

Frequently Asked Questions

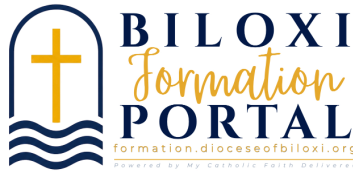
Biloxi Formation Portal | formation.dioceseofbiloxi.org

This guide answers the most common questions catechists and volunteers have about using the Biloxi Formation Portal — from creating an account and enrolling in courses to tracking certifications and troubleshooting technical issues. Use the linked table of contents below to jump straight to the section you need.

Table of Contents

Getting Started	2
Completing Courses	3
Assignments & Quizzes	4
Certificates & Progress	5
Technical Questions	6
Diocese of Biloxi	7





Getting Started

How do I create an account?

Simply add the course you'd like to take to your cart. During checkout, you'll be prompted to create your Biloxi Formation Portal account before completing your registration.

Do I need to create an account before enrolling in a course?

No. Your account is created as part of the checkout process when you register for your first course.

Do I have to pay for courses?

Many courses are offered at no cost, while others may have a registration fee. Any applicable fee will be shown before you complete checkout.

How do I enroll in a course?

Browse the course catalog, select the course you want, add it to your cart, and complete the checkout process. Once your registration is complete, the course will appear on your Dashboard.

Where do I find my courses after I register?

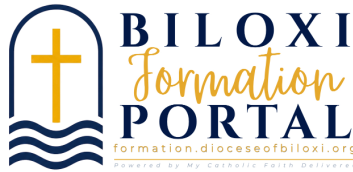
After logging in, your enrolled courses can be found on your Dashboard.

Can I update my profile information?

Yes. To update your profile, including name, password, and email, contact the Diocese of Biloxi Faith Formation office.

Why do some courses have a fee?

Courses that are created by the Diocese of Biloxi are offered at no cost. Courses that require a fee are provided by third-party organizations, which charge for access to their content. Because the Diocese must purchase access to these courses, an enrollment fee is required. Any applicable fee will always be listed in the course description before you enroll.



Completing Courses

How long do courses take to complete?

Each course varies. Some can be completed in less than an hour, while certification courses may require several hours spread over multiple sessions.

Do I have to complete a course all at once?

No. Your progress is automatically saved, allowing you to return later.

Can I go back and review previous lessons?

Yes. Completed lessons remain available for review unless your administrator has restricted access.

What happens if I don't finish a course?

Your progress is saved. You can return later unless the course has an enrollment deadline or expiration date.

Do I have to complete lessons in order?

Some courses require lessons to be completed sequentially, while others allow you to move freely between modules.

Can I register for more than one course at a time?

Yes. Simply add each course you'd like to take to your cart before checking out. Once your registration is complete, all of your enrolled courses will appear on your Dashboard.

Can I enroll in a course after I've already created my account?

Absolutely! Log in to your account, browse the course catalog, add the course to your cart, and complete the checkout process. Your new course will automatically be added to your Dashboard.

How do I find new courses to take?

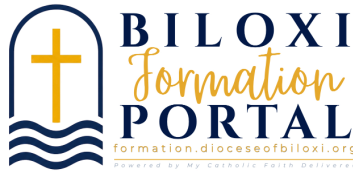
After logging in, select Course Catalog from the menu to browse all available courses. You can search or filter the catalog to find courses that interest you or have been assigned by your parish, school, or diocese.

Can I download course resources?

Yes. Many courses include downloadable handouts, worksheets, or other resources. These can be found within the course where they are provided by the instructor.

Will I lose my progress if I log out?

No. Your progress is automatically saved as you complete your coursework, so you can return anytime and pick up where you left off.



Assignments & Quizzes

What if I don't pass a quiz?

Most quizzes allow multiple attempts. Review the lesson and try again.

Can I retake a quiz?

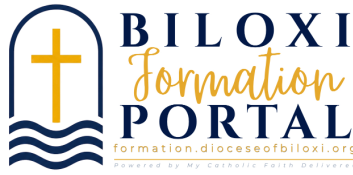
This depends on the course settings established by your administrator.

Will someone grade my assignments?

Some assignments are automatically graded, while others require review by an instructor or administrator.

How will I know if my assignment has been approved?

You'll receive a notification within the Biloxi Formation Portal, and your course progress will update once it has been reviewed.



Certificates & Progress

How do I know if I've completed a course?

A course is complete when all required lessons, quizzes, and assignments have been successfully finished.

Can I download my certificate?

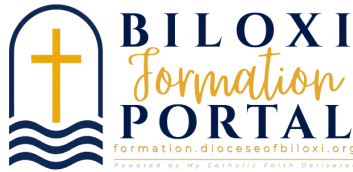
Yes. Once you've completed all course requirements, your certificate will be available to download or print (if enabled).

Where can I see my completed courses?

Your Dashboard displays your current enrollments and completed learning history.

Will my certification expire?

Some certifications have expiration dates. Your diocese or organization will let you know when renewal is required.



Technical Questions

The videos won't play. What should I do?

Try refreshing the page, using a different browser, checking your internet connection, or disabling browser extensions that may block media.

The page won't load correctly.

Clear your browser cache or try another supported browser such as Chrome, Edge, Safari, or Firefox.

Why isn't my progress saving?

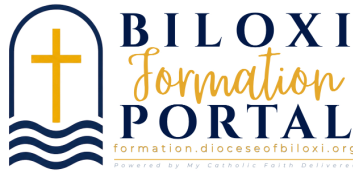
Be sure you've completed the lesson before closing the browser. If the issue continues, contact your administrator.

Can multiple people use the same account?

No. Each user should have their own individual account so progress and certifications remain accurate.

Why isn't a course showing up on my Dashboard?

If you've completed the checkout process, try refreshing your Dashboard or logging out and back in. If the course still doesn't appear, contact your administrator for assistance.



Diocese of Biloxi

Who should I contact if I need help?

For assistance with registration, course enrollment, or certification questions, contact the Diocese of Biloxi Office of Faith Formation or your parish/school administrator.

How do I know which certification courses I need?

Your parish, school, or diocesan supervisor will let you know which certification pathway applies to your ministry. Catechist Certification requirements are listed on the diocesan Biloxi Formation Portal website.

I was previously certified. Do I need to retake courses?

If you completed catechist certification through a previous diocesan program, contact the Office of Faith Formation. You may qualify for recognition of your existing certification without repeating courses.

How do I receive credit for previous catechist certification?

If you completed certification through a previous diocesan program, enroll in the Catechist Certification Approval course and submit the requested information for review. Once approved, your certification will be added to your Biloxi Formation Portal Dashboard.