

# UTD + Coursera FAQs

## ACCOUNT

**Q. Does UTD provide access to the Coursera Career Academy?**

Yes, UTD provides **free** access to the Coursera Career Academy to all faculty, staff, and students. Users must use their @utdallas.edu email address to join the program.

**Q. Does UTD provide access to Coursera Plus?**

UTD's partnership with Coursera provides free access to Coursera's Career Academy only. Users who are interested in Coursera Plus content must purchase it directly from Coursera. We recommend using a personal email address for this option.

**Q. Who should I contact for help with my UTD email address, joining the wrong UTD program, eLearning link access or any other questions regarding the UTD-Coursera partnership?**

Please send your questions to microcredentials@utdallas.edu

## Courses

**Q. I joined the wrong course, what do I do now?**

You may "unenroll" from any course or program at any time. First, visit the "My Learning Tab" (top left), find the undesired course, click the three dots on the top right, and lastly click "Unenroll."

**Q. Is there a limit to the number of specializations or courses I can enroll in?**

There is no limit at this time.

## Accomplishments, Certifications, and LinkedIn

**Q. How do I view or download my certificates on Coursera?**

Visit the "Accomplishments" page found in the Profile dropdown menu at top right. All completed courses will be visible. Click on the name of the course to see the available options. Click "download" to print the certificate or "share" to share digitally with social media platforms including LinkedIn.

## Coursera Help

**Q. Who should I contact for help with missing course content, grades, missing certificate, or any other questions regarding the Coursera platform?**

To request help, visit the Learner Help Center found in the Profile dropdown menu at top right. The Learner Help Center is tied to your profile. If you need help with purchasing Coursera Plus, we recommend you create a personal account with a personal email address first.