



Global OnDemand Training Frequently Asked Questions

Find answers to frequently asked questions about The IIA's Global OnDemand Training

How do I access OnDemand training?

1. Select the link: <https://ondemand.theiia.org>
2. Select the "Sign In" button.
3. Sign in using your IIA account member/customer number and password.
 - Not sure whether you already have an account member/customer number?
 - If you are a member of The IIA, either directly or through one of our International Affiliates, you have an IIA Account Member/Customer ID#.
 - If you have attended an IIA Global event, training, or made a purchase through the IIA, you have an IIA Account Member/Customer ID#.
 - If you do not know your IIA Account Member/Customer ID#, please access the following link (<https://resetpassword.theiia.org>) or contact IIA Customer Relations at telephone number +1 407-937-1111 to get your IIA Account Member/Customer ID#. You may also contact your local Affiliate.
 - If you do not have an IIA Account Member/Customer ID#, please follow this link to create an IIA Account Member/Customer ID#, <https://register.theiia.org/>.
4. Once signed in, you should be able to view and purchase any courses in the catalog.

How do I receive my receipt?

Your receipt should be received via email upon purchase. It is also available in the notifications area of your OnDemand profile page. If for some reason you did not receive your receipt, please email ondemand@theiia.org.

Can I print a copy of the course?

No. You cannot reproduce any of the Intellectual Property (IP), nor make derivative works of the IP, without getting our express permission in writing. You do not have any rights to the IP except granted under these Terms or any other agreement you have with us.

Can I leave a course and return to the same location?

Yes. When you exit a course, your location is bookmarked. When you re-launch the course, a pop-up box will ask if you would like to resume where you left off. In order to return to your location, you must select Yes.

Please note: Clearing your browser history prior to returning to the course may remove your bookmark.



I purchased a course. How do I access it?

Please sign in at the OnDemand website, and the course thumbnail should be displayed below “My Active Courses” on your Dashboard. Select the course thumbnail, then select “START LEARNING NOW” to launch the course.

How long does it take to complete a course?

Select a course thumbnail from the Course Catalog to display the associated Course Description page. The course Duration is listed on the left-hand side, below the course title.

What are the recommended browser requirements?

To avoid display issues, we recommend that you access the OnDemand courses on a desktop or laptop using one of the following browsers:

- Google Chrome (optimal)
- Mozilla Firefox
- Safari 4

Can I take a course on my tablet or smartphone?

You may complete our OnDemand courses on a tablet, Mobile iOS, or Mobile Android. However, display issues may occur within the platform and the courseware.

Why was my purchase attempt declined?

Please make sure your billing address matches the billing address for the credit card you are using.