

# Intuit Academy Questions and Answers

## Registration

**Q: I just registered for a course, when should I expect to receive a confirmation?**

**A:** Confirmations are sent via e-mail within 3 hours of your registration. We will also send you a reminder a few days before your event. If you do not receive your confirmation, please call Customer Service at **1-800-765-4040** or send an e-mail to [accountant\\_training@intuit.com](mailto:accountant_training@intuit.com) with "Confirmation requested" in the subject line, and the following information in the body of the e-mail:

- The attendee's name
- The attendee's username
- The name of the course registered for
- The date of the event
- A valid e-mail address for us to send the confirmation to you

**Q. I got the Confirmation, but I don't know where to go for my live training class?**

**A.** You will receive an additional email just before the event. If you'd like to see the location details NOW, you can go to <http://accountant.intuit.com/training> and select "My Training" at the top of the page; log in to your account with the username and password used at the time of registration. In the enrollments section, click on the event or course to view the event details.

**Q: Do I have to register for each course offered in a full-day training conference?**

**A:** Yes. System limitations require that you register for each individual course you plan to attend. This also allows us to track your CPE.

**Q: Someone else registered me for this class. Will that create any problems getting my CPE credit?**

**A:** YES - If you want to earn CPE for the course, *you will only receive CPE credit if you registered yourself and attended as yourself.* This is because we use an online registration system and CPE is tracked based on the Registrant's log-in information. If someone else registered you, under their user name, you will need to call us in advance so we can help you cancel the original person, and register yourself instead. One of our Customer Service representatives (1-800-765-4040) will be happy to assist you with making those changes.

- If you are not seeking CPE for attending the course; please do not contact customer service. Be advised that the completed training will appear on the other person's "My Training" history page (*not your own*).

**Q: May I attend a live, in-person seminar if I have not pre-registered?**

**A:** We do not encourage walk-in registration due to limited seating space and course materials. However, we allow walk-ins if space and materials are available. It is best to register in advance at <http://accountant.intuit.com/training> to guarantee your seat.

**Q: If a live, in-person seminar is full, do you have a waiting list?**

**A:** Unfortunately, we do not because of the high attendee volumes do not permit us to offer a waitlist. However, for most of our courses we offer repeat sessions. We hope you will check the schedule for other sessions that may suit your needs. Our current course schedule can be found at: <http://accountant.intuit.com/training>

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**Q: If this is an online course, how can it be full?**

**A:** Seating capacity for Webinars is limited to provide for an effective training environment, and to ensure the instructor is able to fully answer questions at the end of the session.

**If you do not see the course you want to take, view the self-paced learning list. Note: not all of our on-demand training is eligible for CPE; be sure to read carefully and select the correct course if you need CPE.**

## Cancelleds and Changes

**Q: If a training course is canceled, will it be rescheduled to another date/time?**

**A:** If a training event is cancelled, you will be notified via the email address used when you originally registered for the course. We will provide rescheduling options when possible.

**Q: I wasn't able to attend my training course, can I reschedule?**

**A:** Yes, you can reschedule provided that we are offering the course at another day and time. Check our available courses at <http://accountant.intuit.com/training> and register for the next available session you want to attend.

**Q: I cannot attend my training – should I call you to cancel?**

**A:** Yes, your cancellation will open that seat up for another attendee, please call Customer Service and let them know you are not coming. Customer Service is at 1-800-765-4040.

## Systems and Technology

**Q: What are the recommended system requirements for attending an online training class?**

**A:** Minimum requirements to attend fully interactive events using WebEx for Windows 2000, XP, 2003 or Vista:

- Internet Explorer 6/7/8 with ActiveX enabled **or**,
- Firefox 2/3 **or**,
- Chrome 1
- JavaScript and cookies enabled in the browser
- Intel or AMD processor (1GHz or faster)
- At least 512 MB RAM (at least 2 GB RAM for Vista)
- A high-speed Internet connection (dial-up is not recommended for web-based training)
- For all Webinar System Requirements, please visit [WebEx Support](#)
- To join a test meeting [click here](#)

Note: Only 32-bit Internet Explorer is supported for online Intuit Academy training courses (ex: if you are on Vista, and have 64-bit Internet Explorer installed, you will not be able to watch any of the Flash-based training).

**Q: Should I check that my system is set up properly to attend an online training class (webinar)?**

**A: YES!** If this is your first Webinar, we recommend you [test your system](#) by joining a test meeting. You can also review all system requirements on the [WebEx support website](#).

**Additionally, make sure your pop-up blockers are turned off and you are connected to high-speed internet.**

**Q: How do I join my online training course?**

**A:** Go to go to <http://accountant.intuit.com/training> and log in to your “My Training” account with the username and password you used at the time of registration. In the enrollments section, find your course. Next, click the link in the “Enrollment Event” column to launch the WebEx session. Please note, the link will not be active until 25 minutes prior to the event.

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**Q: Why can't I attend Webinars using my dial-up connection?**

**A:** While the technology does work using a standard dial-up modem connection, the experience is less than desirable. Most times, the slow speed results in seeing visuals that do not correspond to the audio presentation. Additionally, the slow connection may prevent you from joining the session.

**Q: What do I do if I have technical difficulties with WebEx (attending the event or downloading the viewer)?**

**A:** If you are unable to join or having difficulty running Webex, please contact WebEx Support at **1-866-229-3239** Option 1 or visit: [support.webex.com](http://support.webex.com) for helpful support information.

Most common technical problems:

- The internet browser you are using is not compatible
- ActiveX is not enabled in Internet Explorer
- Pop-up blockers are enabled
- JavaScript and cookies are not enabled in the browser
- For all System Requirements, please visit [WebEx Support](#)

**Q: It is 15 minutes past my Webinar start time, should I join the event?**

**A:** We recommend that you reschedule. This is because you **will not receive CPE for a partial event** and you may miss critical information. You can reschedule if we are offering the session at another day and time. Check our available courses at <http://accountant.intuit.com/training> and register for the next available session.

**Q: What do I do if my password is not working properly?**

**A:** Passwords are case-sensitive. Try to retrieve your user name and/or password from [here](#) or you can call one of our Customer Service representatives (1-800-765-4040) who will be happy to assist you.

**Q: Do I need a sound card?**

**A:** No. The audio portion is delivered via a toll-free phone call and the audio instructions are presented in a pop-up window once you log into the event.

**Q: What is the minimum recommended connection speed?**

**A:** Any type of connection other than dial-up should be adequate.

## CPE

**Q: Do I receive CPE credit for attending your training classes?**

**A:** In most cases our training offers CPE. Please see the individual course details for CPE information.

**Q. How do I get my CPE?**

**A.** All CPE certificates will be available in your “My Training” page after you have completed your course. The timing varies by delivery method... see below for specifics:

**Online Training:** CPE is tracked automatically within our system. If you attended a webinar or self-paced training course that comes with CPE and you met all the requirements to receive CPE, you should be able to print your CPE Certificate by doing the following steps below:

- Go to <http://accountant.intuit.com/training>
- Click **My Training**
- Log in with your User ID and Password (the same one you used to register for your training).
- Scroll down until you can see the **Enrollments** section
- Find your course, and click the **CPE Certificate icon** to the left of the course name.
- Print it out.

If you do not see your CPE certificate in your “**My Training**” please contact Customer Service at 1-800-765-4040.

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**Live In-Person Training:** If you attended an in-person training class you will follow the same procedures above, but please allow up to 4 weeks for us to process and mark your attendance as complete, and load your CPE certificate.

**Q: What do I do if I have lost my CPE certificate?**

**A:** If you printed your certificate through your "My Training" page, your certificate will still be available. If you need an older certificate that is not listed, please send an e-mail to: [accountant\\_training@intuit.com](mailto:accountant_training@intuit.com) with "CPE certificate requested" in the subject line, and the following information in the body of the e-mail:

- The attendee's name (at the time of the course completion)
- The name of the course that was attended
- The date of the event
- A valid e-mail address for us to forward the certificate

**Q: Are Intuit's training programs eligible for CTEC?**

**A:** Intuit does not hold CTEC accreditation. Instead, we are accredited through NASBA, and most of our CPE credit is issued under the Specialize Knowledge and Applications area of CPE.

## **Miscellaneous Other FAQs**

**Q: Can multiple people in my office attend/listen to the webinar? If so, who will qualify the CPE credit?**

**A:** The Webinar technology does allow you to have more than one person viewing and listening to the materials being presented. However, **CPE will only be issued to each REGISTERED attendee on submission of the course evaluation.**

**Q: Do I need to bring anything with me to live in-person training?**

**A:** For your comfort and convenience bring a sweater or jacket as room temperatures can vary. Laptops are welcome; however, we cannot guarantee the availability of power outlets or the internet.

**Q: Is parking free at the seminar location?**

**A:** Intuit does not pay for parking at free training events. We select locations that offer self parking onsite and when possible, negotiate a reduced rate.

**Q: Why is there not a live in-person seminar in my city/state?**

**A:** The selection criteria for event locations are extensive, but ultimately we base much of the decision around past and projected attendance. We continually offer more web-based training options for people who are not near any of our live seminar locations.

**Q: Are course materials available beforehand, and if so how do I get them?**

**A:** For live in-person seminars, all materials will be provided at the session. For online training your course materials are available for download and print at <http://accountant.intuit.com/training> in the course list.

**Q. How can I become a speaker for Intuit Academy?**

**A.** Certified QuickBooks ProAdvisors and experienced tax professionals may apply to become a member of our Trainer/Writer Network. [Learn more.](#)

**Q: How do I change my personal information (like email address)?**

**A:** You may only update your information online during the registration process. During registration you will see an "edit" link in the area of your personal information. If you would like to make a change to your profile, but you are not registering for a course; you may send an email to [accountant\\_training@intuit.com](mailto:accountant_training@intuit.com) or contact Customer Service at 1-800-765-4040 for assistance.

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## **Feedback**

**Q: How can I provide feedback or discuss the training with my peers?**

**A:** We welcome feedback on ALL our training courses. Please reference the course, time, instructor, and your contact information. We have a few options for providing feedback:

- Email to: [accountant\\_training@intuit.com](mailto:accountant_training@intuit.com)
- Post-training survey - this is typically sent to your email inbox within 2 weeks of attending the training
- Intuit Academy [Community](#)

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