

SKILLPATH TOTAL ACCESS

SkillPath Total Access FAQs:

Q. What is SkillPath Total Access?

A. SkillPath Total Access is a “members only” program developed by SkillPath Seminars to give our customers an affordable way to keep their professional skills sharp. The most exciting part of being a member is this:

- Choose any seminar(s) on the Total Access site.
Register and attend—whenever you want, as often as you want, for 12 full months. It’s truly unlimited training!

In addition, members enjoy amenities like a personalized Web page where you manage your account, sign up for seminars, track your history and more. Plus, members have access to archived audio conferences and webinars, great discounts on attending live webinars and audio conferences, up-to-the-minute video learning and a subscription to our enewsletter that’s full of skill-building tips you can use every day.

Q. How do I enroll in a seminar?

A. Enrolling is easy. On your personal Total Access Web page, choose the seminar you want to attend. Click the “enroll now” link and you’re done. That’s the beauty of being a Total Access member.

Q. If I need to cancel a seminar I’ve enrolled in, what do I need to do?

A. Your personalized Total Access Web page lists all the training events you’ve signed up for. All you need to do to cancel your registration is to click the “cancel” link next to the seminar you’re enrolled in. We’ll take care of the rest.

Q. How is my membership activated?

A. Within 24 hours of receiving your payment, you’ll get an e-mail containing:

- A link for setting up your personalized Web page
- Your login and password information for instant access to the “members only” Total Access site

After setting up your personal preferences, you’ll navigate to view upcoming seminars on the Total Access site, sign up for training, cancel a class, etc. Your personal Web page is where you’ll manage every aspect of your Total Access membership.

Q. Is my membership transferable to another person?

A. Memberships are not transferable.

Q. Can anyone in my organization use my membership to attend seminars?

A. Your membership is uniquely yours and may not be used by others.

Q. As a Total Access member, do I need to bring anything special to get into a seminar?

A. Total Access members need only show a photo ID when they check in.

Q. How is my 12-month membership period calculated?

A. Your 12-month membership starts on the day your activation e-mail is sent to you. You may attend seminars and access the training materials on your Total Access site for the next 12 months.

Q. Will I be able to get a refund if I’m not happy with the Total Access membership program?

A. We’ve structured the Total Access program to be such an outstanding value (choose any seminar found on the Total Access site, register and attend whenever you want, as often as you want) that we don’t anticipate you won’t be pleased. However, if there’s a reason you’re unhappy with your membership, your membership fee is 100% refundable up to 60 days after activation of your account, provided you haven’t attended any training during that 60 day period. Once you’ve attended a seminar, your membership is nonrefundable.

www.skillpathtotalaccess.com/about

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