

NAEA Online Education FAQ

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How can I access my Online Education?

Purchase online education by logging into <https://www.naea.org/education-events/ntpi-level-1-online> with your username and password. Once you have purchased courses, you will be able to find them in your dashboard at <https://interactive.naea.org/my-dashboard>.

What classes do I need to take for Level 1?

To complete Level 1 you must complete the following courses, totaling 24 hours of CE. Classes were updated in February 2018. You may see that the CE for certain classes have changed. In order to complete Level 1, you must have 24 CE total. If you would like access to the newest courses, please email education@naea.org.

- Overview of Representation (2 CE)
- Engagement Letters (1 CE)
- Introduction to Collections (3 CE)
- Non-Filers (1 CE)
- Innocent Spouse (1 CE)
- Ethics for the Tax Practitioner (2 CE)
- Introduction to Examination (4 CE)
- IRS Notices (1 CE)
- Introduction to Criminal Investigations (1 CE)
- Transcripts and CSED Extenders (2 CE)
- Introduction to Appeals (2 CE)
- Communicating with IRS (2 CE)
- Tax Research and Resources (2 CE)

What do I get when I purchase Level 1 Online or a Journal test?

Each Level 1 online course has a recorded lecture synced with the PowerPoint presentation, a course description, instructor biography, and downloadable PowerPoint and course materials. These are the exact same materials that were provided in the live class. Each Journal test includes access to the test that can be retaken as many times as needed. Level 1 Online courses do not expire. EA Journal and Webinars must be completed within one year of purchase.

How long are Level 1 Online courses and can I see a course more than once?

Level 1 Online courses vary in length from 1-3 hours and can be viewed multiple times. These online self-study courses are designed to work with your own busy schedule.

How long does it take to complete Level 1 Online?

Level 1 Online is designed to let you learn at your own pace. You can get through the classes within a week or you can take your time and complete them over a few months. Once you have purchased a course, you can access it as long and as many times as you like so there's no need to rush.

Are there tests with Level 1 Online?

Each course has a test in order to complete it and earn your CEs. There are typically 10 questions per CE hour. All questions must be answered to complete the test. A 75% is required for passing.

Where do I get my certificate of completion after I pass the test?

Certificates of completion for any passed test can be found on your transcript page via your account on naea.org. Here you can view and print your certificates as desired.

What happens if I fail a Journal test or Level 1 Online test?

If you do not pass on the first attempt, you will have the opportunity to immediately re-take the test. With Level 1 online, you may also choose to watch or listen to the course again before you re-test. In addition, you might want to read the printed materials again. You do not have to purchase the course again in order to re-take your test.

How do I get the printed materials?

Printed materials are located within the Level 1 Online course. The course materials are accessible from the handout tab within the webinar. EA Journals are mailed to all members but also available online by going under membership to publications and selecting EA Journal or by accessing the handouts tab within the EA Journal quiz.

Is Level 1 Online information current and approved by the IRS?

Yes! Level 1 Online courses are always adapting to today's changing world in order to keep you as up to date as possible. Each course is registered with the IRS and has an individual program number. IRS Program numbers are shown when you click on a course you would like to take. You may also find them in the course descriptions.

How much does a Level 1 Online course or an EA Journal test cost?

Each course's cost differs depending on how many CEs can be earned. For members, the cost is \$30 per CE hour or for non-members, \$40 per CE Hour. Simply click on the course you wish to take and it will display additional information including pricing, the IRS Program number for the course, and the course description. EA Journals are also priced depending on CE. For a 2 hour test, the cost is \$35 for members or \$45 for non-members. For a 4 hour test, the cost is \$65 for members or \$85 for non-members.

When and where are Level 2 and 3 offered in 2018?

Level 2 and 3 are only available live at an NAEA conference. Level 1 is available in person also! Levels 1, 2 and 3 will all be available at the following conferences.

- National Conference, July 31-August 2, Cosmopolitan of Las Vegas
- NTPI ORL, early November, Florida

How do I log in? What is my password?

Go to <https://www.naea.org/education-events/winter-webinars> and click login on the top right hand corner. You will log in with your NAEA User name and password. The system is single sign on and you will be authenticated via your

NAEA credentials. If you do not know your NAEA credentials, you can use the [forgot my password](#) or email info@naea.org or call 855-880-NAEA (6232).

If I need more help, who can I contact and how?

For technical assistance, you may contact CommPartners during normal business hours 8:30am – 5:30pm EST, Monday - Friday. You may email help@commpartners.com or call 1.800.274-9390. You may also contact NAEA at education@naea.org.

How do I test my browser?

You can test your browser at <http://events.commpartners.com/webcasts/browsertest/>.

What are the recommended computer settings?

It is recommended that you check your computer settings and make the following changes in preparation for this event. Set internet and cookies security to low, set screen resolution to 1024 x 768 or higher, disable any pop-up blockers.

How to set internet and cookies security to low, disable any pop-up blockers (from a Windows based PC).

1. Click on the "Start" button in the bottom corner of the screen.
2. Choose "Control Panel."
3. Choose "Internet Options."
4. A box will open on your screen. Click the "Privacy" tab.
5. Set the security level for the internet to "Medium" or "Medium-Low."
6. If you see a check-box for "Block pop-ups," make sure it is not checked.
7. Click "Apply."
8. Click "Ok."

How to set screen resolution to 1024 x 768 or higher (from a Windows based PC).

1. Click on the "Start" button in the bottom corner of the screen and choose "Control Panel."
2. Double-click the "Display" icon.
3. A box will open on your screen. Click the "Settings" tab.
4. Locate the setting for "Screen Resolution."
5. If the screen resolution is set to "1024 x 768" or higher, click "Ok."
6. If you adjust the screen resolution, click "Apply" and then "Ok."