



Commercial CE On-Demand - Frequently Asked Questions

- Staff support is available during business hours Mon-Friday 8 AM – 4:30 PM EST
- **Staff support WILL NOT be available after 4:30 PM EST on June 30th.**
- If your question is not covered in the FAQ, please reach out to staff at admin@myicbr.org

Q: I completed a course, why is it not checking off?

A: Course completion is covered in the [quick start video](#). We also have some tips on the course dashboard after you login.

Rules of thumb:

- Watch on a computer, no mobile devices including phones & iPad
- Watch the video within the system, do not open the video and watch in YouTube (click on the video to play, click again to pause)
- Allow the video to stop on its own when it's finished
- After completing the evaluation, click the continue button for the check to register
- If you have been doing all of the above, sometimes it's a browser cookie issue.

Please note, if you are doing all of the above and it's not checking off—a staff member is checking through course activity periodically during business hours and checking off any courses that didn't mark as complete. **If this does occur and you have submitted an evaluation, please proceed to the next course.**

Q: When I logged in to try accessing the courses, it says I'm not enrolled.

A:

- Please ensure the email address you used for the purchase of the courses is the one you're using for your username. If you've received a reminder from us, we also list your username here. In some instances, folks have multiple accounts—your access is tied to the email used at the time of purchase.
- If you have idled for a long time or your system login has expired, you may need to login again. Check the [course access page](#)- if your name isn't showing and it says "Login", then you need to login again.

Q: I accidentally closed the video before it was complete/had a tech issue. Do I have to rewatch?

A: If you were at least halfway through your video and do not want to rewatch, you can go ahead and complete the evaluation for the course. If it doesn't allow you to access the evaluation, please reach out to us at admin@myicbr.org and we can provide a direct link.

Q: I tried to login a few times and got locked out. What do I do?

A: If 2 login attempts are unsuccessful, please reset your password. After 4 incorrect attempts, our system locks an IP address as a security measure. It will expire automatically after 1 hour. If you cannot wait until it expires, please reach out to us during business hours at admin@myicbr.org and we can manually unlock your account.

Q: I don't have enough time to complete the courses, can you offer an extension?

A: Unfortunately we cannot provide an extension. Course access closes at 11:59 PM EST on June 30, 2023, which was listed on the acknowledgement when you registered. In order for your CE to count for the current cycle ending on 6/30/24, courses must be completed by that deadline.

Q: I need assistance, but your office is closed for the day.

A: Our staff is not available after business hours or on weekends. Please ensure you can login during business hours in case you run into issues. On June 30th, if you encounter issues since this is over the weekend, we will need to resolve on Monday, July 1st.

Q: I need less than 12 hours/I don't need all 6 courses, how do I get my certificate?

A: Once you have completed the courses you would like to, email us at admin@myicbr.org and we will issue you a custom certificate. We can see your course activity, so you don't need to list which ones you've completed. Certificates do not automatically generate unless you complete all 6 courses.

If you complete on June 30 after business hours, if you have sent us a request we will issue to you on Monday, July 1st.

Q: After I complete the courses and get my certificate, is there anything else I need to do?

A:

- You do not need to turn your certificates in to ICBR or any other entity. You will hold onto your certificate(s) in case you are selected in a random audit conducted by the IN Professional Licensing Agency after June 30.