FREQUENTLY ASKED QUESTIONS
APTA PT CPI ONLINE TRAINING PROGRAM
and
PT CPI WEB 2.0 ACCESS

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LOGGING INTO THE APTA LEARNING CENTER

If you are not an APTA Member and are having difficulty logging into the APTA Learning Center, review these commonly asked questions.
- **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. For APTA members, they are given directions as to their log in (password and username) to access the system. For nonmembers not recognized by the system, they must first complete the registration form with required items only (asterisk **) for the system to be able to recognize them and provide a password and user name. Once the nonmember completes this process, he or she will not be required to perform this step again in the future, as the system will recognize them by their identifiers.
- **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 Click 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 Click Guide".

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If you are having technology problems, refer to these commonly asked questions.
- o **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 *LearningCenterAdmin@apta.org* for assistance.
- o **I am using Firefox as my web browser and cannot log into the system, what should I do?**
    - Firefox 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, e.g. Internet Explorer or Safari. If you are still unable to log into the APTA Learning Center, email the Site Administrator at *LearningCenterAdmin@apta.org* for assistance.
- o **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, e.g. Internet Explorer or Firefox. If you are still unable to log into the APTA Learning Center, email the Site Administrator at *LearningCenterAdmin@apta.org* for assistance.
- o **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.

PT CPI ONLINE TRAINING PROGRAM AND ASSESSMENT – APTA LEARNING CENTER

Accessing the PT CPI Training and Assessment Program

Checking My Assessment Score
- o **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 on the screen that will indicate your score and whether or not you need to retake the assessment. You may go back into My Course and click on "view Transcript" to see your final score on the assessment.
- o **How can I print the results of my assessment for my record?**
    - Once you complete your assessment, you may right click on your mouse and click on "print" to print the results of your assessment.
- o **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.

Course Status Update

o **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 indicted by a check (√) mark.

Printing My CEU Certificate

o **How many CEUs are awarded for the PT CPI online course?**

▪ The course awards .2 CEUs for 2 contact hours.

o **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

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

▪ Once you log back into My Courses, go to My Courses and Active Enrollments to view courses in progress. You may launch the course again to continue where you left off completing the course and the posttest.

o *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 posttest.

Technical issues with the APTA Learning Center

o **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 LearningCenterAdmin@apta.org or direct dial 1-877-399-4925.

PT CPI WEB TO COMPLETE PT STUDENT EVALUATIONS

Accessing the PT CPI Web 2.0

o **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 and password is generally provided to you by the academic program with whom you are affiliated. **Please note however, that the e-mail address that you used to log into the APTA Learning Center should be the same email address that you must use to log into the PT CPI Web initially.** Otherwise, if you use a different email address to try and access the PT CPI Web from the email address used to take the PT CPI assessment, the PT CPI web will not recognize that address and then prompt you to enter the e-mail address associated with your APTA Learning Center account.

o **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 Academic Software Plus (ASP) for any additional login issues at ptcpiwebsupport@academicsoftwareplus.com.

- o **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 Academic Software Plus (ASP) 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.