

How to...Request a Course Extension in a Credit Recovery Course



Students must have 50% of the computer-based activities and associated written assignments in the units completed to request an initial extension of 3 weeks in a Credit Recovery course. A student may request a 2nd and final 3-week extension if additional work (both computer-based activities and written assignments) are submitted during the initial extension AND the student is now at 80% of the work to completed.

The directions below are for students who enrolled in a Credit Recovery course on or after February 3, 2020.

Step 1: On the Apex Learning Dashboard, locate the Messages area on the right-hand side of the Dashboard

Step 2: Click the **White Plus Sign** in **Messages**

Step 3: On the **To** line, select **IVS Technical Support** to send the message.

Step 4: In the **Subject**, type **Request an Extension**

Step 5: Check the box labeled **Submit Homework**.

Step 6: Wait a moment for a new section to appear below the Submit Homework area. In the dropdown menu for **Course**, select your course.

Step 7: In the Activity dropdown menu, scroll to the bottom and select **"Request an Extension."**

Step 8: Click the **Send** button.

Please be patient. Requests are processed in the order they are received. Wait times are typically only a few minutes. However, wait times may be a few hours depending on the volume of incoming requests and whether or not the request was submitted during regular business hours. You will receive an external email when your request has been processed.