

# OffSec Help Center FAQ

1. [General FAQs](#)
2. **Product Information:**
  - [OffSec Cyber Range FAQ](#)
  - [Learn One Renewal FAQ](#)
  - [Upgrade FAQ](#)
  - [Learn One FAQ](#)
  - [Learn Unlimited FAQ](#)
  - [Learn Fundamentals FAQ](#)
  - [OSCE<sup>3</sup> FAQ](#)
  - [Am I able to buy the Cracking the Perimeter \(CTP\) course?](#)
  - [How does PEN-300, EXP-301 and WEB-300 differ from the CTP course?](#)
  - [OffSec Community FAQ](#)
  - [OffSec Community Chat User Guide](#)
3. **Submit a Request [Here](#):** i.e. purchase, course, exam mgmt, technical, proctoring support.
4. **Sign in to [Help Center](#)** to view your tickets
5. **Join OffSec [Discord](#)** to communicate with OffSec professionals & other students.
6. **[Getting Started](#)** :Important information needed on a student's journey, from starting a course to passing the exam.
7. [VPN Connectivity Guide](#)
8. **[Course Start Guide](#):** Quick Walkthrough, Access Training Materials & Lab, Manage exams
9. [Kali Linux VM Installation Guide](#), [Common VPN Connectivity Issues](#)
10. **Course Connectivity Guide:**
  - [PEN-200 Learning Library Lab Connectivity Guide](#)
  - [WEB-200 Learning Library Lab Connectivity Guide](#)
  - [SOC-200 Learning Library Lab Connectivity Guide](#)
  - [WEB-300 Learning Library Lab Connectivity Guide](#)
  - [PEN-300 Learning Library Lab Connectivity Guide](#)
  - [EXP-301 Learning Library Lab Connectivity Guide](#)
  - [EXP-312 Learning Library Lab Connectivity Guide](#)
11. **Course Learning Plan:**
  - [PEN-200, 12 Week Learning Plan, 24 Week Learning Plan](#)
  - [WEB-200, 12 Week Learning Plan, 24 Week Learning Plan](#)
  - [SOC-200, 12 Week Learning Plan, 24 Week Learning Plan](#)
12. **Exam Guide:**
  - [OSCP Exam Guide](#)
  - [OSWP Exam Guide](#)
  - [OSWA Exam Guide](#)
  - [OSDA Exam Guide](#)
  - [OSWE Exam Guide](#)
  - [OSEP Exam Guide](#)
  - [OSPD Exam Guide](#)
  - [OSMR Exam Guide](#)
13. [Schedule an Exam](#)
14. [Course Specific Resources](#)



# Request for Help

Department	Contact	Best equipped to help with inquiries regarding:
Orders	<a href="mailto:orders@offensive-security.com">orders@offensive-security.com</a>	payment, registration for future courses, changing course start dates, exam scheduling or record updates, general product inquiries
Help	<a href="mailto:help@offensive-security.com">help@offensive-security.com</a>	technical issues you might have with the lab/exam machines or VPN connection or Forum Credential requests.
Proctoring	<a href="mailto:proctoring@offensive-security.com">proctoring@offensive-security.com</a>	proctoring of your exam, including questions about your identification or testing the proctoring software
Challenges	<a href="mailto:challenges@offensive-security.com">challenges@offensive-security.com</a>	current, past or future exam (outside of scheduling)
Privacy	<a href="mailto:privacy@offensive-security.com">privacy@offensive-security.com</a>	record deletion requests
Concierge	<a href="mailto:concierge@offensive-security.com">concierge@offensive-security.com</a>	flex, partner program
Live Chat	<a href="https://chat.offensive-security.com/">https://chat.offensive-security.com/</a>	live technical assistance with your lab or exam connectivity

