



# Kaplan Portal User Guide

## Access Your Portal

### Getting Started

The Kaplan portal allows users to browse and enroll in the products that have been enabled for your organization. Please review the instructions below for getting started, enrolling in, and beginning your coursework.

### Create an Account

If you are accessing the Kaplan portal for the first time, click **Create a New Account** and complete the required information.

*Please use your email address associated with your organization's email domain when creating your account.*

### Sign In

If you are a returning user, enter your email address and password, then click **Sign In**.

After signing into your account, you will see your **Student Dashboard**. From the Student Dashboard, you can view any existing course enrollments, manage your account and settings, and browse additional course offerings.

If you have not yet enrolled in a course, click **Explore Catalog** to browse available courses for your organization.



# Browse Course Offerings

## Enrolling in a Course

To enroll in a course, from your Student Dashboard, click **Explore Catalog** to browse available courses.

View the courses under the Area of Interest and click **View Details** under a course to view more information about what is included.

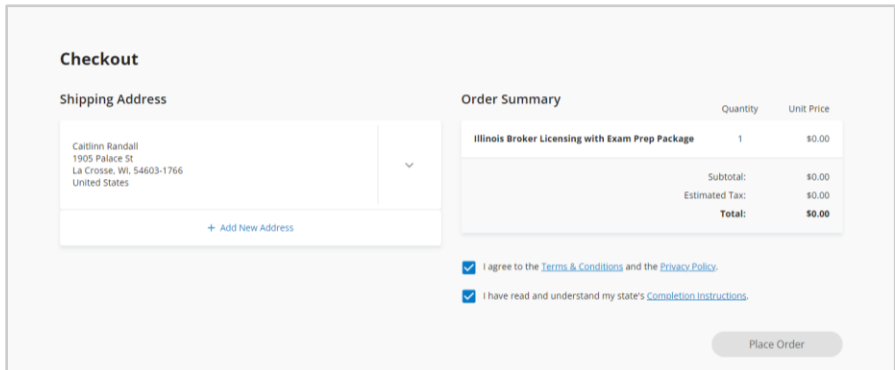
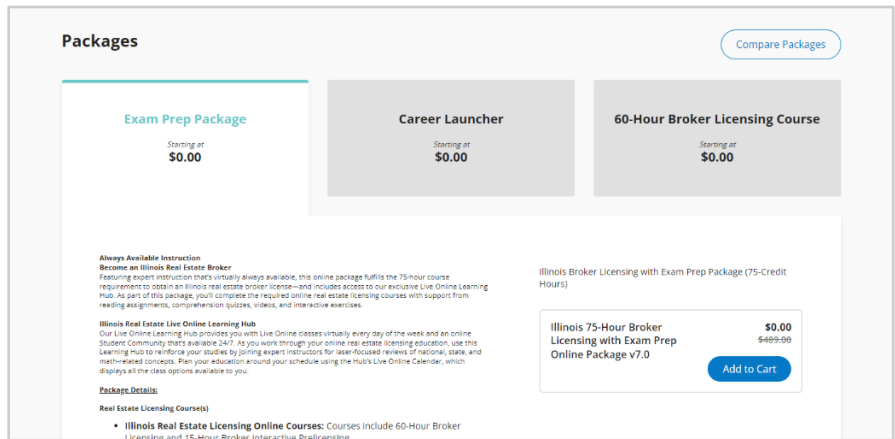
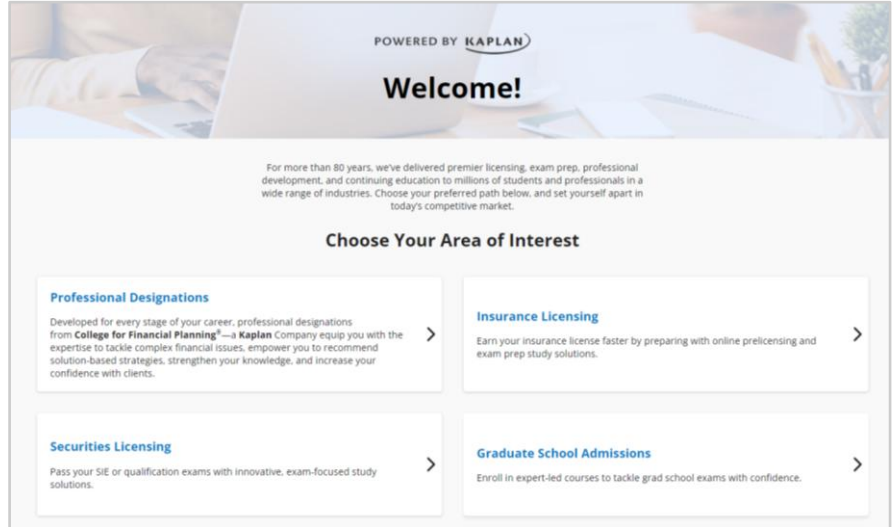
When you are ready to move forward with enrolling, click **Add to Cart**.

*Note: courses that include a live online class will have additional enrollment steps to select your seminar dates. Live online courses also include recorded versions of each session.*

After reviewing your order summary, click **Proceed to Checkout** to complete your enrollment.

You will be required to confirm your agreement of Kaplan's Terms & Conditions and Privacy Policy, as well as any applicable state-required completion instructions before clicking **Place Order**.

Once your order has been confirmed, you will have immediate access to the course from your **My Learning** or **Student Dashboard** pages, and you will also receive an order confirmation with any additional instructions for your course.



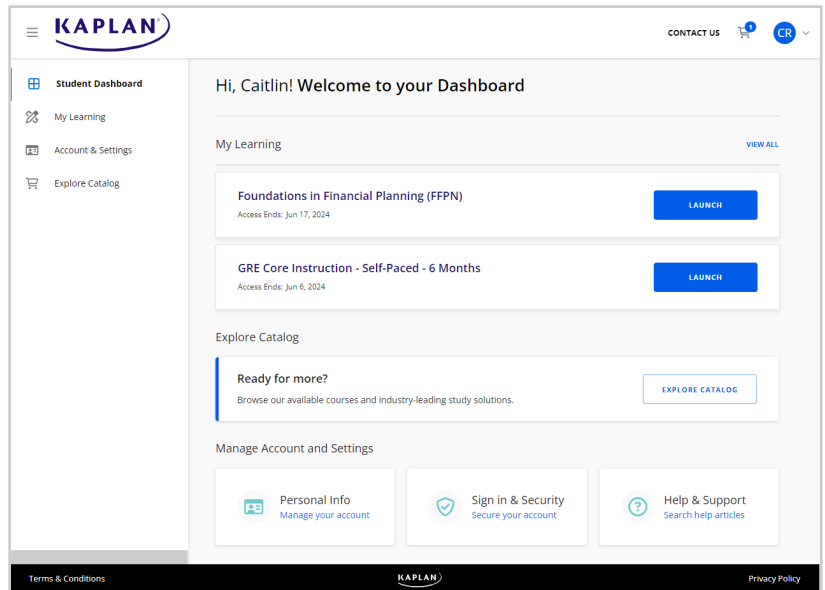
# Access Your Courses

## Student Dashboard

After completing your enrollment in a course, and each time you sign into the Kaplan portal, you will return to your Student Dashboard.

Click **Launch** to open the Learning Management System where your course access and all supplemental resources will be located.

*Note: after accessing your course materials, your organization's administrators may have access to your program progress reporting.*



## Kaplan Support

### Tech Support and Student Support

Insurance & Securities 1.877.731.5061  
College For Financial Planning 1.800.237.9990 option 2

- Student Support is available 8:00 am–7:00 pm ET, Monday–Thursday; 8:00 am–6:30 pm ET, Friday.
- Technical Support is available 8:00 am–10:00 pm ET, Monday–Thursday; 8:00 am–9:00 pm ET, Friday. Please note that after-hours support is available by visiting [Contact Us](#). Requests will be responded to within 24 hours.

### General System Requirements

#### Minimum requirements

1. Kaplan recommends the latest version of Chrome, Firefox, Safari, or Edge to use our site. The latest versions can be downloaded from the following links:
  - a. Browsers: Google Chrome, Firefox, Safari, Edge
    - Chrome: <https://www.google.com/chrome/>
    - Firefox: <https://www.mozilla.org/en-US/firefox/browsers/>
    - Safari: <https://support.apple.com/downloads/safari>
    - Edge: <https://www.microsoft.com/en-us/edge/download>
2. RAM: 8GB or higher
3. Broadband Connection: 10 Mbps or higher
4. Adobe Reader: 9.0+



5. Cookies and JavaScript must be enabled
6. Disable the pop-up blocker
7. Screen Resolution: 1920×1080, 1536×864, 1366×768 ,1180x820, 1024x768, 768x1024

#### Mac

Platform: Mac OS X 10.15 or higher with the latest updates installed

Processor: 1.83MHz Intel Core Duo or faster

#### PC

Platform: Windows 10 or higher with the latest updates installed

Processor: Core i3 or faster