

How to...Request Access to the Next Activity (Progress) in a CR Course



Students are allowed up to three attempts to earn a score of 60% on computer-based quizzes and tests. Once earned, the student may continue but additional attempts will not be granted. If the student fails to earn a score of 60% in three attempts, they will be 'locked out' of the next activity. Students should review all materials and then submit a **Request to Progress** to the next activity by following these instructions:

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 the quiz number (e.g. Quiz 1.2.3)

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 to Progress"**

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.