

Thinkific Frequently Asked Questions

- I can't open the Thinkific or the link to my Thinkific course, what should I do?

Thinkific works best on these browsers:

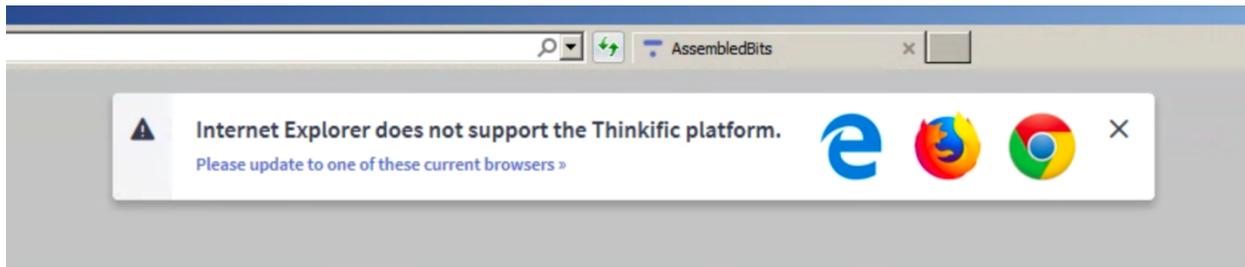
Desktop:

- Chrome
- Firefox
- Safari
- Microsoft Edge

Mobile:

- iOS Safari: 11 and up
- Chrome
- Samsung Internet

Thinkific does not support Internet Explorer. You will see the following message if attempting to access Thinkific on Internet Explorer.



Additionally, we encourage our students to address their IT department about fire walls, privacy settings and advanced anti-virus settings, as these are not issues that we can fix on our end.

- Do I need to set up an account?

Yes, you will need to set up an account to enrol in our courses and go through the content. On the top right of your Thinkific platform screen you will find a button that says "Sign In":



Courses

All Courses

Search



All Courses

Service Providers - The Mindset Of A HT Victim Training For Individuals

4 Lessons | \$77.97

PRE-ORDER AVAILABLE NOW!

All Courses

Digital Awareness Parent and Youth Training for Individuals

4 Lessons | \$77.97

PRE-ORDER AVAILABLE NOW!

All Courses

Financial Crime and AML - Human Trafficking Detection Training For Individuals

4 Lessons | \$179.67

PRE-ORDER AVAILABLE NOW!

After clicking "Sign In", you will be directed to a page to sign in, at the bottom of this page, there is an option to "Create a new account", click this to create an account. As displayed here:



ALL COURSES SIGN IN

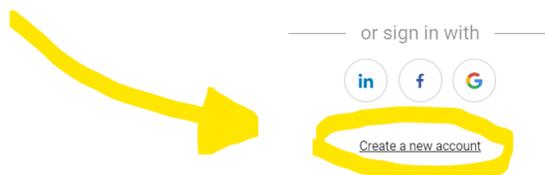
Welcome Back!

Email

Password

Remember me [Forgot Password?](#)

Sign in



You will be brought to the account creation page where you are required to fill in every question box that says “(required)”. As displayed here:



ALL COURSES SIGN IN

Create a new account

First Name	Last Name
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
Email	
<input type="text" value="Email"/>	
Password	
<input type="text" value="New Password"/>	
Full Name (required)	
<input type="text" value="Full Name (required)"/>	
Badge Number (type NA if not applicable) (required)	
<input type="text" value="Badge Number (type NA if not applicable) (required)"/>	
Position / Job Title (required)	
<input type="text" value="Position / Job Title (required)"/>	
Organization	

Please note that there are some required questions that you may put “N/A” in the answer box, for instance if you are not law enforcement you do not need to provide your badge number to us, you can just answer with “N/A”.

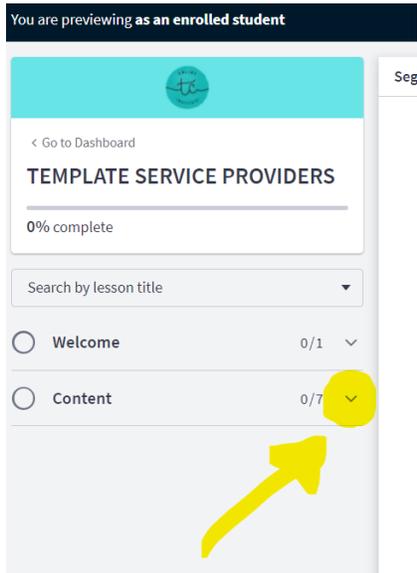
- Will I receive a link to go directly onto my course?

If you are a student participating in a private course hosted by a group that has retained Timea’s Cause Inc. for private training, you will receive a private link to access your specific course material. Note that we require a minimum of two weeks to edit and upload the recordings from live sessions onto Thinkific. You will receive an email from info@timeascause.com two weeks after the live session with the link directly to your course. Note that you will still be required to register for an account to access the content in the direct link.

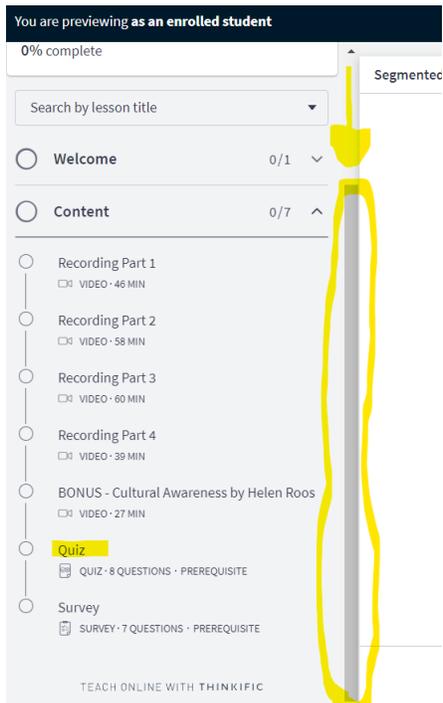
If you are a student looking to register for individual training provided by Timea’s Cause Inc., then please use this link to enrol in the course of your choice: <https://tconlineinstitute.thinkific.com/collections>

- Where can find the quiz?

After you have enrolled, you will see your courser title on the left side of the screen, below the title you will see the “Welcome” section and below that is the “Content” section. Click on the down arrow to open up the “Content” section, it will look like this:



After you open up the content section, scroll down on the left side of the screen to where it says “Quiz”, click on the quiz, it will look like this:



- How can I get the certificate?

To download the certificate, you must click “Complete and Continue” at the very bottom of every section:

COMPLETE & CONTINUE →

In order to move to the next section, you must click continue. If you can't see the continue button, your computer settings may be enlarged. You can fix this in your computer settings. Also note that all sections marked as pre-requisite such as course work, quizzes and certificates means "mandatory". You know that you have continued through each section and earned your certificate because you will have blue check marks on the left side of the screen and an option to download your certificate, as seen below:

You are previewing as an enrolled student



< Go to Dashboard

TEMPLATE SERVICE PROVIDERS

100% complete

 GET YOUR CERTIFICATE

Search by lesson title ▼

	Welcome	1/1	▼
	Content	7/7	▼

- Can I redo the quiz?

Yes, you can retake the quiz an unlimited number of times.

- If I have difficulty signing on or connecting to the course, who can I contact?

If you're having any difficulty and need help, please email us at customerservice@timeascause.com and someone will respond to you within a timely manner.