

FAQ & Training Policies

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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 BPLC 212-614-5338 or via e-mail at bplc@cssny.org.



How are courses conducted?

All courses occur remotely in a webinar format using the Go To Webinar Platform. For information on this webinar platform, [click here](#).

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

How do I create an account?

Individuals who are part of

- **NYC Health + Hospitals Staff or an NYCBenefits Partner:** Please email bpplc@cssny.org and request a separate training schedule.

For all others, 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** to receive the Benefits Plus Learning Center's Blog and/or to receive mailings from other CSS departments.
- **Complete the license information fields** to receive continuing education (CE) credits. Please see our CE [requirements](#) below for approved disciplines.

Trouble creating/updating an account? Please contact us at 212-614-5338 or via e-mail at bpplc@cssny.org.

I forgot my password. How can I reset it?

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 if your email is not associated with an active account:

- **"We do not recognize this e-mail address"** 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"** means that you will need to contact us at 212-614-5338, or via e-mail at bpplc@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?

You must have an account to register. For help on creating an account, see above, [How do I create an account?](#) Once logged in, go to **Find a class** to view the courses or packages available. If 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. 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.

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 member to my account?

If you are having issues adding or removing a staff member to your account, you will need to contact us at 212-614-5338 or e-mail bplc@cssny.org to do this manually.

How do I obtain the link to join the webinar?

Approximately two (2) days before the webinar 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.

Webinar details are sent via email from “GoTo Webinar Global Customer Support customercare@gotowebinar.com.” Please check your spam folder or contact your IT department if you have not received this email. If you are still unable to receive the link, contact us at bplc@cssny.org for assistance.

Sharing your unique webinar link with others is prohibited. In addition, the platform will lock out users who are 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 on the day of the course, please email bplc@cssny.org and we 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 continue to have access issues, we can set up a personal webinar session to look into the situation further.

Can I get a certificate of attendance?

Certificates of attendance are available upon request for participants who meet the minimum attendance requirements as follows:

- 2-hour course – minimum 1.5 hours in attendance.
- 2.5-hour course – minimum 2.0 hours in attendance.
- 3-hour course – minimum 2.5 hours in attendance.

To request a certificate, please email bplc@cssny.org within 30 days of the training. Allow 7-10 business days to process.

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 us at bplc@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, Director of Training, at lbailey@cssny.org for questions and pricing. You can also look through our course catalog [here](#).

Fees, Account Information & Payment


Fees

There is a cost for each of our courses. Currently, the cost to attend a standard 2-hour course is \$50 (the cost is higher for courses that are more than 2-hours). 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 member (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.

Account Information

Registration confirmation and receipts are located under **My Account**. To access click on the  symbol with your name on it (located on the upper right-hand side of the account page), select **My Account**, scroll to the bottom of the page and locate a set of tabs.

If you are an account manager, your account members will be listed here as well.





Payment


Payment can only be made payment by credit card.

If you are unable to pay by credit card, please email us at bplc@cssny.org for assistance in making other payment arrangements.

BPLC will email the webinar join link once payment is received in full, approximately two (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 two (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 us via email bplc@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 us via email bplc@cssny.org. 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. Please note that refunds take approximately 7-10 business days to process. The refund will be issued via check and sent by mail to the person who completed the transaction.
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) Requirements

Professional Accreditation

The Benefits Plus Learning Center is approved by NYS Education Department and OASAS for CE credits for specific professional licenses and certifications.

- Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers (#SW-0213) and licensed mental health counselors (#MHC-0247).

All courses conducted by the Benefits Plus Learning Center are approved for CE credits for licensed social workers and licensed mental health counselors.

- Office of Addiction Services and Supports (OASAS) as an Education and Training Provider (ETP-#1456) for the following disciplines:
 - Credentialed Prevention Professional (CPP) Initial/Renewal
 - Credentialed Prevention Specialist (CPS) Initial/Renewal,
 - Credentialed Alcoholism and Substance Abuse Counselor (CASAC) Renewal.

Not all courses are approved for CE, the course description will indicate whether the course is approved.

When creating or updating your account, be sure to complete **Licensure/Certification** information. If you are a LMSW/LCSW or LMHC, please include your license number. If you are certified by OASAS, please indicate if you are **CPP Initial, CPP Renewal, CPS Initial, CPS Renewal, or CASAC Renewal**.

Please note, CE credits are only available for live-webinar participation.

CE Requirements

To receive a **Certificate**, all requirements listed below must be met. Participants must:

1. Attend the entire course as a live webinar. Credit is not available for partial attendance. **Logging on by phone-only will not be honored as attendance**, you must be logged into the webinar platform; and
2. Answer all **Test Your Knowledge** questions presented during the course. Questions do not need to be answered correctly to receive credit.; and
3. Complete a **BPLC Evaluation** survey which is presented as a QR code at the end of the training **and** sent via email after the course.
 - a. If you are completing an evaluation more than two weeks after attending the training, you must email us bplc@cssny.org and alert us of the late submission and include the name of the course.
 - b. **Evaluations must be completed within 2 months of the training date.**
4. Have paid in full for the course.

Obtaining a Certificate

Participants who meet all requirements will receive their certificates via email between 7-10 business days AFTER the evaluation is completed. Those who submit the evaluation after the two-week timeframe must notify us by email bplc@cssny.org **and indicate the name of the course**.

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

For questions or to request a duplicate copy of your certificate, contact us at 212-614-5338 or via e-mail BPLC at bplc@cssny.org.

