

Professional Development Center FAQ

How do I gain access to the Professional Development Center?

- When you purchase a Professional Development Center product you will receive an email with your order confirmation and a link. The link directs you to the [Professional Development Center page](#) of the ANPD website, where you can select the “Professional Development Center” button for direct access to your Professional Development Center profile.

I purchased a product and received the email, but when I accessed my Professional Development Center profile the product is not in the “My Courses” section.

- Check to make sure you fully processed your purchase. On the ANPD website, navigate to your profile then select the Transactions tab to see your recent purchases. You should see the webinar or product in your transactions, and if the status in the far right-hand column does not read “Complete,” you did not complete your purchase and must do so to add the course to your Professional Development Center courses. If you do not see the product in your transactions, or if it shows as complete but does not show in your Professional Development Center courses, please contact ANPD at info@anpd.org or (312) 321-5135 and we will look into the issue.

I purchased a product but never received an email. What should I do?

- This is an automated email coming from info@anpd.org. Please make sure you have added this address to your “safe senders” list with your email provider/program. If you do not see the email in your inbox, please check your spam/junk folder. If the email is not in your spam folder please contact the ANPD office at info@anpd.org or (312) 321-5135 and we will send you a link.

How do I keep track of my contact hours?

- All contact hours received from LMS-based products will automatically be added to your “Credits” tab under “My Learning.” You can also add contact hours from other educational offerings (e.g. conferences, presentations, etc.) for personal tracking purposes. You simply go to the “Add CE Activity” link in the “Credits” tab. You can add a description and the number of contact hours. You will not be able to upload any documents.

My recording won't load. What should I do?

- The recordings take a few seconds to load. If your video still isn't loading after a minute or so, please close the window and try re-launching the recording or use a different browser to view the recording. Internet Explorer tends to take longer to load videos than Google Chrome or

Firefox. If you still cannot get your video to load, please let ANPD know so that we can make sure there is not a technical error happening on our end.

What installments do I need on my computer to view a live webinar?

- You will need to have GoTo downloaded onto your computer. When you click the link for the live webinar, it will prompt you to launch the application. If this prompt does not appear, then you will need to follow the instructions to download the platform. After you launch the application, the GoTo dashboard should populate as well as the viewing screen.

What does the “End Date” column in the Catalog mean?

- This is the date that products will be pulled from the catalog as well as from your “My Learning” profile. This is so we do not provide a product with expired contact hours.

Where should I browse/purchase LMS products from?

- There are two areas in which you can browse and purchase products from the Professional Development Center:
 1. The first spot is in our [online store](#). You can peruse our various products and click on the link to purchase.
 2. The second area is in the Professional Development Center catalog itself. If you find a product you are interested in, simply click the “More Information” link and you will be taken to your cart.

I had to leave halfway through the live webinar. Can I still receive contact hours?

- No – you need to view the webinar in its entirety in order to receive contact hours. For each of the webinars in the ANPD/Lippincott series, you will have the chance to view a recording of the live webinar for free for 30 days and receive contact hours. You will need to re-watch the webinar and complete the evaluation in order to receive contact hours.

I was interrupted while I was watching a recorded webinar and had to close the window. When I launch it again will the video pick up where I left off?

- No – the video will start from the beginning; however, you can fast forward to where you left off. When you launch the recording you will notice a “Time” column that will portray how much of the webinar you have completed. Simply move the recording to this time to pick up where you left off.