Navigating Coursera

How to Pass the Class

To qualify for a Course Certificate, simply start verifying your coursework at the beginning of the course and pay the fee. If you choose not to pay the fee, you can still audit the course. You will still be able to view all videos and submit practice quizzes. Auditing does not include the option to submit required assessments. As such, you will not be able to earn a grade or a Course Certificate.

Getting and Giving Help

You can get/give help in the following ways:

1. **Coursera Learner Support**: Use the [Learner Help Center](https://learner.coursera.help/hc/en-us) to find information on specific technical issues. These include error messages, difficulty submitting assignments, or problems with video playback. If you can’t find an answer in the documentation, you can also report your problem to the Coursera support by clicking on the Contact Us! link available on the bottom of help center articles. **If you're having trouble accessing any of the course content, please reach out to Coursera support**.
2. **Qwiklabs Support**: Please use the [Qwiklabs support request](https://qwiklab.zendesk.com/hc/en-us/requests/new" \t "_blank) form to log any issues related to accessing and using Qwiklabs. A member of the Qwiklabs team will work with you to help resolve them.
3. **Course Content Issues**: You can also flag problems in course materials. When you rate course materials, the instructor will see your ratings and feedback; other learners won’t. To rate course materials:

* Open the course material you want to rate. You can only rate videos, readings, and quizzes.
* If the item was interesting or helped you learn, click the thumbs-up icon.
* If the the item was unhelpful or confusing, click the thumbs-down icon.