

# APTA CPI 3.0

## PTA Student

### Getting Started Guide



Welcome to CPI 3.0! Please see the instructions below on how to get started.

#### Before Logging in to the CPI 3.0 Platform:

- You must have an APTA account to access the CPI 3.0 system.
  - If you have previously had an APTA account, we encourage you to use that account vs creating a second account. Having multiple APTA accounts may cause issues when trying to access the CPI 3.0 system.
    - To update your information on a previous APTA account, visit <https://www.apta.org> and click the "Log in" button at the top, middle of the screen. Then, enter your credentials and click "Log in". Next, click the "My Profile" button on the top right of the screen, click "My Account" at the top left of the screen, and "Contact Information".
    - If you cannot remember the password to your previous account, click the "Forgot your password?" button above the orange "Log in" button. Follow the prompts to reset your APTA account password.
    - For APTA username and password issues, please contact APTA's Member Success team at [membersuccess@apta.org](mailto:membersuccess@apta.org) or 800-999-2782 from 8am-6pm ET Monday - Friday.
  - If you do not have an APTA account, please visit <https://www.apta.org> and click "Log In" at the top middle of the page. Under the orange "Log in" button, you will see the options to "Become an APTA member" or "Create a free account". Follow the prompts to create an APTA account.
  - Confirm with your educational program which email address you should use (i.e. school or personal email address).
- Take the free **APTA CPI 3.0 – PTA Student Training** in APTA's Learning Center.
  - Link: <https://learningcenter.apta.org/products/apta-cpi-30-pta-student-training>.
- When logged into the Learning Center, click on the "profile" tab on the left side of the screen. The email address listed on this screen is the email address associated with your APTA account.

#### How to Log in to the CPI 3.0 Platform:

- Go to the CPI 3.0 platform: <https://cpi.apta.org/login>.

- Click on the “Login” button in the top right of the screen. This will take you to the APTA Login page.
- Enter your APTA Login credentials. This is the same username and password you used to take the CPI 3.0 Training on APTA’s Learning Center.
  - **Potential Error Messages:**
    - “Invalid Username or Password”
      - For APTA username and password issues, please contact APTA’s Member Success team at [membersuccess@apta.org](mailto:membersuccess@apta.org) or 800-999-2782 and select option 1 from 8am-6pm ET Monday - Friday.
      - If you cannot remember your account password, click the “Forgot your password?” button above the orange “Log in” button. Follow the prompts to reset your APTA account password.
    - “This account is not associated with any program or user role.”
      - Contact your educational program to gain access to the CPI 3.0 portal.
    - “Access denied due to not completing the CPI 3.0 Training. Please complete the CPI 3.0 Training at (website) to gain access to the system. Once you have completed the training, please refresh your screen to update the CPI 3.0 system to grant you access.”
      - If you have not completed the **APTA CPI 3.0 – PTA Student Training**, please review the instructions above on how to complete the training.
      - If you have completed **APTA CPI 3.0 – PTA Student Training**, please contact the CPI team at [cpi@apta.org](mailto:cpi@apta.org) or 800-999-2782 and select option 4.
- Read and agree to the Terms of Use & Privacy Policy.
- That is it! You are in the CPI 3.0 portal and will be brought to your dashboard page.

### **After Logging on to the CPI 3.0 Platform:**

- To access the PT/PTA Student User Guide, click on the white circle with a blue question mark icon at the top right of the screen. These instructions will explain the different functions of the system.
- If there is a CPI 3.0 system issue, APTA will add a message on the CPI 3.0 portal Login page: <https://cpi.apta.org/login>. We will remove the message when the issue is resolved.

- For any questions about the CPI 3.0 tool, please contact the CPI 3.0 Team at [cpi@apta.org](mailto:cpi@apta.org) or 800-999-2782 and select option 4.