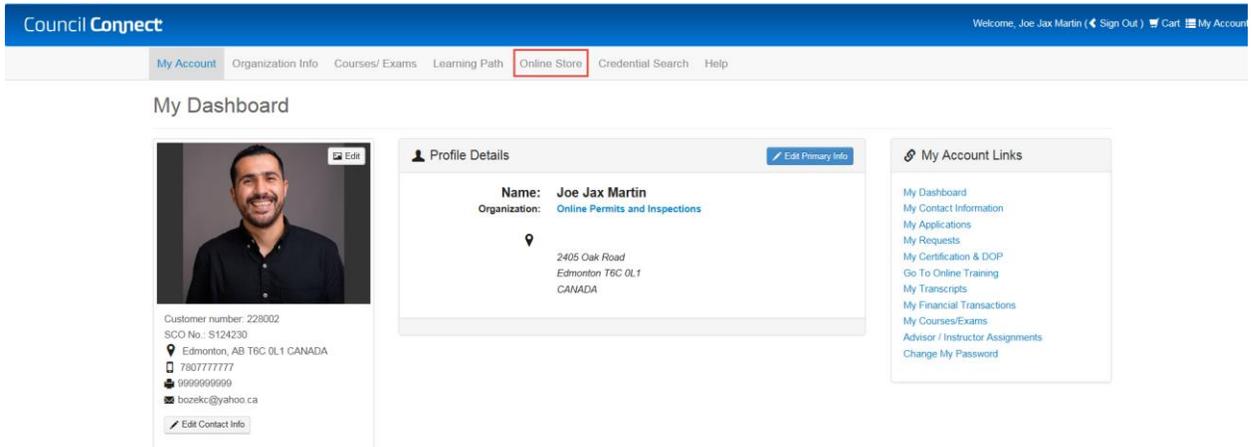


Request a Course Extension

This tutorial walks you through the steps to request, purchase and pay for a course extension (deadline to complete the course or write the exam) using the online store in Council Connect. Students may request a one time only four month extension to complete a course. Since a fee is charged to extend a course deadline, the online store is used to make the request and pay the fee.

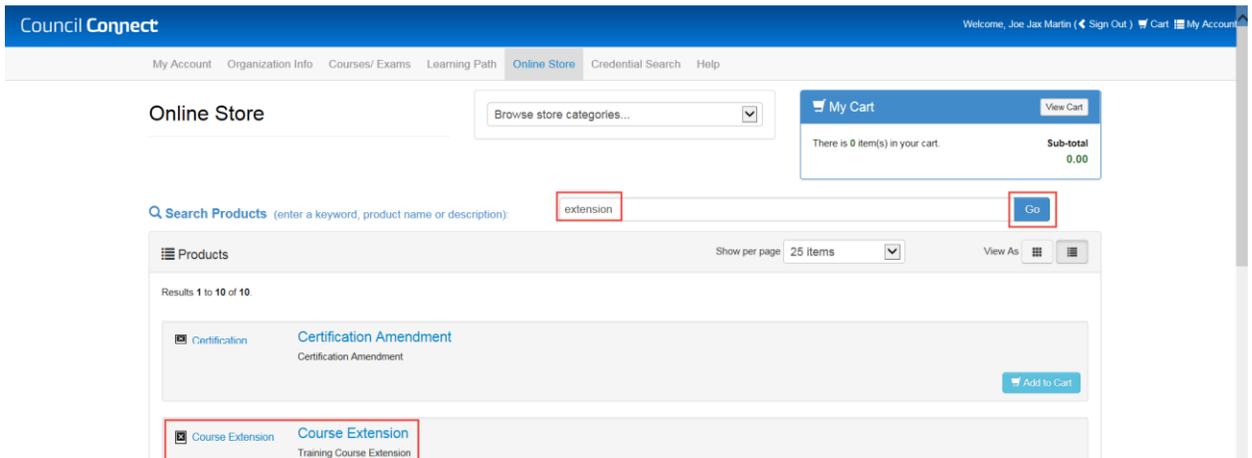
My Dashboard



The screenshot shows the 'My Dashboard' page in Council Connect. The 'Online Store' tab is highlighted in the main navigation menu. The dashboard includes a user profile for Joe Jax Martin, with details such as name, organization (Online Permits and Inspections), and contact information. A 'My Account Links' sidebar is also visible, listing various user actions like 'My Dashboard', 'My Contact Information', and 'My Requests'.

1. From Council Connect's main **Main Menu**:
 - a. Click the **Online Store** tab

Online Store Product Search



The screenshot shows the 'Online Store' page with a search bar containing the word 'extension'. The 'Go' button is highlighted. Below the search bar, the search results are displayed, showing two items: 'Certification Amendment' and 'Course Extension' (Training Course Extension). The 'Course Extension' item is highlighted with a red box.

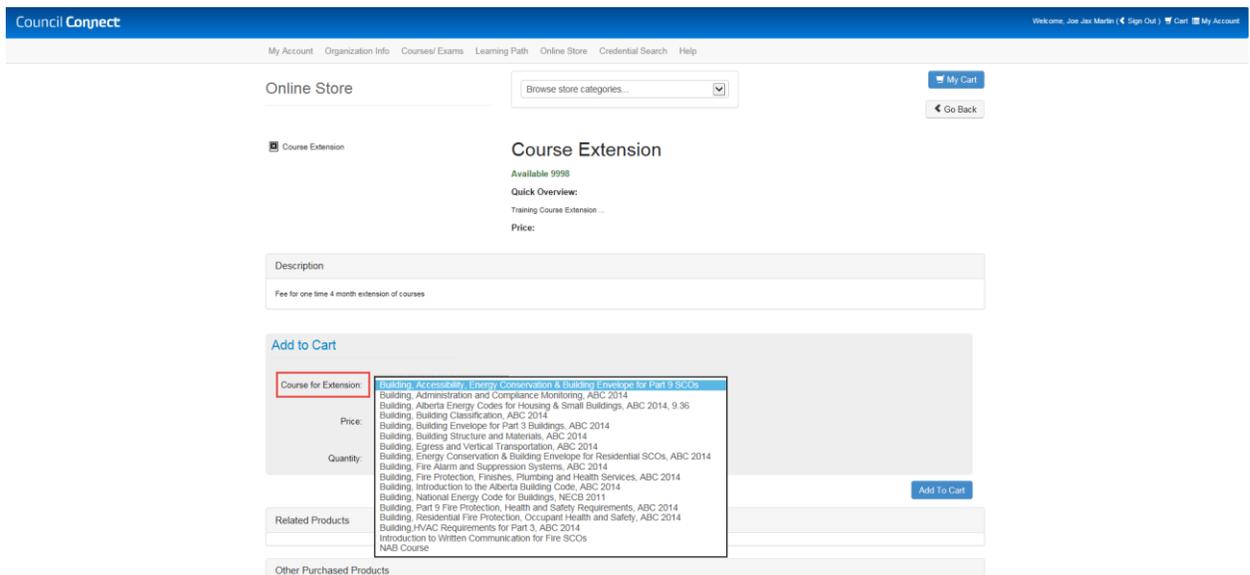
2. From the **Online Store**
 - a. **Search Products** field: enter a keyword related to the name of the product you are looking for (i.e. entering "extension" will bring up all products that have the word "extension" in it); **Note**: you can also search by scrolling through all online store items (in either the Products or Publications category).
 - b. Press the **Enter** key or click the **Go** button to display the search results.

Add Items to Cart



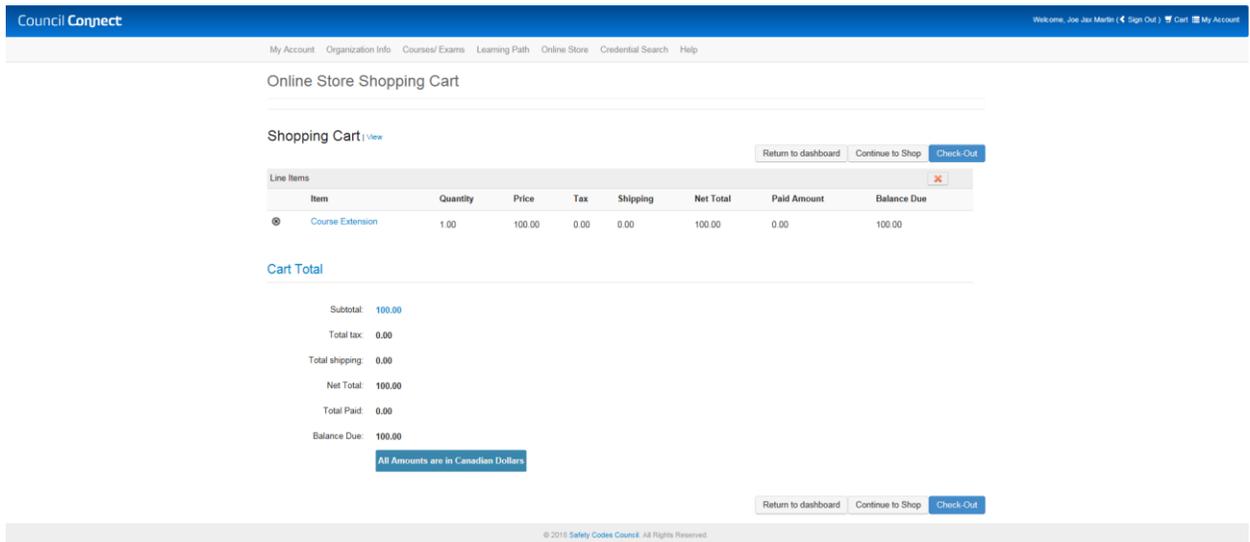
3. From the **Online Store – Products** search results area:
 - a. Review the products returned from the search used
 - b. If necessary, scroll to find the item you want to purchase
 - c. Hover your mouse over products to see the full title and find the product you want to purchase
 - d. Click on the item name or picture to see the details
 - e. Click the **Add to Cart** button beside the desired item to add the item to the shopping cart and proceed with the purchase

Select Course to Extend and Proceed with Check Out



4. From the **Online Store** page:
 - a. Click the **Course for Extension** field to display a drop-down list of all available courses
 - b. Scroll the list and click to select the desired course
 - c. Click the **Add To Cart** button to add the item to the shopping cart

Review Shopping Cart and Check Out



Council Connect

Welcome, Joe Joe Martin (Sign Out) Cart My Account

My Account Organization Info Courses/ Exams Learning Path Online Store Credential Search Help

Online Store Shopping Cart

Shopping Cart | view

Return to dashboard Continue to Shop Check-Out

Line Items								
Item	Quantity	Price	Tax	Shipping	Net Total	Paid Amount	Balance Due	
Course Extension	1.00	100.00	0.00	0.00	100.00	0.00	100.00	X

Cart Total

Subtotal: 100.00

Total tax: 0.00

Total shipping: 0.00

Net Total: 100.00

Total Paid: 0.00

Balance Due: 100.00

All Amounts are in Canadian Dollars

Return to dashboard Continue to Shop Check-Out

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5. From the **Online Store Shopping Cart** page:
 - a. Review the details of the items in your shopping cart to ensure they are correct
 - b. Click the red **X** if you want to cancel all the items in your cart or
 - c. Click the small black **x** next to a shopping cart line item to remove just that one line item
 - d. Click the **Check-Out** button to complete the purchase

Online Store Shopping Cart

Shopping Cart | [Payment](#)

[Continue](#)

Customer Information

Bill To: Use this phone: Send confirmation email:

Billing Information

Bill to: Martin Joe Jax

Pick your billing address:

Required

Bill to:

Joe Martin
Online Permits and Inspections
2405 Oak Road
Edmonton, AB
T8C 0L1
CANADA

Payment Information

Payment amount: 100.00

Payment method:

Invoice total: 100.00

[All Amounts are in Canadian Dollars](#)

Total credit available: 1370.00

Available credits will update after checkout.

[Continue](#)

6. From the **Online Store Shopping Cart** page:
 - a. Review the default contact and billing information, make any changes necessary
 - b. Complete the payment information
 - c. Click the **Continue** button
 - d. Review the shopping cart details
 - e. Click the **Submit Order** button to finalize the purchase

Note: Refer to the tutorial in HELP for detailed instructions on how to make a payment.

Receive Order Confirmation

[My Account](#) [Organization Info](#) [Courses/ Exams](#) [Learning Path](#) [Online Store](#) [Credential Search](#) [Help](#)

Online Store Shopping Cart

Purchase Details				
Item	Price	Qty	Tax	Shipping
Course Extension	100.00	1.00	0.00	0.00

[Return to Dashboard](#) [Continue Shopping](#)

Shopping Cart | [Receipt](#)

Thank you for your order.

Confirmation #: 82925359692186901

Invoice #: 219770

You may print this page for your records.

[Print this page](#)

7. Review order confirmation details and invoice number
8. Print the page if desired