

Google Career Certificates Coursera Learner Guide



Welcome to Coursera!

Congratulations on joining **Google Career Certificates Scholarship 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 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.
- ✓ Be part of a community of over 90+ million global learners.

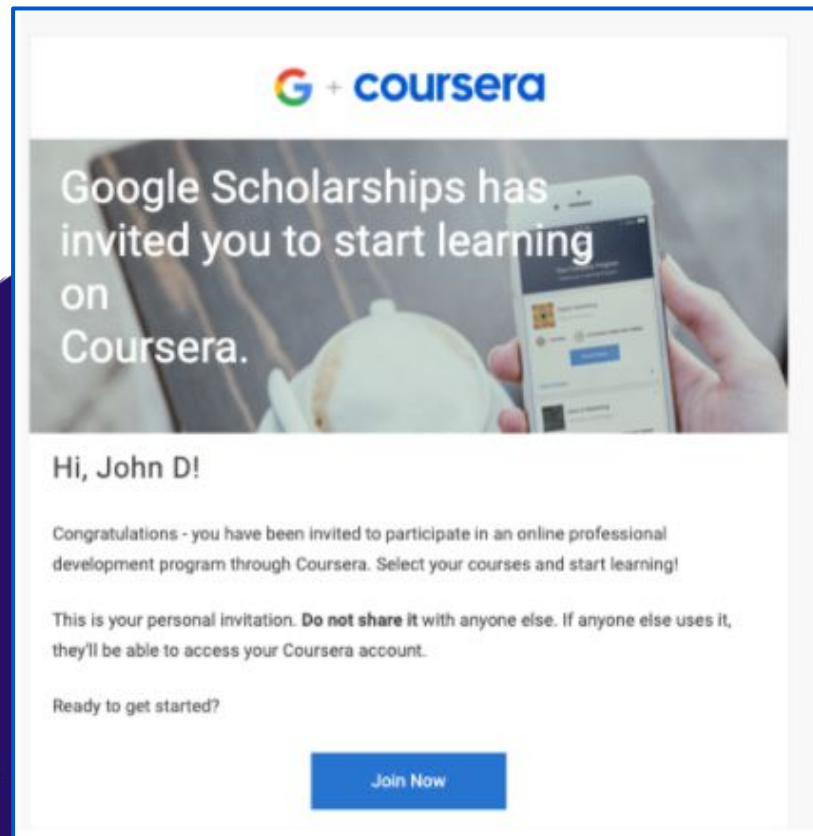
Joining your Organization's Learning Program on Coursera



Joining Your Organization's Learning Program

There are two different ways by which you can join your organization's Learning Program on Coursera and it depends on how the admin from your organization has invited you...

- ★ Clicking the link "**Join Now**" from the email invitation you have received **or**
- ★ Clicking through the **Program URL (shared by the admin from your organization)** and signing into Coursera using your official email address with which you are invited

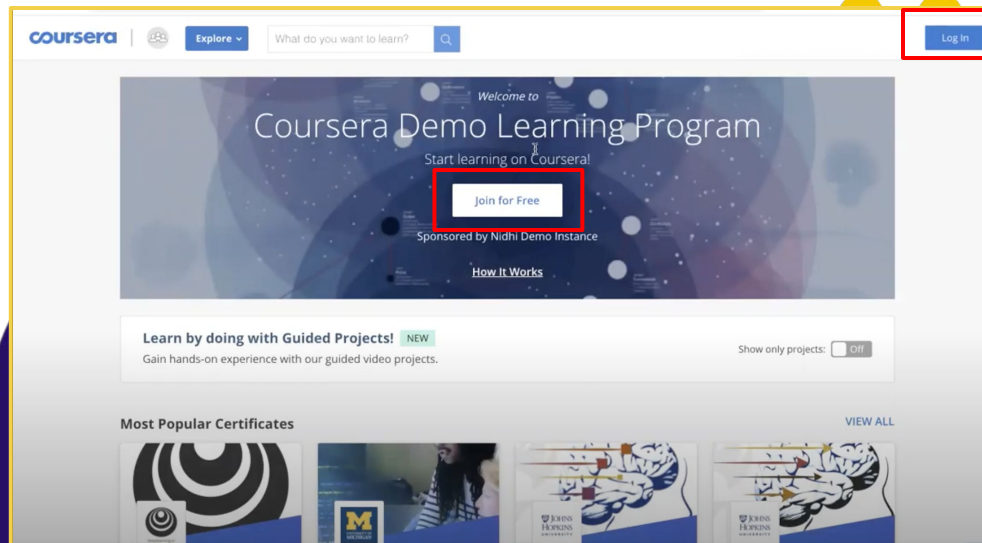


★ Note: Please note that this is different from visiting coursera.org and signing up as a new user. Doing so will mean that you are using Coursera's consumer site and not your organization's learning program, and hence you will not be able to enjoy the enterprise benefits.

Joining Your Organization's Learning Program

Once you click on **Join Now** or follow the **program URL**, you will be directed to your organization's learning program. In order to join, you need to first log in to the Coursera platform.

To do so, click on **"Join for Free"** or the **"Log In"** button in the top right corner.



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 for Free”, 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 (either with the same email to which you have been invited or a different personal email), 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.

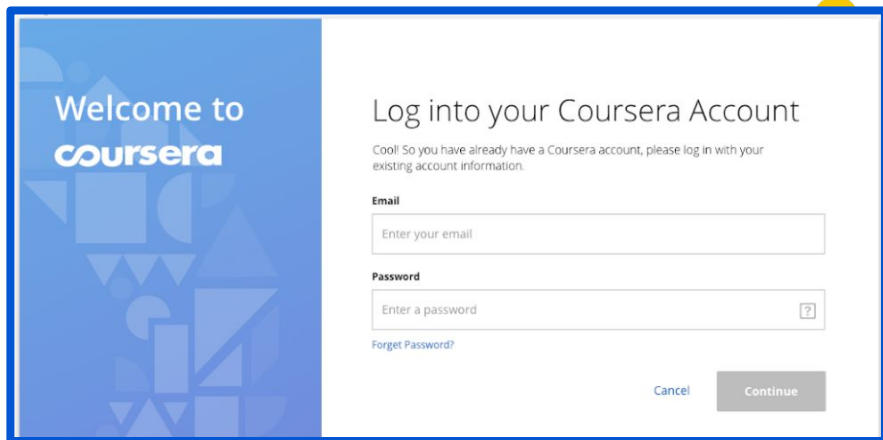
If you've gone past this step and need help merging a pre-existing Coursera account, you can visit the [Learner Help Center](#) and start a chat with a Coursera Support agent for assistance.



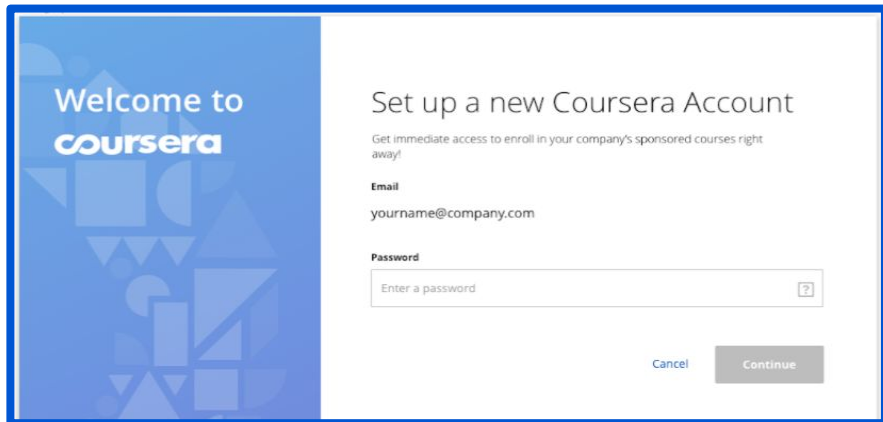
Note - Please note that if you have accessed the program link before you will not see the “Welcome to Coursera” page - you will directly see the pop up to login with your account or sign up for a new account to access the learning program.

Create Your Account

- A. If you select - ***"I am 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.
- B. 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



The screenshot shows the Coursera login interface. On the left is a blue sidebar with the Coursera logo and abstract geometric shapes. The main area is white and titled 'Log into your Coursera Account'. Below the title is a sub-header: 'Cool! So you have already have a Coursera account, please log in with your existing account information.' There are two input fields: 'Email' with the placeholder 'Enter your email' and 'Password' with the placeholder 'Enter a password' and a small question mark icon. Below the password field is a link 'Forgot Password?'. At the bottom right are two buttons: 'Cancel' (blue text) and 'Continue' (grey button).



The screenshot shows the Coursera account setup interface. On the left is a blue sidebar with the Coursera logo and abstract geometric shapes. The main area is white and titled 'Set up a new Coursera Account'. Below the title is a sub-header: 'Get immediate access to enroll in your company's sponsored courses right away!'. There are two input fields: 'Email' with the placeholder 'yourname@company.com' and 'Password' with the placeholder 'Enter a password' and a small question mark icon. At the bottom right are two buttons: 'Cancel' (blue text) and 'Continue' (grey button).

Enrolling in a Certificate

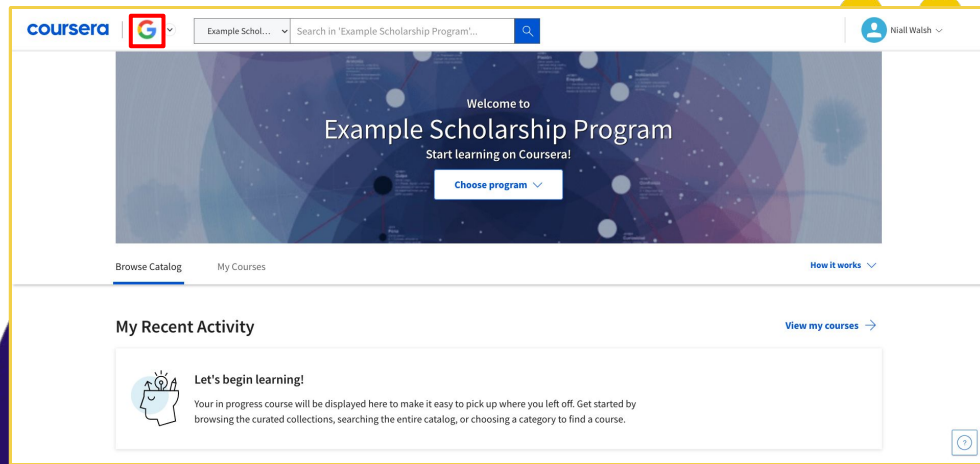


Begin Learning by Enrolling in Your First Certificate

Once you have created your account, you will land on the learning program page where you will see two tabs:

1. **Browse Catalog** - Here you will be able to see the recommended courses by your organization.
2. **My Courses** - Once you have enrolled in your first course, they will start appearing here.

You will be able to see Google's logo here



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

Choose Your Certificate

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 **Catalog** tab to browse the courses curated for your program. Once you have chosen a course that interests you, click on the Certificate tile to access the course details.

Welcome to
Example Scholarship Program
Start learning on Coursera!

Choose program ▾

Browse Catalog My Courses How it works ▾

Recommended by your organization [Back to program home](#)

Enroll in any course hand-picked by your organization. These courses cover topics and skills your organization is focused on improving.

Google Professional Certificates

Google IT Support
Google
PROFESSIONAL CERTIFICATE

Google Project Management:
Google
PROFESSIONAL CERTIFICATE

Google UX Design
Google
PROFESSIONAL CERTIFICATE

Google Data Analytics
Google
PROFESSIONAL CERTIFICATE

Click on a
Certificate tile
to access the
course details

UX Design

IT Support

Project
Management

Digital
Marketing

IT Automation
with Python

Data
Analytics

Cybersecurity

Advanced
Data
Analytics

Business
Intelligence

Grow
with
Google

In seven high-demand fields

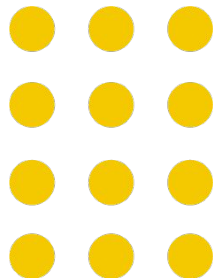
Product agnostic

Completed in 3 - 6 months

No previous degree or experience required

Hands-on, practice-based approach

Available on Coursera.org



Google Cybersecurity Certificate

You will learn how to identify common cybersecurity risks, threats, and vulnerabilities, as well as the techniques to mitigate them. You will gain hands-on experience with Python, Linux, and SQL.

Learn how to protect networks, devices, people, and data from unauthorized access and cyber attacks.



Certificate Summary

8 Courses Total Within Certificate

3-6 Month Completion Time

Suggested pace of 10 hrs/week

Topics Covered:

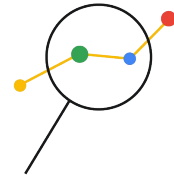
- Introduction to the exciting world of cybersecurity.
- The evolution of cybersecurity.
- Protect against threats, risks, and vulnerabilities.
- Cybersecurity tools and programming languages.

Skills Acquired:

- Python, Linux, SQL
- Security Information Event Management (SIEM) tools
- Intrusion Detection Systems (IDS)
- Network protocol analyzers (packet sniffing)

For more information on Google Data Analytics:

[Cybersecurity - Key Competencies & Job Mapping](#)



Google Data Analytics Certificate

You will cover foundational data analytics terminology and gain a deeper understanding of the role and responsibilities of a data analyst.

Learn about key analytical skills (data cleaning, data analysis, data visualization) and tools (spreadsheets, SQL, Tableau, R programming).

Evaluate the role of analytics in the data ecosystem.

Certificate Summary

8 Courses Total Within Certificate

3 - 6 Month Completion Time

Suggested pace of 10 hrs/week

Topics Covered:

- Introducing data analytics
- Thinking analytically
- Exploring the wonderful world of data
- Setting up a data toolbox
- Discovering data career possibilities

Skills Acquired:

- Spreadsheet basics
- Metadata
- Data visualization (DataViz)
- R Programming
- SQL
- Data ethics

For more information on Google Data Analytics:

[Data Analytics - Key Competencies & Job Mapping](#)

Google Advanced Data Analytics Certificate

The Google Advanced Data Analytics Certificate is designed to help you build on the skills gained through the Google Data Analytics Certificate. You will begin your journey by exploring the role of data professionals in the workplace.

Learn about the project workflow PACE (Plan, Analyze, Construct, Execute) and how it can help you organize data projects.

You will identify tools used by data professionals (Jupyter Notebook, Python, and Tableau)



Certificate Summary

7 Courses Total Within Certificate

6 Month Completion Time

Suggested pace of 10 hrs/week

Topics Covered:

- Introduction to data science concepts
- The impact of data today
- Your career as a data professional
- Data applications and workflow
- Thinking like a data professional

Skills Acquired:

- Data Science
- Regression Models
- Predictive Modelling
- Exploratory data analysis
- Statistical Analysis
- Machine Learning

For more information on Google Data Analytics:
[Advanced Data Analytics - Key Competencies & Job Mapping](#)

Google Business Intelligence Certificate

You will discover the role of BI professionals within an organization and explore BI tools used on the job. You will explore how data is used in business processes and decision making.

You will identify the uses and benefits of BI tools, including data models, pipelines, data visualizations, and dashboards.

You will develop and execute a BI project by working with stakeholders to determine project requirements, execute tasks, and deliver insights that guide decision making.



Certificate Summary

3 Courses Total Within Certificate

3 Month Completion Time

Suggested pace of 10 hrs/week

Topics Covered:

- Data-driven results through business intelligence
- Business intelligence tools and techniques
- Context is crucial for purposeful insights

Skills Acquired:

- Data modeling
- Business Analysis
- Bigquery
- Tableau Software
- Data Visualization (DataViz)

For more information on Google Data Analytics:
[Business Intelligence - Key Competencies & Job Mapping](#)

Google Digital Marketing & E-commerce Certificate

You will be able to define the fields of digital marketing and e-commerce and explore entry-level jobs in both fields, identifying the roles and functions those jobs play in an organisation.

You will gain knowledge on how to attract and engage customers through digital marketing channels like search and email.

You'll be able to measure marketing performance through analytics and present insights.

You will get hands-on practice using popular digital marketing and E-commerce tools, such as Shopify and Canva.

For more information on Google Data Analytics:

[Digital Marketing & E-commerce - Key Competencies & Job Mapping](#)



Certificate Summary

7 Courses Total Within Certificate

3- 6 Month Completion Time

Suggested pace of 10 hrs/week

Topics Covered:

- Embarking on a career in digital marketing and e-commerce
- Understanding the marketing funnel
- Identifying the role of advertisements, advertising goals and advertising channels
- Exploring marketing goals, business goals and measuring success

Skills Acquired:

- Marketing
- E-commerce
- Display Advertising
- Email Marketing
- Search Engine Optimization (SEO)

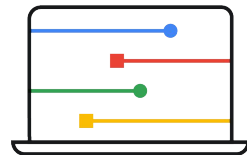
Google IT Support Certificate

You will be introduced to the world of Information Technology, or IT, and cover the different facets of Information Technology like computer hardware, the internet, software, troubleshooting and customer service.

You will learn computer assembly, wireless networking, installing programs, customer service, identifying problems to troubleshoot and debug systems.

Gain experience with systems including Linux, Domain Name Systems, Command-Line Interface, and Binary Code.

For more information on Google IT Support:
[IT Support - Key Competencies & Job Mapping](#)



Certificate Summary

5 Courses Total Within Certificate

3 - 6 Month Completion Time

Suggested pace of 10 hrs/week

Topics Covered:

- Introduction to IT
- Hardware & Software
- Operating system
- Networking
- Troubleshooting

Skills Acquired:

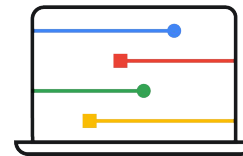
- Debugging
- Encryption Algorithms and Techniques
- Customer Service
- Network Protocols
- Cloud Computing

Google IT Automation with Python Certificate

The Google IT Automation with Python Certificate is designed to help you build on the skills gained through the Google IT Support Certificate to advance to technical paths like Systems Administrators.

You will learn how to program with Python with no previous knowledge of coding required and you'll use Python to automate common system administration tasks.

This stackable credential helps IT professionals build in-demand skills including Python, Git, and IT automation.



Certificate Summary

6 Courses Total Within Certificate

3 - 6 Month Completion Time

Suggested pace of 10 hrs/week

Topics Covered:

- Managing Files with Python
- Troubleshooting Concepts
- Introduction to Version Control
- Object Oriented Programming
- Automation in the Cloud

Skills Acquired:

- Using Version Control
- Troubleshooting & Debugging
- Python Programming
- Configuration Management
- Automation

For more information on Google Data Analytics:
[IT Automation with Python - Key Competencies & Job Mapping](#)

Google Project Management Certificate

You will learn foundational project management terminology and gain a deeper understanding of the role and responsibilities of a project manager.

You will be introduced to the kinds of jobs to pursue after completing this program.

By the end of this course, you will be able to: Define project management, Explore project management roles and responsibilities across a variety of industries, Detail the core skills that help a project manager be successful, Describe the life cycle of a project and explain the significance of each phase.



Certificate Summary

6 Courses Total Within Certificate

3 - 6 Month Completion Time

Suggested pace of 10 hrs/week

Topics Covered:

- A career in project management
- Effective project management
- The project management life cycle
- Organizational structure and culture

Skills Acquired:

- Agile Project management
- Organizational culture
- Career development
- Strategic thinking
- Change management
- Risk Management

For more information on Google Project Management:

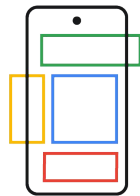
[Project Management - Key Competencies & Job Mapping](#)

Google UX Design Certificate

You will explore the field of user experience (UX) and grasp the foundations of UX design and research.

You will be involved in creating low-fidelity designs and wireframes, designing high-fidelity prototypes, and understanding how to iterate designs by testing.

By the end of the certificate, you will create a professional UX portfolio that includes three projects: a mobile app, a responsive website, and a cross-platform experience.



Certificate Summary

7 Courses Total Within Certificate

3 - 6 Month Completion Time

Suggested pace of 10 hrs/week

Topics Covered:

- Introducing user experience design
- Getting to know common terms, tools, and frameworks in UX design
- Joining design sprints
- Building a professional presence

Skills Acquired:

- User Experience Design (UXD)
- UX Research
- Wireframe
- Prototype
- Usability testing

For more information on Google UX Design:
[UX Design - Key Competencies & Job Mapping](#)

Enroll in a Certificate



Enroll in a Certificate

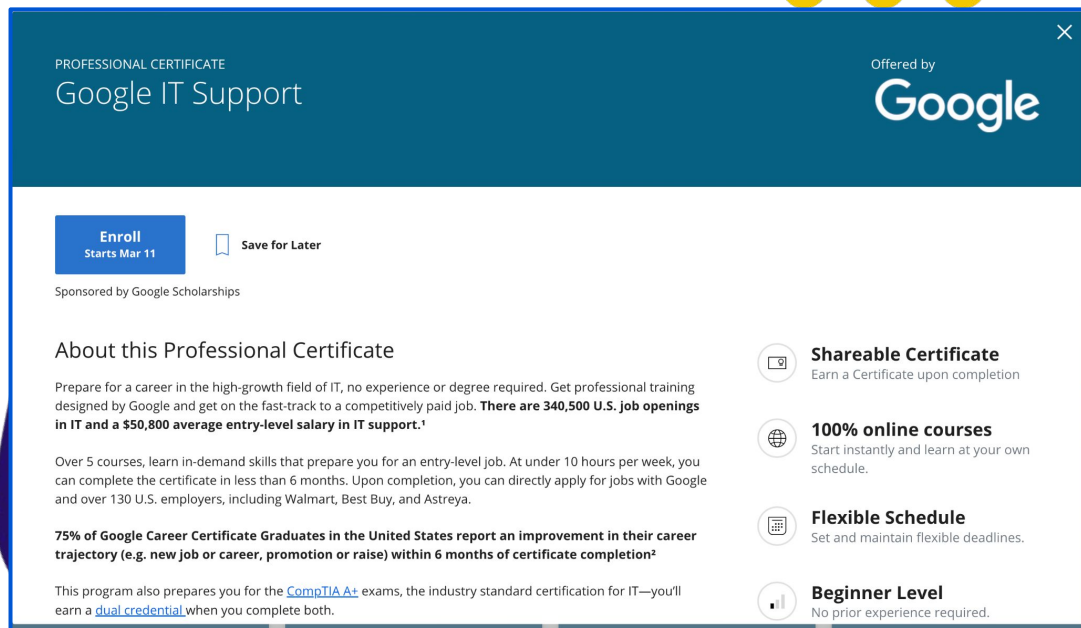
The course description page has detailed information to help your enrollment decision.

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 certificate, you can start watching videos and taking quizzes immediately.



The screenshot shows the enrollment page for the Google IT Support Professional Certificate. At the top, it says 'PROFESSIONAL CERTIFICATE' and 'Google IT Support'. The Google logo is in the top right corner. Below the title, there are two buttons: 'Enroll Starts Mar 11' and 'Save for Later'. A note says 'Sponsored by Google Scholarships'. The main section is titled 'About this Professional Certificate' and contains the following text: 'Prepare for a career in the high-growth field of IT, no experience or degree required. Get professional training designed by Google and get on the fast-track to a competitively paid job. **There are 340,500 U.S. job openings in IT and a \$50,800 average entry-level salary in IT support.**' Below this, it says 'Over 5 courses, learn in-demand skills that prepare you for an entry-level job. At under 10 hours per week, you can complete the certificate in less than 6 months. Upon completion, you can directly apply for jobs with Google and over 130 U.S. employers, including Walmart, Best Buy, and Astreya.' Further down, it states '75% of Google Career Certificate Graduates in the United States report an improvement in their career trajectory (e.g. new job or career, promotion or raise) within 6 months of certificate completion'. At the bottom, it mentions 'This program also prepares you for the [CompTIA A+](#) exams, the industry standard certification for IT—you'll earn a [dual credential](#) when you complete both.' On the right side, there are four icons with corresponding text: 'Shareable Certificate' (Earn a Certificate upon completion), '100% online courses' (Start instantly and learn at your own schedule), 'Flexible Schedule' (Set and maintain flexible deadlines), and 'Beginner Level' (No prior experience required).

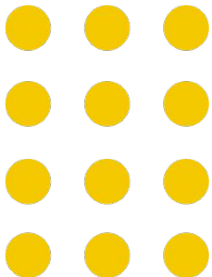


Note: While most courses are on-demand and learner can start learning immediately, there are a few courses that have a specific start date. While you can enroll in these courses at any time, you will have to wait for the session to begin learning.


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 **Catalog** tab on your program page. Navigate to the class tile, click into it, and then click on **Go to Course**.




My courses



Google IT Support
Google

5 courses

1 2 3 4 5



Technical Support Fundamentals

Progress

1 assignment this week

Ends on Apr 25, 2022

Week 1 of 6

Resume



Google IT Support
Google

PROFESSIONAL CERTIFICATE



PROFESSIONAL CERTIFICATE

Google IT Support

Enrolled

Go to Course

Save for Later

Sponsored by Google Scholarships

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 screenshot shows the Coursera interface for the course 'Technical Support Fundamentals' by Google. The left sidebar contains a navigation menu with the following items: Overview, Week 1, Week 2, Week 3, Week 4, Week 5, Week 6, Grades, Notes, Discussion Forums, Messages, Resources, and Course Info. The main content area is titled 'Technical Support Fundamentals by Google' and features a Google logo. Below the title, there is a 'WEEK 1' section with a 'Resubmit: Quiz: How to Count in Binary' button and a 'Try Again' button. An 'Instructor's Note' from Google Career Certificates is displayed, welcoming students to the course. At the bottom, the 'Week 1' section is expanded, showing 'Introduction to IT' with a table of required activities:

	REQUIRED	GRADE	DUE
Videos	50 min left	0%	Mar 14 6:59 AM GMT
Readings	1h left		
Practice Exercises	14 min left		

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.

My courses



Google IT Support

Google

5 courses



Technical Support Fundamentals

Progress

1 assignment this week

Ends on Apr 25, 2022

Week 1 of 6

Resume



Google Data Analytics

Google

8 courses



Ask Questions to Make Data-Driven Decisions

Progress

1 assignment this week

Ends on Apr 11, 2022

Week 1 of 4

Resume

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

Ready to get started?

It looks you missed some important deadlines. Reset your deadlines and get started today.

[Reset my deadlines](#)

Google IT Support

Google

5 courses



Technical Support Fundamentals

Progress

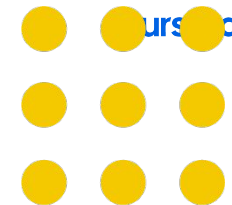
1 assignment this week



Ends on Apr 25, 2022

Week 1 of 6

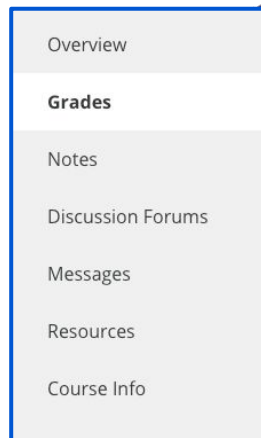
[Resume](#)












Keep track of 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.



 There is 1 assignment due this week or overdue.

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

The screenshot displays the Coursera course interface. On the left, a sidebar menu contains the following items: Overview, Week 1, Week 2, Week 3, Week 4, Grades, Notes, Discussion Forums (highlighted with a red box), Messages, Resources, and Course Info. A large purple arrow points from the 'Discussion Forums' menu item to the main content area. The main content area is titled 'Week 3' and includes a 'Go to Forum' button. Below this, there are tabs for 'Forums' and 'All Threads', along with a search bar. The 'Forums' tab is active, showing a list of discussion forums: 'General Discussion' (250 threads), 'Introductions' (8541 threads), 'Teacher Forum' (26 threads), and 'Study Groups' (42 threads). On the right side of the main content area, there is a 'DESCRIPTION' section with a welcome message and a 'MODERATORS' section displaying a grid of user avatars.

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 the Coursera video player interface. On the left is a sidebar with 'Course materials' including 'Lecture Materials' (with video links like 'Welcome to the Course', 'Installing MAMP on a Macintosh', etc.) and 'Optional Assignment'. The main area displays the video 'Welcome to the Course' with a transcript below it. The transcript is in English and shows the video has started at 0:08. On the right is a 'Notes' panel with a 'Save Note' button and a text area for notes. Below the video player, there are five callout boxes labeled A through E, each pointing to a specific feature in the interface.

Introduction to Structured Query Language (SQL) > Week 1 > Welcome to the Course

Prev | Next

Course materials

Lecture Materials

- ✓ Video: Welcome to the Course 3 min
- ✓ Video: Installing MAMP on a Macintosh 7 min
- ⓘ Video: Installing MAMP on Windows 10 14 min
- ⓘ Video: Installing XAMPP on Windows 10 9 min
- ⓘ Reading: Installing LAMP On Linux 10 min
- ⓘ Discussion Prompt: Your Database Experience 5 min

Optional Assignment

Bonus Materials

Welcome to the Course

0:09 / 3:10

Save Note Discuss Download

English

Help Us Translate

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.

Notes All notes

Click the "Save Note" button when you want to capture a screen. You can also highlight and save lines from the transcript below. Add your own notes to anything you've captured.

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 Reinforce Core 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.

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.

Learner Tips and Tricks



Download our Mobile App!

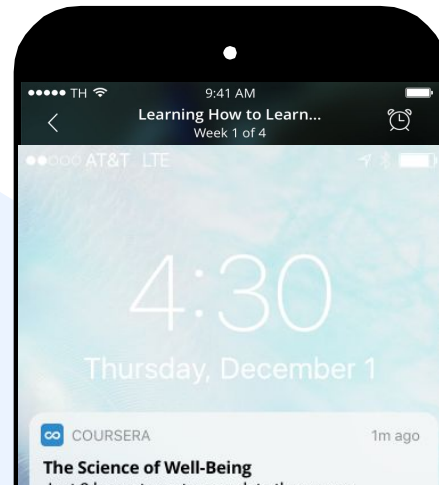
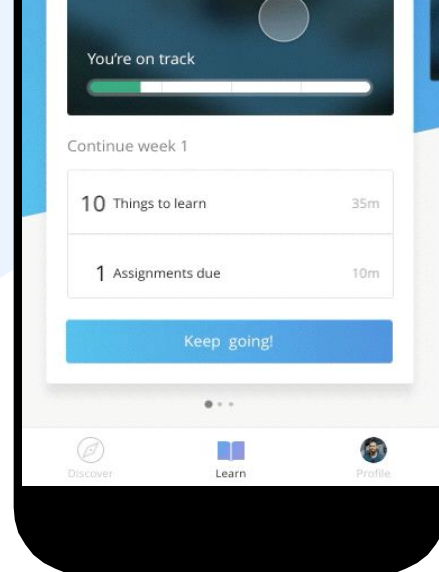
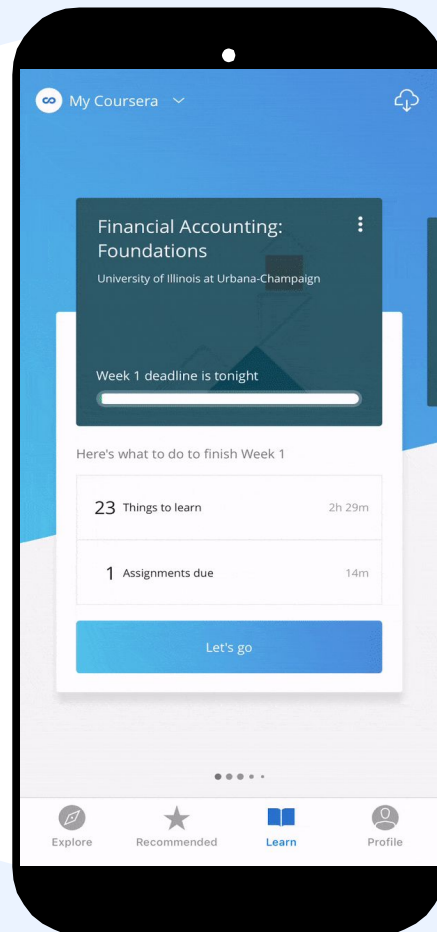
Learn on the go if you have some free time!

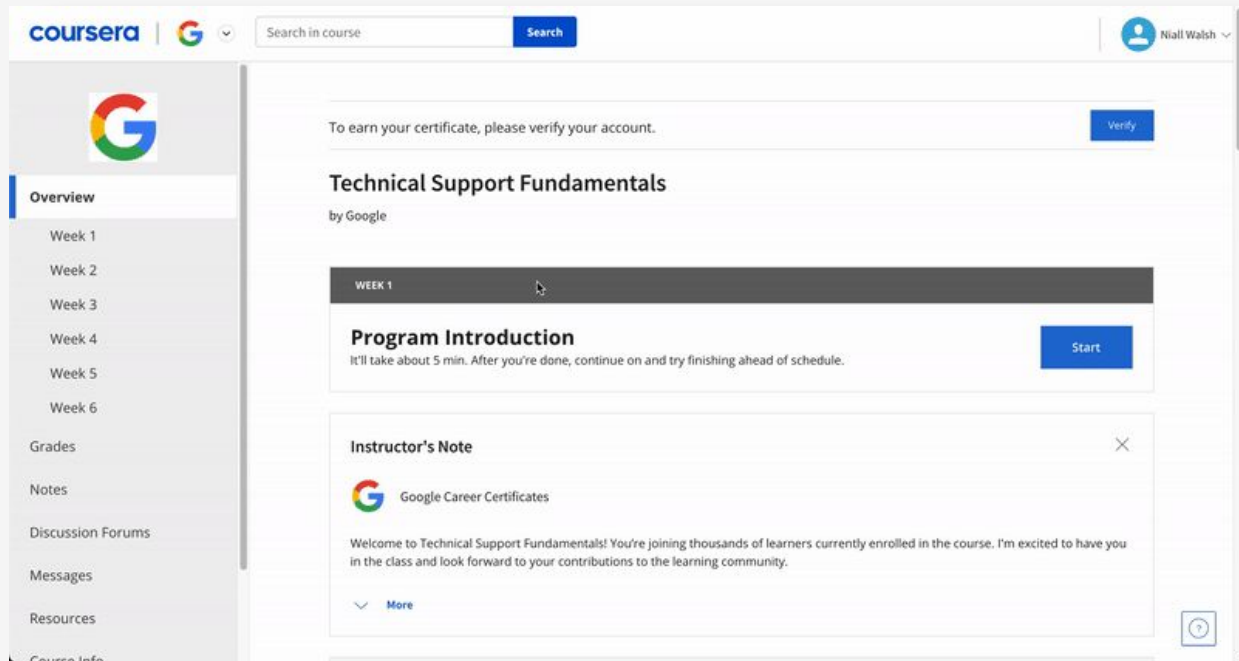
Take short lessons and lectures.

Fully **mobile-optimized** app; learn anytime, anywhere.

Download courses for offline access.

Lecture transcripts and **interactive notetaking**.





Socialize with Classmates from Across the Globe

Work together and discuss coursework to achieve the best results

You can meet fellow learners and discuss course content together.

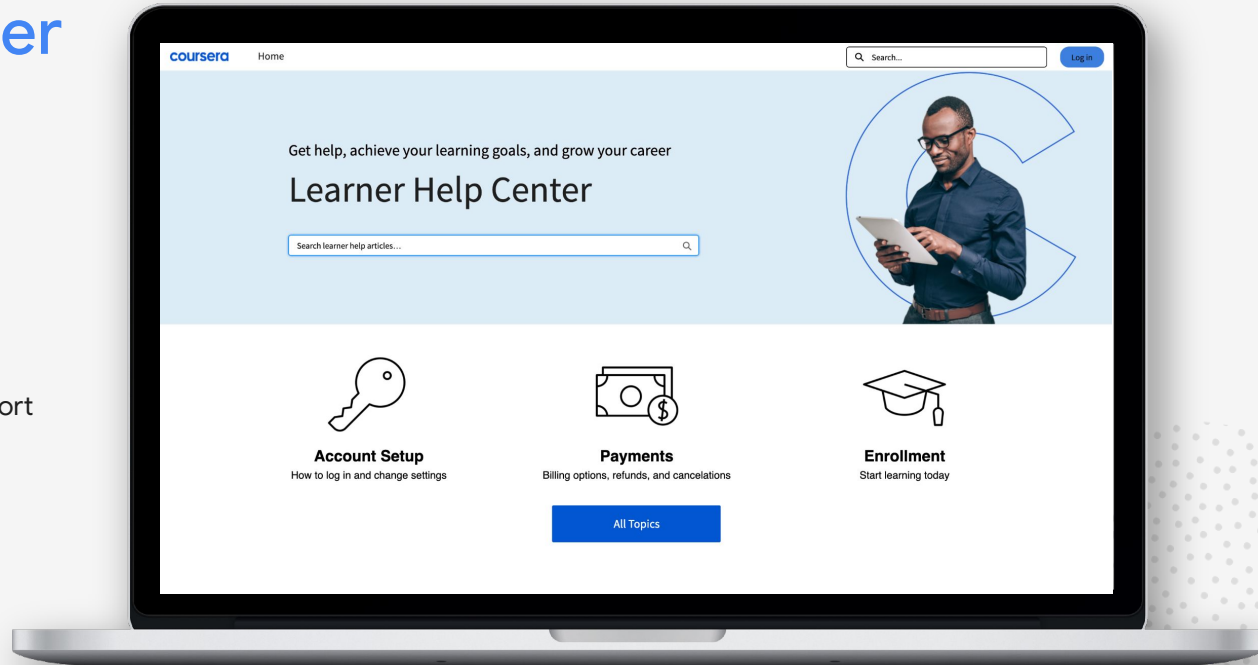
You can talk to learners in the same course and week as you through the discussion forum.

Bookmark the Learner Help Center

Provides both self-help and
real-time chat support.

Learners can find:

- Self-help content and real time support 24/7.
- Contact our Learner Services team through chat and email.
- FAQ's



Sharing Your Accomplishments

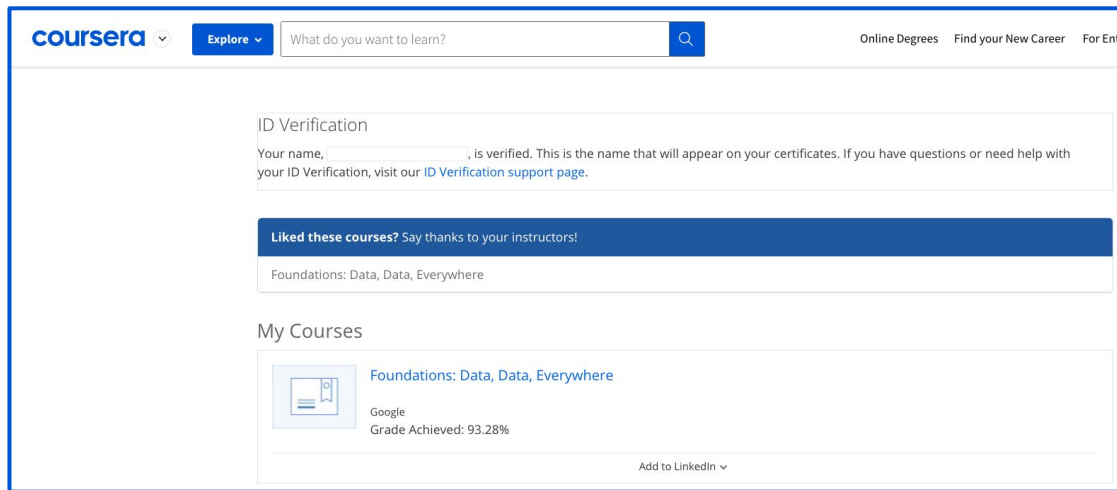
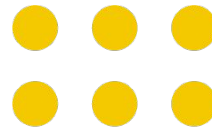


Access and Share Certificates of Completion

You will receive a certificate of completion for each course you complete, and also an additional certificate once you've completed all courses of your full certification!

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.



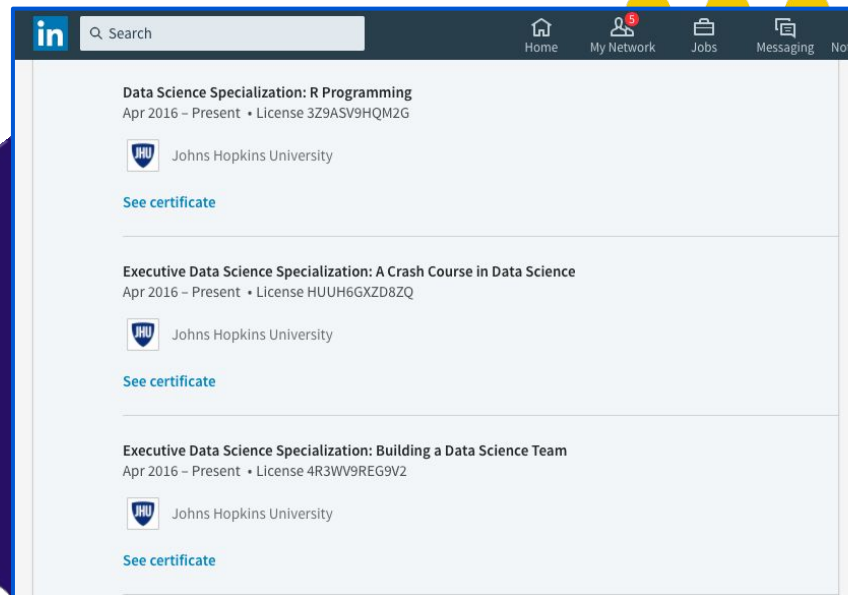
Coursera Credentials are the Second **Most Popular** on LinkedIn

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.

[How to Add Your Certificate to Your LinkedIn Profile](#)

[How to Add Your Certificate to Your CV](#)



Getting Help



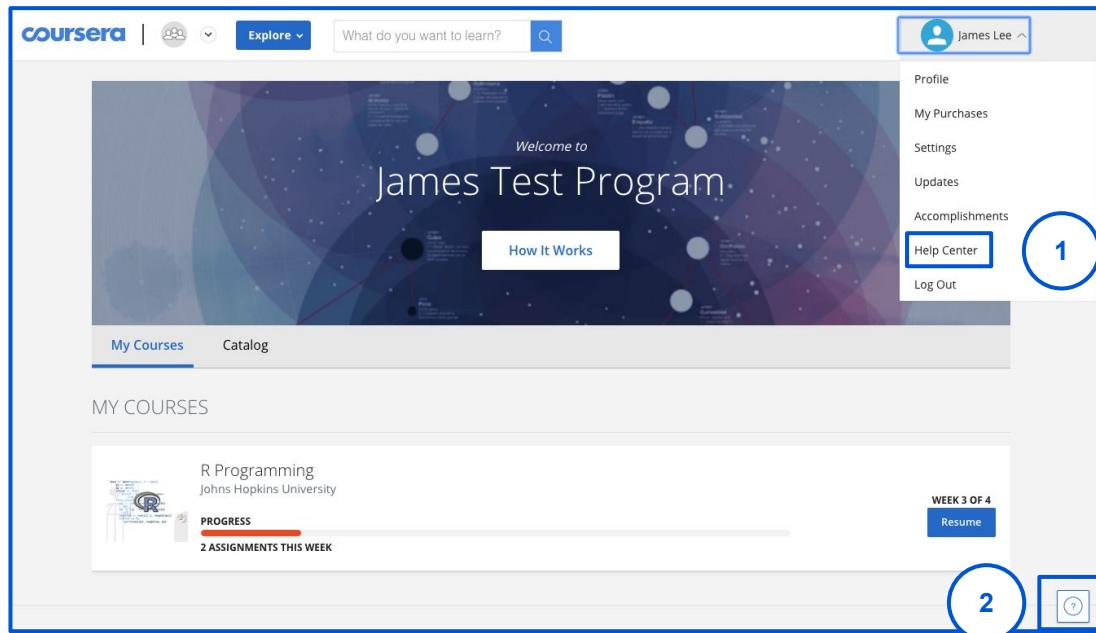
Learner Support

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



Happy Learning!