

I-CAR Shopping Cart - FAQ

Q: Why is I-CAR changing its current process for ordering online training programs?

A: I-CAR is making the process of ordering online training programs more user- friendly. The changes will allow individuals to order all I-CAR products from the same website.

Q: How has the I-CAR home page changed?

A: There have been some slight changes to the home page view. However, an individual may still search for online training programs from the drop down menu, quick link, or advanced search options.

Q: How can an individual view a listing of all online training programs?

A: There is now an Online Training Course Catalog page on the I-CAR website that lists only online training programs.

Q: Can an individual view online training programs from other pages within the website?

A: If an individual requires an online course for OEM training, he/she may view and launch the course from the OEM section of the I-CAR website or may view the required online training programs within I-CAR's Training Planner tool.

Q: How does an individual register for online training programs?

A: Individuals can register for online training programs through the same process as ordering instructor-led (live) courses on the I-CAR website.

Q: How does an individual pay for online courses?

A: The current shopping cart will allow individuals to pay for classes with online course coupons and/or by credit card.

Q: Can an individual buy their online course coupons online?

A: The sale of online course coupons ended on December 31, 2011. Customers will no longer be able to purchase discount coupons, however, discount coupons can still be used as a form of payment for training.

Q: Will individuals need to use the same payment method for all products in his/her shopping cart?

A: No, they may have line items in their shopping cart that can be purchased with different payment methods.

Q: How does an individual begin an online training course?

A: An individual can login to his/her myI-CAR account and access the 'my classes' tab. Both instructor-led (live) and online training courses that have been purchased will be available here. Click 'my on line classes' and a list of purchased online courses will populate. Click on any of these to begin the course.



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Q: Have the online training courses that have been converted from instructor-led (live) training changed?

A: No, the content has not changed.

Q: Will all I-CAR courses now be online?

A: No, courses that are “hands on” in nature will only be taught in an instructor-led (live) environment.

Q: Will individuals need to purchase instructor-led (live) courses and online training courses separately?

A: No, they may purchase a instructor-led (live) and online training courses as part of the same transaction.

Q: What happens if an individual tries to purchase online training courses through the former online ordering process?

A: They will be automatically redirected to the new registration process.

Q: If an individual does not pass an online training course post-test, can they retest?

A: Yes, they are allowed three attempts to pass the test before a retest fee is assessed.

Q: How are individuals notified that they failed an online training post-test?

A: They will receive an email for the class failure, along with the listing of the 10 test questions. After the third failed attempt, the email includes additional instructions on how to repurchase the test.

Q: Where do individuals view online training test results?

A: Their personal training record within their myI-CAR account will contain this information.

Q: Will individuals still receive certificates for passing the online training course?

A: Yes.

Q: Can Canadian customers purchase online courses from this new format?

A: No, past I-CAR Canadian customers now access training from AIA Canada.

