

FREQUENTLY ASKED QUESTIONS CPI TRAINING COURSE and CPI WEB ACCESS

LOGGING INTO THE APTA LEARNING CENTER ([HTTP://LEARNINGCENTER.APTA.ORG](http://learningcenter.apta.org))

If you are not an APTA Member and having difficulty logging into the APTA Learning Center, see below.

- **Why do I need to go through the additional steps to log into the system that takes time?**
 - To access the APTA Learning Center, the system must recognize you by your username and password to enter. If you do not have an APTA user login, you must complete the registration form with required items only (asterisk**). Once you complete this process, you will not be required to perform this step again in the future, simply use your new credentials to login.
- **Why do I need to purchase this course if it is free?**
 - All courses on the APTA Learning Center, whether free or for a fee, are required to be purchased through the shopping cart in order for the system to recognize that you have signed up to complete an online course. Recognition of a “purchase” allows you to launch a course, print CEUs upon satisfactory completion, and track the courses completed on your personal transcript.
- **Will the system remember my password and username for any future online courses that I may want to take?**
 - Yes. Once you have registered in the system you can take additional courses using your assigned user name and password.
- **Are there any user directions to navigate the APTA Learning Center log in and access to the PT CPI online course?**
 - Yes. There is a “Quick Start Guide” that is available through your affiliated academic program that is registered to use the PT CPI Web 2.0. If you are unable to access your academic program, APTA can provide you with an electronic copy of the “Quick Start Guide”.

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If you are having technology problems with the APTA Learning Center, see below.

- **How do I avoid technical issues with the APTA Learning Center?**
 - Avoid taking the CPI course during the last week of March and September. These are the peak periods for CPI training courses. Users who take the course at other times of the year are less likely to encounter system issues related to volume.

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- Start the course during regular business hours so staff is available to quickly respond and assist with any questions or technical issues. Questions received during regular business hours are answered on the same day and often within a few minutes. Individuals who submit questions over the weekend may wait 48 hours for a response.
- Use Google Chrome for the best experience. Other browsers may result in display issues. You can access the course on a desktop, laptop, or tablet. If you use an iPad, download the “Articulate Mobile Player” from the app store in addition to the Chrome browser.
- **I am a Mac user and cannot log into the system, what should I do?**
 - The APTA Learning Center is now MAC-compatible. Ensure that your browser is configured to allow pop-ups from the APTA Learning Center. If you are unable to log into the APTA Learning Center, email the Site Administrator at learningcenter@apta.org for assistance.
- **I am using Firefox as my web browser and cannot log into the system, what should I do?**
 - Firefox browsers are not recommended for use in completing courses in the APTA Learning Center. We highly recommend you use Google Chrome or Internet Explorer (IE 10/11).
- **I am using Safari as my web browser and cannot log into the system, what should I do?**
 - Safari browsers are compatible with the APTA Learning Center. Ensure that your browser is configured to allow pop-ups from the APTA Learning Center. You can also try another browser, eg, Internet Explorer (IE 10/11) or Chrome. If you are still unable to log into the APTA Learning Center, email the Site Administrator at learningcenter@apta.org for assistance.
- **I am using an iPad or tablet and cannot log into the system, what should I do?**
 - Most courses are mobile ready and can be viewed on an iPad or tablet. However, we suggest that you download Google Chrome from the App Store and view your course in this browser. You will also need to download Articulate Mobile Player from the App Store in order to view and complete the course. If you are still unable to login to the APTA Learning Center, email the Site Administrator at learningcenter@apta.org for assistance.
- **I do not know how to turn off my “Pop-up blocker” to open the APTA Learning Center?**
 - Go to the Help menu at <http://learningcenter.apta.org/>, and see video on *enabling pop-ups for this site*. You will find that various web browsers have their own pop-up blockers, which may need to be edited to allow pop-ups used by the APTA Learning Center. Additionally, users should note that add-on toolbars such as those provided by Google, AOL and others, often have an integral pop-up blocker which also must be disabled when using the APTA Learning Center.
- **If I encounter technical issues with the Learning Center, who should I contact?**
 - Technical issues can be addressed by Learning Center Technical support. You may either email learningcenter@apta.org or dial 800/999-APTA (2782) or 703/684-APTA (2782).

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PT CPI TRAINING COURSE AND ASSESSMENT - APTA LEARNING CENTER

Accessing the PT CPI Training and Assessment Program and Checking My Assessment Score

- **How can I go back and check my final score on the PT CPI assessment?**
 - Once you complete the PT CPI online assessment and submit your assessment, your final score will be available in the Learning Center for life. Simply login to the Learning Center and click on “view Transcript”.
- **How can I print the results of my assessment for my record?**
 - Once you complete and submit your assessment, a “certificate” button will appear in the course - Click it to print your certificate.
- **What is the required passing score for the PT CPI assessment?**
 - The required passing score for the PT CPI online assessment is 70% or higher.
- **If I completed the PT CPI Online course to evaluate a student from a PT academic program using PT CPI Web 2.0, will that allow me to also evaluate a student from a PTA academic program?**
 - There is a separate PTA CPI online training course on the APTA Learning Center that is required to be completed in order to evaluate a student from a PTA academic program. If you will be working with both PT and PTA students, both training courses are required. You will be eligible for the CEUs offered for each online training course.

Course Status Update

- **Why does the course status indicate that I am “In progress” for this course when I completed the course and can print my CEUs?**
 - The first thing to check is that you have clicked the “submit” button after completing your exam to ensure that the system has scored your assessment and provided you with your final score. If you have passed, you should then be able to go back into My Courses to see that you have completed the course. If you have a score, but the course is still showing “incomplete”, please contact the Learning Center (learningcenter@apta.org) to have the score manually entered.

Printing My CEU Certificate

- **How many CEUs are awarded for the PT CPI online course?**
 - The course awards .2 CEUs for 2 contact hours.
- **How do I print my CEU certificate?**
 - You will need to go to the screen under My Courses that indicates that your course is completed and go to the transcript that will allow you to print your CEU certificate.

Review of the PT CPI Training Program after Completing the Course

- **How can I log back into the PT CPI online training program after completing the course and obtain CEUs later?**

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- Login to the Learning Center, go to My Courses and click “resume” to launch the course again and continue where you left off.
- **Will I have to take the assessment again if I log back in to review the training program?**
 - No. To refresh your memory, you can log back in to review the training program at any time without retaking the assessment.

PT CPI WEB TO COMPLETE PT STUDENT EVALUATIONS

Accessing the PT CPI Web 2.0

- **Once I pass the PT CPI assessment, how do I access the PT CPI Web 2.0 so that I can perform physical therapist student evaluations?**
 - When you successfully pass the PT CPI online training program in APTA’s Learning Center, the PT CPI Web 2.0 (a different software system from the APTA Learning Center), is notified automatically that you successfully completed the assessment. Your username to login to PT CPI Web 2.0 will be a valid email address that was provided to the academic program to create your account. Please contact the academic program with whom you are affiliated to obtain login instructions for PT CPI Web 2.0. **The e-mail address/password credentials that you used to log into the APTA Learning Center will not be the same as the username/password credentials needed to login to PT CPI Web 2.0.**
- **What should I do if I do not have a username or password for the PT CPI Web and need to complete the PT CPI for a physical therapist student or for my self-assessment?**
 - You will need to contact the academic program where the student is attending to check to see that the program has your name listed in the PT CPI Web database and that you are listed with an available CPI. You may also need to contact Liaison International for any additional login issues at ptcpiwebsupport@liaison-intl.edu.
- **What do I do once I login to PT CPI Web 2.0?**
 - You will need to click on the ‘My Info’ tab to update your information. You must update the APTA Data Release Statements found in the Data Authorization section to have access to edit the CPI online. Also, please make sure that your demographic data is up to date. When you are finished making the appropriate updates, select the ‘Update’ button to save your selections.
- **How can I verify that I completed my training on PT CPI Web 2.0?**
 - You will need to click on the Edit link found in the Actions column in the Evaluations tab to verify your APTA PT CPI Training completion and then to fill out the CPI. After doing so, a screen will appear mentioning that you need to verify your training completion. You would click on the button that says, ‘I have completed the APTA PT CPI online training and assessment.’ PT CPI Web 2.0 will automatically verify your username with the email address used to complete the training on the APTA Learning Center. If the 2 email addresses are the same, you will be re-directed to edit the CPI. If your username couldn’t be verified, you will be instructed to enter in a different email address that could have been used to complete the training. You should type in the text field any other email address that may have been used to complete the training.

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- **What if I am unable to verify that I have completed the training course on PT CPI?**
 - Send an email to ptcpiwebsupport@liaison-intledu.com and provide your full name, the email address used to complete the training, the date the training was completed, and a copy of your Certificate of Completion from the APTA Learning Center. This information will allow the PT CPI Web Support Team to manually verify your training completion so that you can begin editing the CPI online.

- **Why is the PT CPI Web provided through an external vendor?**
 - The PT CPI Web 2.0 is a custom designed software program by the vendor Liaison International that also supports the PT CPI Web 2.0 program by providing training for the registered physical therapist academic programs, assistance to users in this program, ongoing service to its customers and to APTA, and provides targeted upgrades and enhancements. The PT CPI Web 2.0 program is housed on an independent server to safeguard the integrity of this large program that has been implemented in the US and in Canada. Finally, to ensure that student rights and information is protected, the software program is managed by an independent vendor and not APTA.