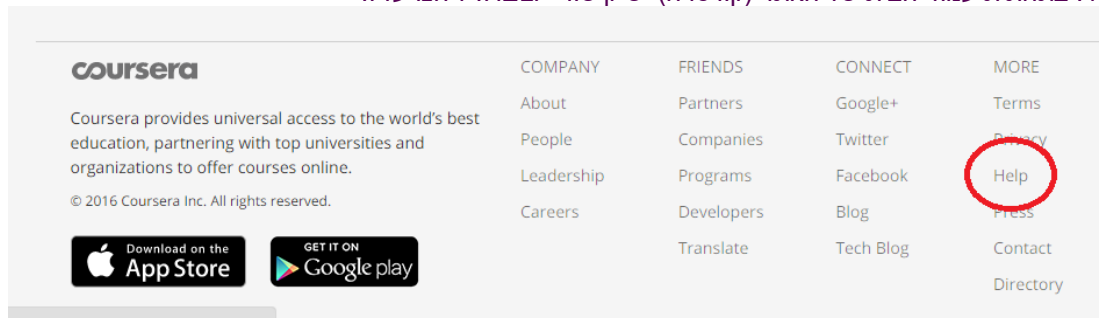
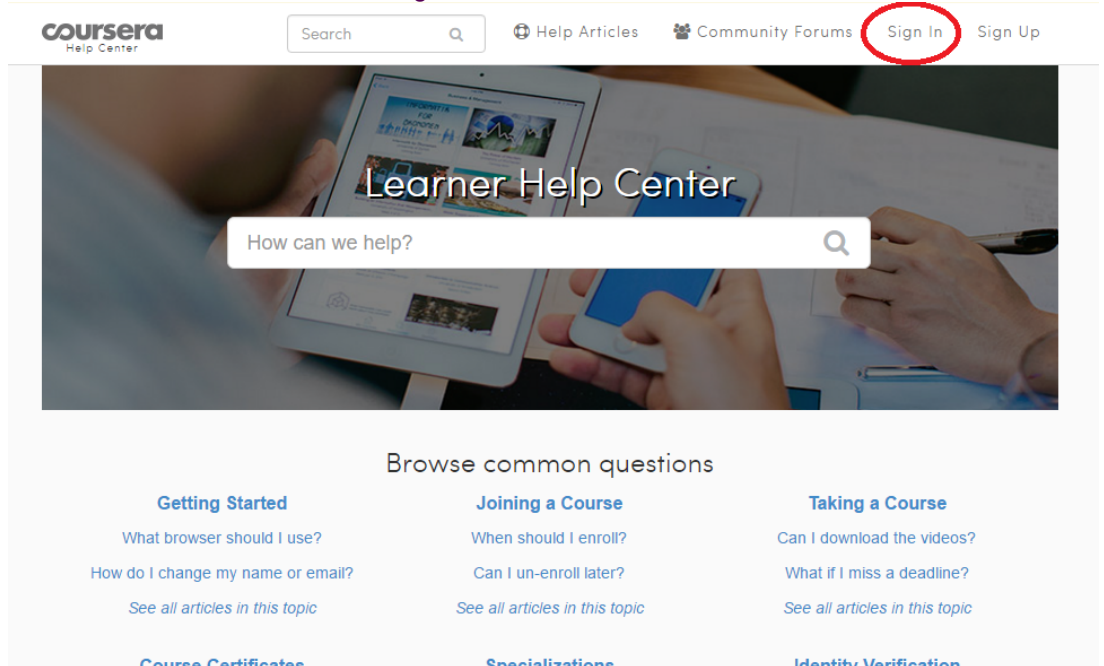


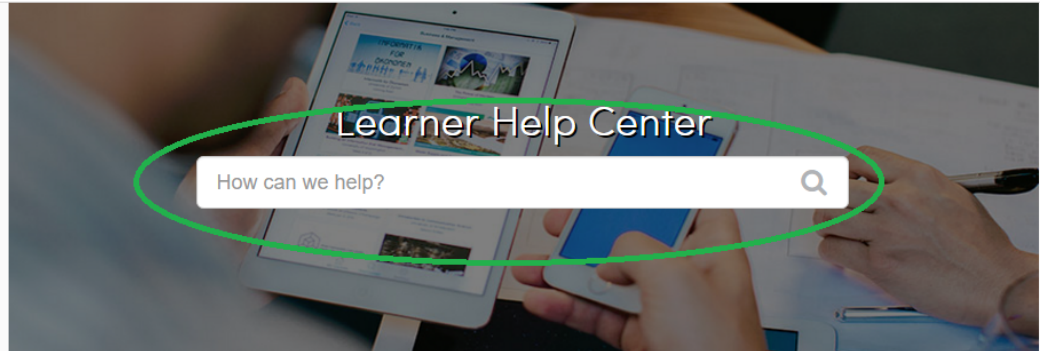
הנחיות גישה לעזרה של קורסרה:
1. בתחתית עמוד הבית של האתר (קורסרה) יש קישור HELP. ליחצו עליו:



2. תגיעו לעמוד העזרה הראשי. היכנסו למערכת ע"י לחיצה על sign in ומילוי הפרטים שלכם:



3. כעת אתם תראו את שמכם כפי שמסומן באליפסה האדומה. יש לכם שתי אפשרויות להמשיך - האחת לכתוב את השאלה שלכם (באנגלית בלבד) בחלון החיפוש (מוקף באליפסה ירוקה) או עדיף למצוא נושא דומה ברשימת הנושאים תחת הכותרת Browse common questions.



Browse common questions

Getting Started

What browser should I use?

How do I change my name or email?

[See all articles in this topic](#)

Joining a Course

When should I enroll?

Can I un-enroll later?

[See all articles in this topic](#)

Taking a Course

Can I download the videos?

What if I miss a deadline?

[See all articles in this topic](#)

Course Certificates

Can I share my Certificate online?

Why didn't I receive my Certificate?

Specializations

What is a Specialization?

Can I enroll in just one course?

Identity Verification

How does verification work?

What if I don't want to verify?

4. למשל הנושא של פתירת בעיות נקרא באנגלית troubleshooting כפי שניתן לראות כאן:

Browse common questions

Getting Started

What browser should I use?

How do I change my name or email?

[See all articles in this topic](#)

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Identity Verification

How does verification work?

What if I don't want to verify?

[See all articles in this topic](#)

Payments & Refunds

How do I request a refund?

What are the refund policies for Specializations?

[See all articles in this topic](#)

Troubleshooting

How do I activate my webcam?

What if I can't stream videos?

[See all articles in this topic](#)

Policies

What is the Honor Code?

Are there any age restrictions?

[See all articles in this topic](#)

5. ולחיצה עליו מובילה למסך הבא

courseera Help Center

Search

Help Articles Community Forums Saar James Ger

Help Articles > Troubleshooting

Help Articles

- Getting Started
- Joining a Course
- Taking a Course
- Certificates & Specializations
- Payments & Refunds
- Troubleshooting
- Policies

Troubleshooting

Get help if something's broken.

Known Issues

- Account and Profile Issues
- Course Progress Issues
- Course Feature Issues

Other Problems

- Recommended Browsers and Devices
- Other Problems

6. שבו תוכלו לחפש אם הבעיה שלכם נופלת תחת אחת הקטגוריות. אם לא - תמיד יש את הקטגוריה שמסומנת באדום. לחיצה עליה מובילה למסך הבא:

Other Problems

Troubleshooting tips

Didn't see your problem listed? Please try the suggestions below.

- If you're missing a Statement or Certificate for one of your courses, see [Missing Coursera Accomplishments](#).
- If your problem is related to your final course grade, see [Final Grading Errors](#); if it's related to an assignment grade or record, see [Assignment Grading Problems](#).
- If you need to unenroll from a course you're currently taking, see [Enrolling and Un-Enrolling](#).
- If you're encountering an error message, display problem, or other technical issue, try clearing your browser's [cookies and cache](#) or switching [browsers or devices](#).

Platform changes and tests

We are continuously updating the Coursera platform in order to improve the learning experience. From time to time, you may notice an unexpected change or inconsistency in the way the platform looks or works. Although some of these changes are comprehensive updates, it's also possible that you are catching a peek at an update that we are testing for the future.

Tests usually run on just a few specific courses. Although we aim to be as transparent as possible, we are not always able to announce tests in advance. We appreciate your patience and understanding as we continue to discover how to improve the learning experience on Coursera.

Was this article helpful?

👍 👎

Get more help from your peers in our [Community Forums](#)

Still need help? [Contact us!](#)

7. שכפי שאתם רואים מסומנת האופציה החשובה contact us. שהיא מאפשרת לכם לשלוח שאלה ישירות לצוות התמיכה של קורסרה. לחיצה עליו תפתח מסך עם תפריט (נגלל על ידי לחיצה על הכפתור המסומן)

[Help Articles](#) > [Submit a request](#)

Contact Us

I have a problem with... *

-
- My account or logging in
- Payments or Refunds
- Accessing or leaving a course
- Course materials or content
- Submitting my assignments



8. לאחר מכן יש תת תפריט אחד או יותר כדי להבין את הבעיה ובסופו מגיעים למסך דומה לזה:

Contact Us

I have a problem with... *

Course materials or content

More information (content):

I have a question not listed here

Hi there! We noticed you selected **I have a different question about my courses**.

Before you submit your request, we wanted to offer a few tips for common course-related issues:

- **If you don't see a record of your submitted coursework**, you may have accidentally created two accounts. [Learn more](#).
- **Course details**, including Certificate options, languages, and upcoming session dates, are available on the course description page.
- **If a course has no upcoming sessions**, you can add it to your Watchlist. [Learn more](#).

Need help with a different problem? Change your problem type in the menus above.

Get more help from your peers in our [Community Forums](#)

[I still need help](#)

9. שבו יש פירוט שכדאי לקרוא של דברים שבד"כ פותרים את הבעיה. אם הבעיה לא נפתרה, מסומנת אופציה - אני עדיין צריך עזרה. לחיצה עליה מובילה למסך הבא:

Contact Us

I have a problem with... *

Course materials or content

More information (content):

I have a question not listed here

Which course is this about? *

שם הקורס באנגלית

Message *

פה צריך לפרט את הבעיה במדוייק

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Choose a device

- באיזה מכשיר הבעיה נתגלתה? (מחשב נייד/פלאפון וכיוב)


Link to page or class with this issue

קישור למקום בו הייתה הבעיה (אתר הקורס או שיעור בפציפי למשל)

If possible, copy and paste the url of the page you are seeing this issue occur.

Attachments

אם יש קבצים לצרף, אז כאן

 Add file or drop files here

Submit

10. וכפי שניתן לראות יש כאן פירוט מלא של מה צריך למלא. לא לשכוח שהכל צריך להיות באנגלית. ולא לשכוח בסוף ללחוץ submit כפי שמסומן