



Frequently Asked Questions

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1. Q: Why doesn't my course completion show 100% when I've done everything?

A: Please don't worry if the "course completion percentage" in the LMS is less than 100%. The LMS includes the optional session content in that calculation, so most will not see a course completion percentage of 100%. Rest assured that we check your participation, and you will be awarded credit accordingly.

2. Q: When will I get/I don't see my credits?

A: ACHE Virtual Interactive Education CEUs will be automatically applied to your account approximately 2 weeks after the last session. You may view your CEUs by logging in to your [My ACHE account](#) and clicking on "[My Education Credit](#)" in the list of Helpful Links. After your credits post, you may view or print your certificate by clicking on "[My Events](#)".

3. Q: How and when do I receive my certificate of completion?

A: After your credits post, you may view or print your certificate by clicking on "[My Events](#)" in the list of Helpful Links in your [My ACHE account](#) on www.ache.org.

4. Q: The VBOGRC is worth 14 Virtual Interactive CEUs. Can I use the extra 2 to go toward the In-Person CEUs?

A: No, ACHE Virtual Interactive CEUs can be used to meet the requirement for that category or for the Qualifying Education CEU requirement. Only ACHE In-Person CEUs can be used to meet the In-Person prerequisite. However, if you have excess ACHE In-Person CEUs, you may use those for either the ACHE Virtual Interactive or the ACHE Qualifying Education obligation.

5. Q: Why can't I see the practice questions?

A: The practice questions become available **after** each session.

6. Q: I was unable to attend the live session, can I watch the recording for live credit?

A: You must fully participate in each live session to receive all of the ACHE Virtual Interactive Education CEUs for the seminar. You can watch the recordings and self-report ACHE Qualifying Education Credit to your My Education Credit page.



7. Q: How do I get into Socrative?

A:

- Apple users: <https://apps.apple.com/us/app/socrative-student/id477618130>.
- Android users: https://play.google.com/store/apps/details?id=com.socrative.student&hl=en_US&gl=US.
- If you do not wish to download the free app on one of your devices, you may also click on this link: <https://b.socrative.com/login/student/?feature=embed> or copy and paste in your preferred web browser when asked during the live session.
- When you enter the app or the webpage, you will see "Student Login" and a section to enter a "Room Name". During the live session, the faculty will give you the designated Room Number.

8. Q: I attended the live session, why am I not getting credit for attending?

A: If you did not attend all of the live sessions for a minimum amount for each module, the number of credits you received will be a portion of the total ACHE Virtual Interactive CEUs available for this course. If you believe there has been an error in this calculation, please contact us at virtual@ache.org.