Frequently Asked Questions

CompTIA Learning Center

The CompTIA Learning Center is an intuitive online platform, accompanied with the purchase of an Instructor or Student Guide, that provides access to the eBook and all accompanying resources to support Instructor-Led Training and the Official CompTIA curriculum.

WHO IS IT FOR?

The CompTIA Learning Center is designed to support classroom instruction with a full suite of resources for instructors and students. The new digital platform is thoughtfully designed with updated features to meet the needs of the instructor and enhance the learning experience.

KEY FEATURES

Modern User Interface

An updated user interface provides better organization of CompTIA's cohesive set of resources by lesson, making it easier to access what's needed allowing for a more efficient learning experience.

Enhanced Practice Questions and Confidence Measure

Comprehensive assessments with immediate feedback, as well as a self-evaluation of confidence, allows learners to check their understanding and gain the self-assurance needed for the exam.

Strengths and Weaknesses Dashboard

The strengths and weaknesses dashboard aggregates learner analytics including performance scores and confidence levels, making it easy for students to understand what they know and what they still need to improve upon to gauge exam readiness.

Mobile Access

There is a mobile app available for the eBook/eReader, providing learners with flexibility and anytime anywhere access.

HAVE THE COMPTIA EBOOKS AND RESOURCES CHANGED?

No, only the platform through which the eBook and resources are deployed has changed. Everything within the course has stayed the same.

WHERE DO I BUY ACCESS KEYS FOR THE COMPTIA LEARNING CENTER?

You can purchase from the CompTIA Store, the Logical Operations Store or directly through your CompTIA Business Development Manager.

CAN I USE COMPTIA CHOICE ACCESS KEYS ON THE COMPTIA LEARNING CENTER?

No, CHOICE access keys will not work on the CompTIA Learning Center.

CAN I EXCHANGE COMPTIA CHOICE ACCESS KEYS FOR COMPTIA LEARNING CENTER ACCESS KEYS?

Yes, provided those keys have not already been activated. Contact support for more information.

HOW LONG IS MY COMPTIA LEARNING CENTER SUBSCRIPTION?

Instructors have access for 42 months. Students have access for 12 months.

WHAT HAPPENS WHEN I BUY A PRINT BOOK?

All print book purchases also automatically come with an access key to the CompTIA Learning Center to access your eBook and resources for the course.

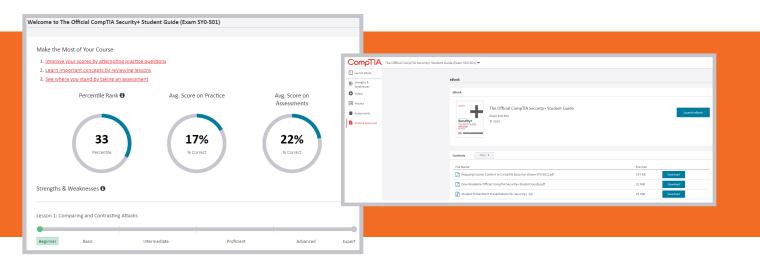## WHAT HAPPENS TO MY ACCESS TO COURSES ON COMPTIA CHOICE?

Nothing, you will still be able to access your courses on CompTIA CHOICE until 12/31/20.

IS THE COMPTIA LEARNING CENTER ACCESSIBLE FOR LEARNERS WITH DISABILITIES?

Accessibility is a priority for CompTIA, and we are currently working to make the CompTIA Learning Center accessible for learners with disabilities and meet WCAG 2.0 AA standards.

HOW DO I CONTACT SUPPORT?

Please submit a help request (https://help.comptia.org/hc/en-us/requests/new) or call 866.835.8020 or 630.678.8300 (Monday through Friday from 7:00 a.m. to 7:00 p.m. Central).

LEARN WITH CompTIA

Official CompTIA Content is the only study material exclusively developed by CompTIA for the CompTIA certification candidate; the content library includes training to support all CompTIA certification exams. CompTIA employs trusted third party subject matter experts to review and validate that content meets exam objectives at the appropriate breadth and depth. Extensive market research informs the development of content ensuring that products are innovative, effective, and designed to alleviate instructor and student challenges.