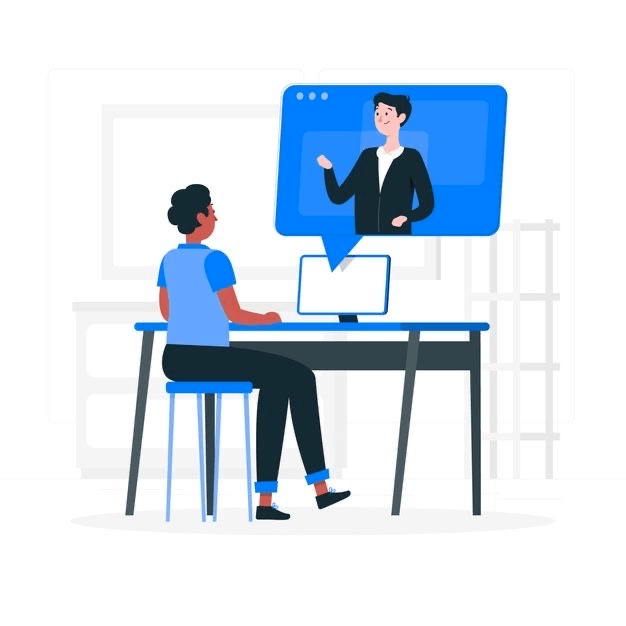
# FAQ for Learners



**What is the main motive of TMHM?**

TMHM works as a harbinger between facilitator and learners. We aim to connect learners with their faculty directly for any constraint they face during the learning process.

**Will TMHM focus only on high school students?**

Our organization aims to provide guidance and learning to jobseekers and students pursuing degree courses.

**Can parents of school children approach TMHM?**

Yes, definitely. TMHM assists parents in child counseling for a bright future for children and for a better career roadmap.     

**Do TMHM provide live learning?**

We at TMHM understand the hectic schedule of learners and therefore, provide users with recorded lessons so that learners can acquire skill based on their convenience, at their own pace.

**Can I connect with someone else if I face problems during learning or if I need guidance?**

Yes, TMHM focuses on providing career counseling to learners who wish to excel in their respective career paths or are willing to adept new skills. Learners can now also request for online counseling at any time by following some easy steps. Our executive will contact in a short while.

**What is the use of free content tab? Is it useful for me?**

This portal will help you to expand your practical knowledge and provide you with an insight related to the discipline you opt during enrollment. You can find blogs and articles which will help you in the immediate future after learning.

**What type of content can I access when I register at TMHM portal?**

Learners can access customized video courses with respect to the discipline chosen during enrollment. We provide you with career counseling, free content for career enhancement and aspiration to hone soft skills for job seekers.

**Will TMHM help me in getting placement/internship?**

Our ambition is to assist outstanding learners with placements and internships they are intending to take up. Apart from this our vision is to conduct career set-up programs for all learners. We will also help you in identifying a better job for you.    

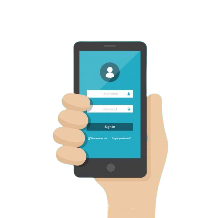
**What type of courses can I find here?**

All in demand courses can be accessed on our portal with a direct conversation with facilitators who will answer your queries at flexible timings. You can access the courses with ease at any time and can take a break in between while learning.

# Help & Support for Learners

**How to get started?**

Time is precious. We are determined to help you unfold a better career in the shortest frame period of time. Therefore, we have brought you a smooth & hassle-free interface. We have listed all the steps to get you started:-

* You are required to sign-in by providing the basic details for verification.  
* Once you sign-in successfully, you will be directed towards the Learners Dashboard.
* You may set up your profile simply yet carefully, as all the details mentioned in your profile will be used for certificates issued to you at the completion of any course.

Woah! You are done! Now, just dive deep into the ocean of knowledge and learn what excites you.

**Courses**

*Enroll*

We offer a variety of courses ranging from academic courses to all the trending courses to help you pace with upcoming trends. Our courses train you to get you ready for all the challenges in the corporate world. Our facilitators are full of knowledge and expertise. They will assist you in identifying the opportunities and tackling problems.

You can enroll in any course by paying nominal fees. Once you are done with the payment you will be able to access all the recorded videos, live sessions, quizzes, assignments and can contact our facilitators to address your queries. After the completion of the course,  you will be issued a certificate of completion.

*Cancellation*

You can cancel your enrollment to any course within 5 days from the date of enrollment. You can simply access the column of cancellation on the learner’s dashboard and once you click for the cancellation, you will not be eligible for any certificate or recorded videos, live sessions, quizzes, assignments and our facilitators won’t address your queries for that particular course until you join in that course again. Fees paid by you will be refunded within 7 working days.

**Internships**

We provide internships in certain selected areas. After you complete a particular course successfully, you will get to access various internship opportunities. You can choose any internship you would like to work on, as we believe that each and every learner should have both theoretical knowledge as well as practical knowledge.

**Payment/ Refund**

To get access to any course, you can make payment and start learning. We have different modes of payment. You can choose any one between Credit/ Debit Card, Net banking etc. and proceed further to pay, access your course and start learning. We assure you of the safety of your data.

If you have cancelled your enrollment in any course then your refund will be initiated in 7 working days. If you haven’t received payment refund in 7 working days then you can contact our support team here.

**Setting up Profile**

It is very important that you set up your profile with the right information as we will be issuing your certificate clearly on the details mentioned in your profile. Enter your Name, Date of Birth, and the other details without any spelling mistakes or errors. You can contact our experts to resolve any kind of issues you are facing.

**Troubleshooting**

*Any issue in accessing Recording Videos, Live Sessions*

If you encounter any kind of issue in accessing videos or live sessions then you can follow the steps given below -

* Check your Internet Connection
* Check if the video is too long as it may take time.
* Check whether you have provided enough permission to our application.

*Any issue in downloading notes*

If you face any problem in downloading notes, PDFs or any kind of document –

* Check your Internet Connection
* Check if the video is too long then it may take time.
* Check if you have provided enough permission to our application.

If you are still encountering any issue then you can contact our support team.