

**Virtual Classroom Information**  
**Institute of Management Accountants (IMA)**  
**Kaplan FMN Continuing Education**

- 1) Kaplan Login/Password:** You can access the virtual classroom at: <https://fmn.smartpros.com>  
You must have a username and password to access. To obtain access, contact Kaplan at: [cpesupport@kaplan.com](mailto:cpesupport@kaplan.com) or at 914-517-1177  
**NOTE:** Resetting of your username and password must be completed **Monday – Friday** during business hours with Kaplan. **You cannot reset on the day of the event.**
- 2) Internet Browser:** Chrome is recommended to run the virtual classroom.
- 3) Headphones/Headset:** It is easier to hear the individual speaking if you are able to wear headphones or a headset.
- 4) Background Noise:** Please be aware of the background noise when we are unmuted.
- 5) Participant List:** You can see who else is attending the virtual class by expanding your “video” section.
- 6) Discussion on Mute:** After watching the video, we will have the group on mute and will take input/questions by putting a note in chat to be unmuted.
- 7) Announce Your Name:** Before speaking, please announce your name so the group knows who is speaking.
- 8) Social Time:** Halfway through the event, we will take 10 minutes to open the microphones to network, check-in, etc.
- 9) Feedback:** After the event, please share any feedback on how to improve the process for the next time.