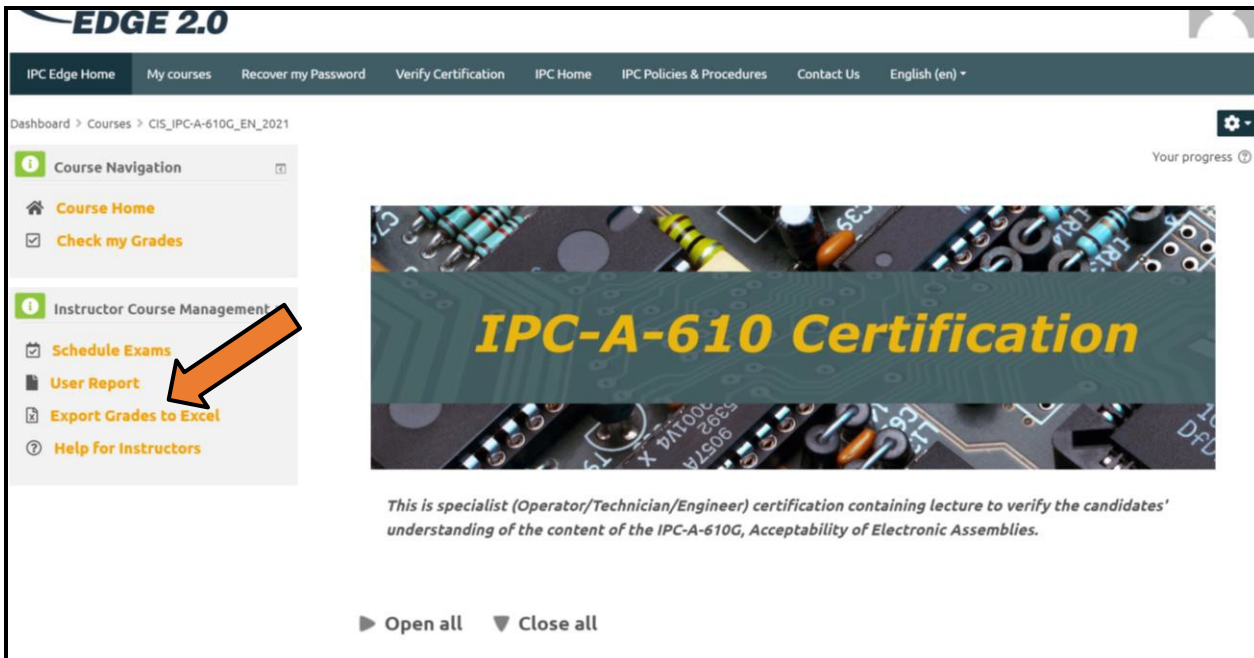
- 1) Log into the Edge 2.0 platform at <https://ipcedge.org/>.



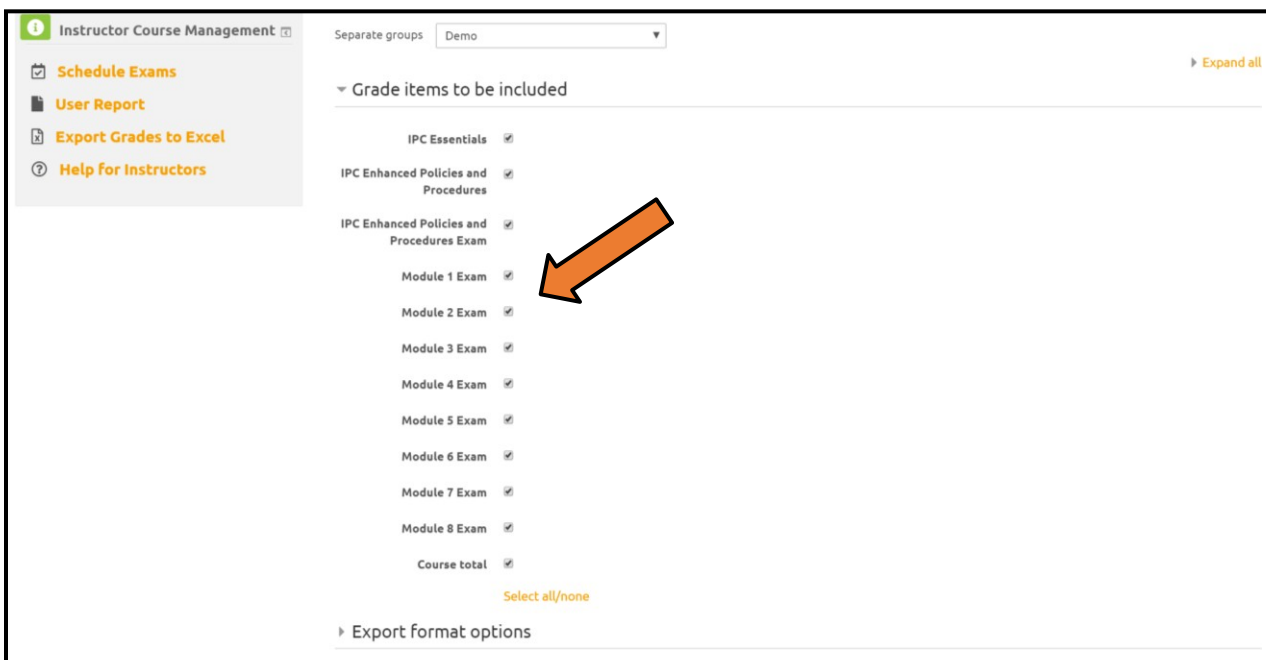
- 2) Select the applicable course from your dashboard.



- 3) Select the Export Grades in Excel option from the Instructor Course Management Menu.



4) Select which items to include in the report. The system defaults to selecting all the items available.



5) Modify any of the format options you would like for the report, then select the “download” link.

Module 3 Exam

Module 4 Exam

Module 5 Exam

Module 6 Exam

Module 7 Exam

Module 8 Exam

Course total

[Select all/none](#)

Export format options

Include feedback in export

Grade export display types Real Percentage Letter

Grade export decimal points

[Download](#)

IPC is giving the Electronics Industry

Verify certificate

Enter certificate code to verify:

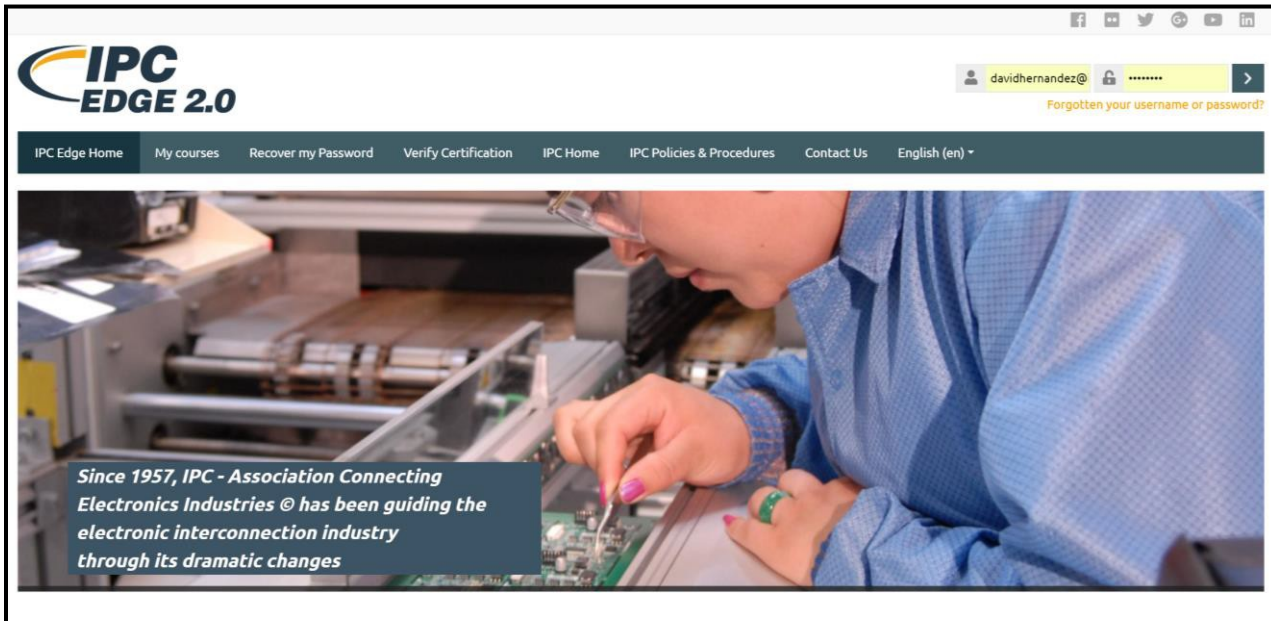
IPC Home

Contact Us

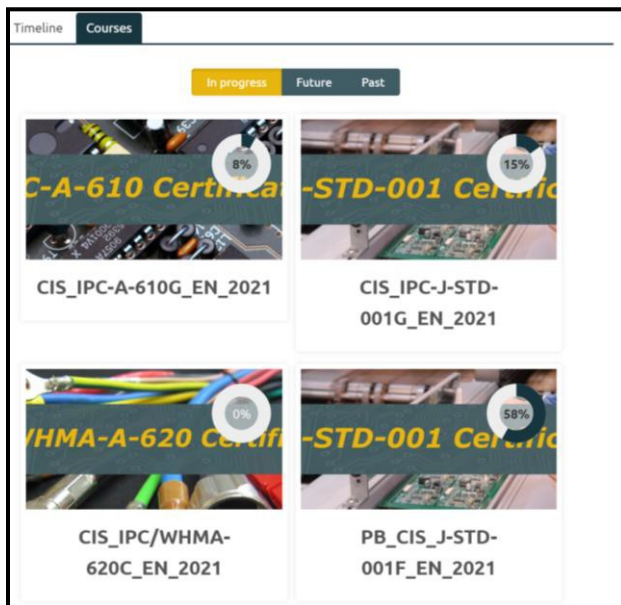


How do I download paper assessments?

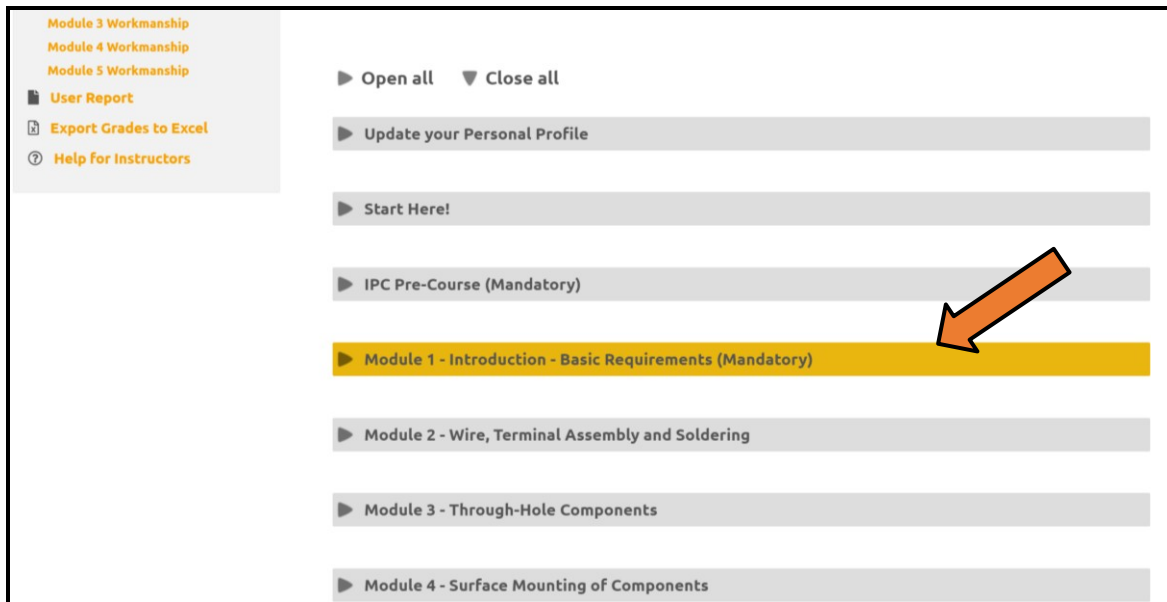
- 1) Log into the Edge 2.0 platform at <https://ipcedge.org/>.



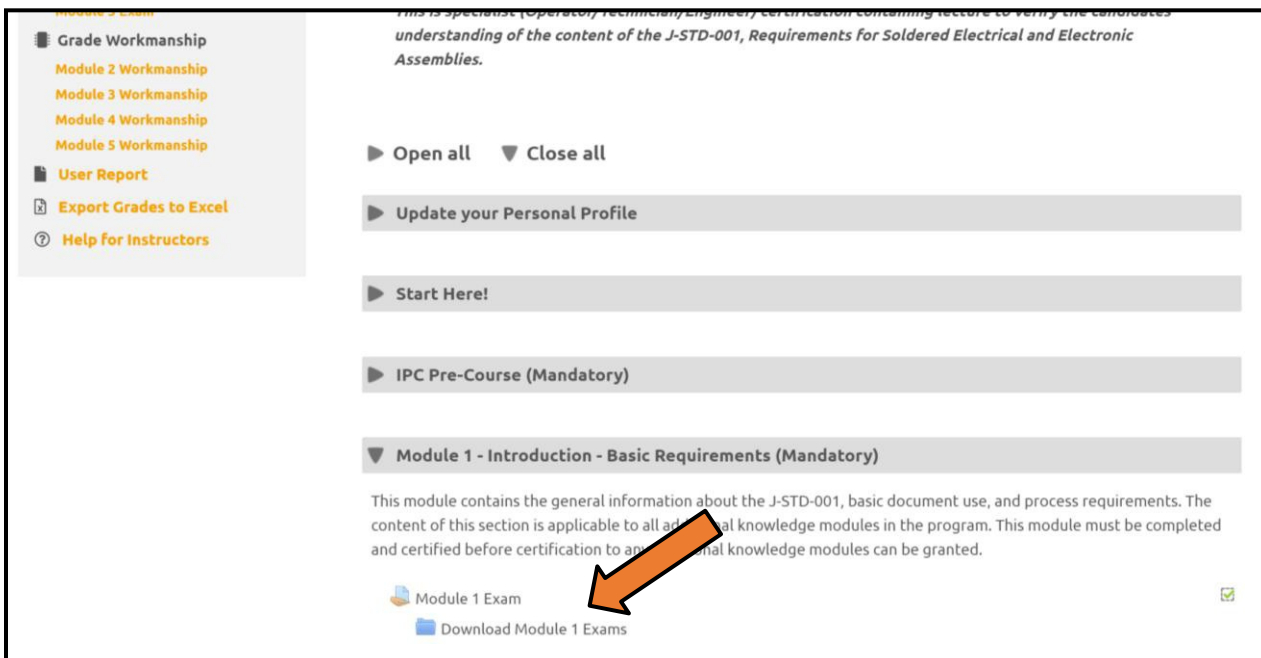
- 2) Select the applicable course from your dashboard.



- 3) Select the desired Module from the module list in the main section of the screen.



4) Select the “Download Module X Exams” button.



5) Select the PDF files you would like to download. Please note that there are two types of files on this list. The first type are the exams and answer sheets. There are multiple versions of each exam available in the system. Each version has a corresponding answer sheet on the last page. The second set of files are the student answer sheets. These are blank answer sheets that can be reproduced and provided to the students to complete their offline exams.

Course Navigation

- Course Home
- Check my Grades

Instructor Course Management

- Grade Exams
 - P&P Exam
 - Module 1 Exam
 - Module 2 Exam
 - Module 3 Exam
 - Module 4 Exam
 - Module 5 Exam
- Grade Workmanship

Download Module 1 Exams

- J001F CIS Module 1 Test – Version 1.pdf
- J001F CIS Module 1 Test – Version 2.pdf
- Student_answer_sheet_A4_Size.pdf
- Student_answer_sheet_Paper_Size.pdf



Download folder

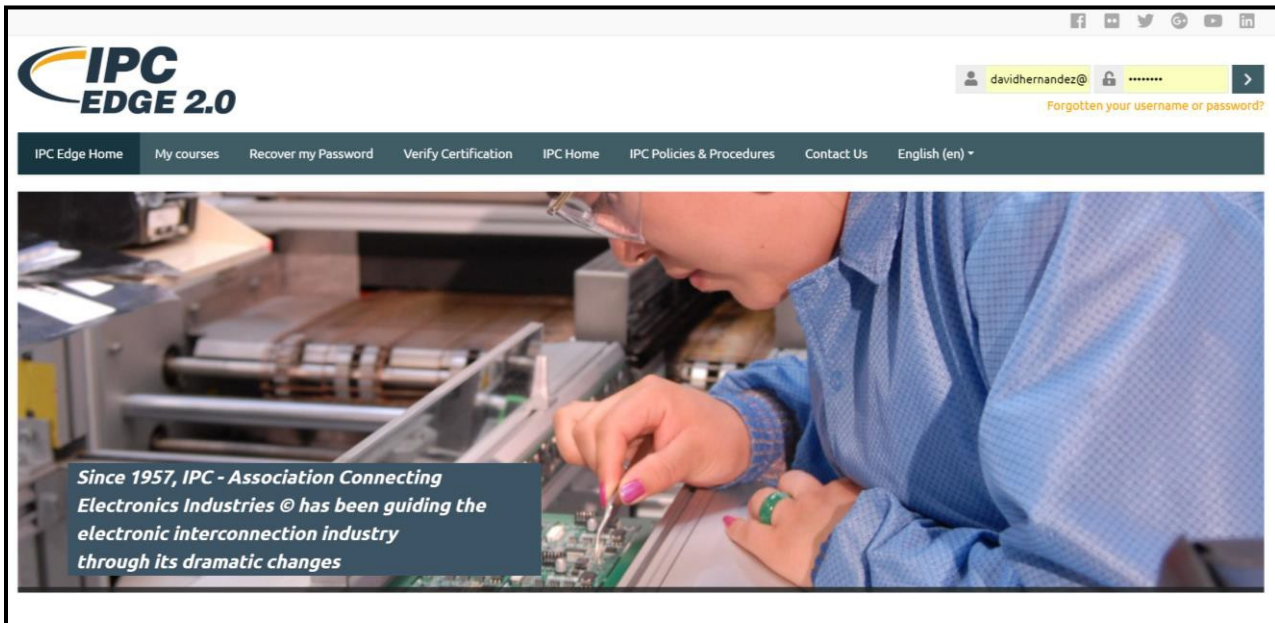
◀ Module 1 Exam

Jump to... [dropdown menu]

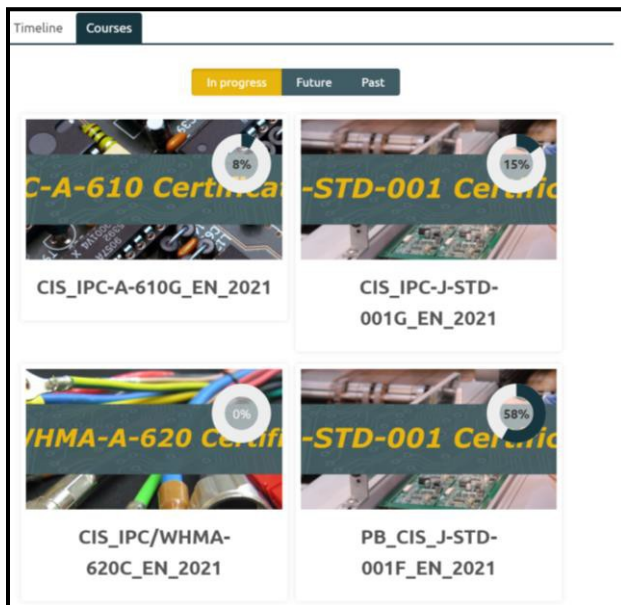
Module 2 Exam ▶

How do I enter the scores for the Enhanced Policies and Procedures or module exam?

- 1) Log into the Edge 2.0 platform at <https://ipcedge.org/>.



- 2) Select the applicable course from your dashboard.



- 3) Select the desired Module from the Instructor Course Management Menu.



- 4) The next screen contains a list of students and their email addresses. Next to each student is a grade field. Enter the numerical grade for each student's exam. When done entering grade, select the "Save All Quick Grading Changes" button to save the grades.

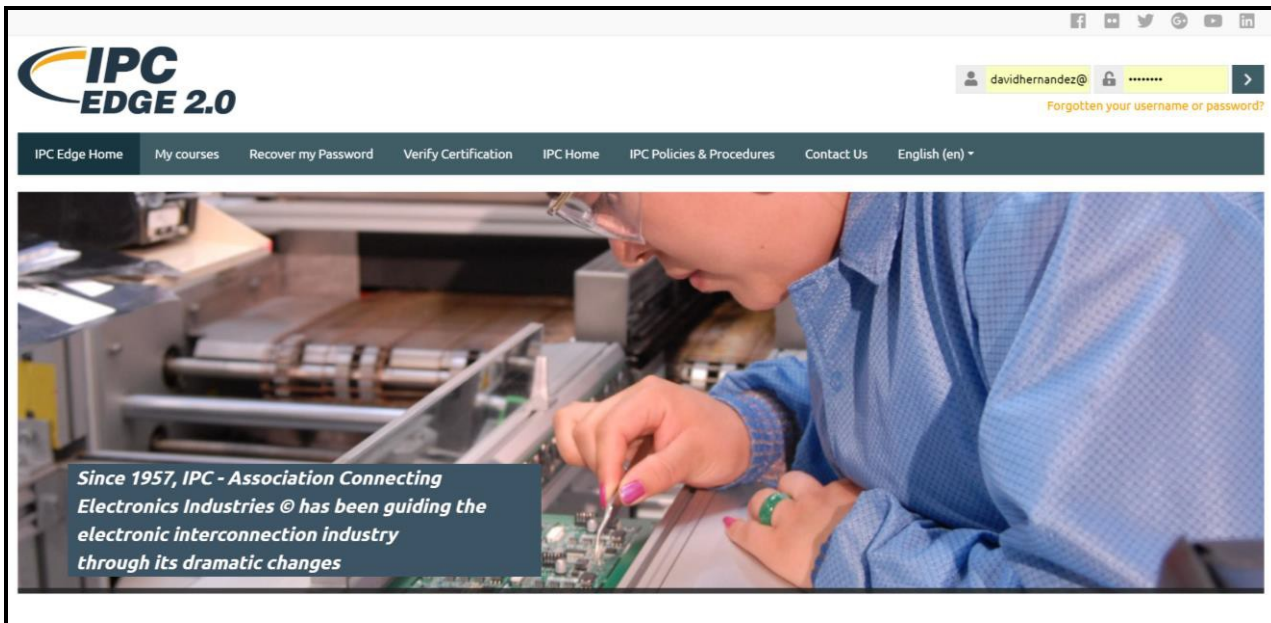


The gradebook also contains an optional Feedback field. If you would like to leave comments for your students about their exam results, please feel free to add those comments in the Feedback field. Students will have access to these comments when they log in to their account.

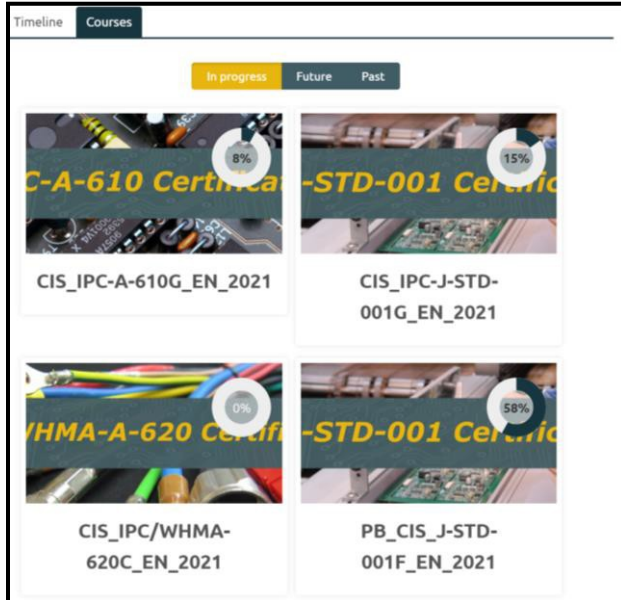
How do I download the IPC Essentials e-learning course for offline viewing?

Note: Not required for CIS students

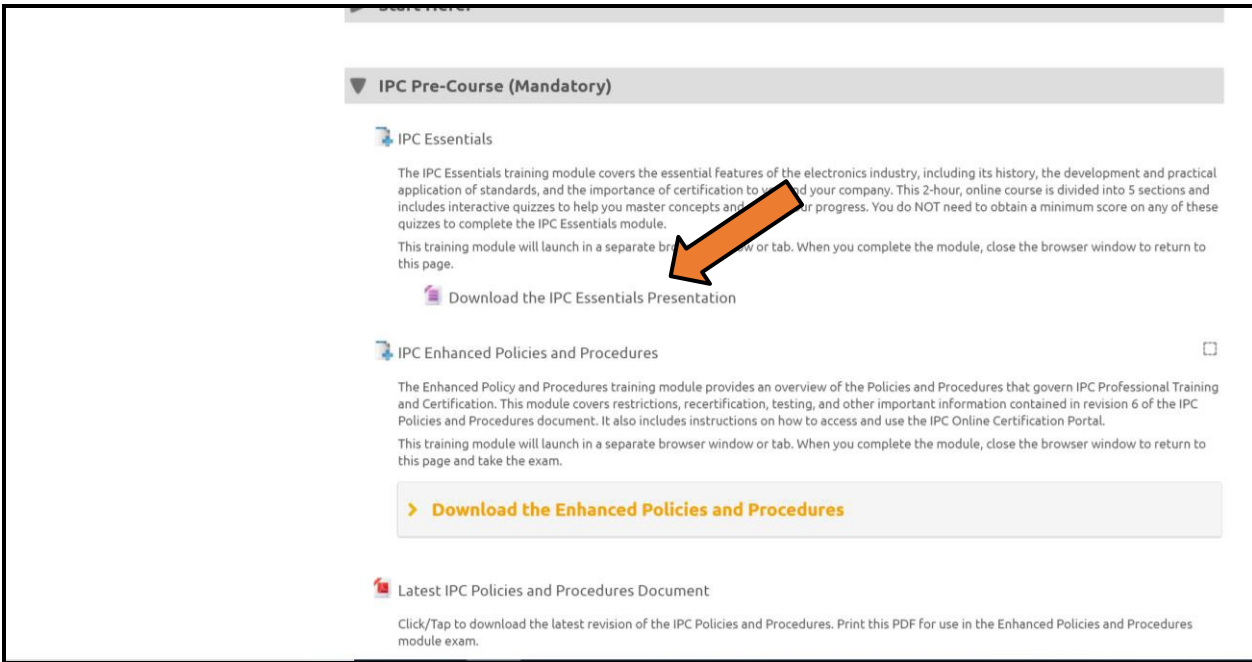
- 1) Log into the Edge 2.0 platform at <https://ipcedge.org/>.



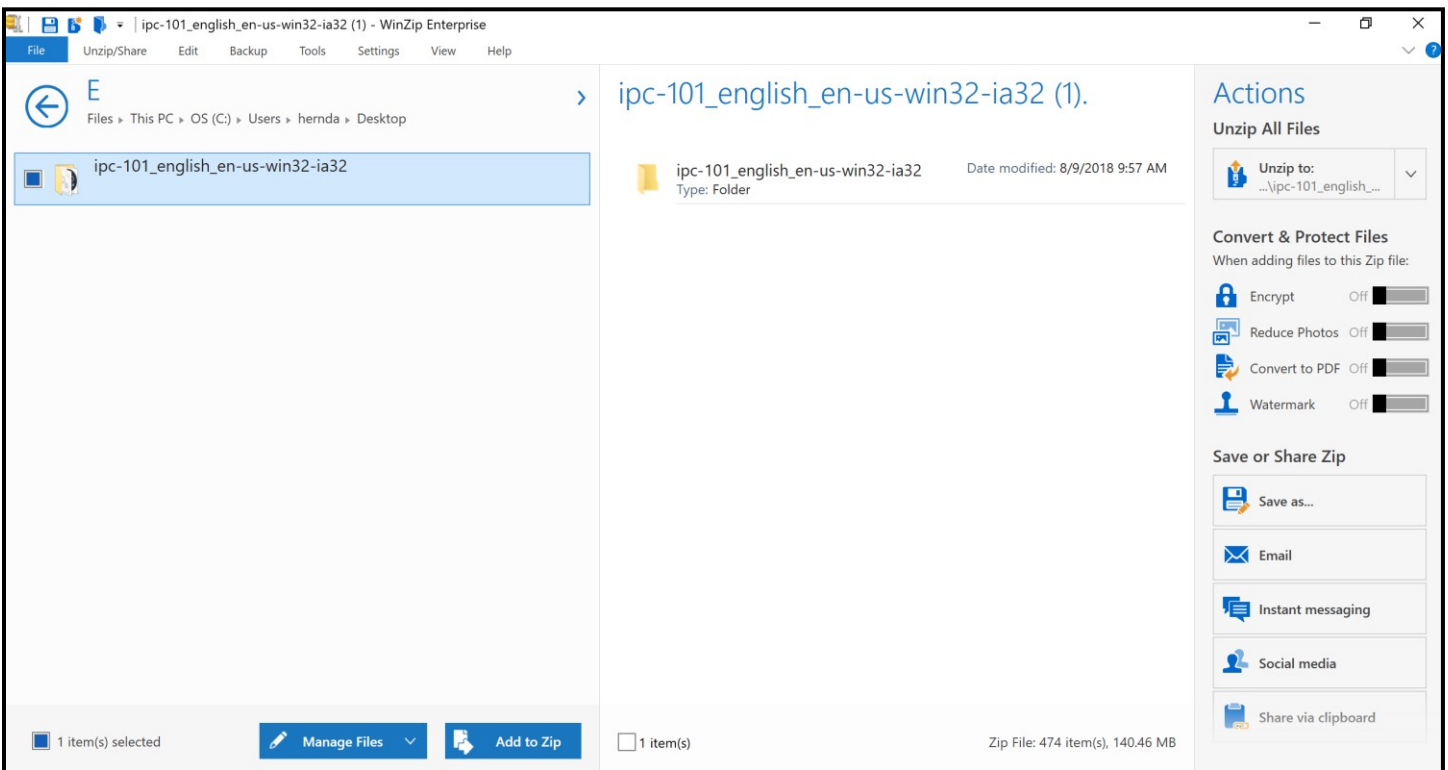
- 2) Select the applicable course from your dashboard.



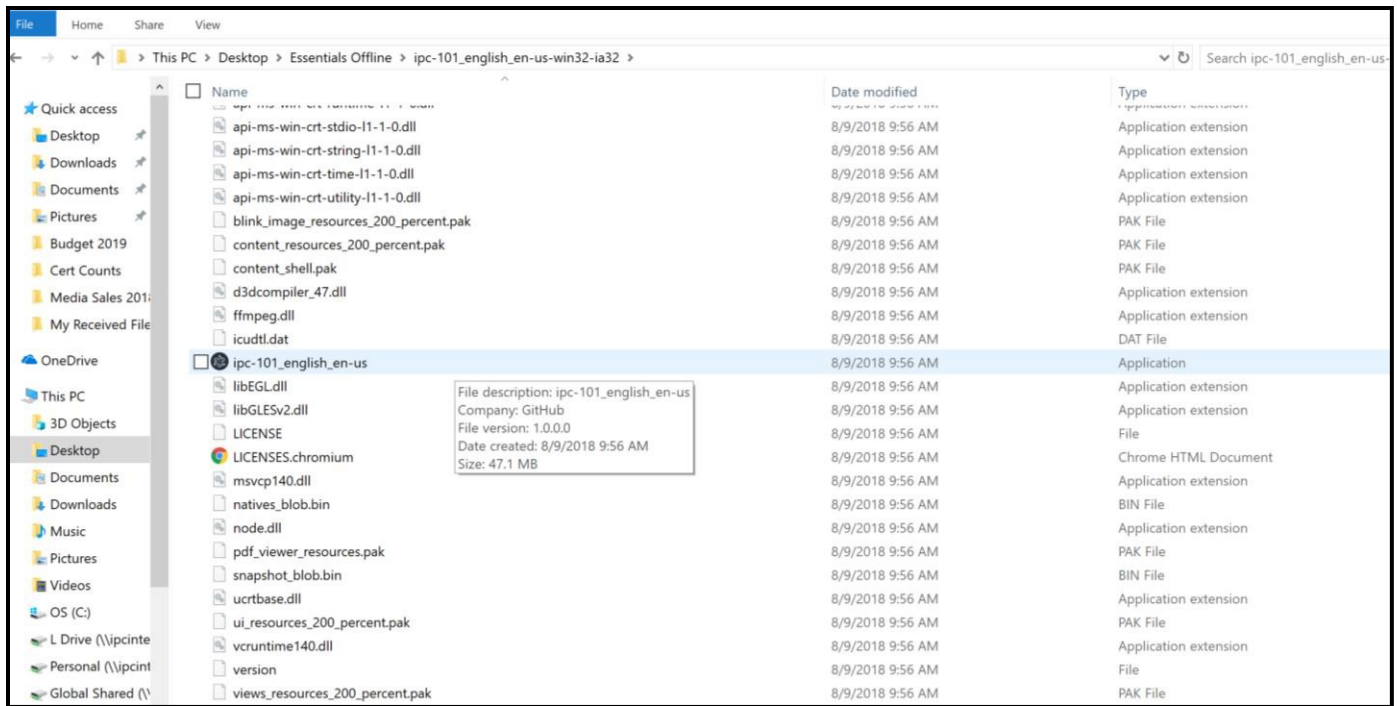
- 3) Select the IPC Pre-Course (Mandatory) module and locate the Download the IPC Essentials Presentation link. Select the link in order to start a download.



4) Select the downloaded file and unzip the file to a folder on your desktop

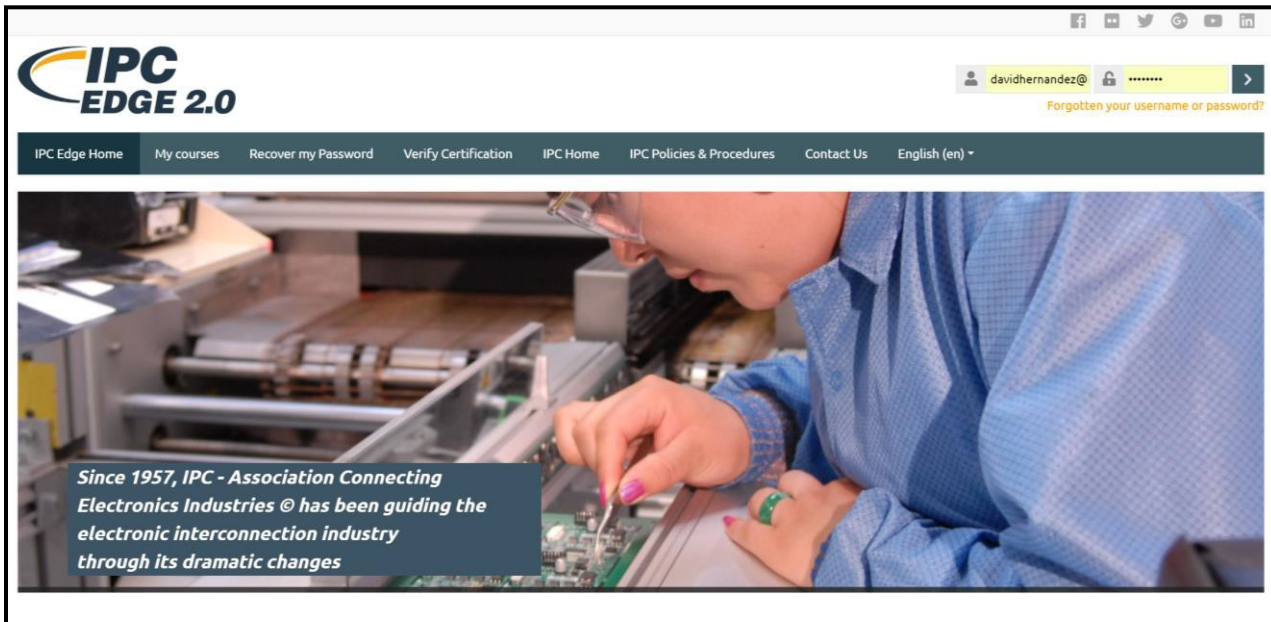


5) Open the folder with the unzipped files. Locate and select the “ipc-101” application file, and in a few seconds, a local version of the IPC Essentials course will run locally on your computer.

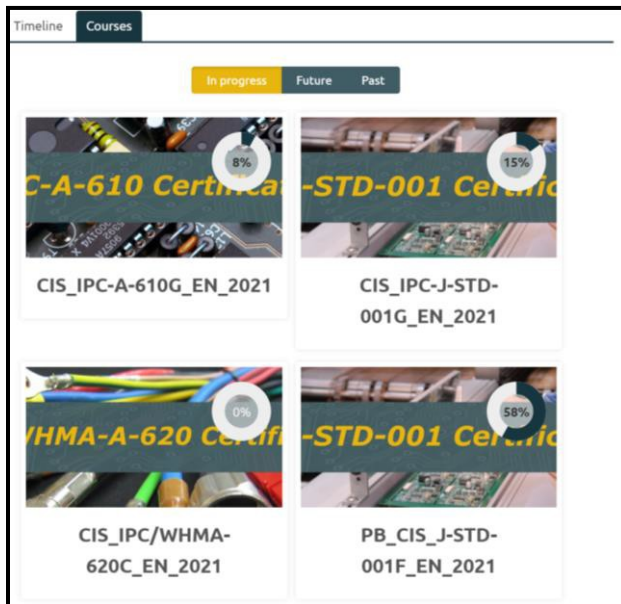


How do I download the Enhanced Policies and Procedures video for offline viewing?

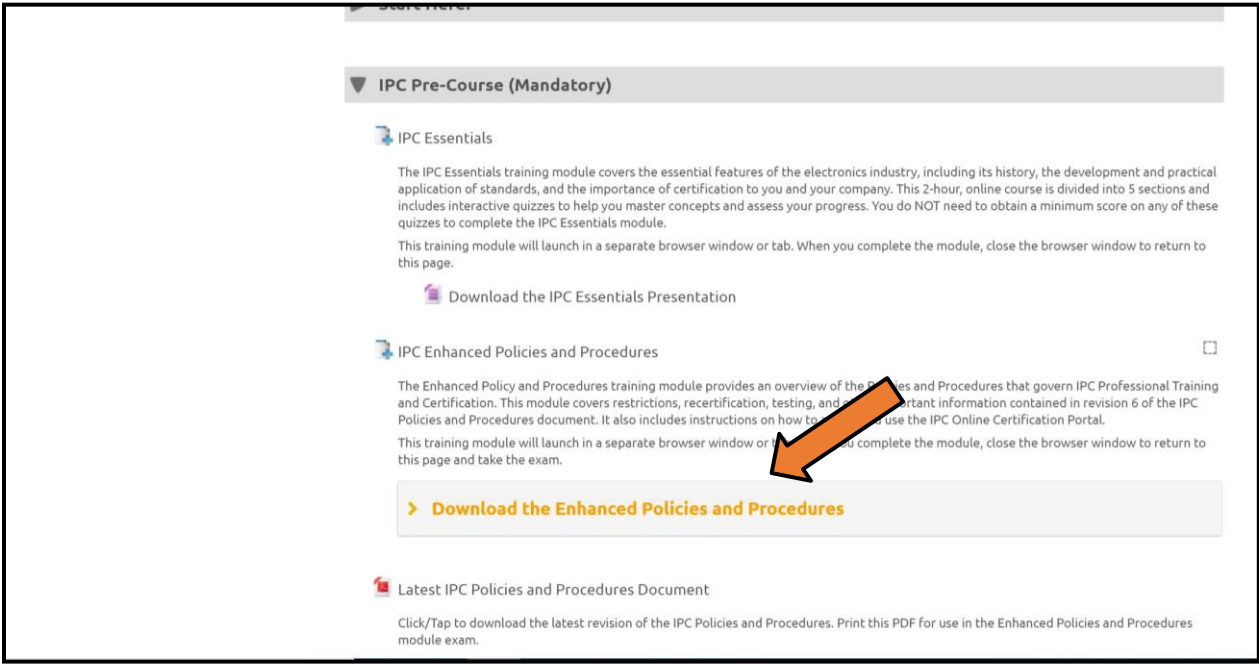
- 1) Log into the Edge 2.0 platform at <https://ipcedge.org/>.



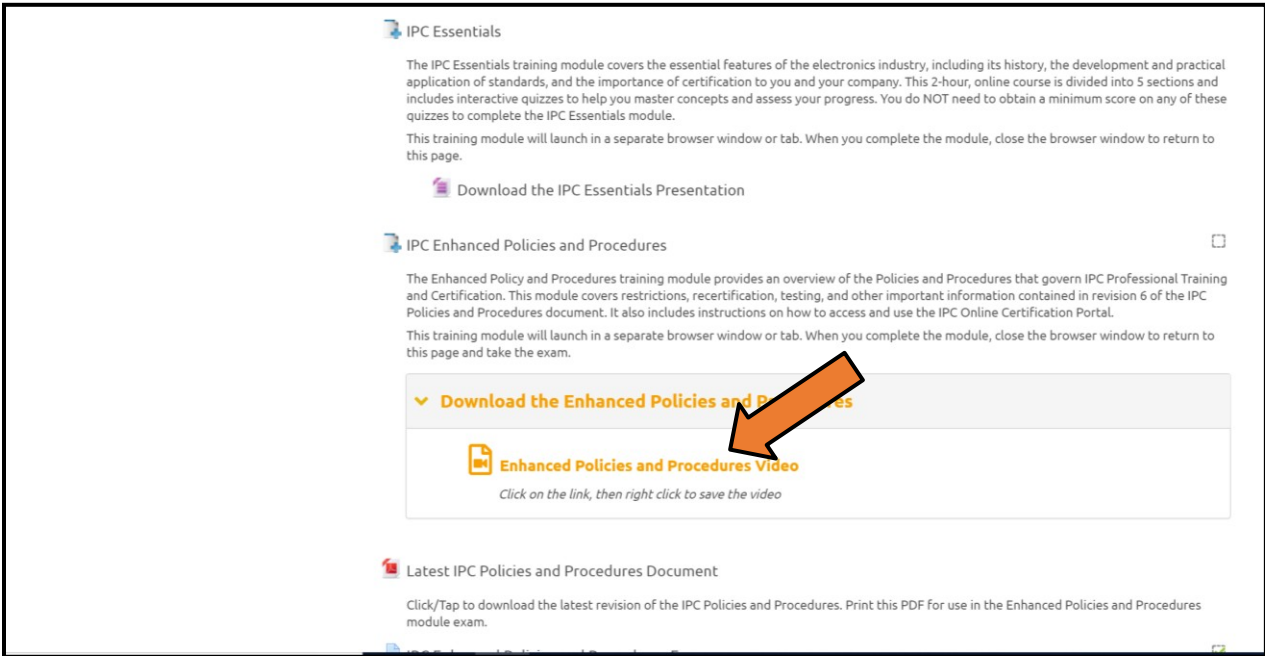
- 2) Select the applicable course from your dashboard.



- 3) Select the IPC Pre-Course (Mandatory) module and locate the Download the IPC Enhanced Policies and Procedures Presentation link.



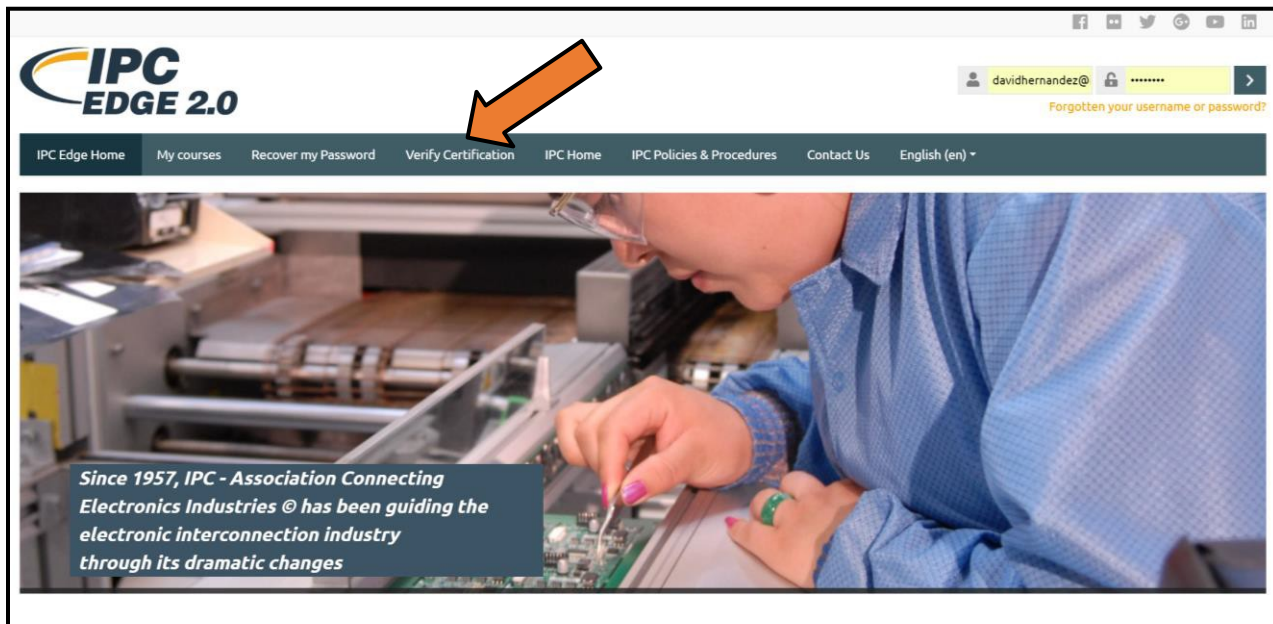
- 4) Right click the "Enhanced Policies and Procedures Video link, select "Save As" and a location on your computer. This will download the video file that may be used with any video player to present the Policies and Procedures presentation.



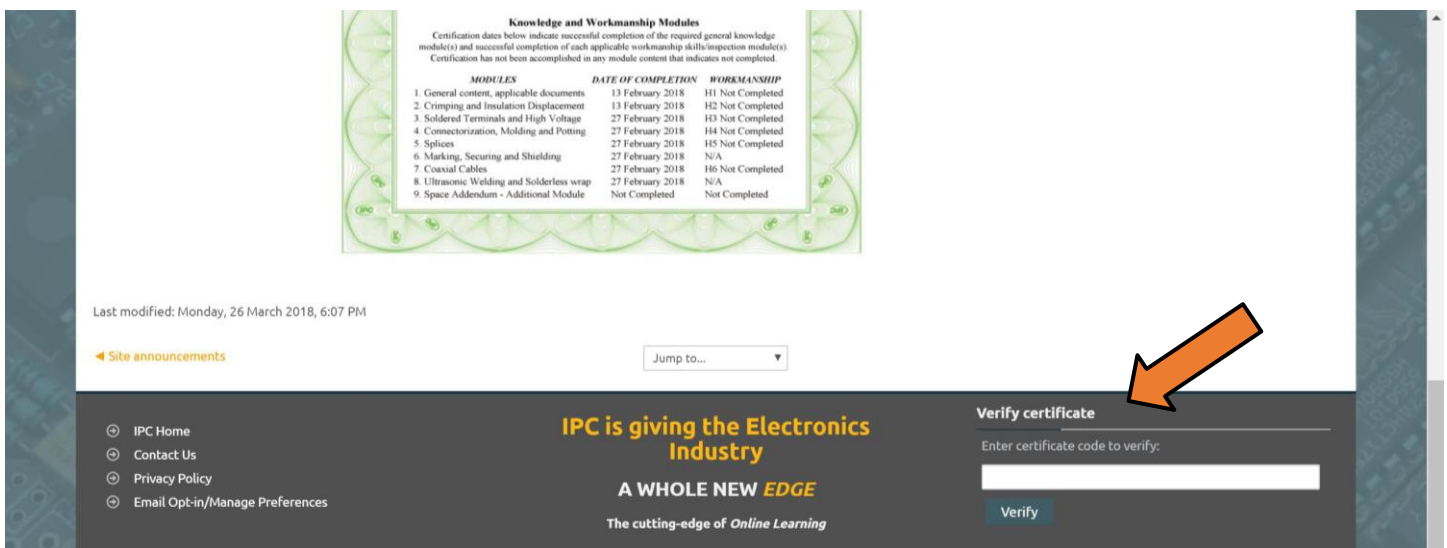
General

How do I verify the authenticity of a certificate?

- 1) Navigate to the Edge 2.0 platform at <https://ipcedge.org/>, and select the “Verify Certification” button. You do not need to be logged in to access this feature.



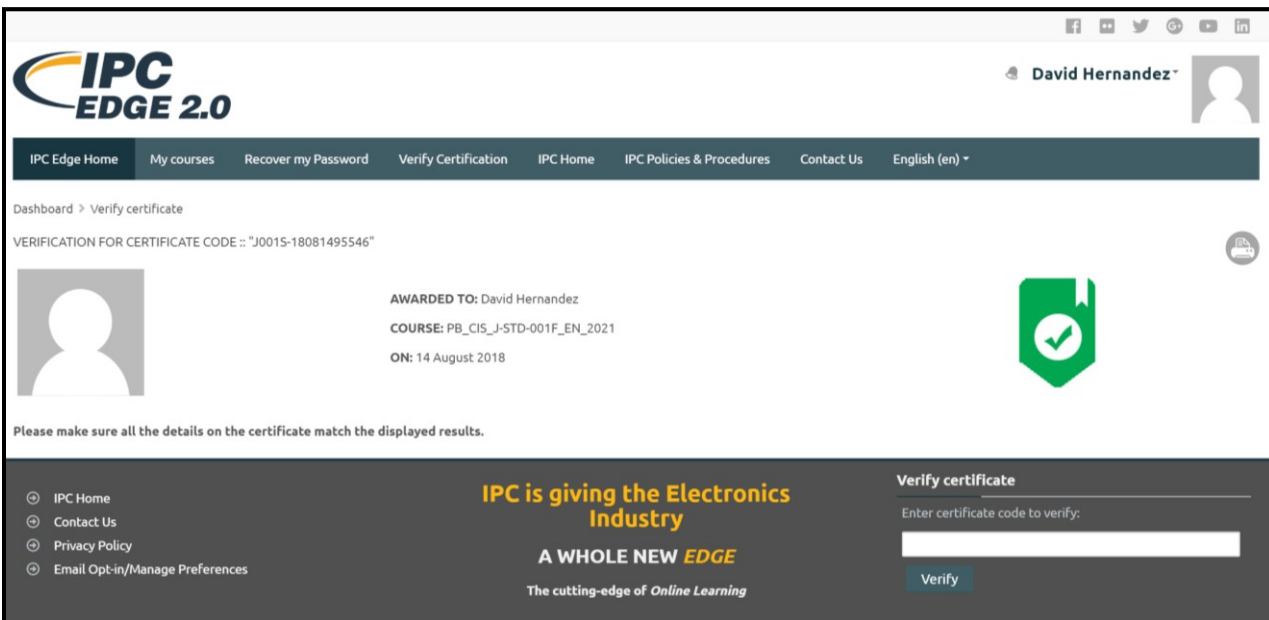
- 2) Locate the Verify Certificate box at the bottom of the screen. Enter the Certification Serial Number into the box and click on Verify. Note: Only Certificates earned in EDGE 2.0 can be validated. If you earned your certificate in legacy, then you can validate it in legacy certification portal here: <https://certification.ipcedge.org/Home/Validation>.



- 3) The Certification Serial Number is located under the certification name on IPC Certifications.



- 4) If the certification number is valid, a green check mark will appear on the screen, with basic information about the certification.



Are individual certificates available for the instructor or company to download?

No, certifications are only downloadable by the individuals who completed the certification exams. If the company or instructor desires a copy of the certificate, the request should be made to the individual who holds the certificate. Instructors can access the records of his/her classes in the EDGE 2.0 Dashboard for a period of 2 years after the completion of a student's certificate.

All class records will remain visible permanently through the certification portal enrollment website <https://certification.ipcedge.org>. Instructors may view and even download class records from the certification portal enrollment website.

Additionally, instructors may download records from the Edge 2.0 platform that include student names, grades, and certification numbers. For additional information on this, please reference the Online Course section of this guide.

CQI

Do CQI invoices expire?

Section 9 of the Certification Policies and Procedures, explains that all CQI invoices will expire one year from date of purchase.

Can IPC CQI Certification Credits be purchased through the IPC Online Store?

Yes. Users may purchase CQI certification credits through the online store if they are an IPC MIT, CIT, or an approved buyer with rights from your company to purchase the online certification exam credits. All buyers will have to pre-register with IPC in order to purchase online certification credits.

Additional Information:

- Any MIT/CIT can place an order. If someone other than a trainer is responsible for the placing orders (Buyer) for your site, IPC needs to update their record with the appropriate role so that they can make the purchase. This request can be made through the certification help desk.
- Orders are address specific. The exams will only be available for the site that the purchaser is located at. Distributors and anyone purchasing for an address other than their own, need to purchase through our customer service department.
- IPC members can order with a PO or pay immediately using a credit card. Non-members can only place an order using a credit card
- Once an order is placed, it will take up to 24 business hours for the funds to be available in the portal for use.

How to Order IPC certification credits from the online store?

- 1) You must sign in to the IPC online store (shop.ipc.org).
- 2) Select the Training tab.
- 3) Select Training Resources then select Certification Exams.
- 4) There is one product to choose from, purchase in \$1 increments. Select the product you wish to purchase and enter the quantity desired.
- 5) Finalize your order and pay for order

How can I purchase training materials from IPC?

Training materials can be purchased from Orderipc@ipc.org or by calling IPC Customer Service at +1-847-597-2862.

How can my organization designate IPC certification credit purchaser?

Any MIT/CIT can place an order. If someone other than a trainer is responsible for the placing orders (Buyer) for your site, IPC needs to update their record with the appropriate role so that they can make the purchase. This request can be made through the certification help desk. Please include the Purchasing representative's: First Name, Last Name, Email address, Company, Phone number. The team at IPC will update the CIT's record to allow the designated person to make the online exam credits on behalf of the CIT.

If I want to set up a certification exam for my class, which billing category do I select?

The billing category has three options—Initial, Initial (optional only) and Retest. The Initial category is the default and should be used for the first attempt of taking a test. Initial (optional only) is for when the student has completed the mandatory exams with another instructor and wish to add optional modules. Retest is when a student failed exam twice and requires additional attempts.

If my student has failed their exam and complimentary retest, how do I purchase additional attempts?

If a student fails the first test and the free retest, new attempts must be purchased through the certification portal. Please begin by setting up a new class. When setting up this new class, select the Retest billing category. Complete the class creation and enroll the student that requires additional attempts. Please note, this student will not be placed in a new group in Edge 2.0. Instead, the student will remain in their initial class, and two additional attempts will be added to the student's failed exam.

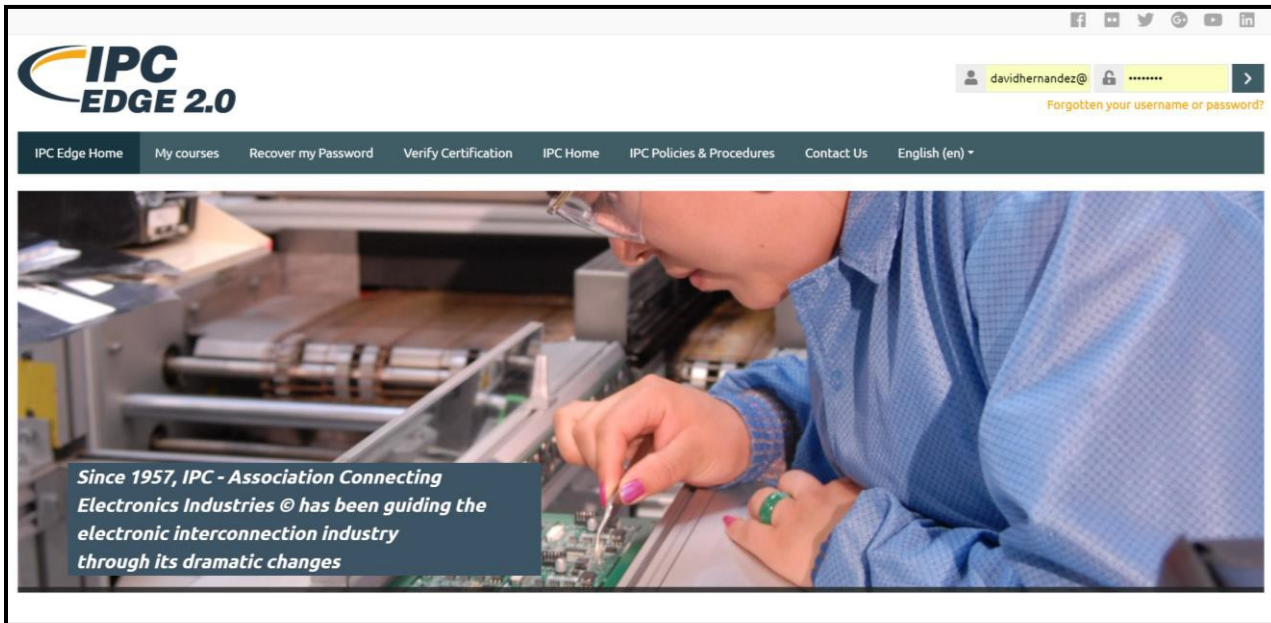
As a reminder, additional regional requirements may apply. There are separate and unique requirements for any IPC Licensed Training Center or CIT that desires to conduct training in The People's Republic of China, India, Thailand, and Vietnam. Contact the IPC certification Program Office in those areas for specific requirements before scheduling or conduction training in either of these countries.

Student Section

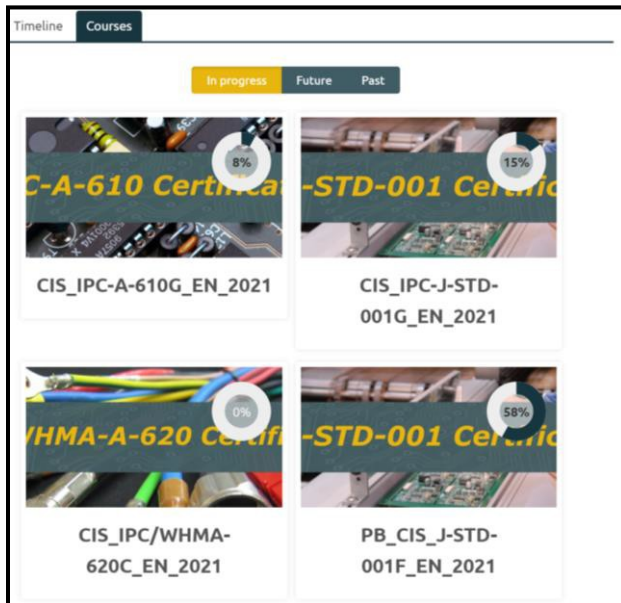
Edge 2.0 Online Courses

How do I download my certification?

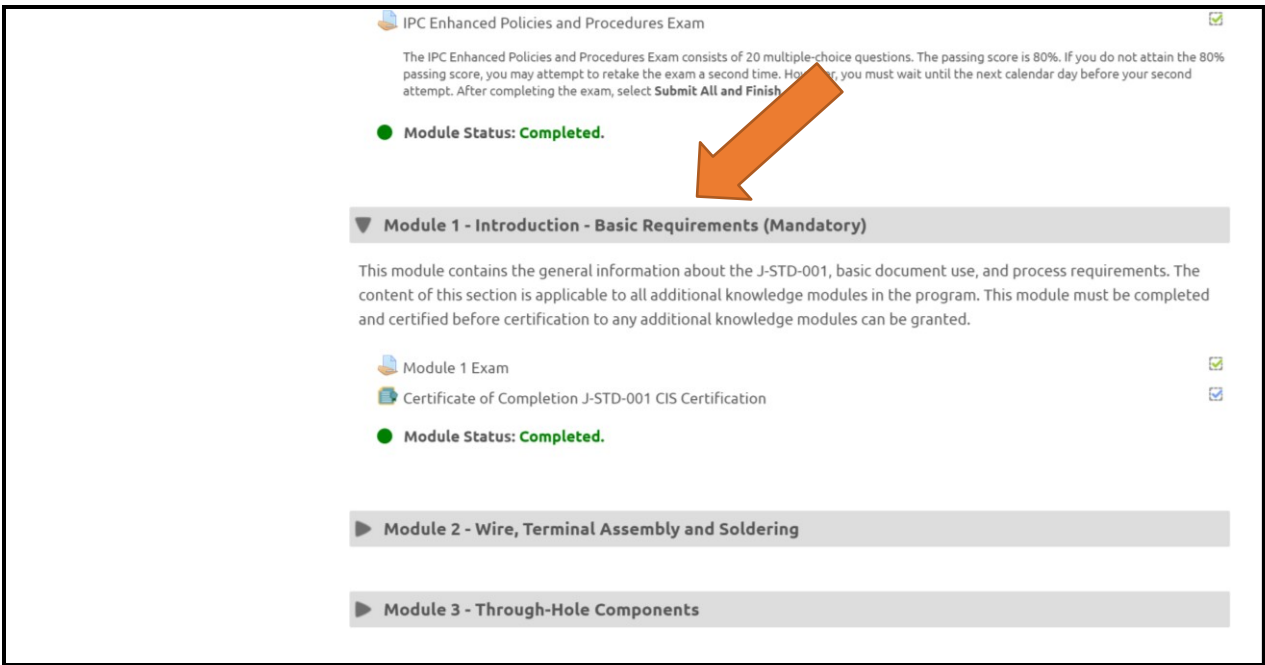
- 1) Log into the Edge 2.0 platform at <https://ipcedge.org/>.



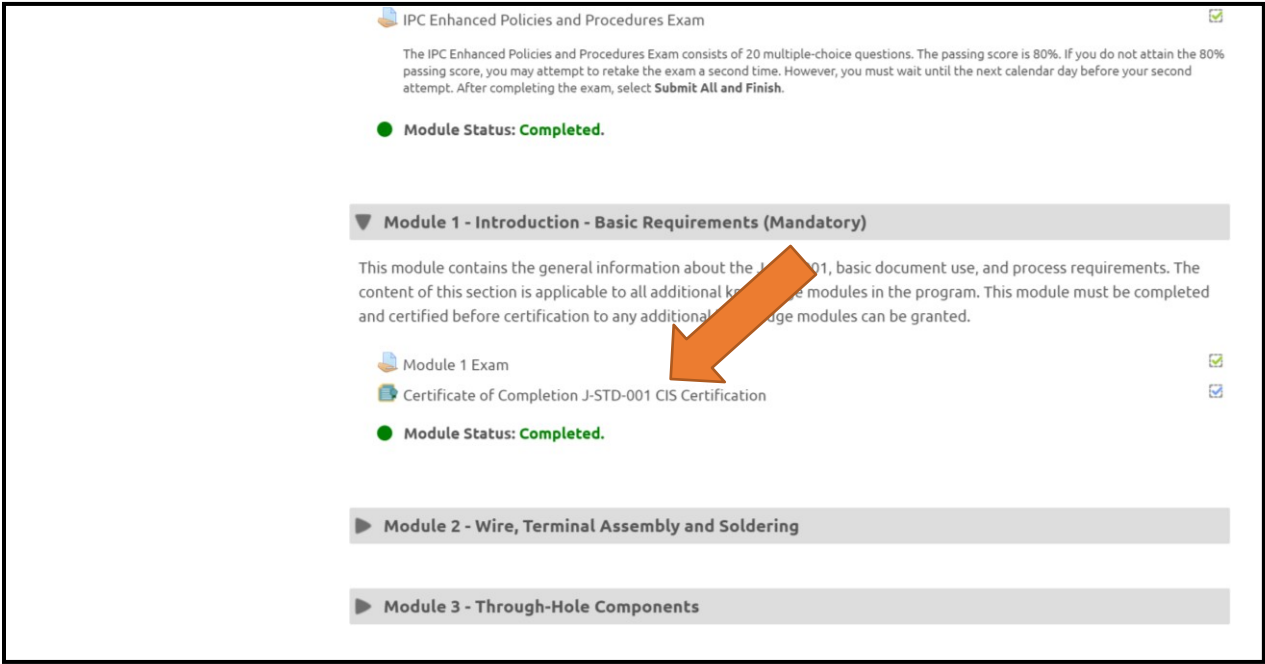
- 2) Select the applicable course from your dashboard.



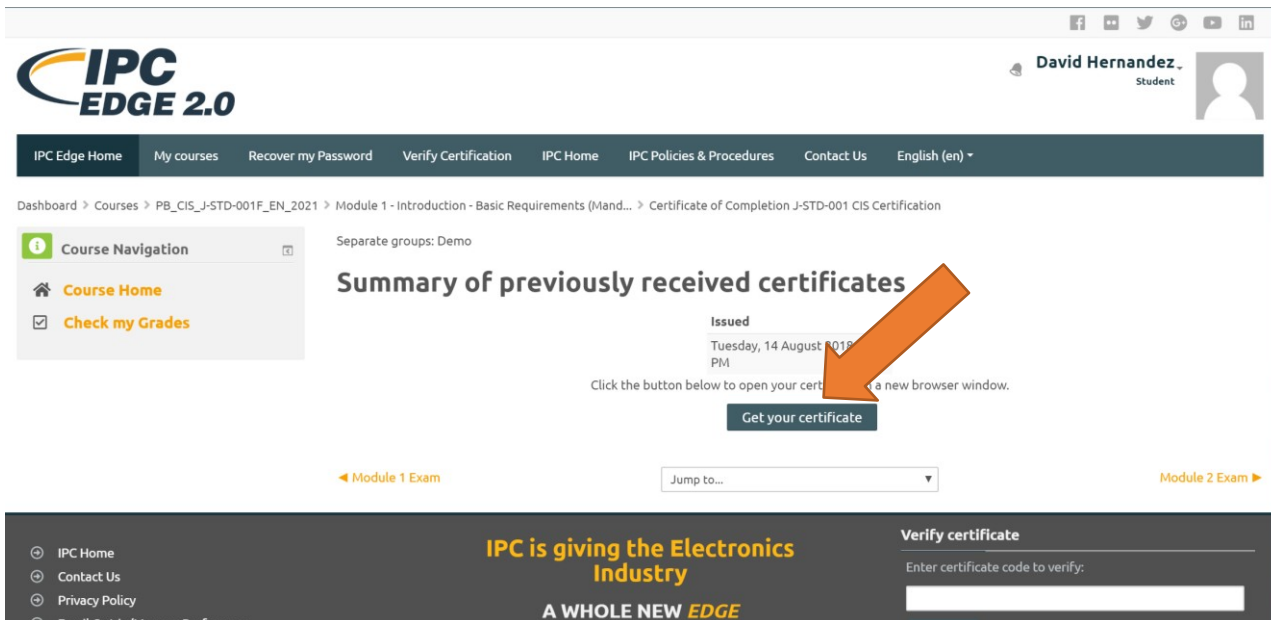
- 3) Select the Module 1 section of the course.



4) Select the “Certificate of Completion” link under Module 1.



5) Select the “Get Certificate” button to download a PDF copy of your certification.

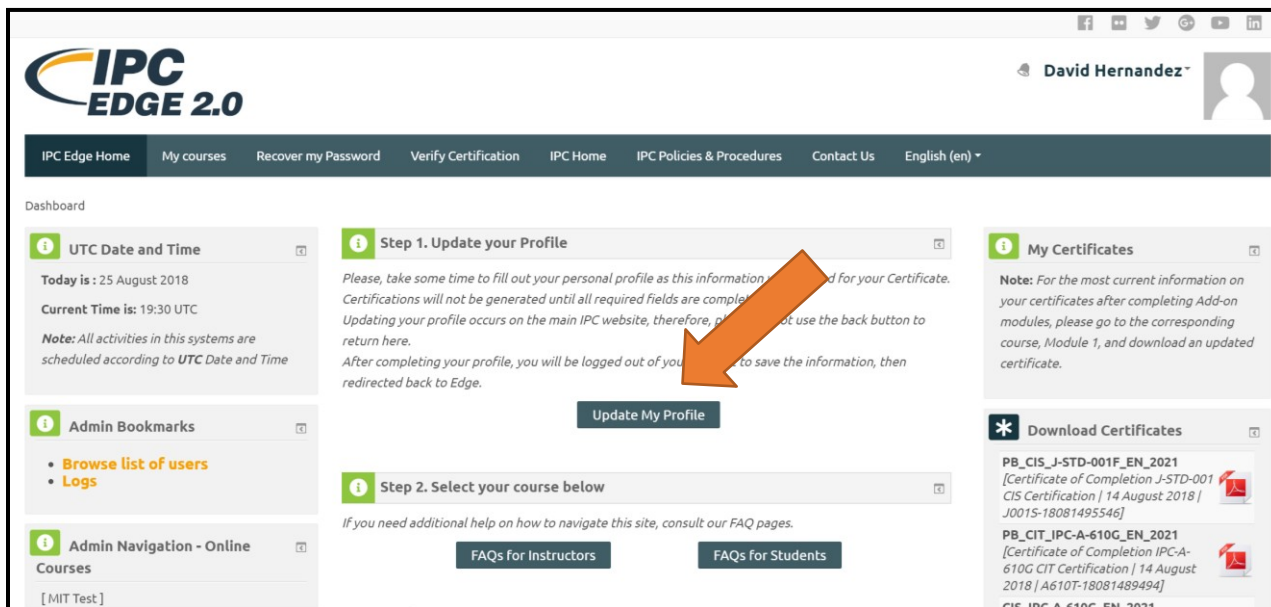


How do I download a A4 size copy of my certification?

The digital PDF copy of your certification includes two sizes: A4 and American standard.

How do I update my profile (the first time)?

- 1) Log into the Edge 2.0 platform at <https://ipcedge.org/> and select the “Update My Profile” button.



- 2) Fill out the information on the profile. Please make sure that all required information is completed. The platform will not generate certifications for any individual with an incomplete profile.

Alternate E-mail	
COMPANY	
Company *	TEST ACCOUNT
Location	
Address *	3000 Lakeside Drive, Suite 105n
City *	Bannockburn
State/Region	IL
Postal Code	60015
Country/Region *	United States
HOME	
Home Address *	111 sw 111 st
City *	Miami
State/Region	FL
Postal Code	111111
Country/Region *	United States



- 3) Please ensure all information is accurate prior to submitting. Once submitted, the information on a user's profile may only be changed by an IPC staff member. The information automatically generated on certificates are pulled from the profile information. To submit the profile, please select the "OK" button on the bottom right of the screen.

Location	
Address *	3000 Lakeside Drive, Suite 105n
City *	Bannockburn
State/Region	IL
Postal Code	60015
Country/Region *	United States
HOME	
Home Address *	111 sw 111 st
City *	Miami
State/Region	FL
Postal Code	111111
Country/Region *	United States
OK	

* Required Field



Why can I not make changes to my profile after it is submitted initially?

Editing an individual's certification profile, will also edit the information in the certification database and certificates. As a security feature, after setting up the initial profile, a student may only change information on that profile by contacting IPC. Certification Help Desk located at the portal entrance: <https://certification.ipcedge.com>.

Why is my birthday a mandatory field in updating my profile?

IPC uses an individual's birthday to differentiate between users with the same name. Information collected for certification purposes, including birthdays, will never be disclosed to a third party.

Enhanced Policies and Procedures

Are certification candidates still required to complete the IPC Essentials online course?

As of August 27, 2018, individuals seeking CIT, CID and CID+ certifications through IPC are required to complete the Enhanced Policy and Procedures module. This module is composed of three components that are included in the cost of the certification:

- 1) IPC Essentials e-Learning Module
- 2) Enhanced Policy and Procedures e-Learning Module
- 3) IPC Enhanced Policy and Procedures Exam

The E-P&P for CIS has been removed from all CIS courses, and the policy and procedures questions that were previously in the E-P&P exam, have been moved back into Module 1.

Do candidates have to complete the training modules for each of their certifications?

No. If a candidate feels as though they have the requisite knowledge to pass the IPC Enhanced Policy and Procedures Exam, that may select to attempt the exam without completing the training.

Will trainers no longer have to cover policy and procedures?

No. The Policies and Procedures presentation has been replaced by an online module in Edge 2.0. The online module may be completed by students individually, with the instructor, or as a group. This is at the discretion of the instructor.

Can a student receive their ICP certification without completing the Enhanced Policy and Procedures exam?

No. The Edge 2.0 system will not generate certifications for students unless they have completed the Enhanced Policy and Procedures exam successfully.

Are students required to complete the Enhanced Policies and Procedures module prior to attempting any of the other modules?

No. Students may complete the Enhanced Policies and Procedures module at any point in the certification process, but the IPC certification will not be generated, until the Enhanced Policy and Procedures Module is completed.

Are students required to complete the Enhanced Policy and Procedures module on their own time?

No. This is left to the discretion of the instructor. Students may complete the IPC Essentials and Policies and Procedures presentation on their own time, or the instructor may choose to review this material as a group.

Will the Enhanced Policies and Procedures module appear on student certificates?

No. The Enhanced Policy and Procedures module is a prerequisite for certification that must be completed before the certificate can be issued by the certification portal. It will not be designated separately from the mandatory module.

How can I purchase vouchers for the IPC Essentials for the mandatory modules?

The IPC Essentials will no longer be a separate program that would be purchased as a stand-alone module. The Enhanced Policies and Procedures (E-P&P) module is a required module that is being added as a co-requisite to all MIT/CIT, and CID/CID+ certification programs. There will be no separate fee for the IPC Essentials program. When a student is registered for any MIT/CIT, and CID/CID+ certification course, that student will be granted access to complete the E-P&P and related exam on his or her own time (or company time) outside of the live presentation of the content for the particular IPC Certification course.

Are the components for the Enhanced Policies and Procedures module available for online print?

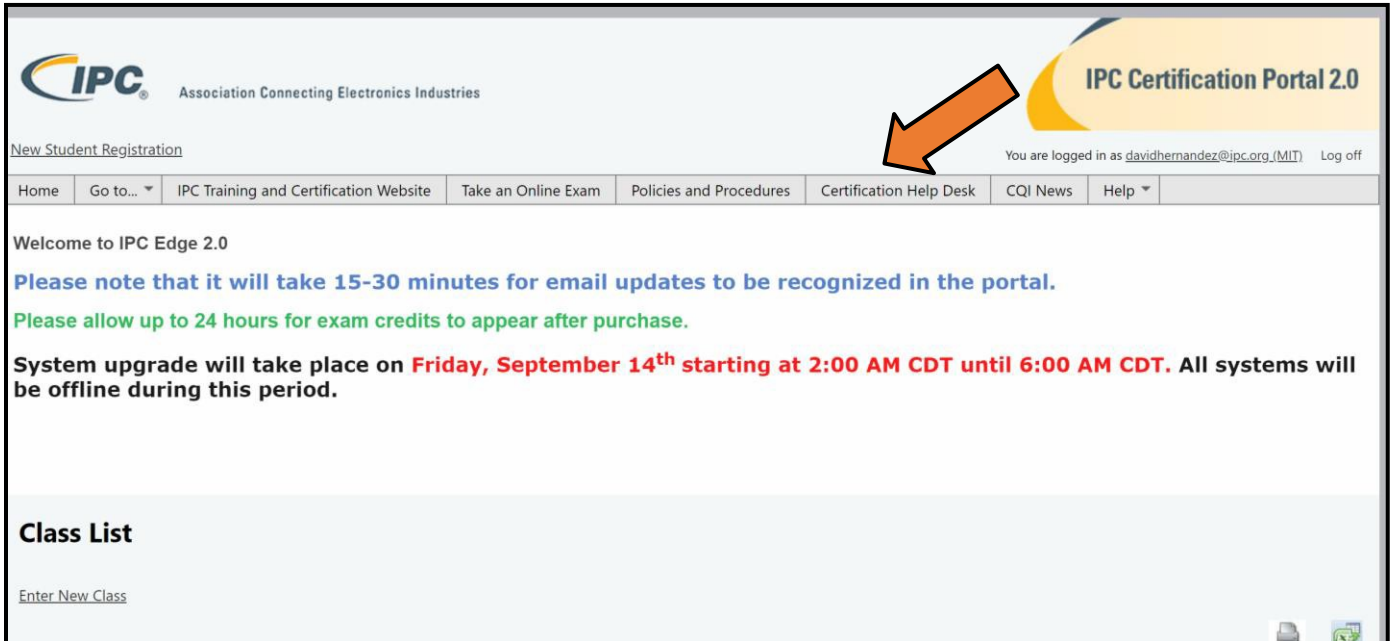
Only for MIT/CIT, and CID/CID+ students. All components of the IPC Enhanced Policies and Procedures module are available for download in Online Print courses. For details on how to download and launch these components, please reference the Online Print section of this guide.

Additional Resources and Help

How can I get more information or help?

In order to better serve our members and customers globally, IPC developed extensive FAQs and help guides in order to provide answers to your questions. If you have a question, please reference these resources first. If after consulting the FAQs and Help Guide, you need additional support, please fill out a help desk ticker in the Certification Help Desk.

The Certification help desk can also be accessed through the Certification Portal by selecting the tab labeled Help Center Portal. Please note that users must create a login for the Help Desk in order for your inquiry to reach us successfully.



When you contact IPC, please provide the following information. The more accurate and complete information you provide, the better and faster our support team will be able to solve your issue.

Users need to provide at the minimum the following:

- What happened? Please provide a detailed description of what you were doing when the issue occurred, and error messages that appear, and what you were trying to accomplish.
- When did it happen? Please provide the date and time when the issue occurred.
- If the issue occurred in CQI, please detail what section of the portal you were engaged with at the time of the error. If the issue occurred in Edge 2.0, please identify the course with the course identifier number.
- If you have a screenshot of the error, please include the screen shot when creating the ticket.