GIA Essentials Courses: Special COVID19 Tuition Waiver

As the effects of the coronavirus on our personal lives and businesses continue, GIA is committed to our mission to ensure the public trust in gems and jewelry through our educational offerings. To help support our corporate clients, trade associations, alumni and gem and jewelry professionals worldwide, we are waiving tuition ($750 total value) for all three online GIA Essentials eLearning courses with start dates between May 4 and June 29, 2020.

Essentials Courses:
- GIA Jewelry Essentials (GEM 110)
- GIA Colored Stone Essentials (GEM 120)
- GIA Diamond Essentials (GEM 130)

The Essentials courses are part of an accredited diploma program. If you successfully complete all three courses, you will earn the GIA Applied Jewelry Professional™ (AJP®) diploma.

Eligibility for Tuition Waiver:
- This offer is valid for first-time enrollments in Essentials courses starting between May 4 and June 29, 2020. Courses begin every Monday (except May 25, Memorial Day; classes begin Tuesday, May 26.)
- Applicants who have previously enrolled and did not successfully complete the course will not be eligible to enroll through this offer. All re-enrollments for a course will be charged the standard tuition.
- This offer applies only to English-language eLearning courses offered through the GIA Carlsbad Campus.
- Applicants must meet GIA’s Admission requirements to be admitted into GIA courses. The full list of application and course requirements can be found in the GIA Education Catalog.

The following pages provide step-by-step instructions on how to register:

I. Complete an Application
II. Login into My GIA
III. Register for your Course
IV. Complete your Enrollment Agreement
V. Access your Course
VI. Troubleshooting Login Issues

Our admissions and online support teams are currently working remotely; we are happy to assist you with registration or any technical challenges.

Due to the high-volume of applications and technical queries, please expect delays.
I. Complete an Application

**First-time GIA Students:** Click here to access the online application: [ONLINE APPLICATION](#). Once you complete the application process, you will receive a welcome email User ID and password to log into My GIA. See section II, Log into My GIA.

**IMPORTANT:** Please ensure all information is correct before submitting your application. Sometimes people have auto-fill turned on in their browser and submit applications under the wrong legal name or wrong email address. This will delay your application and registration process.

**California Residents:** After completing your application but before the registration process, you must provide a copy of your diploma OR an official transcript showing the graduation date. Please contact admissions@gia.edu

**Returning GIA Students:** Log into My GIA to apply and register through your Student Center (section II Log into My GIA). See the troubleshooting section if you have never logged into My GIA, forgot your user ID, or forgot your password.

II. Log into My GIA

1. Go to [https://www.gia.edu/](https://www.gia.edu/) and click on the MY GIA link at the top right.
2. Click on LOG IN under the “For Students” section.
3. Enter your User ID and password and click SIGN IN.

These fields are case-sensitive and must be entered exactly without any extra spaces before or after.

User ID is all UPPERCASE (CAPITAL letters only). Password may be a combination of upper and lowercase as well as some special characters. If you copy and paste the temporary password into this field be careful to not select any spaces before or after.

If you get an error that password is invalid, please try again carefully entering these exactly. If you are still facing issues, see the troubleshooting section.

4. If you are using a temporary password, you will see a screen that says it has expired. You will need to click on "Click here to change password" to enter a permanent password. You may also be asked to set-up security questions.
III. Register for your Course

1. Log into My GIA (see section II above) and go to your Student Center (you may need to select “Self Service” → “Student Center” from the Menu)

2. Click on GIA Enrollment

3. Select eLearning courses or lab classes and click NEXT

You will be asked to confirm / update your application data and accept the Student Privacy Notice.
4. Under eLearning Course Search:
   a. Select the eLearning course you want to enroll: (GEM 110D, GEM 120D, or GEM 130D).
   b. Language of instruction: eLearning – English
   c. Start Date Between: 5/04/2020 (or today’s date) and 06/29/2020
   d. Click Search

   ![Image of eLearning Course Search form]

   All available courses will appear. Click Add to add the class you want to your shopping cart.

   ![Image of Add (Remove) Classes to Your Shopping Cart]

   **NOTE:** The Amount shown is the standard course fee (250.00). The tuition waiver will be calculated after you register and before you pay. The system has to check if the start date is in May or June and if you have enrolled previously.

   If you want to enroll in multiple courses, click Clear under the search and edit the search fields.
5. Once you have all the courses you want listed under “In Cart”, click NEXT

6. Confirm all information in your Shopping Cart (remove any classes you do not want) and click COMPLETE REGISTRATION.

NOTE: The Amount shown is the standard course fee (250.00). The tuition waiver will be calculated after your register and before you pay. The system has to check if the start date is in May or June and if you have enrolled previously. You will see your account balance on the next screen.

Please make sure you only have one of each course selected. If you select the same course multiple times you will be charged. For example, if you add 110D Jewelry Essentials starting 06/01 and 110D Jewelry Essentials starting 06/29 a charge of $250 will be added for the second class. Click Remove to remove any unwanted courses from your cart.
7. Under Tuition and Fees. Confirm all information in your Shopping Cart, check that your Account Balance is 0.00, and click CONTINUE TO PAYMENT. If balance is 0.00, you will not be charged and you do not have to pay. The tuition waiver is used as your payment for the course.

If your account balance is not 0.00 you have selected classes that do not qualify for the promotion (by choice or by accident). You may cancel your transaction and start over.

8. Select Student Center under go to... to return to your student center. The next step is to complete your Enrollment Agreement and other required documents. These may pop-up on the screen.
IV. Complete your Enrollment Agreement and Other Documents

1. Log into My GIA (see section II above) and go to your Student Center (you may need to select Self Service → Student Center from the Menu).

2. Prior to your class start date, you will need to review and accept your Enrollment Agreement for each course as well as other required documents. These appear in Communication Center. Click on “Go to Communication Center”. They may also just pop-up when you go to your Student Center.

3. Under Pending Messages, click on each message to review and accept.

The Enrollment Agreement contains important information about the course, policies, and disclosures. If you received the full tuition waiver for the course it acts as your payment. You will not pay or owe any money. Please review carefully and click “I Agree”.

The School Performance Fact Sheets are required for the State of California. Please view and click Accept to acknowledge receipt. Student’s Right to Cancel explains your rights to cancel the program. If you received a full tuition waiver you are not eligible for a refund if you withdraw from the course.

You may also receive a 1098T Opt in message to receive your 1098T online. The Form 1098-T is a statement that colleges and universities are required to issue to certain students for tax purposes.
V. Access your Course

You can access your course after 12:00 AM Pacific Time on the Start Date. Remember to accept your Enrollment Agreement prior to the class start date. If you accept the agreement after your class start date, please allow a two-hour processing period for your class to appear in Blackboard (GIA’s Learning Management system).

1. Log into My GIA and go to your Student Center.
   - Go to https://www.gia.edu/ and click on the MY GIA link at the top right.
   - Click on LOG IN under the “For Students” section.

2. Your courses appear under Active Courses. Click on the link under Class.

Once your course starts you may also log into Blackboard directly at https://blackboard.gia.edu or download the Blackboard App and access it from there. Your password for logging into Blackboard directly or through the app is different than the password you use to log into My GIA. Logging into Blackboard for the first time will require you to reset your password. To do this, click the “Forgot Your Password?” hyperlink on the login page.

To successfully complete the course, you must complete all assignments and pass the final exam prior to the class End Date.
VI. Troubleshooting Login Issues

Click on a link or scroll down:
Don’t Have a User ID
Forgot User ID
Forgot Password (My GIA)
Your User ID and/or Password are Invalid
Temporary Password has Expired
UnAuthorized Token has been Detected by the System

1. Don’t Have a User ID
If you are a first-time student, you will receive an email with your User ID and a temporary password. Please make sure you enter your email address correctly during the application process and that emails from onlinesupport@gia.edu are not blocked.

If you are a returning student and were never issued a User ID or password, please contact onlinesupport@gia.edu so we may verify your information and create an account.

2. Forgot User ID
If you have logged into My GIA previously, click “Forgot User ID” and follow the instructions. You will receive an email with your User ID to the primary email address we have in our records.
3. **Forgot Password (My GIA)**

If you have logged into My GIA previously, click “Forgot Password” enter your User ID and the primary email address we have in our records. You may be asked to answer your security questions. You will receive an email with your temporary password. [See Section II, Log into My GIA](https://www.gia.edu/mygia)

![My Education Login](image)

4. **Your User ID and/or Password are invalid**

Make sure you are on the correct login page: [https://www.gia.edu/mygia](https://www.gia.edu/mygia)

Make sure you enter your credentials exactly.

**These fields are case-sensitive and must be entered exactly without any extra spaces before or after.**

- User ID is all UPPERCASE (CAPITAL letters only).
- Password may be a combination of upper and lowercase as well as some special characters.
- If you copy and paste the temporary password into this field be careful to not select any spaces before or after.

If you continue to get the error, please clear out your cookies and cache in your browser’s settings page and ensure that pop-ups are enabled/pop-up blockers disabled. Once you do this, exit out of the browser entirely and reopen a new browser. You may now attempt to log in.

Lastly, contact [onlinesupport@gia.edu](mailto:onlinesupport@gia.edu) and we will issue you’re a new temporary password.
5. **Temporary Password has Expired**

If you log into My GIA using a temporary password, you will see a screen that says it has expired. You will need to click on “Click here to change password” to enter a permanent password. You may also be asked to set-up security questions.

![Password Expired Image]

6. **Unauthorized Token has been detected by the system**

![Unauthorized Token Image]

This has to do with a security issue in the browser and sometimes happens using the back button or some other reason.

Ensure that pop-ups and cookies are allowed within your browser. If they are already allowed, clear out the cookies and cache in the browser’s settings. Once you do this, exit out of the browser entirely and reopen a new browser. You may now attempt to log in.