

# APTA CSM 2023

## Frequently Asked Questions



### How do I navigate the platform and access on-demand session recordings?

- [Watch this video \(2:48\)](#) to learn how to access conference content, including on-demand sessions, posttests, evaluations, research posters, 54th APTA Mary McMillan Lecture, and more. Then navigate to the [conference platform home page](#).
- Most sessions include handouts on their session description pages, but not all speakers provide handouts.
- Attendees have unlimited access to the entire content library March 15-April 15 only.

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

Log in using your APTA CSM **Record ID** (not your APTA/member number), which is located on your registration confirmation email and conference badge. If you are still having trouble:

1. Visit the [APTACSM 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.
6. Don't know your record ID? Click the "Forgot Record ID?" link on the login page. Note: you must use the same First Name/Last Name/ Email used when you registered.
7. Registered attendees can also access Record ID's on the [registration site](#).
8. Still having issues? Please contact MCI, APTA's registration partner at 800-809-9565 or email [aptacsm@mcievents.com](mailto:aptacsm@mcievents.com)

### Are presentations missing from this recording?

Recordings for sessions from speakers may be stitched together to play consecutively. While it may appear that only one presentation is included in the session, allow the player to continue to play to advance to the next recording and presentation for the session.

### How many CEUs can I get for the on-demand courses?

Registrants can earn up to 1.2 CEUs (12 contact hours) based on getting 70% or higher on the related posttests by April 15. Once you reach the limit, you will still be able to access other content. On Demand sessions will only be able through April 15. Research Posters and the Mary McMillan Lecture do not have CEUs.

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

After viewing course content click the blue Evaluate button. (The evaluation is optional, but you **must** select the checkbox under **credit cannot be granted unless you participated in the entire session.**) Complete the evaluation then 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 APTA conferences](#) for assistance.

Posttests are only available to those with an on-demand-with-CEUs registration package. Those who attended the conference in-person can only submit evaluations for providing their feedback and receive a non-CEU transcript of attendance.

### 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 April 15 to access content, complete any posttests for continuing education credit, and download your transcript.

### When will I be able to access my CEUs for the in-person conference?

Within six weeks of the in-person conference you will receive an email with instructions that your CEU letter and transcript are ready to download. In-person certificates and transcripts will be in the [APTA Learning Center](#). To log into the APTA Learning Center, use your APTA log in credentials. Once you have logged in, go the **Dashboard** on the left navigation to find the conference and download your certificate. Transcripts can be found by going to the **CEU Certificates/Transcripts** from the left navigation. To get only CSM sessions, use the Filter "By Date" and enter 2/23/23 – 2/25/23.

### I attended CSM in San Diego, can I also attain CEUs On Demand?

No. If you attended CSM in person your registration includes access to view the on-demand content but does not allow you to gain further CEUs. This is true even if you missed any days at the in-person meeting.

### If one of the virtual sessions(s) is no longer showing in the On Demand selections, what do I do?

Unfortunately, a few On Demand sessions did not fulfill CEU requirements and therefore could not be included. Please, select another virtual On Demand session.