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Technical Support

I have a Well Control question. How can I get help?

We are here to help. You have a few different options!

1. You can send an email to our IADC accredited Well Control instructor at info@learntodrill.com. You will get a guaranteed response to your question within 24 hours. If you would prefer to have your question answered over the phone or via video chat, we can set them up for you too!
2. You can also go into the Chat Room to see if any other students are around who can answer your question.
3. Lastly, you can post your question on the Discussion Forum to see if anyone else might want to help answer your question or give you some cool, new perspectives!

The course isn't working for me! How can I get help?

We have a technical support team here to help you out! Give us a call at +1.281.698.7526 or send us an email at info@learntodrill.com. We try to always be available, but if your question is not during our business hours, leave a voicemail or send an email and we will get back to you as soon as possible.

I finished all the course materials, but it is saying I can't take the Final Exam. Why?

Typically, this means that you haven't finished all the materials or have missed a section. You can check the status of your course materials by clicking on the Gradebook. If all the quizzes are marked at 100% and all the chapter videos are checked off as complete, you should be able to take the Exam. If you are still having issues, get in touch with us and we will get it figured out for you.

The animations are not loading. How can I change that?

Sorry to hear that! This is most likely a problem with your Internet connection. Try to load the course in a faster Internet connection. If fast Internet is a problem for you, get in touch with us at info@learntodrill.com and we can help you out with one of our offline course solutions on your smartphone or tablet.

I finished viewing an entire chapter, but a checkmark has not appeared, and I can't take the quiz.

After viewing an entire chapter, you need to refresh the page for the checkmark to appear and to move on. To refresh the page, click on your page URL and press enter, or click on your browser's Refresh button. If you are having more problems, send us an email at info@learntodrill.com and we will help you out!

General Questions

Are these the right Well Control courses for me?

These IADC and IWCF courses are built for all levels of oil industry experience.

For non-technical individuals or people entering the drilling world for the first time, the courses have prerequisite material sections that provide a basic Introduction to Drilling, an animated overview of fundamental Drilling Equipment, and an explanation of fundamental math and science concepts, such as Density and Pressure.

For more experienced students, the powerful downhole animations and interactive explanations of concepts such as Formation Pressure and Gas Migration can provide a powerful refresher of important material and fundamental concepts. You can't understand what is happening deep downhole unless you can visualize it!

How long do I have to finish the course?

The beauty of online well control school is that you can take the course anywhere, anytime! With the purchase of one course, you have 90 days to go through all the course material. You can work in between shifts on the rig or when you get a spare moment at home. You have 90

days to finish the well control course, but within that time you can spend as long as you would like. Why travel all the way to a classroom when you can take your well control training online? Why listen to a boring instructor for hours when you can go through an online well control school whenever you feel like it?

How are the Well Control courses set up?

When building these courses, our goal was to make Well Control training as fun, interesting, and exciting as possible! With that goal in mind, we have put a tremendous amount of multimedia into our courses. As a student, you will never just be reading or listening to text- this is definitely not a textbook!

Every single part of our courses is full of powerful graphics, informative animations, and real-life images from drilling rigs across the globe. After each lesson- and within many lessons- you will be asked to answer Well Control questions or do Well Control calculations focused on what you just learned. These Well Control exercises make learning a lot more interactive and fun.

Will I get a Well Control certificate?

After successful completion of the course and achievement of a pass grade on the final Well Control test, you will receive an IADC Well Control Certificate. This certificate is recognized by the vast majority of drilling contractors across the globe.

Can I purchase more than 1 course?

Yes, you can be enrolled in more than one course at any given time.

You can also, purchase more courses through our website: [Learn To Drill - Course List](#)

Or, you can purchase more courses by clicking on the Course Category: [Course List](#)

Need a Course invoice/receipt?

For Course invoice/receipt, please email Stephanie at scunningham@us.falcksafety.com