

**coursera**

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# Learner Guide

**Authored by Coursera**  
**Version 1.0 - Aug 2021**  
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# Welcome to Coursera!

Congratulations on joining **DLSEI 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 80+ million global learners.

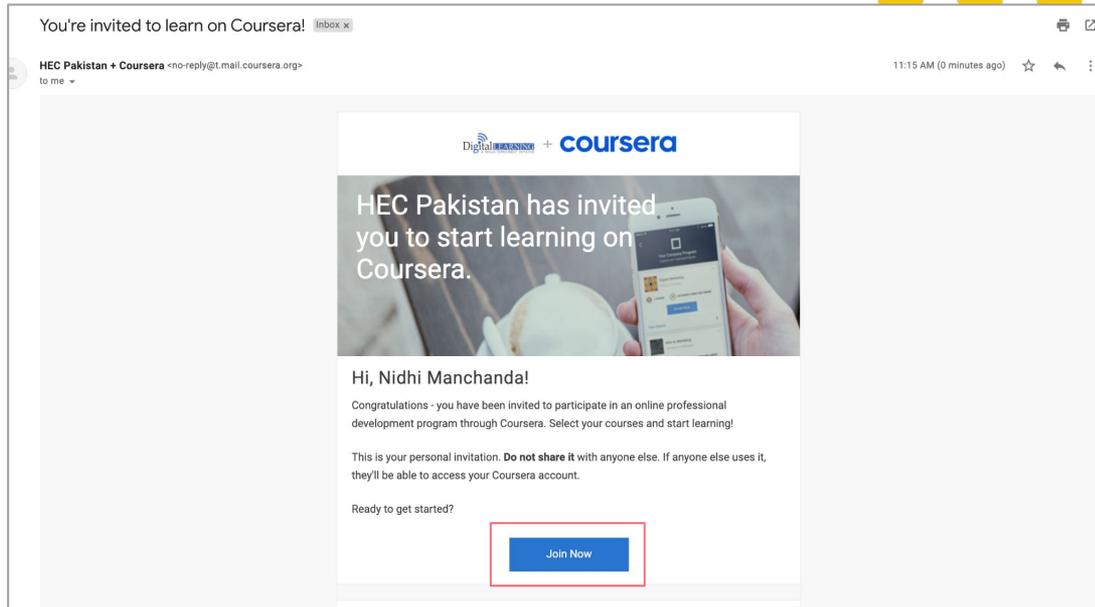
# Joining DLSEI Learning program on Coursera



# Joining DLSEI Learning Program

Once your details are verified and submitted by the focal person of your university - you will receive an invitation email from HEC<>Coursera to join the learning program and begin your learning

- ★ Clicking the link “**Join Now**” from the email invitation you have received



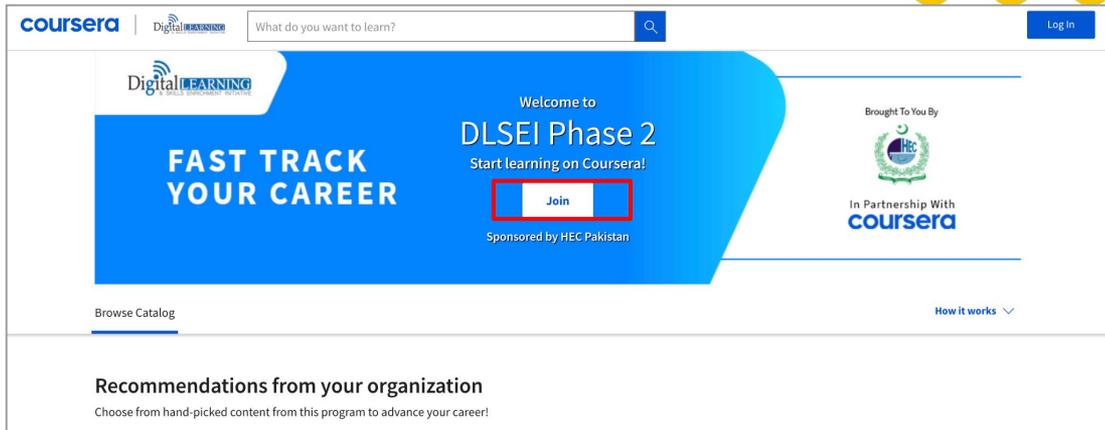
★ Note: Please note that this is different from visiting coursera.org and signing up as a new user. Doing so will mean that you are using Coursera's consumer site and not your organization's learning program, and hence you will not be able to enjoy the benefits of the DLSEI program.

# Joining DLSEI Learning Program

Once you click on “**Join Now**”, you will be directed to DLSEI learning program home page.

In order to join, you need to first log in to the Coursera platform.

To do so, click on “**Join**” button in the center



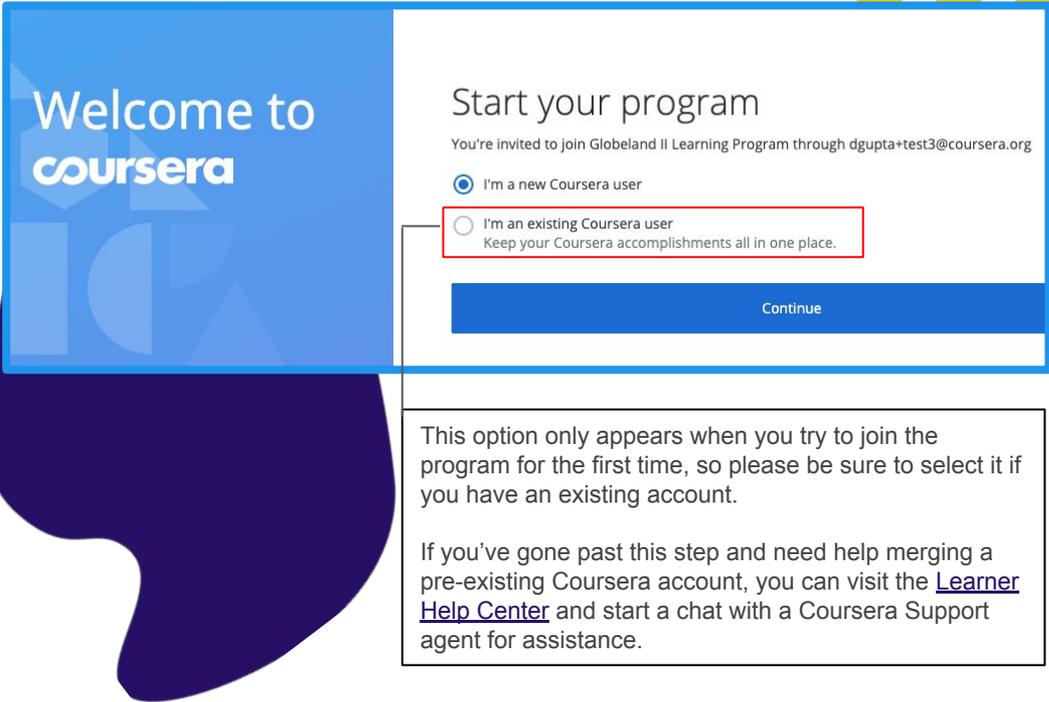
The screenshot shows the Coursera landing page for the DLSEI Phase 2 program. The page is primarily blue and white. At the top, there is a search bar with the text "What do you want to learn?" and a "Log In" button. Below the search bar, there is a large blue banner with the text "FAST TRACK YOUR CAREER" and a "Join" button highlighted with a red box. The banner also includes the text "Welcome to DLSEI Phase 2 Start learning on Coursera!" and "Sponsored by HEC Pakistan". To the right of the banner, there is a logo for HEC (Higher Education Commission) and the text "Brought To You By" and "In Partnership With coursera". Below the banner, there is a "Browse Catalog" link and a "How it works" dropdown menu. At the bottom of the page, there is a section titled "Recommendations from your organization" with the text "Choose from hand-picked content from this program to advance your career!".

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”, 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 (with a different personal email separate from the one where you have been invited), 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

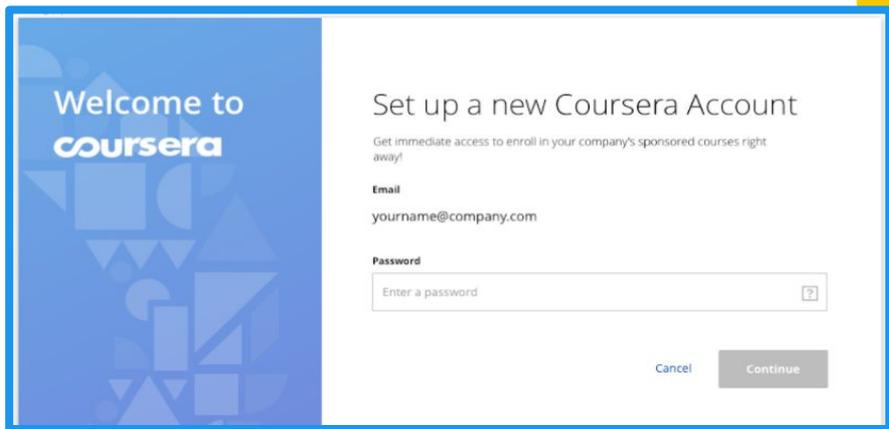
This option only appears when you try to join the program for the first time, so please be sure to select it if you have an existing account.

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 a new Coursera user”***, you will land on the second screen where you will be asked to create a password for your new account. This will be the same email that you had provided while registering for the program
- B. 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.



>Welcome to  
**Coursera**

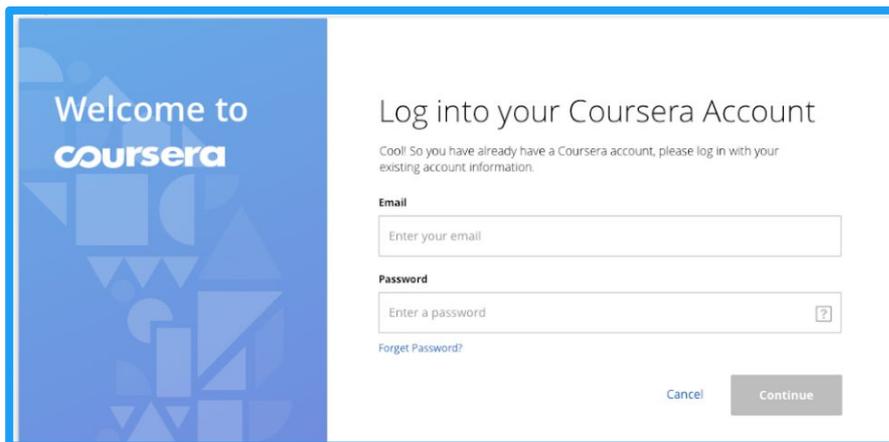
## Set up a new Coursera Account

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

**Email**  
yourname@company.com

**Password**  
 [?](#)

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



>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**  
 [?](#)

[Forgot 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 and learning tracks by HEC

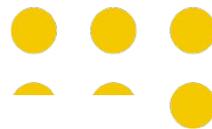
You will be able to see DLSEI logo here

The screenshot shows the Coursera website interface. At the top left, the Coursera logo is visible. A red box highlights the 'DLSEI' logo in the top navigation bar. A blue arrow points from the text 'You will be able to see DLSEI logo here' to this box. The main header features a blue banner with the text 'FAST TRACK YOUR CAREER' and 'Welcome to DLSEI Phase 2 Start learning on Coursera!'. To the right of the banner is a logo for 'Brought To You By DLSEI In Partnership With coursera'. Below the banner, there are two tabs: 'Browse Catalog' (highlighted with a red box) and 'My Courses'. The main content area is titled 'Recommendations from your organization' and lists four business analyst courses from Macquarie University: 'Management and financial accounting: Know your numbers 1', 'Business intelligence and data analytics: Generate insights', 'Corporate finance: Know your numbers 2', and 'Marketing analytics: Know your customers'.

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

# 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 **Browse Catalog** tab to browse the courses/Learning Tracks 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 displays the Coursera interface for a user named 'Nidhi Manchanda'. At the top, there is a search bar with the text 'What do you want to learn?' and a search icon. Below the search bar, a blue banner features the text 'FAST TRACK YOUR CAREER' and 'Welcome to DLSEI Phase 2 Start Learning on Coursera!'. To the right of the banner, it says 'Brought To You By' followed by the DLSEI logo and 'In Partnership With coursera'. Below the banner, there are two tabs: 'Browse Catalog' and 'My Courses'. A 'How it works' link is also visible. The main content area is titled 'Recommendations from your organization' and includes the subtitle 'Choose from hand-picked content from this program to advance your career!'. Underneath, there is a section for 'Business Analyst' with four course tiles. The second tile, 'Business intelligence and data analytics: Generate insights' by Macquarie University, is highlighted with a red border. A blue arrow points from a text box at the bottom right to this highlighted tile.

**Recommendations from your organization**  
Choose from hand-picked content from this program to advance your career!

**Business Analyst**

- Management and financial accounting: Know your numbers 1  
Macquarie University
- Business intelligence and data analytics: Generate insights**  
Macquarie University
- Corporate finance: Know your numbers 2  
Macquarie University
- Marketing analytics: Know your customers  
Macquarie University

COURSE COURSE COURSE COURSE

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**” button – it will then change to “**Go To Course**”. Once you enter the course, you can start watching videos and taking quizzes immediately.

The screenshot shows a course page with the following details:

- Course Title:** Business intelligence and data analytics: Generate insights
- Offered by:** MACQUARIE University
- Rating:** 4.6 (308 ratings, 99 reviews)
- Enroll Button:** A blue button labeled "Enroll" with "Starts Aug 16" below it, and a "Save for Later" button next to it. The "Enroll" button is highlighted with a red box.
- Sponsor:** Sponsored by HEC Pakistan
- About this Course:** A paragraph describing the course content, mentioning 'Megatrends' and their impact on organizations, and the course's focus on sustainability-oriented innovation and future-proofing skills.
- Course Features:**
  - Flexible deadlines:** Reset deadlines in accordance to your schedule.
  - Shareable Certificate:** Earn a Certificate upon completion.
  - 100% online:** Start instantly and learn at your own schedule.
  - Approx. 29 hours to complete**
  - English:** Subtitles: Arabic, French, Portuguese (European), Italian, Vietnamese, German, Russian, English, Spanish
- Syllabus:** A section titled "Syllabus - What you will learn from this course" with a table below it.
- Table:** A table with columns for "WEEK" and "4 hours to complete".



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.

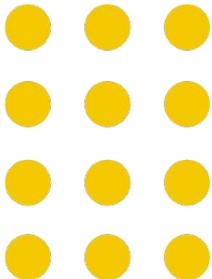
# Starting a Course



# 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 **Browse Catalog** tab on your program page.



This screenshot shows the 'My Courses' tab selected in the navigation bar. Below the navigation bar, there are two informational banners: one about updated Terms of Use and Privacy Notice, and another about creating a linked personal account. The main content area is titled 'My courses' and displays a single course card for 'Business intelligence and data analytics: Generate insights' by Macquarie University. A red box highlights the 'Go to course' button on the right side of the course card.

This screenshot shows the Coursera program home page. At the top, there is a search bar and a user profile for 'Nidhi Manchanda'. A large blue banner features the text 'Digital LEARNING', 'FAST TRACK YOUR CAREER', and 'Welcome to DLSEI Phase 2 Start learning on Coursera!'. Below the banner, the 'Browse Catalog' tab is selected in the navigation bar. The main content area is titled 'My Recent Activity' and shows an 'In-Progress Course' card for 'Business intelligence and data analytics: Generate insights' by Macquarie University. A red box highlights the 'Go to course' button on the right side of the course card.

# 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

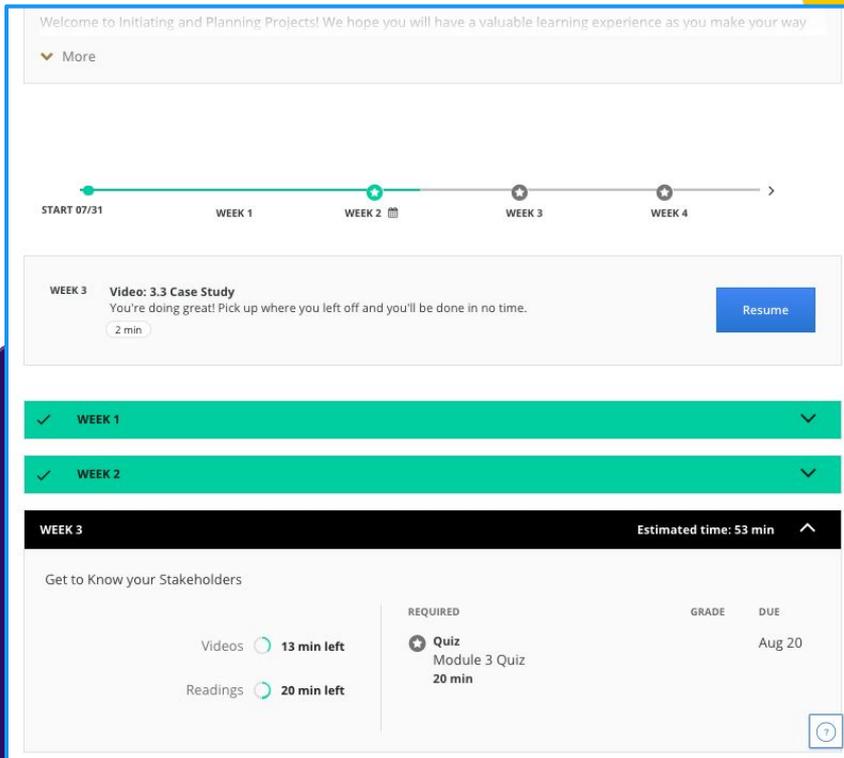
**WEEK 1**

**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		
Readings	20 min left		
	★ Quiz Module 3 Quiz 20 min		Aug 20

🔍

# 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

3

Project: Curation for Enterprise

In Progress

COURSERA - SKILLS TRANSFORMATION

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

# 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.

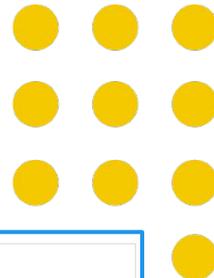
Overview
<b>Grades</b>
Notes
Discussion Forums
Messages
Resources
Course Info





There is 1 assignment due this week or overdue.

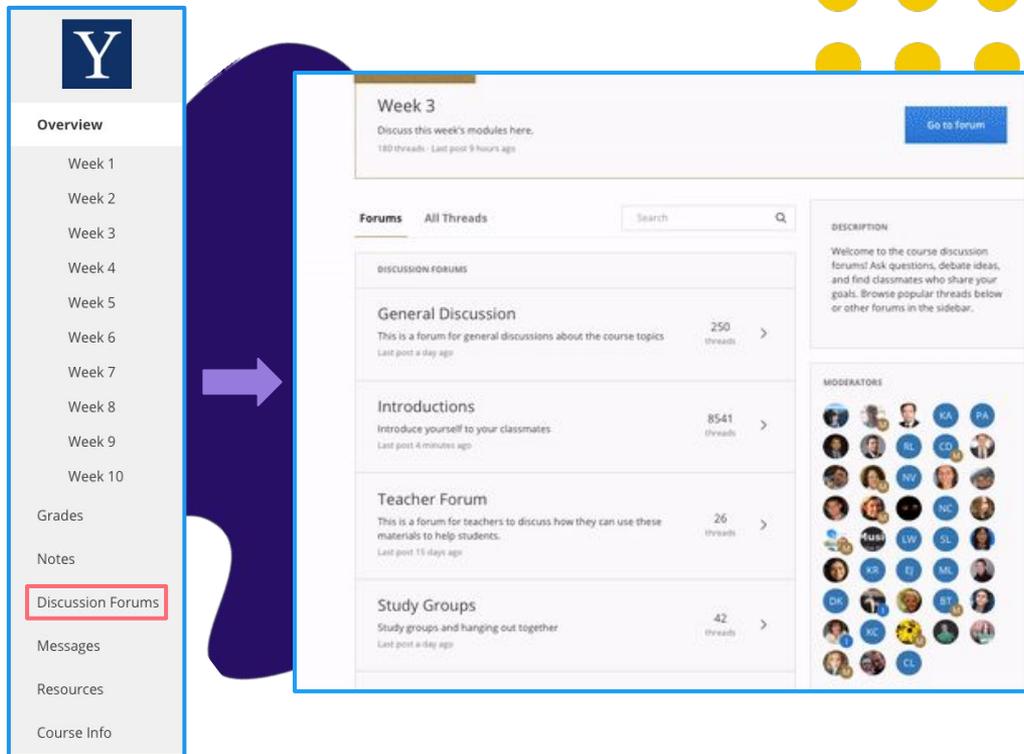
Item	Status	Due	Weight	Grade
 <b>Week 2 Quiz</b> Quiz	Passed	Aug 11 11:59 PM PDT	10%	<b>83.33%</b>
 <b>Week 3 Quiz</b> Quiz	Passed	Aug 18 11:59 PM PDT	10%	<b>85.71%</b>
 <b>Week 4 Quiz</b> Quiz	Passed	Aug 25 11:59 PM PDT	10%	<b>100%</b>
 <b>Week 5 Quiz</b> Quiz	--	 Sep 1 11:59 PM PDT	10%	--
 <b>Week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



**Y**

**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**

Messages

Resources

Course Info

**Week 3**

Discuss this week's modules here.  
180 threads · Last post 9 hours ago

[Go to Forum](#)

**Forums** All Threads

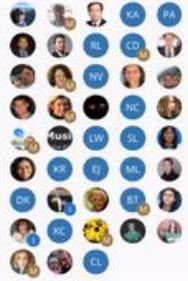
**DISCUSSION FORUMS**

<b>General Discussion</b> This is a forum for general discussions about the course topics. Last post a day ago	250 threads	>
<b>Introductions</b> Introduce yourself to your classmates. Last post 4 minutes ago	8541 threads	>
<b>Teacher Forum</b> This is a forum for teachers to discuss how they can use these materials to help students. Last post 15 days ago	26 threads	>
<b>Study Groups</b> Study groups and hanging out together. Last post a day ago	42 threads	>

**DESCRIPTION**

Welcome to the course discussion forums! Ask questions, debate ideas, and find classmates who share your goals. Browse popular threads below or other forums in the sidebar.

**MODERATORS**



# Connect beyond your course in the Coursera Community

Visit [www.coursera.community](https://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 video player for the course "Introduction to Structured Query Language (SQL)". The video title is "Welcome to the Course". The player includes a video player with a progress bar at 0:09 / 3:10, a "Save Note" button, a "Discuss" button, a "Download" button, and a "Help Us Translate" button. A transcript is visible below the video, with a highlighted segment at 0:08: "Welcome to SQL and databases. Now, this course is very different from the previous course. We're not going to write any HTML, we're not going to write any PHP, we're not going to write any CSS, and we're not even going to write any JavaScript." Callouts A-E point to various features: A points to the transcript, B points to the language dropdown menu (set to English), C points to the "Download" button, D points to the "Help Us Translate" button, and E points to the "Notes" panel on the right.

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

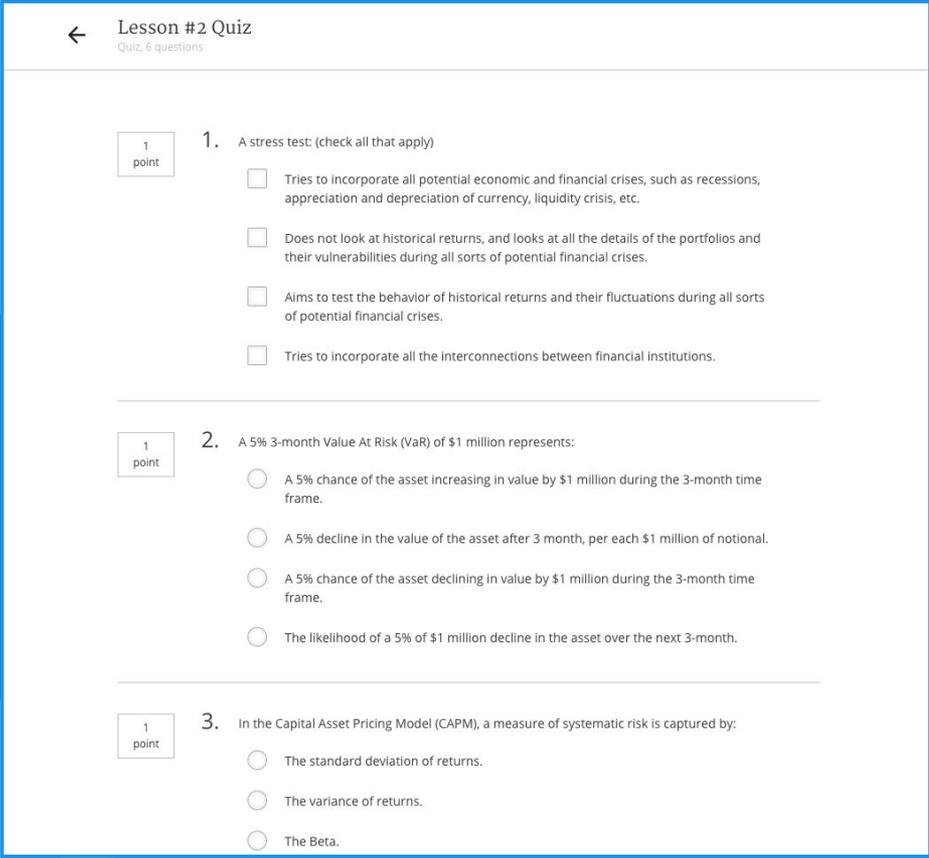
E

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.

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1 point

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

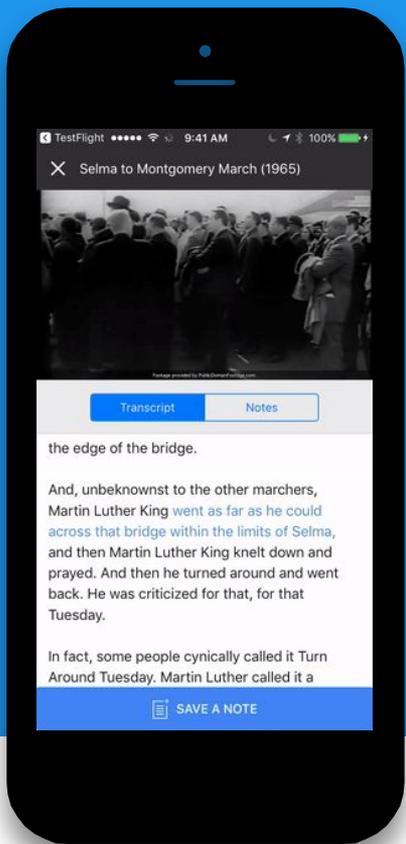
- A 5% chance of the asset increasing in value by \$1 million during the 3-month time frame.
- A 5% decline in the value of the asset after 3 month, per each \$1 million of notional.
- A 5% chance of the asset declining in value by \$1 million during the 3-month time frame.
- The likelihood of a 5% of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

# Sharing your accomplishments

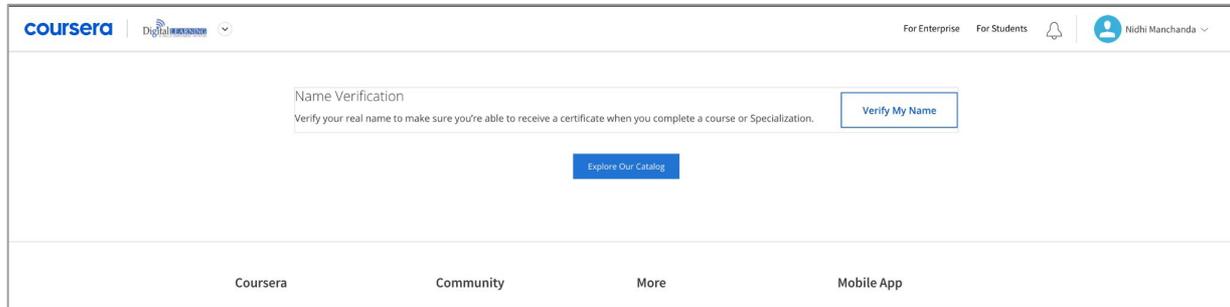
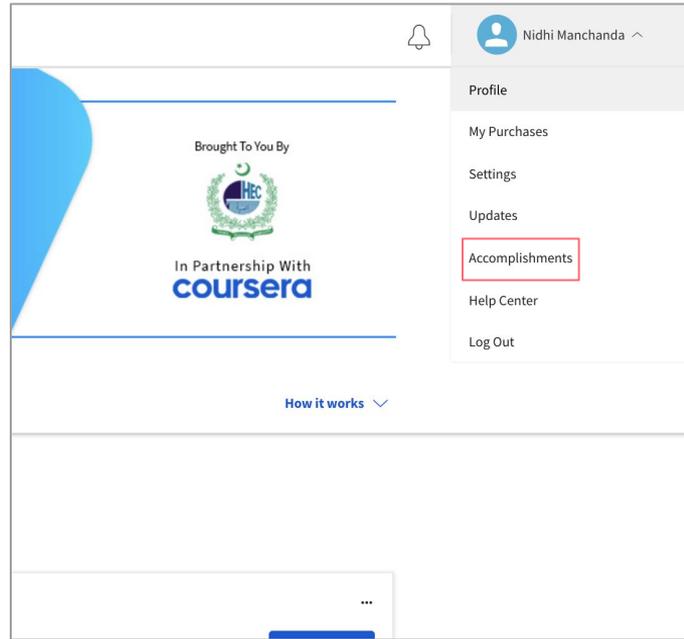


# Access and share certificates of completion

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

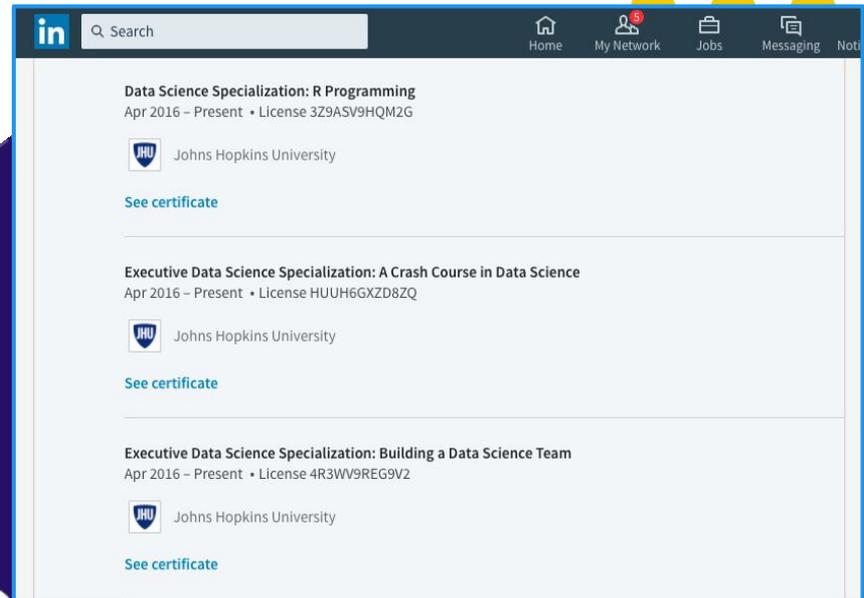
Once here, you will be able to view and download the certificate, as well as share it directly on LinkedIn.

You will be required to verify your name for your first certificate.



# 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. At the top, the Coursera logo is on the left, followed by a search bar with the placeholder text "What do you want to learn?". To the right of the search bar is a notification bell icon and a user profile icon for "Nidhi Manchanda". Below the search bar is a large blue banner with the text "FAST TRACK YOUR CAREER" and "Welcome to DLSEI Phase 2 Start learning on Coursera!". To the right of the banner is a vertical menu with options: Profile, My Purchases, Settings, Updates, Accomplishments, Help Center (highlighted with a red box and a red circle containing the number 1), and Log Out. Below the banner are links for "Browse Catalog" and "My Courses". The main content area is titled "My Recent Activity" and shows an "In-Progress Course" card for "Business intelligence and data analytics: Generate insights" by Macquarie University, with a "Go to course" button. At the bottom right of the page, there is a chat icon (highlighted with a red box and a red circle containing the number 2) and a small square icon with a downward arrow.

# 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!

courseera | Help Center

How can we help?

**1** Log In

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

**2** Search

**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.

Online - Chat With Us

## Help Articles

**3**

Courseera 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

**Overview**

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



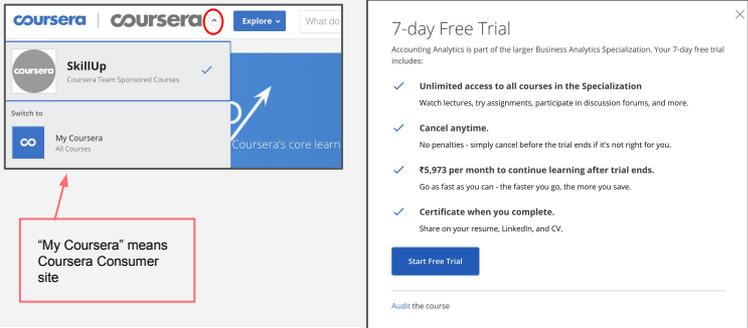
# Additional Support

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"> <li>You click <b>Join Now</b> and nothing happens or there is an error.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> </ul>
Enrollment	<ul style="list-style-type: none"> <li>You can't pay for a course that is not in the Learning Program or after you've reached your organization's enrollment limit.</li> <li>You want to unenroll from a course (within 14 days or outside of 14 days).</li> <li>You have a question about how long you have to take courses.</li> </ul>	<ul style="list-style-type: none"> <li>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."</li> <li>You can't enroll in a course because your organization's subscription has expired.</li> <li>You want to enroll in an additional course for free.</li> <li>You want to be removed from the program or don't want to be on Coursera anymore.</li> <li>You want to take more courses and have hit your enrollment limit.</li> <li>You have a question about how many courses you may take.</li> <li>You want more time to take courses.</li> </ul>
Courses & Content	<ul style="list-style-type: none"> <li>You have questions about how courses or specializations work.</li> <li>You encounter broken videos, content missing, or inaccurate course content.</li> </ul>	<ul style="list-style-type: none"> <li>You have questions about how the courses relate to your work at your organization.</li> <li>You need help on which courses to take first to follow your career trajectory.</li> <li>You have recommendations about which courses to take—you can also use the Recommendations tab in My Coursera</li> </ul>
Accomplishments	<ul style="list-style-type: none"> <li>You have Certificate troubleshooting issues.</li> </ul>	<ul style="list-style-type: none"> <li>You have questions about learning progress being reported to your organization.</li> <li>You have questions around how credits will be allocated by your university for Coursera courses</li> </ul>

# 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"> <li>Your organization has hit the license limit they have purchased and no more learners can join</li> </ul>
Payment for the course		<ul style="list-style-type: none"> <li>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 -             <ul style="list-style-type: none"> <li>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"> <li>The course is not a part of the Coursera Enterprise offering, please take a look at the unavailable courses <a href="#">here</a></li> <li>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</li> </ol> </li> </ul> </li> </ul>
Getting the certificate for your course		<ul style="list-style-type: none"> <li>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"> <li>Some courses on Coursera only require the learner to verify their name</li> <li>Some courses may require an ID verification and you will be asked to upload valid id proof</li> </ul> </li> </ul>

**Have fun learning!**

