

Navigating Coursera -

How to Pass the Class

You can review videos, readings, discussion forums, in-video questions, and practice quizzes in the program for free. However, to access graded assignments and be eligible to receive your official Google IT Support certificate, you must:

- Pay the [course certificate fee](#), or apply and be approved for [Coursera Financial Aid](#).

AND

- Pass all graded assignments in the five courses at the minimum passing level, or above. Each graded assignment in a course is part of a cumulative grade for that course. The passing score for each course is 80%.

Getting and Giving Help

You can get/give help in the following ways:

1. **Coursera Learner Support:** Use the [Learner Help Center](#) to find information on specific technical issues. These include error messages, difficulty submitting assignments, or problems with video playback. If you can't find an answer in the documentation, you can also report your problem to the Coursera support by clicking on the Contact Us! link available on the bottom of help center articles. **If you're having trouble accessing any of the course content, please reach out to Coursera support.**
2. **Qwiklabs Support:** Please use the [Qwiklabs support request](#) form to log any issues related to accessing and using Qwiklabs. A member of the Qwiklabs team will work with you to help resolve them.

3. **Course Content Issues:** You can also flag problems in course materials. When you rate course materials, the instructor will see your ratings and feedback; other learners won't. To rate course materials:

- Open the course material you want to rate. You can only rate videos, readings, and quizzes.
- If the item was interesting or helped you learn, click the thumbs-up icon.
- If the item was unhelpful or confusing, click the thumbs-down icon.

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