

EXOS Online Education FAQs

How do I register for an online course?

All available EXOS courses can be purchased and accessed through the EXOS online education portal: <http://exoslearn.inspire360.com/>.

How do I apply a discount code?

If you have a discount code, you'll be able to input the code at checkout. This will apply the discount to the total price before you're required to purchase. If you access a course promotion page with a "Register Now" discount button, the discount is applied to the total price before you're required to purchase. Discount codes are course specific and will only be applied to the course associated with the promotion page.

What if a discount code isn't working?

Each discount code will be active for a different period of time. In most cases, there will be a designated date range explicitly stated with the discount code, but this may not always be the case. Therefore, we cannot guarantee how long each discount code will stay active. If you're provided with an individual discount code that doesn't expire and the discount code doesn't work, please email education@TeamEXOS.com.

How do I receive a receipt and confirmation of purchase?

An email will be sent to the email associated with your account after every purchase. This email will contain the confirmation code, receipt, and general information about accessing the course. If you lose the email and need an additional copy of your receipt, please email education@TeamEXOS.com.

How do I access my course(s)?

All courses can be accessed under the My Courses tab at <http://exoslearn.inspire360.com/>

How do I access my account and purchase history?

Account information and purchase history can be accessed under the My Courses tab at <http://exoslearn.inspire360.com/>.

How do I recover my username and password?

If you forget your username or password, click the "Did you forget your username or password?" link at the bottom of the login box.

What devices are supported by the EXOS online education platform?

All courses can be viewed on computers, tablets, and smartphones. All courses are compatible with iOS and Android devices and all Windows- and Mac-based operating systems. To ensure the highest quality experience, make sure you're running the most recent version of your browser and video players.

Do I need the internet to view my courses?

Yes. All videos are housed on online servers. To view videos, you need an active internet connection. The speed of playback is highly dependent on the speed of your internet.

Are there any prerequisites to any of the courses?

No. There are currently no prerequisites to any of the courses. However, there may be courses in the future that require prerequisites, and, in this case, the specific course(s) would explicitly state that this is a requirement.

Will I receive continuing education units/credits (CEUs/CECs) for completing a course?

Prior to purchasing a course, you can view how many CEUs/CECs will be received and from what organizations (e.g. ACSM, NSCA, NASM). Courses may vary in the amount of CEUs/CECs and from what organizations based on content and course length. If you're taking the course specifically for CEUs/CECs, please check to make sure your desired organization is listed for that course.

Will I receive a certificate of completion?

Yes. Once an exam or quiz has been passed, a customized certificate of completion will be made available for direct download. The certificate contains all information and proof relative to CEUs/CECs achieved.

Do I have to take an exam or quiz to receive the CEUs/CECs for my course?

Yes. Every course will have a quiz or exam at the end. Once you've passed, you'll be able to download your certificate of completion with CEUs/CECs and provider numbers.

How many times can I take an exam or quiz?

Each course will explicitly state the number of retakes allowed. In general, five attempts will be given for all EXOS Presents courses and two attempts for the EXOS Performance Specialist Certification. If you're not able to achieve the passing score within the designated attempts, you won't be eligible to receive the certificate of completion and CEUs/CECs. Note: This won't affect your ability to access the video material within your courses. © 2014 Athletes' Performance, Inc.
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What's a passing score for the exams and quizzes?

All quizzes and exams must be passed with an 80% or better.

What's the format for exams and quizzes?

All quizzes and exams are currently multiple choice. EXOS reserves the right to eventually use short answer questions and video submission for practical purposes.

What if I have a technical issue during the exam or quiz which results in a failed attempt?

Please email education@TeamEXOS.com if you have a failed attempt for any reason.

Are the exams and quizzes timed?

Exams and quizzes are timed based on the number of questions. You can't restart an exam or quiz once you've started, so make sure you have enough time to complete all questions.

Will I know what questions I missed if I don't receive a passing score?

No. If the exam isn't passed, you won't receive information on what questions were missed.

EXOS works hard to ensure a fair and representative test. We're always monitoring test results to ensure that questions are not misleading.

How long do I have access to the course and is there a time period that the exam has to be completed in?

Once a course has been purchased, you have lifetime access. There is no timeframe that the exam has to be completed in. Note: EXOS reserves the right to change this policy in the future.

Do I have to go through the course in a specific order or can I jump around?

Each course is slightly different. All certification courses are considered lockstep." This means that you can't move on from a course module until at least 60% of the videos in that section have been watched, and the certification exam can't be taken until all lock steps have been completed. The EXOS Presents courses are either open or all steps. An open course has no restrictions, and the test can be taken right away, if desired. For all steps courses, all course material has to be viewed before the exam or quiz can be taken. However, you can view the material in whatever order you prefer.

Are there downloadable materials available for each course?

Yes. Courses with video presentations often include a downloadable PDF of the slides. Additional materials may also be available for download based on the course. All downloadable files are contained and labeled within each course.

Can I download the videos or get a copy on DVD?

No. Videos can't be downloaded and DVDs aren't available.

What is EXOS' refund policy?

All purchases are final. If you accidentally purchased the wrong course or certification, we'll work with you to get you re-enrolled in the correct course(s). Please reference Question 3 if you have any problems with a discount code not working.

I don't see my question in the FAQ. What should I do?

For any questions or inquiries, please email our education team at education@teamexos.com.

EXOS Education Membership FAQs

What's included in membership?

With your subscription you will receive unlimited access to our membership platform which includes videos, articles and blog library as well as special discounts, perks, and more. New content will be added on a regular basis from industry-leading experts about various topics across human performance.

How does the subscription work?

Your subscription will be automatically renewed at the end of your billing cycle, based on the subscription option you purchase (example: 1 month subscriptions are automatically renewed each month).

How do I cancel my membership?

You can cancel your membership at any time. If you would like to cancel or pause your membership, go to the my account tab at the top right hand corner of your page and turn off the auto-renew feature. When cancelling or turning off the auto-renew feature you will continue to have access to the platform until the end of your billing cycle.

Do you offer refunds?

Refunds will not be granted. To cancel your subscription, please visit your account settings.

What type of content and how often is it added?

Fresh content is uploaded regularly on a monthly basis and will consist of panels, webinars, instructional videos, blogs, articles and more. Interested in a specific topic or type of content? Let us know! Submit your ideas in our Ask EXOS forum found within your membership tab.

How do I update or change my payment method?

Go to the top right-hand corner of your screen and click on your account icon. Proceed to 'my account' and click on 'credit card' to update your billing information.

Are there CEUs available with the subscription?

Currently, some content has been approved for CEUs by ACSM. We are currently pending additional NSCA and NASM CEUs for additional content. Find which content provides CEUs by searching the Video and Webinar & Panel library.

Do I get a certificate of completion?

Certificates of completion are issued upon completion of the CEU related tasks. These certificates can be found in your account settings and within the completed content.

Is this content translated into additional languages?

At this time membership content is available in English.

Additional questions or concerns?

Send us an email into education@teamexos.com and our team will be happy to provide support and help answer any questions you may have!