

Oracle NetSuite Learning Center Support Options

Table of Contents

ACCESS	2
How do I login and access my Training?	2
How do I reset my password in the Learning Center?	2
What should I do if I have not received my password reset email?	2
COURSES	2
What should I do if I'm having issues while taking a course?	2
How can I show the completion of my courses?	2
How can I ask a content question during my course?	3
CERTIFICATION	3
Why are my Certifications not showing in the Progress tab in the Learning Center?	3

ACCESS

How do I login and access my Training?

1. An activation link is required to set up your account. An email with these details was sent to your company's training primary contact or order contact.
2. Link your Oracle Account to your purchase. If you do not have an Oracle account, please create an account [here](#).

For further assistance, you may send your inquiries using the [Contact NetSuite Training](#) form.

How do I reset my password in the Learning Center?

1. Learning Center accounts are linked to your Oracle.com account. To reset your Oracle.com account, click [Forgot your password](#).
2. Enter your Username, this would be the email address you used to activate your Oracle.com account
3. You will then receive an email with a link to reset your password.

Please look for an email from oracle-acct_ww@oracle.com or oracle-acct_ww in your Inbox or Junk/Spam folder.

What should I do if I have not received my password reset email?

1. Check the spam folder in your mailbox for an email from oracle-acct_ww@oracle.com. Add the Oracle email to your address book to ensure that it is not handled as spam.
2. Click [resend password reset email](#) if you want to try and resend.

If you are still having issues receiving the Password Reset email, you can create a ticket via this [Support Link](#).

How do Oracle NetSuite employees request support for the Learning Center?

For any questions regarding Learning Center access, you may send your inquiries using the [Contact NetSuite Training](#) form.

COURSES

What should I do if I'm having issues while taking a course?

If you are:

- a. Unable to launch a Course, Module, or other Training Materials;
- b. Stuck on the course landing page;
- c. Unable to see the Student Guides or Lab tab; or
- d. Seeing that Oracle NetSuite Learning Center is just loading.

Please ensure you are using a recommended browser or system:

- Browser must be a manufacturer-supported version of Edge, Firefox, Chrome, or Safari
- Enable JavaScript and Cookies
- Internet connection must be 1 mb or greater
- Turn off "My pop-up blockers"

Clear your internet browsing history:

- On your computer, open Browser
- At the top right, click More
- Click History and then History
- On the left, click Clear browsing data. A box will appear
- From the drop-down menu, select how much history you want to delete
- **To clear everything, select All time**
- Check the boxes for the info you want browser to clear, including "browsing history."
- Click Clear browsing data.

For further assistance, you may send your inquiries using the [Contact NetSuite Training](#) form.

How can I show the completion of my courses?

1. Navigate to your **Progress** tab



2. Sort the **Progress** column to view all courses with 100% progress together.

Last Accessed:	Title	Type	Duration	Progress
03-MAR-21	SuiteFlow: Workflow Fundamentals	Course	06h:20m	100%
23-FEB-21	Site Builder: Fundamentals	Course	06h:17m	100%

3. You may screen capture or print the page to show the list of completed courses as needed.


How can I get a CPE completion document?

Oracle NetSuite is registered with the United States National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. The following [list](#) of courses are NASBA CPE approved for Oracle NetSuite. State boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. If you need a CPE completion document, you may send your request via the [Contact NetSuite Training](#) form.

How can I ask a content question during my course?

Oracle NetSuite experts are available for online help. To request assistance with course specific questions, follow the steps below:

1. Click on the **Ask the Instructor** button within your course. An online form will open in a separate window.

Ask the Instructor 

2. Fill out the Ask the Instructor Form and then click submit.
3. Content experts will provide guidance within two business days.

CERTIFICATION

Why are my Certifications not showing in the Progress tab in the Learning Center?

Certifications and authorizations are currently managed via a separate system. To verify your Certification status or Certification title please use the [Certification Status Search Tool](#). Allow one week for new certifications to be reflected in the tool and for the certification confirmation to be sent by the authorization teams.

For questions or more information about the [NetSuite Certification Program](#), contact the NetSuite Certification Program Team at nsgbu-certification_ww@oracle.com.