



GE's Inspection Academy: Frequently Asked Questions

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Have a question that isn't answered here?

Contact us by phone at 1 (855) 232-7470 between 7:30am-5:30pm US Central Time, or send us an email at Inspection.Academy@ge.com and we'll be happy to help!

Registration

How do I register?

You will begin your registration by clicking "Register New User" immediately below the login box on www.geinspectionacademy.com. Once you complete and submit the form, you will be emailed your username and password. If you have any questions during the registration process, please call us at 1 (855) 232-7470 between 7:30am-5:30pm US Central Time.

Why do I need to register?

Registering for the website creates an account for you, enabling you to:

- Enroll in both classroom and eLearning* courses
- Access certificates from courses you complete
- Manage your employees' training, including registration and enrollment

You are able to learn a lot about GE's Inspection Academy before you ever register for the website. You can view Course Offerings and more (such as Calendar, Locations, and Prices) using the links on the top of our home page.

*eLearning courses limited to certain countries depending on local laws.

What is the difference between *registration* and *enrollment*?

Registering creates your account in the website and provides you with a username and password to log in. It **does not** enroll you in any courses. To [enroll in a course](#), you must first be logged into the website.

What happens after I submit my registration?

When your registration is submitted, your username and a temporary password will be emailed to you. You will be able to set your own password the first time you log in.

Once you log in, you will be able to enroll in courses using a credit card immediately. If you register using your company information, other payment methods (PO, check, wire transfer) can be added to your account after a short processing period of about 1 business day.

What is an "account number or customer code" and why am I being asked for it?

If your company is already a GE customer, you may have a 6-digit account number or customer code that identifies you in our system. This number can be found at the bottom of a GE Inspection Technologies invoice. You are not required to provide this number, but if you choose to, it can help us confirm your information and get other payment methods (PO, check, wire transfer) added to your account more quickly.

I am registering as an individual (not affiliated with a company). Does this limit what I can do?

We're happy to serve you! As an individual, you can enroll in any of our courses (both Classroom and eLearning*). You will be required to pay by credit card, and you won't be able to make purchases beyond training courses (ex: equipment) unless you add a company affiliation.

*eLearning courses limited to certain countries depending on local laws.

I haven't received my username and password. What can I do?

Check your spam or junk folder (or check with your company's IT department). You will need to ensure that emails from "admin@geinspectionacademy.com" are not blocked. If you are still unable to find this email, please contact us at support@geinspectionacademy.com.

I registered as an individual, and now I would like to add my company information. How can I do this?

Please contact us at Inspection.Academy@ge.com to provide your company information, and we would be happy to update your account. Once we update your account with company information, you will be able to pay by other methods, such as Purchase Order and check, and you will be able to purchase equipment from GE Inspection Technologies.

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Enrollment

How do I enroll in classroom or eLearning courses?

To enroll in courses, you must first [be registered](#) for the GE Inspection Academy website. Then:

- Log in using your username and password
- Select your desired course (from the Course Catalog or from the Calendar)
- Click the “Click here to enroll” button
- Add the course to your Shopping Cart and proceed to checkout

Your enrollment will not be processed until you have completed checkout.

I need to enroll other people in courses, not myself. Can I do this?

Yes, you can enroll other users in both eLearning and classroom courses. You will need to be designated as a Customer Manager in the website to do this. Please see the [Customer Manager Feature section](#) of this FAQ.

I can't find eLearning courses in the website. Where are they?

The eLearning Courses can be found in the first section of the Course Catalog, listed above the Classroom Courses. (The Course Catalog is the first page you arrive at after you log in.) If you are unable to see the eLearning courses, they may not be available for purchase in your country due to local laws. Please contact us at 1 (855) 232-7470 or Inspection.Academy@ge.com to inquire.

Do you have information about the location where my Classroom course will be held (facility, nearby hotels, etc.)?

Yes, on our [Locations page](#), you can find information for each of our facilities. Locate the desired facility in the list and click the “More Information” link below the facility address.

Are the books on the Recommended Reading list required to complete my eLearning course?

No, they are not required. We have recommended these selections because they may be helpful for gaining a better understanding of the topic.

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Customer Manager Feature

What is the Customer Manager feature?

The Customer Manager feature allows one user (the “Customer Manager”) to manage the registration and enrollment of other users from their company. These other users may be your direct employees or they may be a team whose training you manage.

How do I become a Customer Manager in the website?

When you are filling out your registration, you will be asked “Would you like the ability to register other students for your company?” To become a Customer Manager, answer “Yes”.

If you have already registered for the site but did not request/receive the feature initially, it can be added to your account. Please contact us at 1 (855) 232-7470 or Inspection.Academy@ge.com to request this change.

How do I register other people?

Registration is a one-time process that creates an account for each user in the Inspection Academy website. To register other people for the website, you must [be registered](#) for the website and [be a Customer Manager](#).

- Log in to the website using your username and password
- Go to the “Admin” tab on the gray toolbar and select “Student Registration Tool”.
- Fill in the users’ individual information (name, email address, phone number, preferred language)
- *Please note: users must each have their own email addresses; duplicate email addresses will not be accepted by the system.*

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- The user(s) you register will inherit your company information (company name & address). If the user works at a different company location than you do, you may click the Change Address checkbox to provide the user's correct address.
- Click "Add Users" to submit.

You can register up to 10 people at a time.

The user(s) will be registered and assigned to you, and you will be able to begin [enrolling them in courses](#).

What if the person I need to manage is already registered for the website?

If the person you need to manage has already registered for the website, the site will not allow you to duplicate their registration. However, they can still be assigned to you, with their permission. Please contact us at 1 (855) 232-7470 or Inspection.Academy@ge.com to request this.

How do I enroll other people in courses?

To enroll other people in courses, you must [be registered](#) for the website, [be a Customer Manager](#), and have already [registered the user\(s\) for the website](#).

You will need to:

- Log in to the website using your username and password
- Go to the "Admin" tab on the gray toolbar and select "Student Enrollment Tool"
- Select the desired course from the dropdown menu.
- *Please note: courses listed without dates are generally eLearning courses.*
- Select the users you wish to enroll from the "Users to Enroll" box (ctrl+click to select multiple)
- Click "Add Students to Order"
- Click "Checkout Now" to proceed to checkout.

The enrollment(s) will not be processed until you have completed checkout.

If you are enrolling multiple students: Please note that students must be enrolled individually if paying by credit card. (This ensures that we are able to refund you accurately if necessary.)

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Payment methods

I need to get the cost approved before I can enroll. How can I find the price?

To have a price sheet emailed to you, please select "Request Course Price Sheet" from the "More" dropdown on our home page and submit a request. If you need any additional information or documentation, please contact us at Inspection.Academy@ge.com.

I'm interested in purchasing a course to be held at my company's site. How can I get a quote?

Many of our standard courses can be held at your site to accommodate your team for a group rate. To request a quote, please send the following information to Inspection.Academy@ge.com:

- Course Name / Solution Requested
- Number of Students
- Location(s)
- Preferred Dates

How do I pay by credit card?

If you are paying by credit card, you will be prompted to enter the card information during the checkout process. To keep your information secure, we do not save or store any card information.

Please note that if you are purchasing multiple classroom courses by credit card, each must be purchased separately. This ensures that we are able to refund you accurately if necessary.

Am I required to use a company credit card?

You can pay using any credit card; it does not need to be a company card. You will have the opportunity to enter the appropriate billing address during the checkout process.

When will my credit card be charged?

Your credit card will be charged immediately for eLearning courses, and approximately 2 weeks before the course start date for classroom courses.

How do I pay by purchase order (PO)?

To pay by PO, you will select PO during the checkout process. You will then need to email a copy of your PO to Inspection.Academy@ge.com at least 2 weeks prior to the course start date. (You may also send a fax; fax number available upon request.) You will be invoiced during the course for classroom courses or within 3 days for eLearning courses.

Our vendor/seller information is:

GE Inspection Technologies
50 Industrial Park Rd.
Lewistown, PA 17044

I need to pay by purchase order, but PO is not available as a payment option. What do I do?

If you would like to pay by PO, but this option does not appear in the Payment Method drop-down menu, please contact us at Inspection.Academy@ge.com or by phone at 1 (855) 232-7470. If you registered as an Individual, you will need to [add a company affiliation](#) before you will be able to pay by PO; please contact us to make this change.

How do I pay by check?

To pay by check, please make your check out to GE Inspection Technologies. Optionally, you may email a copy of your check to Inspection.Academy@ge.com (fax number also available upon request). This is solely for confirmation purposes; the check must still be sent by mail.

Please mail your check to:

GE Inspection Technologies, LP
3054 Solutions Center
Chicago, IL 60677-3000

Unfortunately, we are not currently able to issue advance invoices for check payments. However, your Enrollment Confirmation may be used as confirmation of the amount of your order. Your Enrollment Confirmation can be found by doing the following:

- Log in to the website using your username and password
- Select the "My Profile" tab on the gray bar
- Click on "Order History"
- Select the order for which you would like to view the confirmation

How do I pay by wire transfer?

To pay by wire transfer (also known as bank transfer or Electronic Funds Transfer), you will select "Wire" as your payment method during the checkout process. Please retain any confirmation you receive for the transaction, as this will need to be provided to GE.

Please direct your payment to:

Deutsche Bank Trust Company
60 Wall Street
New York, NY 10005 (USA)
Account Number 50275600
Routing Number ABA 021001033
Swift Code BKTRUS33

You will then need to email the confirmation of the transaction to Inspection.Academy@ge.com.

How do I pay by BUC/ADN? (GE Employees only)

To pay by BUC/ADN (internal billing codes), please select "Wire" as your payment method during the checkout process. You will then need to email your BUC/ADN to Inspection.Academy@ge.com.

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Certificates

What kind of certificate will I receive?

When you successfully complete a classroom or eLearning course with a passing grade, you will be able to download your Certificate of Completion for that course from the Inspection Academy website. This certificate will contain your name, the course name, and our program instructor's ASNT information and signature. eLearning certificates will also contain the date of completion, while classroom course certificates will contain the number of hours for the course and the course dates.

When will I have access to my certificate for an eLearning course?

You will have access to your certificate of completion for an eLearning class immediately upon passing the course.

When will I have access to my certificate for a classroom course?

You will have access to your certificate of completion for a classroom course within 1 week of passing the course. If you are unable to access a certificate for a course that was completed more than 1 week ago, please contact us at 1 (855) 232-7470 or Inspection.Academy@ge.com.

How do I access my certificate?

To access your certificate:

- Log in to the website at www.geinspectionacademy.com
- Find the "Learning History" section on the right-hand side of the page, and click on the red certificate symbol
- *(If you do not see the "Learning History" section, you may also go to My Profile > Learning History from the gray toolbar at the top of the page.)*
- Click on to the certificate symbol for any course to view your certificate.

The certificates are in pdf format and may be saved and/or printed directly from the website if desired.

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