

**1. Do I receive the same type of credit for viewing a session on demand versus live?**

Yes, you will receive *AMA PRA Category 1 Credits™* for your participation in either live virtual sessions or as an on demand session (enduring activity).

**2. Why are all of the sessions on my credit claim listed as zero?**

Sessions default to zero. Using the drop down next to each session you should increase the hours to match your attendance, up to the maximum for that session. Credits should be claimed based on the time spent in each session, and may be claimed in quarter hour (0.25) increments.

**3. There is one or more sessions missing from my credit claim list, how do I add it?**

In rare instances, it is possible that your attendance in one or more sessions may not have been captured. Not to worry, you can easily add the missing session(s) by viewing the video in the on demand session for 15 seconds to have it trigger the addition to your credit claim.

**4. How do I view an on demand session?**

Login to the meeting application [here](#). Then select On Demand at the top of the page or on the menu in the center of the page. Then use the sub-menu to select the type of session (Example: Plenary) and click on the title of any session to begin the video.

**5. I viewed the on demand session and it is still not showing on my transcript, now what?**

If you viewed the video in the on demand session and it is still not showing on your credit claim, please check the following and try again:

- Empty caches/cookies
- Switch Browser (Chrome & Firefox are preferred)
- Try an Incognito/Private Window
- Disconnect from VPN
- Ensure the email address you are using is linked to your paid registration

If you have tried all of the above and you are still not seeing the session on your credit claim, please contact [education@auanet.org](mailto:education@auanet.org). Provide your name, AUA ID and a brief description of your issue.

**6. How long will I be able to claim credits for on demand sessions?**

You may view on demand sessions through December 31, 2021 for credit.

**7. When must I attest and submit my final credit claim for the AUA 2021?**

To receive a credit/participation certificate and to have your credits added to your AUA Transcript you must attest and submit your credits/hours prior to March 31, 2022.

**8. When will my AUA2021 credits be available on my AUA Transcript?**

AUA2021 credits will be added to your AUA Transcript after March 31, 2022.