

Google IT Support Professional Certificate Updates - May 21, 2018

We're excited to announce that an updated version of the Google IT Support Professional Certificate is now available!

Starting May 21, 2018, Course 5 — IT Automation: It's not that scary! — is no longer a requirement to complete the certificate program. This is because we've heard from learners and employers that automation is not typically required for entry-level IT Support roles. As such, you will not need to complete the automation course to earn the certificate. You now only need to successfully complete the other five courses to finish the program.

How to upgrade to a new version:

If you paid for the Certificate Program using a subscription, you have the option to upgrade. You'll see a note in your Coursera dashboard letting you know that you can upgrade to the new version of the Certificate Program.

- To upgrade, click **Switch to New Version** at the bottom of the note.
- To stay in the old version of the Certificate Program, click **Finish Current Version** at the bottom of the note.

Once you switch to the new version, you will see five courses as part of the Google IT Support Certificate Program.

If you upgrade:

- You will keep all credit and coursework for courses still in the Certificate Program, which includes:
 - [Technical Support Fundamentals](#)
 - [The Bits and Bytes of Computer Networking](#)
 - [Operating Systems and You: Becoming a Power User](#)
 - [System Administration and IT Infrastructure Services](#)
 - [IT Security: Defense against the digital dark arts](#)
- You will keep all credit and course work for IT Automation: It's not that scary! as a standalone course and can earn a Course Certificate once you have completed and passed all required assignments.
- If you have completed Course 5, IT Automation: It's not that scary!, that is no longer in the Certificate Program, you will be able to earn a Certificate for completing that course, but it will not count toward your completion of the Certificate Program.

If you don't upgrade:

- You will be able to complete the Certificate Program with the same courses (1-6) and course content.
- You will need to complete the Certificate Program by May 21, 2019 -- that's *next year* (not this year). At the end of that time frame, you can choose to upgrade to the new Certificate Program to continue taking it.

If you don't see the option to switch into the new version:

If you don't see this banner, it means that you are not eligible to upgrade into the new version at this time. Upgrading is only available for learners who purchased the Certificate Program recently using the subscription membership, are part of a learning program, or have been awarded Financial Assistance.

You may already be part of the new version. Check your course dashboard to confirm there are five courses in your Certificate Program. All learners who enroll after May 21, 2018 will automatically join the new version.

I'm in a learning program or have been awarded Financial Assistance and see the old version.

If you are in a learning program sponsored by a company, school, or a non-profit organization and see the old version of the Certificate Program with six courses, please contact our support team through the [learner help center](#).

Will I have to pay again if I upgrade into the new version?

Your subscription will renew as usual in the new version. You can cancel your subscription anytime.

Will I keep my Course Certificates if I upgrade into the new version of this Certificate Program?

Yes, your Course Certificates will stay in your account.

If you've completed [Technical Support Fundamentals](#), [The Bits and Bytes of Computer Networking](#), [Operating Systems and You: Becoming a Power User](#), [System Administration and IT Infrastructure Services](#), or [IT Security: Defense against the digital dark arts](#), your Course Certificates will still count for credit in the new version of the Certificate Program.

If you've completed Course 5, IT Automation: It's not that scary!, you'll keep your Course Certificates for this course, but it won't count as credit in the Certificate Program or appear in the Certificate Program page.

Will I have to redo work if I upgrade into the new version?

If the courses you've completed are included in the new version of the Certificate Program, your Course Certificates will still count for credit.

If you're partially through a course, you'll stay in the same spot in that course when you switch to the new version.

Can I change back into my current version?

If you've upgraded into the new version, you cannot switch back into the original version. We apologize for the inconvenience. The reason that you cannot switch back is because the original version is no longer accepting additional enrollments.

Other questions?

You can reach out to our 24/7 support team through the [learner help center](#).