

## FAQs & Training Policy

How are courses conducted? .....	1
How do I create an account? .....	1
What can I do if I forgot my password? .....	1
How do I register for a course? .....	1
How do I sign up multiple staff for a course? .....	2
Registration Permission .....	2
Why am I unable to add a staff person to my account? .....	2
How do I obtain the webinar link? .....	2
Do you have group discounts? .....	3
<b>Fees, Invoices &amp; Payment</b> .....	<b>3</b>
Fees .....	3
Invoices .....	3
Payment .....	3
<b>Confirmation Letter</b> .....	<b>4</b>
Individual Registrants .....	4
Account Managers .....	4
<b>Course Cancellation/Refund Policy</b> .....	<b>4</b>
<b>Continuing Education (CE)</b> .....	<b>4</b>
Obtaining a Certificate .....	5

The Benefits Plus Learning Center reserves the right to change the policies and procedures for course registration. If you have any questions regarding the registration process, contact Rachael Molina at 212-614-5338 or via e-mail at [rmolina@cssny.org](mailto:rmolina@cssny.org).



### How are courses conducted?

At this time, all courses will occur remotely in a webinar format. Our current webinar platform is “Go To Webinar.” For information on this webinar platform, visit <https://support.goto.com/webinar/help/video-attendee-quick-start-4-23-1308134931>.

All courses will be held as live events. Most webinars are 2 hours in length. Courses will include interactive exercises, such as Q&A, case examples, polling, and handouts. For those seeking continuing education credits, please see our [requirements](#) below.

### How do I create an account?

To register for a course, you must be a member; there is no fee to become a member. You become a member by creating an account [here](#) and completing all fields. You can update your information at any time. Please be sure to:

- **Check the box** if you would like to receive the Benefits Plus Learning Center’s E-Newsletter and/or to receive mailings from other CSS departments.
- **Complete the license information fields** if you require continuing education (CE) credits. Please see our CE [requirements](#) below for approved disciplines.

If you have trouble creating/updating an account, please contact Rachael Molina at 212-614-5338 or via e-mail at [rmolina@cssny.org](mailto:rmolina@cssny.org).

### What can I do if I forgot my password?

If you forgot your password, click on [Forgot your Password](#) and type in your e-mail address in the field and click **Submit**. An e-mail will be sent with your username and password. (You may change your password once you are in the system.) If you do not receive a message in your Inbox within 5 minutes, please check your junk folder.

You may receive **one** of two of the following messages:

- “**We do not recognize this e-mail address,**” it means the e-mail you entered is not captured in our system and you will have to create a new account with us. [Click here](#) to create a new account.
- “**You have an account in our system but it is not currently active,**” you will need to contact Rachael Molina at 212-614-5338, or via e-mail at [rmolina@cssny.org](mailto:rmolina@cssny.org), to have your account reactivated before you can log-in and register for a training course.

### How do I register for a course?

All persons wishing to attend any of our courses must be registered (have a username and password). For help on creating an account, see above, [How do I create an account?](#)

Use the **Search** option to select the quarterly training series (winter, spring etc.) and click on **Search**. Once you have identified the course you want to attend, click **Register**. You can add multiple courses to your cart. If you have a group account, you can designate staff for each course you select.


BPLC will email the webinar join link once payment is received in full, approximately 2 business days before the webinar course.





### How do I sign up multiple staff for a course?

Our registration system allows multiple members (typically staff at your agency) to be registered within a single account. To use this effectively, it is important to decide who will be the **Account Manager**, as the account manager will be responsible for registering staff for trainings and also for payment of all staff invoices.

Account managers can add the names of staff to register for a course by selecting the  symbol (located on the upper right-hand side of the account page) and choosing the **My Account** option, which will bring you to your contact information. Scroll down to the bottom of the page (right below the “save” button) and locate a set of tabs. One of the tabs will be labeled **Account Members**, click on it, then click **Add New Contact**. Proceed to add the name(s) of staff and required contact information.

### Registration Permission

When completing the contact information, you must select one of the **Registration Permission** options for each staff you add. The options are:

- *Cannot Register* – the individual will be able to log-in and view the trainings but cannot register for themselves.
- *Can Register Self Only* – the individual will be able to log-in, view trainings, and only register for themselves.
- *Can Register Anyone in the Account* – the individual will be able to log-in, view trainings, and register for anyone on the account, including themselves.

Account managers can add staff at any time to their account.

### Why am I unable to add a staff person to my account?

If you are having issues adding a staff member to your account, it may be that they already have an account with us.

Please contact Rachael Molina at 212-614-5338 or e-mail her at [rmolina@cssny.org](mailto:rmolina@cssny.org) to add this person manually to the account. In addition, you will also need to contact Rachael if you need to deactivate an individual from your account.

### How do I obtain the webinar link?

Approximately 2 days before the webinar course we will send you an e-mail with the webinar join link. Only paid registrants will receive a link with the webinar details via e-mail.

The webinar details are sent via email from “[GoTo Webinar Global Customer Support](mailto:customer@gotowebinar.com) [customer@gotowebinar.com](mailto:customer@gotowebinar.com)” please look in your inbox spam folder or contact your IT if you have not received this email. If you still do not have the link, contact Rachael Molina at [rmolina@cssny.org](mailto:rmolina@cssny.org) for assistance.

**Sharing your unique webinar link with others is prohibited. In addition, the platform will lock out users who is attempting to log in on multiple devices.**





### Who do I call if my webinar link is not working?

If you are unable to log in the day of the course, please contact [rmolina@cssny.org](mailto:rmolina@cssny.org), she can send you a new join link. Please note, the webinar link can only be used by one device. If you try to use the link using multiple devices, the system will suspect that you are sharing your link and will lock you out. We can help but you must notify us.

If you do share your link by accident, let us know as soon as possible and we can provide you with a new join link.

If you continue to have access issues, we can set up a personal webinar session to look into the situation further.

### Do you have group discounts?

If there are 5 -10 individuals interested in attending the same course, we can offer a group discount of 20%. To access the discount please contact Rachael Molina, [rmolina@cssny.org](mailto:rmolina@cssny.org). The training registration platform is unable to facilitate discounts automatically at this time.

For large groups or for customized training inquiries, contact Leslie Bailey, [lbailey@cssny.org](mailto:lbailey@cssny.org) for questions and pricing. You can also look through our catalog of courses [here](#).

### Fees, Invoices & Payment


#### Fees

There is a cost for each of our courses. Currently, the cost of a 2-hour standard course is \$50. Course fees are assessed **per participant/attendee**. We do not offer scholarships. We can offer a discount for groups of 5 or more individuals, see, [group discounts](#).

Every staff person (participant) from a single agency is required to pay for each course they attend. Only paid registrants will receive a link with the webinar details via e-mail. Payment is due before the day of the course. If payment is not received before the date of the course, a link to the webinar will not be sent.

If you have any questions regarding training fees, please contact Leslie Bailey, Director of Training at [lbailey@cssny.org](mailto:lbailey@cssny.org).

#### Invoices

All invoices are located under **My Account**. To access click on the  symbol (located on the upper right-hand side of the account page), select **My Account** page, scroll to the bottom of the page and locate a set of tabs. One of the tabs will be labeled **All Invoices** where invoices are located.

If you are an account manager, invoices for your account members will be located here as well.

If you register for individual staff members at different times, you will get separate invoices for each time, although you can submit one payment with the different invoices.

#### Payment

You can make payment by check or by credit card. If you choose to pay by check indicate *Pay Later* under *Payment Options*. Checks submitted for payment must be accompanied by an invoice.






Account Managers are responsible for payment.

**BPLC will email the webinar join link once payment is received in full, approximately 2 business days before the webinar course.**

## Confirmation Letter

### *Individual Registrants*

Upon registering for a training course, registrants will receive an automatic e-mail notification that we have received your registration. To obtain a confirmation letter, go to the **My Account** tab by clicking on the  symbol. Once you are on the **My Account** page, scroll down until you locate a set of tabs. Click on **My Registration**. The last column will have a PDF file; click on the PDF file to obtain your confirmation letter. Additionally, approximately 2 days before the course we will also send you an e-mail with the webinar join link.

### *Account Managers*

To obtain a confirmation letter for a training course for one of your account members, go to the **My Account** tab, and scroll down until you locate a set of tabs. Click on **Members Registration**; the last column will have a PDF file, click on the PDF file to obtain a member's confirmation letter.

## Course Cancellation/Refund Policy

1. If you cannot attend a course, you may select someone to take your spot. To make this change, please contact Rachael Molina via email [rmolina@cssny.org](mailto:rmolina@cssny.org) or call 212-614-5338 at least one day before the scheduled training date. **Sharing your unique webinar link with others is prohibited.**
2. If you are unable to attend or send a replacement, you must notify us of your cancellation at least **three business days** prior to the date of the scheduled course by contacting Ms. Molina. When doing so, you can request:
  - a. The full credit amount for a future course, which is good for 12 months from the date of the original training course, or
  - b. A refund, less a **\$5.00** processing fee.
3. If you do not cancel in a timely manner, you will forfeit your payment; no refunds or credits are available. However, we will send you the course materials upon request.
4. Should BPLC cancel a course, you will receive an e-mail notifying you of the cancellation. If you have paid for the course, you will have the option of receiving either a credit or a full refund.

## Continuing Education (CE)

The Benefits Plus Learning Center is approved to provide continuing education units (CEU) to the following disciplines in New York State:

- **Licensed Social Workers**

The Community Service Society of New York, Benefits Plus Learning Center is recognized by the New York State Education Department's, State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0213.





- **Licensed Mental Health Counselors**

Community Service Society of New York, Benefits Plus Learning Center is recognized by the New York State Education Department's State Board for Mental Health Practitioners as an approved provider of continuing education for licensed mental health counselors #MHC-0247.

Approved courses will be clearly marked on our website as **Approved for CE**. When registering for a course or creating your account, be sure to include your discipline(s) (LMSW, LCSW, or LMHC) and your NYS license number. To find it, go to <http://www.op.nysed.gov/opsearches.htm>.

### **CE Requirements**

To receive a **Certificate of Completion**, attendees must:

1. Attend the entire course (no credit is available for partial attendance). Please note logging on by phone only will not be honored as attendance;
2. Answer all **Test Your Knowledge** questions presented during the course (*questions do not need to be answered correctly to receive credit.*);
3. Complete a **BPLC Evaluation** survey sent via email after the course (evaluations must be completed within two weeks of course date.); and
4. Have paid for the course in full.

### **Obtaining a Certificate**

Certificates will be sent via email 7-10 business days AFTER all requirements listed above have been met.

Those who do not satisfy all continuing education requirements will not be eligible for a certificate.

If you have any questions or if you need a duplicate copy of your certificate, please contact Rachael Molina at 212-614-5338 or via e-mail at [rmolina@cssny.org](mailto:rmolina@cssny.org).

