

# CAPCA Online CE FAQ

## Logging In


Below are some common issues, if these don't solve your issue please call the office at (916) 928-1625 x1 we're glad to help.

- Capitals letters matter! For first-time login, please use capital letters (or copy and paste the temporary password.) Once you have been prompted to create your new password, remember to capitalize the same letters when logging in again.
- User name formatting: the format for your user name is the three-letter code of your license type, a dash ( - ), followed by your six digit license number.
  - o Don't forget any proceeding zeros in your license number
  - o Use the highest license type: If you are a PCA and also hold a QAL or QAC, use PCA. If you don't have a PCA but do have a QAL and QAC, use QAL.
  - o Capital letters matter! Make sure your license type is all capitalized

## Getting Verification of Attendance (VOA) or Course Certificate

After completion of a course or all sections of a multi-part course, you will be emailed a notification that includes a PDF of your VOA/course certificate.

You may also log in and download the VOA/course certificate from any completed course, by clicking on "Courses" then "Completed Courses". Click on course you are looking for, click on "View"; a detail screen of the course comes up with a button called "Certificate" with a little trophy on it. Click this button to get a PDF of the VOA/course certificate.

 Certificate

## When will my hours show up on my Total Hours Report?

Most online CE sponsors submit completed courses on a monthly basis; CAPCA Online CE course are submitted on a weekly basis (more frequently approaching renewal deadlines). You should normally expect a course you completed through CAPCA Online CE to show up on your hours record within 10 business days.