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**Continuing Education Credit FAQ**

**Q: How do I access the program?**

A: *Log in to your account at*[*https://jenerations.ce21.com/*](https://jenerations.ce21.com/)*and you can launch the applicable program from your list of registered courses.  You may also click the link provided in your event confirmation or reminder emails and that will take you to your account. Please use the same email you used to register for your account.  If you do not recall your log-in information you may request it:* <https://jenerations.ce21.com/Account/Login>

**Q: Do I need to set up an account? / Why do I need to register?**

A: *Account registration is required for each individual who wishes to participate in a CEU and receive credit to maintain credit compliance requirements.  Your account will also provide you with the ability to access your program history, handouts, and ability to download your CE certificate.*

**Q: How can I tell if I am registered?**

A: *Please go to your account and your registered courses will be listed.  You will also receive a registration confirmation via your email if you have successfully registered for the program.  Be sure to check your SPAM or Junk folders as well.  If you have questions about your registration or did not receive a confirmation email, please contact Contact@jenerationshealth.com.*

**Q: How do I receive my CEs at the end of the webinar? /How do I get my certificate?**

A: *CE certificates will be made available to all participants who attend the webinar in full, and completes the evaluation found in their registration profile for live interactive programs. For on-demand programs, participants must complete the program in it's entirety as well as the evaluation and post test.  Please note that for recorded webinars, participants must score an 70% on the post test to receive the certificate. Participants will have 3 attempts to take the quiz. Failure to pass at an 70% after 3 attempts means the certificate will not be provided. Participant can purchase program again to view and make further attempts. Certificates will be provided via your account once program requirements have been met.*

**Q: What if I am running late or must leave before the program ends? Will I still receive credit?**

A: *Due to credit compliance standards, full attendance is required to receive CE certificate. Therefore, if you arrive to the webinar late or leave the webinar early, you may not qualify to receive a CE certificate.  Jenerations does not offer partial credit for participation. Participation is tracked through our platform.*

**Q: What if I get kicked out of a webinar and cannot get back in?**

A: *Should you have technical difficulties; you should be able to rejoin the webinar through your account profile by clicking “Launch Webinar”. Our attendees are given a grace period to rejoin; however, failure to return in time, will result in not receiving CE credits.  If technical difficulties are experienced by the entire group a notice will be sent out advising of such.*

**Q: Are the webinars live?**

A*: Yes, our Jenerations webinars are live and interactive - not pre-recorded. To receive credit, these webinars should be treated as if you are attending an in-person course in a classroom setting and will also require a minimum participation.  This is tracked via your online participation as well as polls/quiz responses and other applicable certification requirements.*

**Q: Who are you authorized by?**

A: *While most licensing boards for social work accept CE, credits provided by (ASWB), licensees are responsible for determining where specific courses meet their jurisdiction’s requirements.  State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit.****\*\*It is the responsibility of the registered user to review the details of each program and the credit approvals (noted in the approval statement under the Credits tab) on the website to determine which CE approvals are being offered for each course.***

*Jenerations Health Education is approved by the following organizations:*

* *The Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) Program, #1494, which is accepted by most States and Provinces.*[*https://www.aswb.org/ace/ace-jurisdiction-map/*](https://www.aswb.org/ace/ace-jurisdiction-map/)
* *The Maryland Board of Social Worker Examiners (BSWE).*
* *Jenerations Health Education is an approved continuing education provider by the Texas State Board of Social Work Examiners – Provider # 6859.*
* *Jenerations Health Education, Inc. is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0130\*Live In-Person, Live Online and Self-Study*
* *Jenerations Health Education is approved by the National Academy of Certified Care Managers (NACCM) as a continuing education provider, #20-801JHE.*

*Jenerations Health Education regularly submits programs to the following entities for program approvals:*

* *Commission for Case Management Certification (Certified Case Managers)*
* *NAB/NCERS (Nursing Home Administrators)*
* *National Council of Certified Dementia Practitioners and International Council of Certified Dementia Practitioners (Certified Dementia Practitioners)*
* *Certified Financial Planner Board of Standards (Certified Financial Planners)*
* *Association of Social Work Boards, ACE program (ASWB ACE)*

**Q: How can I tell what credits are approved for each program?**

A**.**  *Click on the title for the program you are interested in purchasing. From there you can click on the tab that says “credits” and you will see all credits that the program is approved for*

**Q: Are there specific equipment or technical requirements?**

A*. There are recommended system settings and system requirements.  System requirements are:*

* *Operating Systems: Windows XP or higher, MacOS 9 or higher, Android 4.0 or higher*
* *Internet Browser: Internet Explorer 9.0 or higher, Google Chrome, Firefox 10.0 or higher*
* *Broadband Internet connection: Cable, High-speed DSL & any other medium that is internet accessible.*

*It is recommended to have a wired connection or at minimum a strong wireless connection.  Should you lose connectivity to the program it may impact your attendance which can impact the participation needed to obtain credit.*

**Q: Do you offer ADA Accommodations?**

A: *Yes! If you are requesting ADA accommodations, please contact us via email at**contact@jenerationshealth.com**at least two weeks prior to the course date. Requests after that date may not be fulfilled.*

**Q: What do I do if I have a complaint/grievance?**

A:*For grievances, contact Jenerations Health Education at 443-416-7710 or contact@jenerationshealth.com.*

**Q: What is your refund policy?**

A.*Live Interactive Webinars: Registrations for live interactive webinars may be canceled 15 days prior to the program date with full refund. Cancelations made after this date will receive credit for another Jenerations live interactive webinar.*

*Recorded Webinars: Purchase of recorded webinars can be refunded in full or exchanged for a different recorded webinar within 72 hour of purchase date*

*Please email* *contact@jenerationshealth.com* *to discuss refund and/or exchange.*