

## FAQs for the “Free” CE of the Month

### General Questions:

1. Do I need to have the printed copy of my *Journal of Counseling & Development* in order to take advantage of the “free” CE?

No, everything you need is available online. The article, test and CE certificate are located online.

2. When the “free” CE offered is a book chapter, do I also need to purchase the book?

No, you do not need to purchase the book. The book chapter is located in a pdf online. If you are interested in purchasing the book, you can do so through the publications section on at [www.counseling.org](http://www.counseling.org).

3. Do the tests that are located in the actual *Journal of Counseling & Development* that I receive by mail count toward the free CE?

No, the free CE of the month is only available through electronic format.

4. Can you register for “free” CEs that were offered in previous months?

No, you can only register for the “free” CE of the month during the month it is featured. Each month a new article or book chapter is selected and to receive it free you must register for it during that month.

5. Where do I locate the “free” CE of the month?

On the ACA website at [www.counseling.org](http://www.counseling.org). From the home page, scroll down and click Online Learning on the right side of the page under the ACA Login area. Scroll down and you will see the Free Featured CE of the Month listed.

6. Do I have to complete the course/test for the “free” CE in the same month that it is featured?

No, you only need to register for it during that month. Once you have registered for the “free” CE, the course information you can be accessed and completed at your convenience.

7. Who approves these credits?

Click the Information about CE Credit Link located in the CE Connection newsletter to see a list of ACA’s CE approvals.

8. Does my state licensure board accept these credits?

Please verify with your licensure board or certification body that online credit is accepted. Contact information for the licensure boards and certification bodies is located on the ACA website at [www.counseling.org/counselors](http://www.counseling.org/counselors) under the Licensure and Certificate tab on the left side of the page.

9. I am a student. Can I take advantage of the “free” CE?

The “free” CE is available to all ACA members. If you are a student you are welcome to take advantage of this offer; however ACA’s courses are approved to offer continuing education credit to counselors who need to earn hours toward renewal of their licensure or certification. Everyone who passes the exam upon completion of the course can print out a Certificate for their own records.

10. How do I receive my certificate?

A certificate can be printed from your printer, once you successfully pass the

online test.

11. Can I still take advantage of the “free” CE if I am not a licensed counselor?

Yes, the “free” CE is available to all ACA members.

12. Can I print the article or book chapter from the online site where the courses are located?

Yes, there is the option to print from a pdf of the article or book chapter once you access the site where the courses are located.

### **Questions regarding registering on the ACA website:**

1. Where is the “free” CE located on the ACA website?

The “free” CE is located on the ACA website at [www.counseling.org](http://www.counseling.org). Scroll down and click the Online Learning tout located on the right side of the page under the ACA Login. Once on the Online Learning page, scroll down to the first item title Free Featured CE of the Month.

2 What if I don’t know my username and password to register for the “free” CE on ACA’s website?

Please contact our Member Services Department at 1-800-347-6647, ext. 222 and ask them to reset your ACA Login Information or send an email requesting that information to [FreeCEoftheMonth@counseling.org](mailto:FreeCEoftheMonth@counseling.org).

3. I didn’t receive the 2 emails after I registered for the “Free” CE on the ACA website.

Please contact our Member Services Department at 1-800-347-6647, ext. 222 for assistance, or send an email to [FreeCEoftheMonth@counseling.org](mailto:FreeCEoftheMonth@counseling.org) and we can provide you with that information. \* Adding [acamemberservices@counseling.org](mailto:acamemberservices@counseling.org) to your Address Book will help to ensure delivery of these emails to your Inbox in the future.

4. I received my 2 emails, but the username and password do not work.

If the information you received is not working, please contact our Member Services Department at 1-800-347-6647, ext. 222 for assistance, or send an email to [FreeCEoftheMonth@counseling.org](mailto:FreeCEoftheMonth@counseling.org).

5. When I try to register, I am getting a message stating there is a record in the system similar to mine.

If you receive this message it means that you already have record in our database. Please contact our Member Services Department at 1-800-347-6647, ext. 222 for assistance, or send an email to [FreeCEoftheMonth@counseling.org](mailto:FreeCEoftheMonth@counseling.org) for further assistance.

6. The system is prompting me to put in my credit card information.

If the system is asking you for credit card information, most likely you are not using the correct username and password that is associated with your membership. Do not enter your credit card information. Please contact our Member Services Department at 1-800-347-6647, ext. 222 and ask them to reset your ACA Login Information or send an email to [FreeCEoftheMonth@counseling.org](mailto:FreeCEoftheMonth@counseling.org).

**Questions regarding accessing the site where the courses are located (you have already registered for the “free” CE on ACA’s website)**

1. I forgot to print my certificate. Can I still print one?

To print a certificate, you will need to access the <http://fusion.counseling.org> website with the username and password assigned to the site. Click on Gradebook. Click on the title of the course. Click Print Certificate which is located on the top right side of the page. Once the certificate opens up, right click your mouse and select the Print option.

2. I cannot access the site. The username and password in the email I received is not working.

Please contact our Member Services Department at 1-800-347-6647, ext. 222 for assistance, or send an email to [FreeCEoftheMonth@counseling.org](mailto:FreeCEoftheMonth@counseling.org) for further assistance.

3. I registered for and received my course access information email, but the course I registered for is not listed on the website.

Please contact our Member Services Department at 1-800-347-6647, ext. 222 for assistance, or send an email to [FreeCEoftheMonth@counseling.org](mailto:FreeCEoftheMonth@counseling.org) for further assistance

4. The Exam will not load when I click Continue.

If you are using a MAC with a Safari Browser, you will need to use Firefox as the browser. If you do not have Firefox, you can download it here.

<http://www.mozilla.com/en-US/>. If you still experience problems, please contact our technical support James Ross at 585-200-0648, or by email at [jrossr@fusionproductions.com](mailto:jrossr@fusionproductions.com) for further assistance.

5. I have answered the questions on the Exam, but when I click submit, nothing happens.

If you are using a MAC with a Safari Browser, you will need to use Firefox as the browser. If you do not have Firefox, you can download it here.

<http://www.mozilla.com/en-US/>. If you still experience problems, please contact our technical support David Boyer at 585-200-0648, or by email at [dboyer@fusionproductions.com](mailto:dboyer@fusionproductions.com) for further assistance.

6. Where are the courses located?

They are located at <http://fusion.counseling.org>. You will need to know the username and password that was assigned to you in order to access this site. This information was emailed to you from [acamemberservices@counseling.org](mailto:acamemberservices@counseling.org).