

Frequently Asked Questions

About AV University

USING AV UNIVERSITY

Q. I forgot my password! How do I get back into AV University?

A. Once you get to the home page, click “Log In” and then click “I Don’t Have My Password.” If you were in the former AVU platform, enter the same email you used in the former AVU platform.

Q. I am unable to reset my password and login, help!

A. If you’re unable to reset your password and login through AV University, email us at AV.University@legrand.com for help.

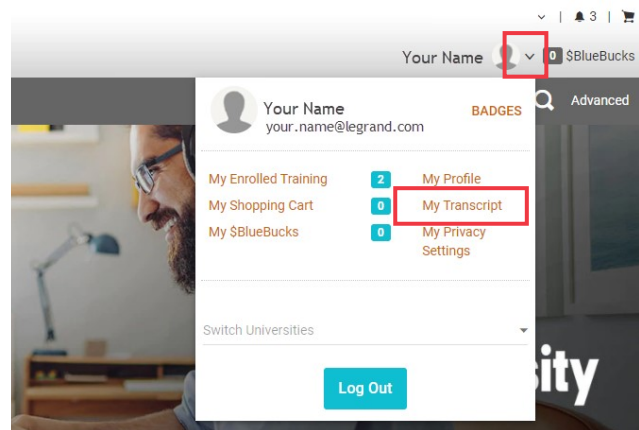
CONTINUING EDUCATION CREDITS

Q. How do I get access to my course completion certificate?

A. Once you have completed all the modules in a course and passed the quiz, your certificate will be available in “My Transcripts,” which is accessible in the dropdown by your name (upper right).

Q. I did not receive my course completion certificate even after I have completed all the course modules and passed the quiz?

A. If you’re unable to access your certificate, email us at AV.University@legrand.com for help.



Q. How do I submit my course completion certificates for CTS renewal units?

A. Directions for how to add these courses to your AVIXA transcript is available on [AVIXA's website](#).

Q. Do I have to submit one course at a time to AVIXA?

A. Yes. AVIXA does not allow for multiple uploads or transcripts.

ALLOWING POP-UPS

Q: My course modules won't launch, what should I do?

A: Your internet browser may be blocking pop-up windows from launching. You'll need to go into your browser settings and allow all pop-ups from go.bluevolt.com.

