

Apraxia Kids Webinar FAQ's

What is the Apraxia Kids webinar membership?

In 2019, Apraxia Kids moved our On-Demand Webinars to a membership format, allowing our families and professionals to pay a single fee for unlimited access to all webinars, renewable annually. Apraxia Kids facilitates On-Demand Webinars for parents and professionals, including a robust collection of childhood apraxia of speech specific topics, as well as related issues.

What is the cost of a webinar membership?

You can access a select few webinars at no cost by signing up for a free membership. To view unlimited webinars, the cost for an annual membership is \$100 per person. For speech-language pathologists, if you are interested in ASHA CEU submission and/or certificate of completion processing, Apraxia Kids charges an additional \$25 processing fee that covers all of the webinars viewed during the duration of your membership.

How do I register for an Apraxia Kids webinar membership?

Visit www.apraxia-kids.org and select "On-Demand Webinars" from the "Education" tab. From there you will be able to login to your membership or enroll in an annual membership by following the links. You can register for a free introductory track, or unlimited webinars with the option to add ASHA CEU submission and/or certificate of completion processing. To enroll, you will need to enter your contact information and make payment via PayPal or a credit/debit card if you are accessing the unlimited webinar membership. If you are adding ASHA CEU submission and/or certificate of completion processing to your membership, or when purchasing an individual webinar, you will need to provide your ASHA Participant Number during the registration process or when upgrading your membership from unlimited access to unlimited access with ASHA CEU submission and/or certificate of completion.

Can I upgrade my membership at any time?

Yes, you can upgrade your free membership to a paid membership at any time. Additionally, you can add CEU Processing and/or certificate of completion processing for an additional \$25 to an unlimited webinar membership. To upgrade your membership, you can do so when logged into the platform by selecting "Your Membership." Additionally, you can upgrade your membership to add CEU Processing and/or certificate of completion processing by clicking the links to take an assessment or to complete the course evaluation if your membership does not include that feature.

Please note that if you upgrade your membership, your membership will renew at the upgraded amount.

Are group rates available for professionals within the same agency, practice, or school districts?

Group rates are available based upon the size of the group. Please contact our office at 412-785-7072 or by email at webinar@apraxia-kids.org for more information.

Is there a way to view webinars without paying a membership fee?

Apraxia Kids offers a free membership option with the opportunity to upgrade your membership at any time. Individual webinars are available for a fee of \$25.00.

Are group rates available for individual webinars?

Group rates are available for one-time webinar purchases. Please contact our office at 412-785-7072 or by email at webinar@apraxia-kids.org for more information.

When will I receive login information?

When registering for a membership you will be prompted to create a username and password to gain access to the On-Demand Webinars. After processing your payment, you will be redirected to the webinar library immediately. Please keep a record of your username and password in order to login.

What if I forgot my password?

Click on the "Sign In!" button and you will see the "Lost your password?" option to reset your password. Enter the email address associated with your membership. The system will send an email to this account with instructions and a link to reset your password.

What are the system requirements for Apraxia Kids attendees?

Videos work with most browsers including Google Chrome, Firefox, Internet Explorer or Safari. You should be able to watch videos on all connections. If videos are not streaming as smoothly as they should, it might be due to your computer or connection.

Slowness issues can be attributed to a variety of reasons. Here are a few to consider if the site seems slow.

- You are using a wireless connection - depending on your connection, wireless speeds can vary widely and drop-off unexpectedly. Test the speed of your internet connection.
- Your wired internet connection is slow- depending on your ISP, you may experience a drop in connection during busy hours.
- Try other websites- are they also slow? Then the connection is the issue.
- Regional internet issues can result in temporary slowness while the issue is occurring.
- You have too many tabs open in your browser, or you are using too many apps or programs at one time.

There are a variety of websites that make suggestions on how to fix internet connection issues. If you are at work, you can check with your system administrator to see if they can assist.

What do I need to do in order to view the videos in the webinar?

After identifying the category and selecting the webinar you would like to watch, click "View the Webinar." Upon doing so you will see the webinar embedded on the page. Click play (the triangle in the gray box) on the video. You can start and pause the video at any time. You can jump around within the video should you wish to return to it at a later time.

Do I have to watch the course in one sitting?

You can start and stop a course at any time. You may return to it later if you do not want to watch it in one sitting. You may only take the assessment 3 times until you pass.

What happens if I have trouble logging in to the webinar?

Sometimes you might need to clean your internet browser history or cache. After doing so you can reset your password to attempt to log in again. If problems persist, please email webinar@apraxia-kids.org.

Can I earn ASHA CEUs by attending this course?

Yes, In order to have your course information submitted to the ASHA Registry, participants must be a member of the Registry and complete ALL of the steps below:

1. The webinar platform must be purchased at the "Professional Rate."
2. You will need to have your ASHA participant number linked to your On-Demand Webinar membership profile.
*(*This information must be entered or updated in your account within 7 days of passing the test for each webinar, or the course will not be reported.)*
3. Complete and pass the assessment (scoring 80% or better).
4. Complete the Course Evaluation form, then click "Submit." It is the participant's responsibility to review the accuracy of the information.
5. **Your course information will ONLY be considered upon completion of the assessment AND the course evaluation.**

**Remember that this reporting option is only available if you are a member of the ASHA Registry and would like that registry to maintain a record of your CEU courses.

What if I maintain my own course records?

If you maintain your own course records and have signed up at the "Professional Rate", you may print the "Webinar Course Verification" certificate that is available for download from the webinar page you viewed.

When will my course information be reported to the ASHA Registry?

We report your course information for ASHA CEUs within 90 days of completion. There is an approximate 30 to 60 day delay between when a course is completed and when a course is reported to the ASHA CE Registry, depending on the type of course, and the day it was completed.

For further information on ASHA CEUs, please visit ASHA's FAQ page:

<http://www.asha.org/ce/faqs/>

Who is eligible to earn ASHA CEUs?

Effective July 1, 2011, individuals must meet at least one of the following conditions in order to be eligible to earn ASHA CEUs.

- ASHA Member (includes Life member and International affiliates)
- ASHA Certificate of Clinical Competence (CCC) Holder

- Licensed by a state or provincial regulatory agency to practice speech-language pathology (SLP) or audiology
- Credentialed by a state regulatory agency to practice SLP or audiology
- Credentialed by a national regulatory agency to practice SLP or audiology
- Engaged in a Clinical Fellowship, which is supervised by someone with their ASHA CCC
- Currently enrolled in a masters or doctoral program in SLP or audiology

What if my course has not shown up on the ASHA Registry?

Apraxia Kids cannot verify information posted on your ASHA Registry Transcripts. To verify reporting, contact ASHA **14 days after you receive the confirmation email, "ASHA CEUs reported"** from Apraxia Kids. If ASHA indicates they have not received your reported course information, please contact our office at 412-785-7072 or by email at webinar@apraxia-kids.org.

Will I receive a certificate for completing this course?

The "Webinar Course Verification" certificate for each webinar is available if the user signs up at the "Professional Rate" as a download.

Will there be handouts?

If handouts have been made available by the speaker, members will be able to download them at any point when viewing the webinar.

Can I share my handouts with others?

Handouts and other materials are for paid members only and should not be shared with anyone who does not have a membership or has not paid for an individual webinar.

When are refunds issued?

Refunds are available within 5 days of purchase of the webinar membership. After that time, no memberships will be reimbursed. If for any reason you cancel your membership within 5 days of purchase, Apraxia Kids will not provide any CEUs for courses watched.

Will my membership automatically renew?

Your Membership will automatically renew at your then-current subscription level when you reach the end of your membership term unless: (1) you request to turn off the auto-renew feature prior to the expiration date of your then-existing membership; or (2) you request a cancellation within thirty (30) days from the date your renewal payment has been accepted and processed (in which case you will receive a full refund of the renewal payment).

NO REFUND will be given, in whole or in part, if you request a cancellation more than thirty (30) days after your renewal payment has been accepted and processed or if you have utilized services within the current renewal period. Your access to the membership-based features will continue only for the remainder of the renewed membership term. To cancel your membership renewal, please email us at webinar@apraxia-kids.org.