

Quick Answers to Common Questions

Why can't I advance through the content?

Per accreditation requirements, virtual “attendees” must be attentive to the presentation as if it were a live meeting so advance has been disabled. You CAN rewind and advance through content you have already viewed though.

The Quiz

Every DPR-accredited course has a quiz at the end with 10 questions per 45-60 minutes of presentation. The quiz is required and must be passed with 70% or better to get CE credit. You can take the quiz as many times as needed in order to pass. Quizzes are not timed. After answering each question you will know if your answer was correct or not. If you don't pass the quiz, you don't have to watch the presentation again; 'Retake' may start the presentation at the beginning, but you can advance to the sections you want to review or directly to the quiz again.

Multi-Part Courses

Courses that say “Part 1 of #” are multi-part courses with an hour or more of CE credit; start with Part 1 and work your way through all of the courses to get your CE credit the final course must be completed in order to receive any CE credit (sorry, there is no partial credit due to accreditation requirements).

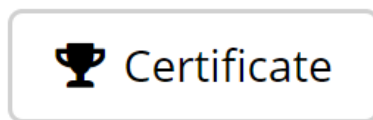
I finished the course but it doesn't show as complete

Since there is live communication via your internet connection every few seconds, sometimes it takes a few minutes for things to catch up. Always click the 'Refresh' button when it comes up. If you've completed the course and it still shows as in progress reopen it, close the window and hit the 'Refresh' button. If it still doesn't show completed, please contact support@capca.com with the name of the course and your name and license number.

Getting Verification of Attendance (VOA) or Course Certificate

After completion of a course or all sections of a multi-part course, you will be emailed a notification that includes a PDF attachment of your VOA/course certificate.

You may also log in and download the VOA/course certificate from any completed course, by clicking on “Courses” then “Completed Courses”. Click on course you are looking for, click on “View”; a detail screen of the course comes up with a button called “Certificate” with a little trophy on it. Click this button to get a PDF of the VOA/course certificate.



When will my hours show up on my Official Cert Report?

Most online CE sponsors submit completed courses on a monthly basis; CAPCA Online CE course are submitted on a weekly basis (more frequently approaching renewal deadlines). You should normally expect a course you completed through CAPCA Online CE to show up on your hours record within 10 business days.

I need to change my email address

Please email us at support@capca.com – be sure to include your name, license number, current email address and the new one.

Couldn't find your answer? CAPCA Support is available M-F 7:30 am – 4 pm

Please email us at support@capca.com – be sure to include your name, license number and your question. Or call (916) 928-1625