

TOGAF® Awareness FAQs

- **How do I enroll for the online training?**

- You can enroll for the online training through our website.
- Press “Place Order” button.
- You will be directed to Waza Academy’s registration page. So, you will have to register, create your account and sign in then.
- You will be asked to make online payment using credit or wire transfer. After you click "Order", you will be directed to a confirmation page (based on the selected payment method you choose) to proceed in purchasing the selected course.
- After paying the online course fees, the online course access will be granted to you within 1 week after receiving the payment.
- An automatic email will be issued by Good e-learning (the course provider) to you with your access data information to access your LMS and start the course.

- **What system environment do I need to prepare in order to access the course?**

- All you need is a computer and a broadband internet connection and you will be able to log on and study wherever and whenever you like.
- TOGAF® Awareness is compatible with all modern Internet browsers, but you can double-check compatibility below:

- I. Using internet browsers (Windows & Mac):

- *Google Chrome 14 or later*
- *Safari 5.1 or later*
- *Internet Explorer 8 and later*
- *Opera 9.5 and late*

- II. Flash Player requirements:

- *TOGAF® Foundation (Level 1) course will require Flash Player 10 or later to play. (Please note that you must be using a browser as stated in step 1 to be able to use Flash and view an e-learning course.)*

- III. Using mobile device:

- To play the TOGAF® Foundation (Level 1) course from your Apple or Android device, you will need to download the Articulate Mobile Player app. You can find a full installation guide for mobile devices on Good e-Learning tablet support page (<https://www.goodelearning.com/support>)

- **What will I get along with this training?**

- In this training, you will have access to online e-learning, free exam voucher, practice exams and 24/7 tutor support.

- Can I cancel my enrollment? Do I get a refund?
- The course fees are not refundable. However, you can contact us any time before enrolling in the course to know all the needed information before registering your course(s).

- Where and how can I access the e-learning content? Are there any limitations?
- Once you register with us for this course by paying the course fee, you can have 24/7 access to the e-learning content on our website.
- An automated course purchase confirmation mail from our side will guide you through the process.

- I am not able to access the online course. Whom should I contact for a solution?
- Your LMS includes all the required information/links concerning your course(s) and you will be able to directly contact Good e-Learning for any issue you may face.
- **OR** Please drop us an email and we will have your issue resolved within 2 days.