Where is a full listing of FAQs? How do I file a support ticket?
https://www.cpaacademy.org/faqs

How do I know if I can access a webinar?
We recommend checking that your computer or mobile device is able to run the GoToWebinar software prior to attending the webinar.

How do I earn CPE?
CPAacademy.org follows NASBA guidelines for issuing CPE credit. To earn your CPE, you must remain logged into the webinar for the NASBA minimum time requirement and answer enough poll questions to mark your attendance. The requirements for polls and attendance time vary depending on the length of the webinar. The time and poll requirements are as follows:

- **1 CPE** (60 minute webinar): 3 polls answered and 50 minutes attendance
- **1.5 CPE** (90 minute webinar): 3 polls answered and 75 minutes attendance
- **2 CPE** (120 minute webinar): 6 polls answered and 100 minutes attendance
- **2.5 CPE** (150 minute webinar): 6 polls answered and 115 minutes attendance
- **3 CPE** (180 minute webinar): 9 polls answered and 150 minutes attendance

Partial credit can be issued on longer webinars if either the time or poll requirements are met. For example: if you are logged into a 2 CPE webinar and answer 6 polls, but you only attend for 95 minutes, you will earn 1.5 CPE.

We try to include at least one extra poll question per hour above the NASBA poll requirement in case anyone misses one of the polls. During a 60-minute webinar, for example, we include at least 4 poll questions, so if a poll is missed, you can still earn full credit by answering the remaining 3 polls.

What about IRS CE credit?
If you are an IRS Enrolled Agent earning CE credit, please make sure that your PTIN is correctly entered in your CPAacademy.org account.

Not every webinar on CPAacademy.org qualifies for IRS CE credit. For a complete list of our CE eligible webinars, please reference our Enrolled Agents course series.
The time and poll requirements for IRS CE are the same as for NASBA CPE credits, however, the IRS does not issue half-credits for 90 minute and 150 minute webinars. 90 minute CPE webinars that are CE eligible will only qualify for 1 CE. 150 minute CPE webinars that are CE eligible will only qualify for 2 CE.

CPAacademy.org reports CE credit to the IRS on the schedule provided by the IRS, typically at the end of each quarter.

**I’m attending the webinar with a group. How do we all get credit?**
One person from your group will need to fill out our online proctor letter on behalf of everyone participating. The proctor letter is available by clicking on the “MY ACCOUNT” button on the CPAacademy.org home page - click on “Past Attended Webinars” - then click on the link to the corresponding proctor letter under the “Resources” column.

**I’m having technical issues. What do I do?**
Please review the FAQs below or access support directly from GoToWebinar here.

**I can’t hear! What do I do?**
Go to the a “Audio” tab on the GoToWebinar control panel and click on “Phone Call” and then click back on “Computer Audio.” This reloads your audio settings and should fix most sound problems. If that doesn’t work, please click on “Phone Call” and dial in using the phone number and access code that displays in the tab. If neither of those options work, please consult this article from GoToWebinar for more comprehensive system audio troubleshooting.

**GoToWebinar says I’m “Muted by an Organizer.” Why?**
This means that your microphone is muted and will not affect your ability to hear the webinar.

**I don’t see the webinar handout(s). Where can I access these?**
Please view the “Handouts” tab on the GoToWebinar control panel. Additionally, you can access the handouts in the “MY ACCOUNT” section on CPAacademy.org. Make sure you are logged in, go to the “MY ACCOUNT” section, and the handouts are available under the “Resources” column on your account page. If available, the copy of the slide deck is also included in the email sent prior to the webinar.

**I missed a poll question/the poll didn’t show up on my computer. Will I still get credit?**
If a poll did not show on your screen, it could be due to an inconsistent internet connection, or in rare cases, a glitch with GoToWebinar. If this does happen to you and you are not issued credit, please contact CPAacademy.org support.
I was disconnected/logged out! Will I still get credit?
Our system can track your attendance if you log out and log back in. You will earn credit if you answer enough polls and your cumulative time-logged-in meets the minimum requirements.

What happens if the webinar goes beyond the scheduled time?
We make every effort to ensure all courses end at the scheduled time. When a session goes beyond this time, participants are free to log out and this will not affect earning credit for the course.

Will this webinar be recorded? Can I view this again?
Most of our webinars are recorded and can be accessed anytime through our webinar archives. Archived webinars can be accessed in the “Archive Webinars” section on the CPAacademy.org home page as well as in the “MY ACCOUNT” section under the “Resources” column for your past attended webinars.

The presenter has not acknowledged my questions. Why not?
Some webinars may not include time to address all attendee questions, but all the unanswered questions will be forwarded to the webinar presenter(s) after the webinar concludes. You may receive a follow up answer from the presenter when they are available to answer questions. Please be mindful of the fact that there is often just one presenter for thousands of attendees. Presenters’ email addresses are available on the landing page for their course on CPAacademy.org, so you are welcome to reach out to our presenters by email as well.