

K-Pass Frequently Asked Questions:

1. When does my K-Pass Start?

Your K-Pass starts the day that your registration is received by Key Medical Resources. If you would like to delay the start of your K-Pass please let us know before your registration is complete. You can also retroactively start your K-Pass back to the first class you have taken with Key Medical and any course fees you paid will be deducted from the cost of your K-Pass. (Example; If you took a class on January 10th 2017 and Paid \$150 Course fee, we will deduct the \$150 from your K-Pass Cost, but your start date will be January 10th, and 18 month span will begin from that date.)

2. When does my K-Pass End?

Your K-Pass Ends 18 Months from the start date.

3. How do I register for classes with my K-Pass?

You can register using our online registration site. Simply follow the links, click the course, date and time you'd like to attend and follow the prompts to register. Our online registration system does not require payment to register for courses. Please make sure to read if there are any additional costs to courses; Books, Cards, Materials which are not covered by your K-Pass, and will be required in order to take the course.

4. How do I cancel a class I have already registered for?

In order to cancel a class you have registered for, email kmr@keymedinfo.com and indicate.

Please cancel with your name, class name, and class date. We so appreciate your letting us know.

5. How do I identify myself as a K-Pass holder?

You will need to present your K-Pass Badge at the registration table for each course you take. If you haven't received your badge, you can present a photo ID and the administrator will be able to look up your K-pass manually.

6. Can I change my Auto-payment date?

Yes. It takes 30 days to change your Auto-payment date, and payments scheduled within 30 days time will still be withdrawn. Please notify us as soon as possible of any adjustments to your payment plan.

7. If I signed up for Auto-Payments, can I pay off my remaining balance before 18 months?

Yes. You are welcome to pay-off your pass at anytime and there is no fee to do so.

8. Can I transfer my K-Pass to someone else?

K-Pass is non-transferable.

9. Is there a group discount?

We do offer a discount per K-pass for any group of 10 or more. For more information please contact Amy Audelo; amyaudelokmr@gmail.com

10. Does K-Pass cover the cost of books, Certification cards, or other Course Materials?

K-Pass DOES NOT cover cost of books, certificates, cards, Instructor Courses, or any course materials fees.