

## **Frequently Asked Questions:**

### **How do I contact customer support?**

If you are having a technical issue and/or a general question that is not answered below, please contact customer support at

[judy@ccl-md.com](mailto:judy@ccl-md.com)

victoriavalentin456@gmail.com

301-467 7380

### **I registered but I didn't receive information re logging in. What do I do? I am unable to log in.**

Go to <https://ccl.pdconvention.com/account/login> , then click forgot password. You will receive an email with a link in it to set your password and get into the conference.

### **I want to switch from track A to B for the afternoon. What can I do?**

On the schedule, click the course you want to unenroll and click unenroll. Then you can click the course you want to take and enroll in it.

### **I forgot to download the handouts. How can I receive a copy?**

Handouts are located on the course information page on the upper right hand corner.

## **What are the hours for the Exhibit Hall?**

The exhibit hall will be open beginning at 8:30 AM and during all breaks. Please remember to **share your information** with the sponsors. Some sponsors will be hosting live Q & A. You may join by visiting their exhibit booth.. Also Shining Kids Yoga will be hosting a Yoga and Relaxation session from 1:15 – 1:30 P.M. Connect via their portal.

## **I registered for the on demand option. Can i watch courses on October 17th and then continue at a later date?**

You will receive two different certificates, one for the live, which includes everything you took during October 17<sup>th</sup> and then one for after. Please make sure you don't retake a course for credit. Licensing boards don't really like that.

## **When will I able to access the on demand conference?**

The on demand will begin on October 22<sup>nd</sup> and remain until November 22<sup>nd</sup>.

## **I am not feeling well. How can i change my ticket type to allow me to view it on demand?**

Contact customer support for specific directions beginning 10/20. There will be a fee to change to on demand. You will not be able to make the change until after the conference.

**I am registered for the conference. However, I would love to view the other afternoon track. How can I do that?**

There will be an education pass option available to you after October 22<sup>nd</sup>. This will allow you to view the speakers that you did not have a chance to see today until November 22<sup>nd</sup>. The fee will be \$30.00. If you are a SLP, OT, or Educator you will be able to receive an additional 3 hours of continuing ed credit upon completion. The CE option is **NOT** available for mental health providers at this time. If you are interested, please send an email to [judy@ccl-md.com](mailto:judy@ccl-md.com) and we will forward you the information.