



HELPFUL RESOURCES - FREQUENTLY ASKED QUESTIONS (FAQs)

- 1. Is there a company account?**
 - a. No, each student must have their own individual account.
- 2. Do I need to be logged into the student account to purchase courses?**
 - a. Yes, for the course to be loaded to the student account, you need to be logged into the student account to purchase.
- 3. Do I need my own individual email address?**
 - a. Yes, SweeperSchool is self-paced so each student must have an individual email address to proceed with the courses.
- 4. Why do I have to select my company in the drop-down box?**
 - a. This places your account under the company's reporting list.
- 5. What if my company is not in the drop-down box?**
 - a. If you are new to the list, you can add the company and NAPSA will approve it for inclusion.
- 6. Can I share my log in with others?**
 - a. No, SweeperSchool is intended to be for the student that registers for the course only.
- 7. Where do I use the discount code?**
 - a. Follow the checkout prompts to the payment. It will have a box for the discount code. Enter the code and click APPLY. The price should be adjusted at this point. You can continue through check out.
- 8. Where do I get the discount code?**
 - a. NAPSA members can contact the office for the discount codes at info@powersweeping.org or (888) 757-0130.
- 9. Do I have to have a PayPal account to purchase?**
 - a. No, you do not need a PayPal account. PayPal is the payment gateway, but credit cards are accepted.
- 10. Why do I have to sign out of my account when I am done for the day?**
 - a. A cookie is placed on the computer so students can log in and out. If you don't log out, someone can access your courses.
- 11. How long do I have to complete the course?**
 - a. The courses are self-paced but will reset in 24 months.



12. What do I do when I complete the course?

- a. When a student completes the course, you will notify your supervisor that you need to take the oral exam.

13. Where do I get the oral exam?

- a. The exam can be requested from NAPSA at info@powersweeping.org.

14. How do I complete the certification requirements?

- a. Once you complete the online courses and pass the exam then notify NAPSA.

15. How many hours of incident free sweeper driving do I need to be a Certified Sweeper Operator?

- a. 1,000 hours which is about 6 months of full-time driving.

16. Do I have to create a new account to sign up for more courses?

- a. No, you purchase any courses needed while you are logged into your student account.

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