



[ACIUniversity.com](http://ACIUniversity.com)

## Frequently Asked Questions

### What courses does ACI University offer?

Visit the ACI University page and click on the **view course catalog** button to view a list of all courses available through ACI University. You can search by topic to narrow down the list.

### How long do I have access to the courses?

30 to 90 days depending on the course. See course description. The access period begins when an **Access Code** is redeemed. Be sure to save or print any resources contained within the course before access to the course expires.

### What is an Access Code?

When you purchase an online course through ACI University, you will receive an Access Code, which provides access to the course. Click on the link to the Access Code. The code will appear in the Access Code field. Click Submit. Once an Access Code is redeemed the course will appear under the My Courses tab. If you **purchased the course for another user**, please provide them with the Access Code to be entered on the ACI University page (Redeem Code tab). Users are required to login to enter an Access Code.

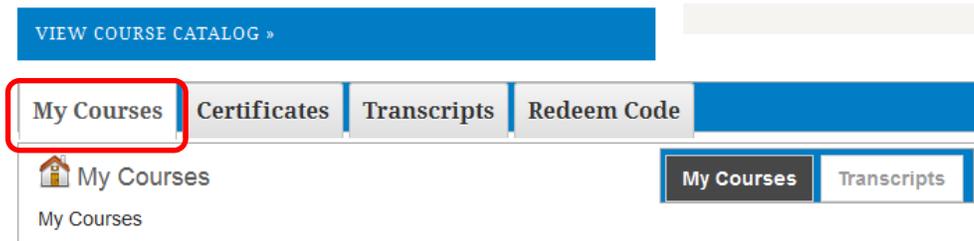
ITEM	ORDER	QUANTITY	PRICE	EXTENDED
Concrete Fundamentals	ELCFPACK	1	\$79.00	\$79.00

ACCESS CODE(S):

[My Courses](#) | [Certificates](#) | [Transcripts](#) | [Redeem Code](#)

Access Code Submission

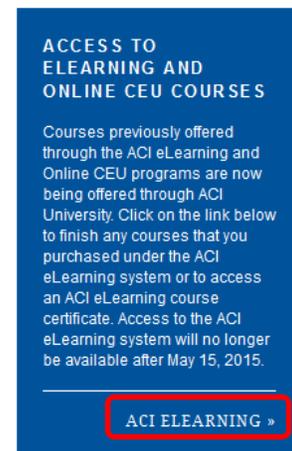
Access Code:



## How do I access or finish a course that I recently purchased under the former ACI eLearning or Online CEU Program?

If you purchased a course on the former **ACI eLearning** site, log in to the ACI eLearning site from the ACI University page and finish any course(s) you still have access to. Locate any certificates you'd like to save or print out from under Completed Courses. This site will not be accessible after May 15, 2015.

If you purchased a course through the **Online CEU program**, you can apply member credits towards these courses which are now available through ACI University. As of January 27, 2015, all ACI members have been issued **11 member credits** (which replace the token program) that can be applied towards ACI University courses that were previously available in the Online CEU program. We will maintain records of all course completions from both systems (ACI eLearning and the Online CEU Program).

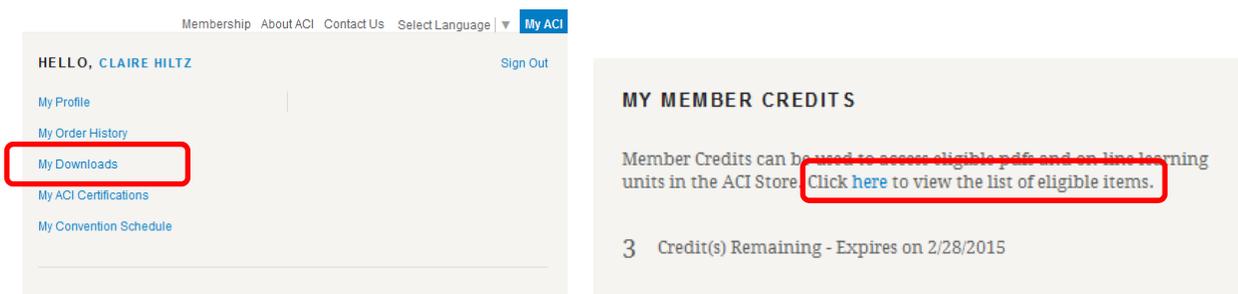


## I lost my certificate. How can I get a new one?

Contact us at [eLearning@concrete.org](mailto:eLearning@concrete.org) with your name and the course you completed. We will confirm your course completion with our records and email you a copy of your certificate.

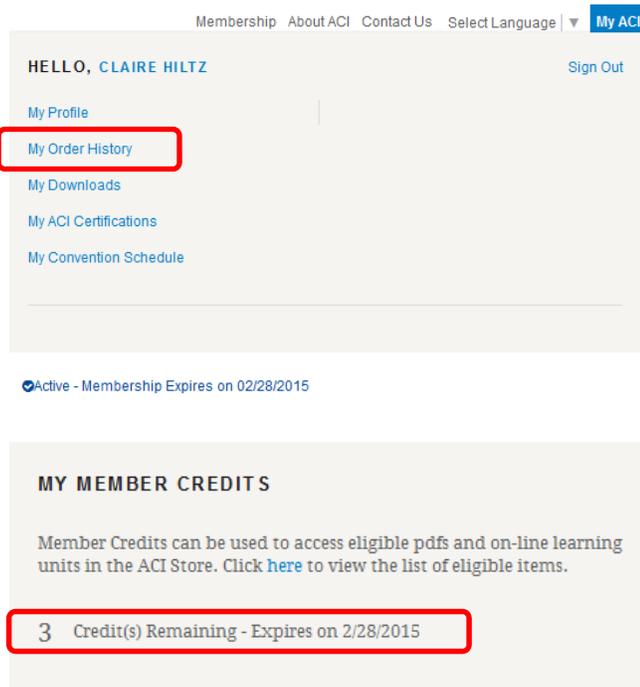
## Which ACI products are eligible for Member Credits?

If you are logged into the ACI website (concrete.org), click on **My ACI** and select **My Downloads**. Under **My Member Credits**, click **here** to view a list of eligible items.



## How can I find out how many member credits I have left?

If you are logged into the ACI website (concrete.org), click on **My ACI** and select **My Downloads**. Look under **My Member Credits**.



The screenshot shows the ACI website interface. At the top, there is a navigation bar with links for Membership, About ACI, Contact Us, and Select Language. A blue button labeled 'My ACI' is highlighted. Below this, a user profile section displays 'HELLO, CLAIRE HILTZ' and a 'Sign Out' link. A vertical menu on the left contains several options: 'My Profile', 'My Order History' (highlighted with a red box), 'My Downloads', 'My ACI Certifications', and 'My Convention Schedule'. Below the menu, a status indicator shows 'Active - Membership Expires on 02/28/2015'. The main content area is titled 'MY MEMBER CREDITS' and contains the text: 'Member Credits can be used to access eligible pdfs and on-line learning units in the ACI Store. Click [here](#) to view the list of eligible items.' At the bottom of this section, a red box highlights the text: '3 Credit(s) Remaining - Expires on 2/28/2015'.