



Frequently Asked Questions

- 1. I am a member of NaBITA and/or ATIXA. How do I receive my member discount rate for the Online Training?**

Please contact the specific association (info@nabita.org, members@atixa.org) to receive your coupon code, which you will enter into the APPLY COUPON field during checkout.
- 2. I am a member of NaBITA or ATIXA, but wish to purchase a different association-sponsored Online Training. Can my member discount be applied to this webinar?**

Discounted registrations are for the benefit of specific memberships, and cannot be applied to other associations.
- 3. I have an Enhanced NaBITA membership and receive 2 free Online Trainings registrations during my membership year. How do I access them?**

Yes! Please email info@nabita.org to register directly. Reference your NaBITA membership and which 2 Online Trainings you wish to receive as part of your membership.
- 4. How do individuals purchase Online Trainings?**

Click [here](#) to view the Online Trainings store.

Individuals can access Online Trainings through the user portal independently, or as part of an associated institutional account, if available.

5. What's the difference between tokens and downloadable Online Trainings?

- a. Tokens provide a one-time streaming view of an Online Training (no rewinding, fast-forwarding, replaying); no accompanying materials; not intended for group viewing unless each individual purchases a token
 - i. 1-250 = \$4.00 per token
 - 251-500 = \$3.50 per token
 - 501-1,000 = \$3.00 per token
 - 1,001-2,500 = \$2.50 per token
 - 2,501-5,000 = \$2.00 per token
 - 5,001-12,000 = \$1.50 per token
 - 12,000+ = \$1.00 per token
- b. Downloadable Online Trainings are \$249.99-349 for streaming access for 1 year via ondemand.nchem.org plus the ability to download and use internally within an institution in perpetuity; also includes slides and any supplemental materials

6. I want to extend my certification by completing Online Trainings. How many credits do I need each year to remain in good standing?

You need twelve (12) credits every two years in order to maintain your certification. Credits are equal to one hour of training education. Therefore, a 90-minute Online Training results in 1.5 credits. If utilizing a token, our system automatically assigns your credits based on the maintenance event's length. If watching a downloadable recording, you may log into your Continuing Certification Credit account at nchem.org/onlineeducation and use the "Events" tab dropdown menu to select the Online Training and submit your maintenance credits.

7. I just purchased an Online Training. When will I receive access information?

Within 24 hours of your purchase, you will receive an automated email from The NCHERM Group with access instructions. All Online Trainings are found on ondemand.nchem.org. The automated email will ask you to create or log into any existing account in this portal.

8. I have a question about specific Online Training content. Who should I contact?

Please contact the specific association (info@nabita.org, members@atixa.org) with questions regarding content.

9. What is included in an Online Training purchase?

You will receive the mp4 recording of the Online Training, as well as the presentation in PPT format and any additional resources that may have been provided.

10. I need help accessing the training. Who should I contact?

For technical support or questions, please contact The NCHERM Group at 610-993-0229 or orders@nchem.org.