



FAQs About Online Course

I am having issues with my online class. What should I do?

Contact National Safety Council technical support at 1-800-775-1484 or email them at customerservice@nsc.org if you registered **AFTER** May 7th, 2025. If you registered **BEFORE** you can call Safety Serve at 1-800-775-1484 or email help@safetyserve.com.

Why isn't my access code working?

You must click on 'Returning Student' when you go back to the National Safety Council or Safety Serve website after registering your access code.

My course expired! Now what?

As stated on the sheet you received from the Court, you have 30 days from purchasing the code before it expires. Failure to complete the class in 30 days will result in your account being suspended and you will need to purchase a new code for \$95.

I have to take the online course. How long will it take?

Depending on how quick of a learner you are, the Defensive Driving online 6 hour course we offer can take anywhere between 5-6 hours. You can complete the class in one sitting, or, log in and out as you please to fit your schedule. Write down the password and username that you submitted in order to return. **Please note, classes MUST be completed within 30 days of purchasing the code.**