Technical Support & FAQs

If you need more assistance after reviewing the content below, contact Customer Care at (888) 266-9079 (US, toll-free) or +1 (651) 905-2664 (outside US), Monday through Friday, 8 a.m. to 5 p.m. (central time, UTC/GMT-6). Or, email customercare@apicslearningsystems.com.

Minimum System Requirements

Internet Connectivity	Cable Modem, DSL, LAN (1Mbps or greater)
Sound Card	Sound card and speakers, headset with microphone (optional)
Monitor and Video Card	1024 by 768 or higher screen resolution
Supported Web Browsers/Devices	**Mac and Windows Computers:** Internet Explorer 11 or later download / Edge 25 or later download / Firefox 42 or later download / Chrome 46 or later download / Safari 8 or later download **Phones and Tablets:** Apple iOS 8.4 or later / Android 4.4 or later (with Chrome 46 or later) *Note that Antivirus and other browser add-ons may cause undesirable behavior with the Learning System. Please disable these before use.*
Acrobat Reader	Version 7.0 or higher download

Your possible issues may include:

- Error "Invalid login; please retry."
- You are being redirected back to the login page with no errors.
- You are experiencing navigation problems.

Troubleshooting Steps

1 Make sure you meet the system requirements.

2 Make sure you are entering the correct login name and password when you login (please check the documentation you received from us).

3 Temporarily disable any Internet Security and/or Antivirus software.

4 Try using the Learning System on a different computer and/or at a different location.

5 Contact your I.T. department to ensure http://apics.partnerrc.com is whitelisted and that WebSocket traffic is allowed.

6 Check if you are using a proxy server. Login or navigation problems can be caused by certain security restrictions or traffic filtering on your local or company network, as well as your Internet Service Provider, particularly if it makes use of a proxy server. A proxy server, among other things, stores web pages so that they load faster, but this can cause problems with the Learning System website because it needs real-time interaction between the server and learners. If your network is using a proxy server, then your IT or Internet Service Provider needs create an exception rule for http://apics.partnerrc.com to not use any caching.

When will I receive my online access invitation?

If you purchased your Learning System as an individual, an online invitation email to create your Learning System account will be sent immediately to you upon your order being processed. The subject line will read: "Your APICS Learning System Software Access."

If you are taking a course through an organization or a university, the invitation email will be sent out once the course administrator enrolls you in the course.

NOTE: If you did not receive your invitation email, please check your junk/spam folder first, then contact Customer Care for additional assistance at (888) 266-9079 (US, toll-free), +1 (651) 905-2664 (outside US), (central time, UTC/GMT-6).

How do I get my login name and password?

When you purchased your Learning System you should have received an invitation email to access the system and create your account. If you did not receive this email, please check your junk/spam folder first, then contact Customer Care for additional assistance at (888) 266-9079 (US, toll-free), +1 (651) 905-2664 (outside US), (central time, UTC/GMT-6).

In some cases, your organization, institution, or APICS partner will provide you with your invitation email. If you have questions, please contact your course administrator or instructor.

I forgot my login name and/or password. What can I do?

If you forgot your login name or password, click on the "Forgot your login name or password?" link on the login page to start the password reset process. If you do not know the email address you used when signing up for the account, please contact Customer Care for additional assistance at (888) 266-9079 (US, toll-free), +1 (651) 905-2664 (outside US), (central time, UTC/GMT-6) or email customercare@apicslearningsystems.com.

What if my login name and password no longer work?

If your login name and password are no longer working, your access may have expired. The web-based course is available for **12 months** from your purchase date (classroom enrollment date). You can call Customer Care with questions at (888) 266-9079 (US, toll-free), +1 (651) 905-2664 (outside US), (central time, UTC/GMT-6) or email customercare@apicslearningsystems.com.

Now that I have my online access, when can I expect to receive my print materials?

You will receive your print materials within five to seven business days of receipt of your order. If you are taking the course through your organization, a university, or APICS partner, your course administrator or instructor will distribute them (on or before the first day of class.)

What if I purchased my APICS Learning System and never received an order confirmation?

An order confirmation is sent to the email address entered when your order has been processed. If the email address was entered incorrectly, you will not receive an order confirmation.