

## Digital CEU Collection with CEUHelper

Having trouble? Contact [support@ceuhelper.com](mailto:support@ceuhelper.com)

### **Before the conference:**

If you 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. CEUHelper is a web/mobile application for obtaining and tracking CEUs.

**\*\*Note:** Internet connection will not be provided by the conference; however, CEUHelper will work offline for the duration of the conference. Just join the conference at home 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/JSioVQJ\\_f54](https://youtu.be/JSioVQJ_f54)  
(This video is also available in the app and on our website at <https://ceuhelper.com/info>)

### **At the conference:**

To check in and out of events, look for the room monitors for codes or to be scanned in or out before and after each event.

**\*\*Note:** If your mobile device runs out of battery or otherwise isn't working, stop by the CEU desk for 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 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:**

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](mailto:support@ceuhelper.com)