

## **CER FAQ's**

**Q: My account is locked. I emailed for the correct login info but it still won't open.**

*A: Once it is locked an administrator has to unlock it. Putting in the correct info will not unlock it.*

**Q: I paid the subscription fee, but it says I need to pay it again.**

*A: If you received an email receipt for the payment, contact the office. If you did NOT receive an email receipt, the payment did not go through. Most often the error is something entered does not match the billing statement, and the credit card company will not authorize it. Some have had to use the 9-digit zip code instead of five, abbreviating St. but needed to spell out Street, etc.*

**Q: But my bank shows the money was taken out.**

*A: The bank automatically deducts it, but within 24 hours switches it to declined and returns the money. If you did not get an email receipt, payment did not go through.*

**Q: The test did not open. It says I have to agree to the Integrity Statement but I haven't taken the exam yet.**

*A: You do have to agree and save the Integrity Statement first. It will then offer a button with Next Tab on it. Click on that to go to the exam questions.*

**Q: I cannot open the test.**

*A: Be sure to highlight the course title under Exam Content before clicking Select. If you have registered for an exam in the Introductory Program you will receive an email when you have been approved for the exams. That program is only open to coaches taking CERs for the first time.*

**Q: How do I know what category to register for?**

*A: Professional Coach/Choreographer is for coaches who:*

- Attend test sessions
- Attend non-qualifying and qualifying competitions
- Teach private lessons on club ice

*Professional Group Instructor is for coaches who:*

- Teach Learn to Skate USA classes only
- Required by their club or rink to complete

*The Professional Group Instructor is not required by U.S. Figure Skating but is recommended. The mandatory training for Learn to Skate USA is completed through [www.learntoskateusa.com](http://www.learntoskateusa.com).*

**Q: How do I create my online E-Learning account?**

**Q: How do I register for CERs?**

*A: On the E-learning webpage scroll down to the How To's section. There are links for screen shots and directions for navigating each step in the process.*

**Q: I forgot my username/password.**

*A: Click on Forgot Username or Password. Have the information emailed to you. You can Call the PSA office for assistance at 507-281-5122. **Do NOT create another account.** The program will not recognize that you are all one person. Each account is viewed as a separate person. This has been the cause of some people not being on the compliant list.*

**Q: How do I print my CER compliance certificate?**

*A: Log into your account and click on My Certifications tab at the top. Select the season, then click on the Category certificate. Click on the box that says View Certificate.*

**Q: Do I have to register for all of the courses at one time?**

*A: No. You can register for them one at a time, or several at once.*

**Q: How many CER courses do I need to take?**

*A: Professional Coach/Choreographer will take four courses, one in each topic:*

- *Athlete/Coach Protection (ACP)*
- *Rules of Sport (ROS)*
- *Sports Science (SCI)*
- *Professional Ethics (ETH)*
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*Professional Group Instructor completion requires three courses from the Professional Group Instructor (GRP) listing.*

**Q: Which courses should I take? What course should I take first?**

*A: Read the description for each CER course and choose whichever ones pertain to what you coach most often. The courses do not need to be taken in any order, just be sure to take at least one course in each topic.*

**Q: What if my name does not come up as compliant on the PSA website CER search?**

*A: Contact Ann at the PSA office at [amiks@skatepsa.com](mailto:amiks@skatepsa.com) or 507-281-5122. There may be several reasons including a misspelled name or having forgotten a course in a topic.*

**Q: I completed my CERs, but U.S. Figure Skating does not have it listed.**

*A: Give U.S. Figure Skating time to get them entered into their database. If after August 1<sup>st</sup> your CERs do not show up:*

- *Be sure that the name you took the CERs under matches the name you registered for with U.S. Figure Skating.*
- *Log into your E-learning Academy account and make sure all your courses are listed as Completed-Pass.*
- *If you completed the CERs after July 1<sup>st</sup>, you may not see them updated until September. After September 1<sup>st</sup> contact U.S. Figure Skating to add your CERs.*

**Q: I have a competition in July, and my information is not updated. What do I do?**

*A: No matter what time of year, coaches should always have the following copies on your person at competitions and test sessions:*

- *a copy of your U.S. Figure Skating membership (temporary cards can be printed),*
- *a copy of your liability insurance*
- *a copy of your Professional Coach/Choreographer certificate. The certificate is emailed to you at the completion of the CERs. You can print other copies in the "My Certifications" tab located in your E-learning Academy account.*