Digital CEU Collection with CEUHelper

Having trouble? Contact support@ceuhelper.com

**Before the conference:**

If would like to be able to easily track CEUs on your mobile/tablet device, please visit https://ceuhelper.com/info to sign up for an account and download the app for free. CEUHelper is a web/mobile application for obtaining and tracking CEUs. Be sure to enter the relevant information. If you are collecting CEs, you will need to include any certification or license numbers in your account for that to be included on your CE certificate(s).

**Note:** Internet connection may not be provided by the conference; however, CEUHelper will work offline for the duration of the conference. Just join the conference at home or wherever you have access to the internet before you arrive. CEUHelper is not responsible for data charges you may incur while using the service. Use airplane mode to stop the app from using data plans.

Check out this video for more information: https://youtu.be/r7yrmdcTPws

This video is also available in the app and on our website at https://ceuhelper.com/info

**At the conference:**

If you have a CEUHelper account, then check your conference receipt after registering to make sure you paid for CEUs. If you have paid, you are ready to start collecting CEUs. For live events, feel free to skip the line at the CEU desk!

The steps to take are actually quite easy and will follow a very natural sequence of selections. I have broken them out in detail below for additional support, but you’ll see, it’s a logical sequence of steps. Make sure you follow these steps carefully!

1. For live events, find the correct event location. If online, go to the correct url/site and wait until the info is displayed by the presenter or check to see if they have sent you the information via email.
2. Go into the app, and select the correct conference from the conference list.
3. Click “join conference”, then “continue to conference”.
4. Click “Browse and check in”.
5. Select “all”. You can also select “up next” or “bookmarks” as applicable, but “all” will have all the options.
6. Click on the desired event and read any information from that page.
7. Click “tap here to check in”.
8. Select your check in method.
9. Either scan the QR code or enter the event code (not the event ID).
10. When you are ready, go to “continue to check out”.
11. Check out using the desired method.
12. Depending on the admin settings for the event, you may be required to respond to one or more attendance checks prior to exiting the event successfully. Depending on admin settings, you may be sent an email with external links, or additional information or documentation after exiting the event. Make sure you check for those, particularly if you are collecting psych CEs or are required to take some additional action. Your admins will let you know if that is the case.
13. IF the check out is valid, you will have the option to “rate the event”. You may need to do this for some types of certificates or licenses. You can also select “go to next event”.
14. Repeat steps 5 though 13 for as many events as you plan to attend.
15. When done attending events (whether one event or multiple), click “leave conference” at the top of the page.
16. Select “done collecting CEs”. Then click “tap to finish”. ONLY AFTER YOU EXIT THE CONFERENCE, IN ADDITION TO THE INDIVIDUAL EVENTS, WILL YOU BE ELIGIBLE FOR CES.

Depending on how the conference was set up by the conference admins, you may have certs automatically generated, or they may manually process them which may take several weeks. This may be due to having to check payment, having to verify survey completion for surveys which are done external to the app or other reasons as determined by the event admins.

\*\*\*\*If you are collecting psych/ABA CEs, you should receive a link upon check out from each event (if your conference admins set this feature up). You will need to complete that survey as part of the attendance verification process. If this is the case, they will need to verify your response prior to processing your cert, which may take a couple of weeks.

**\*\*Note:** If your mobile devices runs out of battery or otherwise isn’t working, speak to a conference administrators who may issue you a badge to keep collecting CEUs. Feel free to use “airplane” mode to conserve battery. CEUHelper works offline!

**What if I don’t have a mobile device or don’t want to use CEUHelper?**

If you did not pay for CEUs yet, you do not have a mobile device, or you do not want to collect CEUs with CEUHelper, then stop by the CEU registration desk at the conference to pick up your badge. Proctors at the doors of each event will scan you in and out.

*Optional (for non-CEUHelper attendees):*

To check your CEUs throughout the conference or after you return home, visit https://ceuhelper.com/login and under “Temporary User”, choose your conference and enter your email address and badge number to login. You can rate events or report errors on that page. Please note that there may be a delay between attending an event and seeing your event appear on this screen. Please wait at least 24 hours before reporting an error.

**After the conference:**

These steps noted above, but are important! If you used CEUHelper, make sure you choose to “**Leave the Conference**” after you are done attending events and are leaving the conference (i.e., you’re not coming back the next day) and you have an internet connection. This will make sure all your CEUs are synced. You should receive a CEU certificate via email within a few weeks (remember to check junk email folders).

If you did not use CEUHelper, you will still receive a digital certificate within a few weeks of the conference. Please check your email (including junk email folders) for a digital certificate from CEUHelper.

If you are having trouble or have other questions, please contact support@ceuhelper.com