

Tracking CEU Certificates

When Should I Expect a Certificate?

Category 1 CEUs

If you've attended a Category 1 approved CEU activity, you can expect to receive a certificate **within 90 days** following the conclusion of the activity. Review [How to Claim CEUs for Attending a Category 1 Activity](#) for more information.

Category 2 CEUs

If you've submitted a Category 2 application, you can expect review and approval within **8-10 weeks** from your submission date. Review [Who, When and How Much – Category 2](#) and [Category 2 Application Checklist](#) for more information.

How Will I Receive My Certificate?

There are two primary ways which you may have recently received (or will be receiving) certificates.

- Via email
- In the CEU Portal

Certificates which were emailed are **not searchable within the CEU Portal.**

Conversely, certificates issued in the CEU Portal are **not emailed.**

The difference in these two issuance types depends on when and how the activity was approved for CEUs. If the activity was approved for CEUs via the old approval method (before the CEU Portal) you'll receive an emailed certificate. If the activity was approved via the CEU Portal you'll receive a certificate in the CEU Portal. Activities approved in the CEU Portal are available [here](#).

At this point, almost all new CEU certificates are being issued via the CEU Portal, as all activities were required to use the portal for their CEU application beginning in July 2018. Each individual genetic counselor's portal-issued certificates are stored in their CEU Portal account. This is why your [NSGC User ID](#) is required, as this is what links your certificates to your individual account. Individuals are responsible for ensuring that certificates are complete and correct. For instructions on how to view your certificates in the portal click [here](#).

If an activity for which you are seeking a certificate was approved for CEUs prior to August 2018, you will most likely be looking for an emailed certificate. Essentially, if you're still completing a series activity that began prior to August 2018, you will likely still be receiving an emailed certificate for the activity.

Exceptions

NSGC-provided CEU activities including our online courses, Annual Conference and NSGC Conference Recordings, offer instant CEU certificates in their platform when you complete the activity. See [NSGC Activity Certificates](#) for more information.

I can't find my certificate!

It's important to note that NSGC cannot just "pull a list" of all CEU certificates issued for any individual. With the implementation of the portal, it's possible that we may be able to do so in a few years, but at this stage it is not possible. It is the responsibility of each genetic counselor to track their own CEUs at all times.

In the portal...

Did you submit the correct NSGC User ID number when you completed the activity? If not, then it's likely that your certificate has been delayed. Certificates in the portal cannot be issued without correct NSGC User IDs for participants. Use the [Missing Certificate Request Form](#) to request a certificate – and double check that you [know your NSGC User ID](#)! To find a missing certificate you will need to submit the activity title, date, sponsoring organization and your NSGC User ID.

In your email...

Did you recently change your email address or are you using a work email address? "Work Email" related problems (changing jobs, network security changes, email history clearance) are the #1 cause of lost CEU certificates. NSGC recommends using a personal email address for all CEU activities. **For any activity for which you were emailed a certificate, NSGC does not have individual CEU files for genetic counselors.** Rather, those activities are organized in our internal system by year, sponsoring organization and event. NSGC has records for approved activities that were sent by the activity organizers which are maintained for a total of 5 years from the original activity date. NSGC will do its best to assist with requests for re-issuing certificates; we cannot guarantee that we will always have sufficient documentation to re-issue a certificate from an event submitted for approval prior to July 30, 2018. For assistance with recovering a missing certificate, please use the [Missing Certificate Request Form](#). To find a missing emailed certificate you will need to submit the activity title, date, sponsoring organization and your NSGC User ID.

Tracking Certificates for Recertification

All CEUs should be entered into the ABGC CEU tracker, which can be found by logging into [ABGC's website](#) and selecting "Recertify" in the upper right-hand corner of the screen, then selecting "My CEUs/PACs Summary" page. Individuals are responsible for entering in their individual credit information in the ABGC CEU tracker. **NSGC does not and cannot access your ABGC tracker to enter or remove information for you. NSGC does not report CEU earnings to ABGC on your behalf in any way.**