

Online Service Registration

Frequently Asked Questions (FAQs) Related to The Health Academy Training Courses

Information for Student(Applicant)

How can I pay the registration fee?

Payment for course registration or certificate replacement can be made by using the following:

- Visa Card
- Master Card
- American Express
- Discover Card
- Visa or MasterCard Signature Debit Cards
- eCheck (ACH)

I have a problem registering for the class.

If you encounter difficulty completing your registration please close your browser and try again.

If you still cannot complete the transaction please call (347) 396-7993 to report your problem.

How can I register for this class in person?

You may register at The Citywide Licensing Center: 42 Broadway, 5th floor, New York, NY 10004. Certified checks, money order or Credit Card payments are accepted.

I have a problem paying the fee.

Please note the acceptable forms of payment and try again. If you are still encountering difficulty, please call 311.

How do I pay for the course if I have no credit card?

Only credit card, debit cards and echecks are accepted online at this time.

You may also register in-person at the Citywide Licensing Center 42 Broadway, 5th floor NYC. The Citywide Licensing Center accepts credit cards, certified checks and money order payments.

I cannot to attend my scheduled class, how do I get a refund?

Refunds will only be issued if requested 5 business days before your scheduled class. To obtain a refund please submit a written request along with the confirmation letter to The NYC Health Academy Riverside Health Center 160 W 100th St., 2nd Fl. New York, NY 10025, in person or by mail.

How can I reschedule my class?

To reschedule your class, please call (347) 396-7993.

My certificate was lost or damaged, How do I replace my certificate?

Certificates issued within the past ten years that have been lost or damaged can be replaced for a fee of \$16.00. You can request a replacement certificate through this service.

I have misplaced my confirmation page and have forgotten my class date, how can I retrieve it?

Please call (347) 396-7993.

How do I get course descriptions of learn more about Health Academy classes?

Go online to www.nyc.gov/healthacademy or call 311.