USING THE PENN FOSTER WEB SITE

Introduction

Our Web site is easy to use, and it’s available to you 24 hours a day. Whenever you want to check information about your experience with our school, just log on. To get the fastest test results, use the Web site for submitting all of your examinations. When you first log on to our Web site, you’ll see your personal homepage (Figure 1). From this page, you can access all of the features of the Web site.

Let’s begin with the three tabs at the top of the homepage: My Homepage, My Courses, and My Student Account. These tabs appear on every page in the Web site.

- Click on My Homepage to take you to the page shown in Figure 1.

- Click on My Courses (or Start Here) to view information regarding the specific courses in which you’re enrolled.

- Click on My Student Account for information about your tuition and payments.

Let’s examine each of these pages individually.

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**FIGURE 1**—Your homepage is the starting point for everything you want to do on the Web site.
My Homepage

Your homepage is your base in our Web site. It provides some basic information on the status of your program. From your homepage, you can access all of the other features of the site. Here are the important features available from your personal homepage (Figure 1).

Instructional Video

At the top right of your homepage, you’ll see an icon called “Show Me How To Use This Page.” This same icon appears on many other pages in the Web site. Whenever you see it, click on CLICK HERE for a brief video demonstration about the features of the current page.

Message Center

Near the right of the homepage, you’ll see a feature called “Message Center.” The Message Center (Figure 2) is one way that Penn Foster can communicate with you. To access the center, click on either Unread Messages or General Bulletin. Or click on Go to Message Center in the menu options listed below the Message Center link. When you have a new message at the Message Center, the small envelope will flash to get your attention.

Notice in Figure 2 that the first sentence reads “Click here to view details about using the Message Center.” To get the most from the Message Center, be sure to read the information in that link.

As you can see in the illustration, the Message Center is divided into three separate areas:

1. In “Messages Requiring My Response,” you’ll receive personal mail from the school regarding your enrollment and student status. When you receive such messages, be sure to respond to the request included.

2. In “Messages About My Program,” you’ll receive personal messages about your specific program. View these messages for study tips, course information, and important reminders about exams, deadlines, and more.

3. In “General Information Bulletins,” you’ll receive information about such topics as equipment or course changes, course specifications, down times for the Web site, new program offerings, student features, and so on.
What would you like to do?

Below the Message Center link in Figure 1 is a menu called “What would you like to do?” This menu includes a variety of options that are available to you.

**Take an Exam Online.** Click on **Take an Exam Online** to submit your answers for an examination online. After selecting this option, you’ll see a screen like the one in Figure 3. Click in the box under “Enter Examination Number” and enter the complete eight-digit number as it appears on the test page in your study unit or study guide. Click on **Submit.** To complete the exam, use your mouse to click on the circle for the answer you choose for each question.
When you get to the end of the examination, you’ll see three choices (Figure 4).

1. Click on **Submit Exam** to begin the submission process. When you select this option, the computer screen will display the answers you’ve chosen (Figure 5). Review the responses to make sure they’re the way you want them. If you wish to make changes, select **Change Answers**. This option takes you back so you can make the desired changes. Click again on **Submit Exam**. When you’re satisfied that the answers are the way you want them, click on **Submit the Exam**. You’ll immediately receive the results of the examination you’ve just taken.

2. Click on **Reset Exam** to restart the examination.

3. Click on **Cancel Exam** to quit and take the examination at another time.

*FIGURE 3—When you click on Take an Exam Online, you must first enter the eight-digit number of the examination you want to take.*

*FIGURE 4—When you complete an examination, you have three options, as shown here. If you select Submit Exam, the screen will display the answers you’ve chosen so you can review them.*
### Examination Number
12341201
AN INTRODUCTION TO BOOKKEEPING

<table>
<thead>
<tr>
<th>Question Number</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>A</td>
</tr>
<tr>
<td>2.</td>
<td>B</td>
</tr>
<tr>
<td>3.</td>
<td>C</td>
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<td>4.</td>
<td>D</td>
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<td>5.</td>
<td>C</td>
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<tr>
<td>6.</td>
<td>B</td>
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<td>7.</td>
<td>A</td>
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<td>C</td>
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<td>10.</td>
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<td>11.</td>
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<td>12.</td>
<td>B</td>
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<tr>
<td>13.</td>
<td>A</td>
</tr>
<tr>
<td>14.</td>
<td>B</td>
</tr>
<tr>
<td>15.</td>
<td>C</td>
</tr>
</tbody>
</table>

Are these the test answers you want to submit for grading?

- [Submit the Exam](#)
- [Change Answers](#)

**FIGURE 5**—After you’ve double-checked the answers you’ve selected, you can either submit the examination for correction or go back to make any necessary changes to your answers.
**Make a Payment.** You can make online payments by clicking on **Make a Payment.** When you select this menu option, you’ll see a screen like the one in **Figure 6.** To make a payment, simply fill in the required information and click on **Continue.** It’s that easy. Notice that in addition to tuition payments, you can also make payments for other types of transactions, such as study time extensions, transcripts, transcript evaluations, and proctor administration fees.

![Make a Payment](image)

**FIGURE 6—**To make it easy, you can use the Web site to make a tuition payment and other miscellaneous payments. Just fill in the required information and click on **Continue.**
**View Payment History.** Click on **View Payment History** to reveal a screen like the one in **Figure 7**. On this page, you can immediately find out how much you’ve paid on your program, what your current balance is, when your next payment is due, how many more payments you have, and what your monthly payment is. Scroll down on this page to reveal a list of payments you’ve made, along with the date and the amount for each one. While on this page you can also choose to make a tuition payment. Simply click on **Make a Payment Now.** You’ll be returned to the screen in **Figure 6.**

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**FIGURE 7**—The “Payment History” page helps you to keep track of your account with Penn Foster.
**View Shipment History.** Click on View Shipment History to reveal a screen like the one in Figure 8. You can check this page to see if your next module has been shipped to you.

![Shipment History](image)

**FIGURE 8—The "Shipment History" page allows you to check on the shipments of your study materials.**
**View Grade History.** Click on **View Grade History** to review the grades you’ve received for the examinations you’ve completed in your program (Figure 9). The “Grade History” page lists the title of each course in your program, along with the grade you received on the examinations you’ve completed. If you don’t pass an examination on your first try, this page lists the grade for both the first attempt and the retake examination.

**FIGURE 9**—On the “Grade History” page, you can check on the results of all examinations you’ve completed.
**Visit Student Library.** Penn Foster provides a large online library available with the click of a mouse. To access the library, click on **Visit Student Library** or on the library icon at the right of the page. A screen like the one in Figure 10 should appear. To enter the library, click on **Library Services** or on the library services icon.

*FIGURE 10—This screen is the path to take if you wish to access the online library.*

When you get to the library homepage (Figure 11), you’ll see a menu at the left of the screen. The information on the library homepage suggests that you begin in either the Virtual Reference Room or in the Subject Guides. Before you begin to study your program material, you should go to both areas to see what’s available in your subject area. In fact, you should probably look around each of the options offered in the library menu. If you don’t know what’s available, you won’t be able to use it.

Here are some of the library resources available to you as a Penn Foster student:

- Almanacs and yearbooks
- Atlases and maps
- Biographies
- Dictionaries
- Directories
- Education information
- Encyclopedias
- Government information
- Statistics and demographics
Welcome to the Virtual Library, a place to come for links to valuable information to help you with your coursework, research papers, and other informational needs. While we do not have any physical books, we have more than 2,000 links to articles, e-books, websites and other virtual information. We update and add materials to this site on a regular basis - please check back often.

We encourage you to begin your research in the Subject Guides where the information is organized by subject and course of study. Additionally, the Virtual Reference Room has reference sources for quick questions, and for further in-depth information, a periodical database is available called EDSeek.

In addition to all of the online references, the Librarian is available to answer brief, factual questions, to offer research assistance, and to answer questions you may have about using the electronic resources or the web sites found in the Reference Room. To contact the Librarian, simply use the email form at Ask a Librarian to ask your question and receive an email response during the next business day.

Good luck with your studies!

Librarian

FIGURE 11—As you can see from the library menu, you have a vast storehouse of materials available to you.
**Go to Message Center.** You can access the Message Center by clicking on Go to Message Center. (The Message Center was explained earlier in this document.)

**View FAQ.** The acronym FAQ stands for frequently asked questions. If you have a question about your program, your materials, or your payments, click on View FAQ before you contact the school. The answer to your question may be just a click away. Even if you don’t have a question, it may be helpful for you to read through these questions to become more aware of how the school operates.

**Change My Password.** When you log on to our Web site for the first time, you must create a password. If you wish to change this password at any time, simply select Change My Password, provide the required information, and then click on Change Password (Figure 12). The change goes into effect immediately.

![Change My Password Form](image-url)

**FIGURE 12—If you wish to change your password, enter your current password and the new password. When you click on Change Password, the change occurs immediately.**

**Contact Us.** To get in touch with someone at the school, first click on Contact Us. You should then see the screen shown in Figure 13. If you select Contact Student Service, you’ll see a drop-down menu with a list of subject areas. Select the area related to your question and click on Continue. Read the questions and answers provided. If you don’t see an answer to your question, click on No at the left of the screen (Figure 14). On the next screen, provide your e-mail address and type your message or question in the box provided. When you’re finished, click Submit.
FIGURE 13—The “Contact Us” option allows you to contact either the Student Service Department or the Education Department.

FIGURE 14—After you read the questions and answers related to your topic area, you can select Yes and return to your homepage, or you can select No and send a message to the Student Service Department.
If you select **Contact Education**, you'll see a screen like the one in **Figure 15**. Simply enter your e-mail address and type your question. When you click on **Submit**, your message will be sent to an instructor.

**FIGURE 15—To submit a question about your study material, select Contact Education. Provide your e-mail address and type in your question. When you’re finished, click on Submit.**
**Change My Username.** When you log on to our Web site for the first time, you must create a username. If you wish to change your username at any time, simply select **Change My Username**, provide your new username and current password, and then click on **Change Username** (Figure 16). The change goes into effect immediately.

This completes the information on your personal homepage. Let’s move on to the next tab: My Courses.
My Courses

The second tab you’ll see on most of the pages in the Web site is “My Courses.” Clicking on My Courses takes you to information related to the specific courses in which you’re enrolled (Figure 17). To view a brief video about this page, click on CLICK HERE at the top right of the page.

The “My Courses” page in Figure 17 is for a student enrolled in the Bookkeeping program. Near the top left of this page is a Program Summary, which presents up-to-date information on your course and your progress. To the right of the Program Summary is the Legend, which explains icons that you may see on the “My Courses” page. Below this information is a list of the modules in your program. To expand a module so you can see the specific courses in any module, click the right-pointing arrow next to the module name. In Figure 17, the first module has been expanded for you. Notice that the module includes two separate courses: Learning Strategies and The Accounting Equation. To collapse this module, click on the down-pointing arrow.

![My Courses](image)

**FIGURE 17**—The “My Courses” page lists the modules for the program in which you’re enrolled. Clicking on the arrow to the left of a module reveals the individual courses you’ll study in that module, as shown for Module 1 in this illustration.
To begin a course, click on the PDF file icon (Figure 18) next to the course title. The study unit for that course will be displayed on your screen. You can study the material online with this PDF, or you can use the printed study unit you received in the mail. When you complete a study unit and you’re ready to take the exam, click on Take Exam next to the PDF file icon (or click on Take an Exam Online in the main menu).

The “My Courses” page is the section of the Web site where you’ll probably spend most of your time. From this page, you can access all of your study materials and exams.

My Student Account

The final tab is “My Student Account.” Clicking on My Student Account takes you to information related to your financial account with the school (Figure 19). To view a brief video about this page, click on CLICK HERE at the top right of the page.
My Student Account provides payment information such as the price of your course, your monthly payment amount, the date of your last payment, the date your next payment is due, and your current balance. Immediately to the right of the Payment Information section is Student Information and Change Information. The Student Information section includes your name, e-mail address, and mailing address. The Change Information section allows you to update or make changes to your personal information, your password, your e-mail address, and your username.

- Clicking on **Update My Personal Information** displays a screen like the one in **Figure 20**. Make the necessary changes in the appropriate boxes and click on **Submit Changes**.

- To change your password, click on **Change My Password** and follow the instructions outlined previously in this document.

**FIGURE 20**—“Update My Personal Information” allows you to make changes to your address and telephone number.
• Clicking on **Update My E-Mail Address** displays a screen like the one in **Figure 21**. Make the necessary changes in the appropriate boxes and click on **Submit Changes**.

\[\text{FIGURE 21—“Update My E-Mail Address” allows you to change the e-mail address you have on file with us.}\]

• To change your username, click on **Change My Username** and follow the instructions outlined previously in this document.

While you’re in My Student Account, you can also choose to make an online payment. Simply click on **Make a Payment** near the bottom of the screen or at the right in the main menu. You’ll be returned to the screen shown in **Figure 6**. To see more specific information on your account, click on **View Full Payment Details**. The screen you see is the same as Payment History (**Figure 7**). Scroll down on this page to view a complete history of your payment on your program.

This concludes the instructions for using the Penn Foster Web site. Remember to take advantage of all of the features available to you through our site, and good luck in your studies.