

**All trainings are held at the
Community Service Society
633 Third Avenue, NY, NY 10017
10th Floor, Conference Room A1**

If you have any questions regarding the registration process, contact Rachael Molina at 212-614-5338 or via e-mail at rmolina@cssny.org.

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Continuing Education Credits for Licensed Social Workers

The Community Service Society of New York SW CPE is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #0213.

Credit is available for both LMSW and LCSW's. However, not all our courses have been approved for credit. The courses that have been approved will be labeled as "**CEU Credit Available**". We are currently in the process of obtaining approval for additional courses.

Registering for Training

To register you must be a member. Becoming a member is free. You can become a member by creating an account [here](#) and completing all fields including your license number.

If you currently have an account with the *Benefits Plus Learning Center* please be sure to complete the license number field on your account page so we can issue a certificate upon completing the approved course.

Obtaining a Certificate

Certificates for accredited courses will be handed out at the end of the course, upon submitting a completed evaluation form and quiz, and when payment has been received in full. If unpaid, we will mail the certificate once payment has been made.

If you need a duplicate copy of your certificate, please contact Rachael Molina at 212-614-5338 or via e-mail at rmolina@cssny.org.

Creating/Updating an Account

- **If you have not attended one of our training courses**

You will need to create a [new account here](#).

- **If your contact information has changed in the past 12 months**

You will need to update your account.

If you continue to have trouble creating/updating an account please contact Rachael Molina at 212-614-5338 or via e-mail at rmolina@cssny.org.

Registering for a Training Course

If you are a member and your contact information has not changed in the past 12 months, you can register for a course. Use the filters to select the training series and click on "**Search**". Once you know which course you want to attend, click "**Begin Registration**". You will need to register for each course separately, but you will receive a single invoice with all the courses you selected.

Forgot Your Password?

If you are a member and your contact information has not changed in the past 12 months, your information is likely in our system. Click on "[Forgot your password](#)". Type in your e-mail address in the field and click "**Submit**". An e-mail will be sent with your username and password (you may

change your password once you are in the system). If you do not receive a message in your InBox within 5 minutes, please check your junk folder.

If you receive “**We do not recognize this e-mail address**” message, it means the e-mail you entered is not captured in our system and you will have to create a new account with us. [Click here](#) to create a new account.

If you receive “**You have an account in our system but it is not currently active**”, you will need to contact us at 212-614-5338 to have your account reactivated before you can log in and use the online registration site.

Registering Multiple Attendees

Our system allows you to sign up multiple attendees for our training courses. A single individual will be the designated *Account Manager*. As an account manager, you will first have to create an account for yourself in the *Benefits Plus Learning Center*. Then you will add the names of those individuals who will attend the courses to your account by selecting the “**My Account**” tab on top of the page. You will be brought to your contact information. Scroll down until to the bottom of the page (right beneath the “save” button) and you will see a set of tabs. One of the tabs will be labeled “**Account Members**”, click on that, then click on “**Add New Contact**”. Add the staff person’s name and required contact information.

When completing the contact information, you must select one of the **Registration Permission** options for each staff you add. The options are:

- **Cannot register** – the individual will be able to log in and view the trainings, but cannot register him/herself.
- **Can register self only** – the individual will be able to log in, view trainings, and register for him/herself only.
- **Can register anyone on account** – the individual will be able to log in, view trainings, and register for anyone on the account, including him/herself.

You can add individuals at any time to your account. If you need to delete an individual, please notify Rachael Molina at 212-614-5338 or e-mail her at rmolina@cssny.org.

Confirmation Letter

Individual Registrants

Upon registering for a training course, you will receive an automatic e-mail notification that we have received your registration. To obtain your confirmation letter, go to the “**My Account**” tab. Once you are on the “**My Account**” page, scroll down until you see a set of tabs. Click on “**My Registration**”. The last column will have a PDF file, click on this to obtain your confirmation letter.

In addition, approximately 2 days before the training course we will send you an e-mail confirmation.

Account Managers

To obtain a confirmation letter for a training course you selected for one of your account members, go to your account, scroll down until you see a set of tabs. Click on “**Members Registration**”; the last column will have a PDF file, click on this to obtain members’ confirmation letter.

Payment Options

1. Note that *Price/Tuition* are the fees associated with fee based trainings.
2. You can make payment by check or by credit card. (If you choose to pay by check you need to indicate *Pay Later* under the *Deposit Options*).
3. All invoices are located under the “**My Account**” tab. You must be logged in to view this tab. Once you are on the “**My Account**” page, you should scroll down until you see the second set of tabs. One of the tabs will be labeled “**All Invoices**”, where your invoice is located.
4. If you are an account manager, invoices for your account members will be located here as well. If you register for individual staff members at different times, you will get separate invoices.
5. Account Managers are responsible for payment.

Training Cancellation/Refund Policy

1. If you cannot attend a workshop you may send someone to take your place, please contact Rachael Molina via email, rmolina@cssny.org, or call 212-614-5338, at least one day before the scheduled training date.
2. If you are unable to attend or send a replacement, you must notify us of your cancellation at least **three days** prior to the day of the scheduled workshop by contacting Rachael Molina. By doing so you can request:
 - a. The full credit amount for a future training, which is good for 12 months from the date of the original workshop, or
 - b. A refund, less a **\$5.00** processing fee.
3. If you do not cancel in a timely manner, you will forfeit your payment; no refunds or credits are available. However, we will send the class **Participant Guide** and **Appendix** upon request.
4. If the *Benefits Plus Learning Center* cancels a workshop, you will receive an e-mail notifying you of the cancellation. If you have paid for the workshop you will have the option of receiving a credit or a full refund.