

# APTA CSM 2021

## Frequently Asked Questions



### How do I navigate the platform and access on-demand sessions, live content, and recordings?

- [Watch this video \(4:23\)](#) to learn how to access conference content, including on-demand sessions, live sessions, evaluations, posttests, research posters, recordings, and more. Then navigate to the [conference platform home page](#).
- Live event links will appear in the session listing approximately 15 minutes before the start of the event.
- Recordings of live events will post approximately three days after the original event within the session description page.
- Attendees have unlimited access to the entire content library until March 31.
- Most sessions include handouts on their session description pages, but not all speakers provide handouts.
- Please note that the chat function within live sessions is for content discussion between attendees and speakers only.

### What if I can't see links to on-demand or live content or handouts?

Log in using your APTA account email. If you are still having trouble:

1. Visit the [APTA CSM platform site](#).
2. Select **Sign Out** on the left-hand menu.
3. Close your internet browser, then reopen it and go to the browser settings to delete cookies and clear your browser's history/cache.
4. Return to the APTA CSM platform site.
5. Click **Sign In** on the left menu. If you don't see that option but see **Sign Out**, you will need to repeat steps 1-4.

This should resolve your issue. If this doesn't work, contact [conferences](#).

### How do I take my session posttest for CEU credit?

Open the appropriate session description page and click the orange **Evaluate** button. Complete the evaluation then hit submit.

Click **Return to Online Program** on the left under the blue header near the top. Select **Take Post Test**. [See the video tutorial for a visual example](#).

If after completing your evaluation the Take Post Test button isn't clickable, you will need to clear your internet browser's cookies/cache and reopen your browser. Then navigate to the session description and you should be able to click **Take Post Test**. If this doesn't work, contact [conferences](#).

#### **Where do I find my certificate and transcript?**

Go to the [Review Claimed Credit](#) area of the conference platform to access the credits you have earned. Certificates will not be issued for individual sessions, but you can download a cumulative transcript that lists each session and the date earned, in addition to an overall conference certificate.

#### **How long will I have access to the content, complete tests, and download my transcript?**

You have until March 31 to access content, complete any posttests for continuing education credit, and download your transcript.

#### **How many CEUs can I get?**

Registrants can attain up to 2.0 CEUs (20 contact hours) based on getting 70% or higher on the related posttests by March 31. Once you reach the limit, you will still be able to access other content. Resource Spotlights, Founders' Day Lectures, Q&As, and section and APTA events do not have CEUs.

#### **When will I receive my centennial swag box?**

If you were one of the first 15,000 registrants, you should receive your box by the end of March. The first 13,000 have been shipped. Due to irregularities in the postal system, delivery times will vary.

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**Contact:** [conferences@apta.org](mailto:conferences@apta.org)