

## CPEU FAQ

### 1. Why did COGA integrate with the Academy's Learning Management System (LMS)?

All DPG/MIGs are being integrated with the LMS. The LMS supports easy access to webinar recordings, quizzes, CPE newsletter articles and CPEU certificates. The LMS also increases awareness and visibility of COGA's continued education and opportunity for membership because it connects with the Academy's online eatrightSTORE.

Integrating with the LMS allows COGA members to have one-stop access to their CPE history. Members will find CPE certificates for any Academy CPE items including DPG/MIG items within the LMS making it easier to track history and find certificates.

### 2. I am being charged for the webinar. How do I receive the \$0 member price?

You must be logged into the COGA website as a member prior to clicking on the registration link that takes you to the eatrightStore.

When you first add the product into your cart it may show the \$24 non-member price, but it should refresh to \$0 as you continue through the checkout process.

If the Store is still showing the non-member price when you get to the confirmation page (as shown below), please delete the product from your cart, refresh the page in order to ensure that the Store has picked up your membership, and then go through the process again.

Confirmation

Enter Promo Code  [Apply](#)

Subtotal	\$0.00
Shipping	\$0.00
Tax	\$0.00
Order Total	\$0.00

[Back to Payment Method](#) [Purchase](#)

### 3. Why isn't my certificate showing my CPE credits?

In order for your certificate to show your credits, you have to "Claim" them. You can do this in the "Completed" tab under "My Courses."

MY DASHBOARD MY COURSES Q

Enrolled **Completed**

Grades for year: 2020

Title	Grade (%)	Time	Completion	Start Date	End Date	Credit(s)
COGA Webinar: Conflict Management and Resolution			Completed	3/26/20	3/26/23	00:00:00

[View Details](#) [Launch](#) [Certificate](#) [Claim](#)

#### 4. Is there any way to find out the date I completed my course?

You are able to see the date you claimed your credit.

In the "Completed" tab under "My Courses," click on "View Details" under the webinar.

COGA Webinar: Conflict Management and Resolution

View Details

Launch

Certificate

00:00:00

Completed

3/26/20

3/26/23

1.0

Choose the "Claim Credits" tab. You will see the date and time of when the credits were claimed.

Enrolled

Completed

COGA We... ✕

COGA Webinar: Conflict Management and Resolution

Launch

Info

Claim Credits

Product	Credit Type	Max	Claimed	Credit Year	
COGA Webinar: Conflict Management and Resolution	CPE	1.0	1.0	2020	Claimed on 3/30/20 9:48 AM

Please contact [khickman@eatright.org](mailto:khickman@eatright.org) with any additional questions.