Certified Payroll Professional (CPP) Boot Camp FAQ

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Q1: **If there are multiple courses offered on the same or different days, can I simply join on any day it is offered?**

A: No. Multiple courses are offered to accommodate the Boot Camp demand. You have registered for a course with sessions scheduled on specific days. You can only attend the days that session is offered.

If you would like to change to another scheduled course prior to the beginning of the course, you must contact APA's Customer Service to request a transfer and pay the appropriate transfer fee. Be sure to check the transfer policy at http://info.americanpayroll.org/pdfs/tocs/event-policies.pdf.

Please confirm your class dates on the confirmation email received from APA Events.

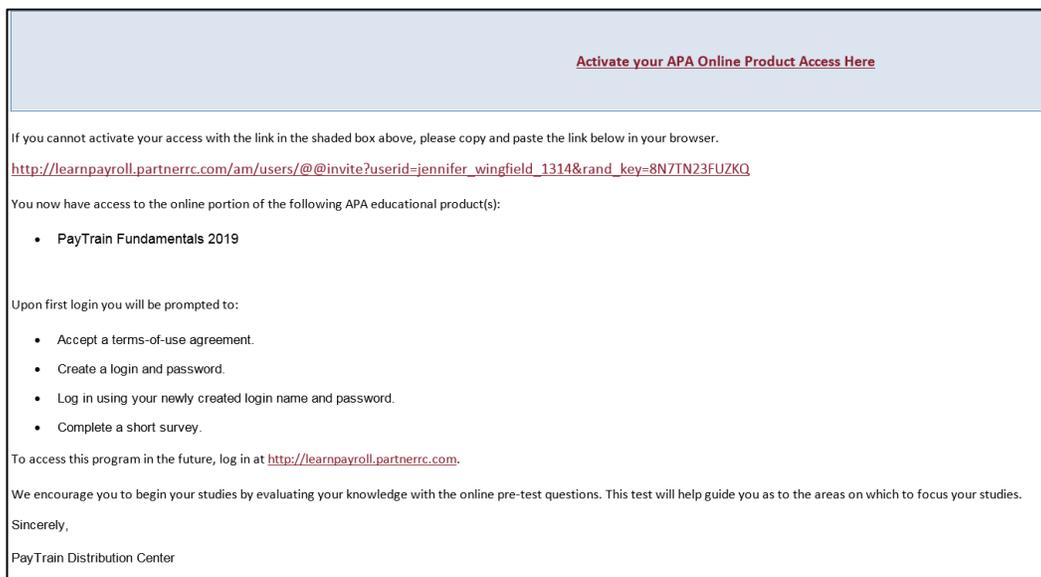**Q2:** **Can I use my tablet or smart phone to participate in the Boot Camp?**

A: You can access the course on your smart phone or tablet, but functionality may be limited. Click the same link and log in using your email address.

Q3: **How do I set up my access to PayTrain?**

A: PayTrain is your primary tool for homework assignments. It allows you to practice the skills you will learn during each session.

APA will register you for PayTrain. You will receive an email to "*Activate your APA Online Product Access*" from *PayTrain Distribution Center* (customerservice@holmescorp.com). You activate your access and can begin using PayTrain immediately!

The email you receive looks like the following:

Activate your APA Online Product Access Here

If you cannot activate your access with the link in the shaded box above, please copy and paste the link below in your browser.

http://learnpayroll.partnerrc.com/am/users/@@invite?userid=jennifer_wingfield_1314&rand_key=8N7TN23FUZKQ

You now have access to the online portion of the following APA educational product(s):

- PayTrain Fundamentals 2019

Upon first login you will be prompted to:

- Accept a terms-of-use agreement.
- Create a login and password.
- Log in using your newly created login name and password.
- Complete a short survey.

To access this program in the future, log in at http://learnpayroll.partnerrc.com.

We encourage you to begin your studies by evaluating your knowledge with the online pre-test questions. This test will help guide you as to the areas on which to focus your studies.

Sincerely,

PayTrain Distribution Center

After you have registered, you can access the online portion of PayTrain using your user ID and password at: http://learnpayroll.partnerrc.com/am/login_form.

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Q4: **I cannot find how to access the Boot Camp?**

A: The access link is sent to you email from APAEducationTraining@theonlinexpo.com twenty-four hours in advance of the class. Fifteen minutes prior to the start of the session, you will also receive a NOW OPEN email, which allows you to log in as well.

Please check your spam/junk folder and make sure APAEducationTraining@theonlinexpo.com is a safe sender to receive future invites.

Q5: **I looked in my spam and junk folder and do not see any emails from APAEducationTraining@theonlinexpo.com. What do I need to do?**

A: Contact APA Customer Service at 210-224-6406 or update your membership profile at www.americanpayroll.org to ensure American Payroll Association has the proper email address. If you call, be sure to mention you are attending the CPP Boot Camp and indicate the day of the week you are attending.

Q6: **I need to change my email address. Who do I need to contact to do this?**

A: If you need to change your email address, contact APA Customer Service at 210-224-6406 and provide your new email address.

Q7: **Where is the material for the course?**

A: The **first WEST/INXPO 24-hour reminder email** includes links to the CPP Boot Camp course material. Download and print the material. We will not ship hard copies or provide the PowerPoint presentation used by the instructors. The presentation is simply used as a visual aid. All the content on the slides is provided to you in detail within the material.
Be sure to save the first WEST/INXPO 24-hour email, since it is another way you can download the course materials.

Q8: **Will I receive hard copies of the material?**

A: No. Like all APA virtual sessions, you receive the materials electronically in PDF format. You may print these documents if you prefer hard copies.

Q9: **There is quite a bit of material to cover in each class. What happens if we don't cover everything each day? Do we skip the rest and go on to the next session's assignments?**

A: The syllabus is a best estimate of the material that will be covered in any given class. In some classes, it will seem that we are behind schedule – and in other classes, it may seem that we are ahead of schedule. All material in the CPP content outline is presented by the end of the 20 sessions.

In addition, APA's expert instructors encourage you to use the syllabus to study ahead of the class schedule. By studying ahead, you will be able to use class time to ask questions on material in which you are unsure.

Q10: Are we supposed to be doing homework before each class? How do I know what the homework is?

A: The syllabus is laid out in 20 rows – one for each class. There are 4 columns which show: the Session Number, Date, Time and Time zone of the class, Your Study Plan (to complete prior to class), and Class Discussion. Your Study Plan listed on the row should be completed before the class discussion on that date.

Q11: How do I ask questions between the sessions?

A: To ask for help regarding classroom material, PayTrain material, or exercises please follow the steps below:

1. Log into PayTrain, click on the Ask the Instructor icon.
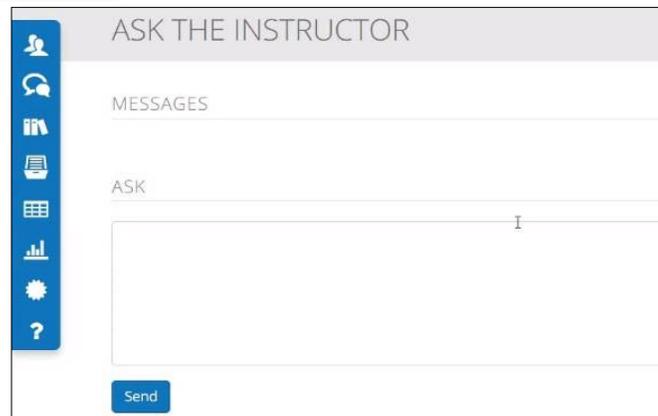
2. If you have a specific question about a PayTrain game, test, or quiz questions, or game *please include the Item number* so your instructor can quickly identify the correct answer.
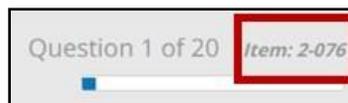
3. **IMPORTANT:** Be sure to show **your calculation or thought process** <u>before</u> submitting your question.

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Other Questions

Question about	Who to contact	Contact information
• Course logistics questions • Schedule questions • Payment questions	APA Customer Service	210-224-6406
• Certification questions • CPP Exam questions • Exam application questions • PearsonVue questions	APA Certification Department	certification@americanpayroll.org
• Not getting WEST/INXPO emails • Boot Camp Guarantee Eligibility • RCHs after passing exam	APA Education Services	PayTraininstructors@americanpayroll.org

Q12: What is your recommendation on how many hours to study per week to prepare properly for the CPP exam?

A: Of course, attending every session and being attentive is a part of succeeding on the CPP exam. We do recommend **a minimum of 3 hours per session** studying and completing the homework/exercises in PayTrain in addition to attending each session. You should be studying in advance of the topics listed in the syllabus. We recommend that you complete your reading, studying, and taking the quizzes, and exercises in PayTrain by the 15th class session to ensure you have sufficient time to complete a final review before taking the CPP exam. We also recommend you take the PayTrain post-test **multiple times** beginning with the 13th class session.

In addition, it is highly recommended by APA's expert instructors that as you prepare for the CPP exam, study ahead of the syllabus' schedule. By studying ahead of the syllabus, you will be able to use the last few courses for review and asking questions on material in which you are unsure.

Q13: Are the sessions recorded and available for me to review.

A: Yes. The CPP Boot Camp sessions are recorded and available immediately after the individual sessions are complete. We highly recommended attending all the Live sessions and using the On Demands only as a review. The recordings are available **until the last day** of the CPP exam window.

Q14: I understand the *Pass the First Time Guarantee*. Can I miss one class?

A: We understand that things do come up. Yes, you can miss one class. However, you are required to view the On Demand session of the missed class within a week in order to be eligible for the guarantee. There will be **NO** exceptions as the On Demand recording is available immediately after the Live session ends.

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Q15: If I do not take the exam *immediately* after the Boot Camp ends, can the guarantee be applied to when I do decide to take the exam in the future?

A: No. The guarantee applies only when you take the CPP exam window *immediately* after the CPP Boot Camp ends.

Q16: Do I have to take the exam right after the Boot Camp ends?

A: It is highly recommended. The guarantee applies when you take in the CPP exam window *immediately* after the CPP Boot Camp ends. In addition, there is a higher percentage rate of passing because the material is "fresh."

Q17: When can I take the CPP exam?

A: The CPP exam is only offered in North America during the Fall and Spring exam windows. Each exam window has several locations and availability dates. We encourage you to review the information on APA's CPP page.

You must download the **Candidate Handbook*** in order to complete and submit the application form to APA's Certification Department. Registration for the exam begins approximately two months before the exam window opens.

*The Certification Candidate Handbook is also provided with the informational guide sent via email before the course start date.

Q18: Who do I contact regarding my exam application, choosing a testing site, my certification, etc.?

A: Contact certification@americanpayroll.org. In addition, within your CPP Boot Camp Informational guide, there is a certification FAQ.

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