

## Online Service Registration

### **Frequently Asked Questions (FAQs) Related to The Health Academy Training Courses**

#### **Information for Student(Applicant)**

##### **How can I pay the registration fee?**

Payment for course registration or certificate replacement can be made by using the following:

- Visa Card
- Master Card
- American Express
- Discover Card
- Visa or MasterCard Signature Debit Cards
- eCheck (ACH)

##### **I have a problem registering for the class.**

If you encounter difficulty completing your registration please close your browser and try again.

If you still cannot complete the transaction please call (347) 396-7993 to report your problem.

##### **How can I register for this class in person?**

You may register at The Citywide Licensing Center: 42 Broadway, 5th floor, New York, NY 10004. Certified checks, money order or Credit Card payments are accepted.

##### **I have a problem paying the fee.**

Please note the acceptable forms of payment and try again. If you are still encountering difficulty, please call 311.

##### **How do I pay for the course if I have no credit card?**

Only credit card, debit cards and echecks are accepted online at this time.

You may also register in-person at the Citywide Licensing Center 42 Broadway, 5th floor NYC. The Citywide Licensing Center accepts credit cards, certified checks and money order payments.

##### **I cannot to attend my scheduled class, how do I get a refund?**

Refunds will only be issued if requested 5 business days before your scheduled class. To obtain a refund please submit a written request along with the confirmation letter to The NYC Health Academy Riverside Health Center 160 W 100th St., 2nd Fl. New York, NY 10025, in person or by mail.

##### **How can I reschedule my class?**

To reschedule your class, please call (347) 396-7993.

##### **My certificate was lost or damaged, How do I replace my certificate?**

Certificates issued within the past ten years that have been lost or damaged can be replaced for a fee of \$16.00. You can request a replacement certificate through this service.

##### **I have misplaced my confirmation page and have forgotten my class date, how can I retrieve it?**

Please call (347) 396-7993.

##### **How do I get course descriptions of learn more about Health Academy classes?**

Go online to [www.nyc.gov/healthacademy](http://www.nyc.gov/healthacademy) or call 311.