

ACCESS GUIDE

Login & Edit Profile	2
Search Options	3
Live Programs	3
Live Webcasts	5
On-Demand Web Programs	6
Program Segments	7
Download Audio and Video Files	8
PLI Mobile App	9
Request Credit and Common Credit Questions	10

For any questions about this user guide or Privileged Membership access, please contact the PLI Membership Services Department at membership@pli.edu or 800.260.4754.

Login & Edit Profile

Privileged Members have unlimited access to Programs, Live Webcasts, One-Hour Briefings and over 2,500 hours of On-Demand content.

Log in to your account (or reset password)

- 1. Go to www.pli.edu and click "Sign In" in the upper right corner.
- 2. Enter your business email and password. If you are new to PLI or have forgotten your password, click "Forgot Password".
- 3. Enter your business email and click "Submit" to receive a temporary password by email.
- 4. Follow the link provided in your email.
- 5. Log in with your business email and temporary password. Create a new password and click "Submit" to log in.



My Account

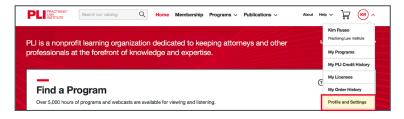
Edit Profile

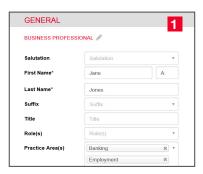
To edit your profile, start by clicking the circle in the top right with your initials. Then click "Profile and Settings".

- 1. General: Edit/confirm personal and professional information.
- Contact Information: Edit/confirm contact and billing information. (Note: Please use your business email as your primary contact).
- 3. Password: Create/change your password using a minimum of six characters and no spaces.
- 4. Need Credits?: Add any licenses or jurisdictions for which you need credit.
- Communications Preferences: Indicate your interest areas and communication preferences. You can also select your promotional preferences and newsletters that you would like to receive.

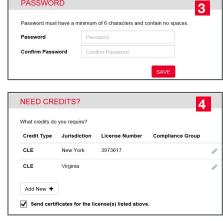
PASSWORD

After making changes, click "SAVE."













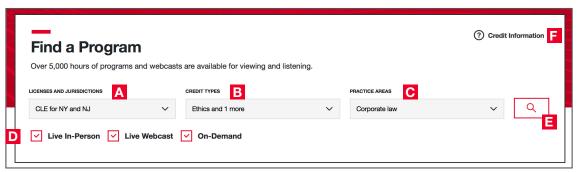
Search Options

Home Page Search Options

- Keyword Search using the search bar in the upper left corner:
- Type your keywords and hit "Enter".
 Note that descriptive keywords are always best, so try and avoid broad terms in favor of more specific search criteria.
- Select a Practice Area from the Programs menu:
- Select "Browse Practice Areas" to view all of our practice area pages. Click on your practice area to view all PLI programs within that area.
- Find a Program, lets you filter programs quickly and easily by license, credit type, practice area and/or format.







A. Licenses and Jurisdictions

- If you have licenses on file with PLI, these will automatically prepopulate for you.
- To add a license(s) or jurisdiction(s), simply click on the drop-down and choose another option(s).

B. Credit Types

 View and select credit type(s) available in your jurisdictions by expanding the dropdown and selecting from the options listed.

C. Practice Areas

- To only show programs related to a certain Practice Area, select one or many practice areas from the dropdown.

D. Format Type

 We make it easy to select programs as part of your search that are Live In-Person, Live Webcasts or On-Demand. Use these selections to filter your results by presentation format.

E. Run Your Search

- Once you have made your selections, click the magnifying glass button (E) to run your search.

F. Credit Information

- Learn about the latest credit requirements for your license type or jurisdiction.

To receive your Certificate of Attendance, please ensure that your license information is current for all jurisdictions in which you seek credit. You can edit your profile at Profile and Settings > Need Credits?



Search Options

Find a Program Results

- To make changes to your search results, simply update your search criteria by changing the Licenses and Jurisdictions, Credit Type, Practice Area, and/or program format.
- The search results can be sorted by date or alphabetically by using the dropdown "Sort By" menu.
- 3. You can further filter the search results by location or level using the search filters on the left.

Keyword Search Results

- The search results appear sorted alphabetically, chronologically or by relevance by using the dropdown "Sort By" menu.
- 2. Using the search filters on the left will refine the results by either program format, credit type, practice area, location, or other additional terms. If searching for a phrase, the phrase should be placed in quotations for more accurate results.

Register for an Upcoming Live Program (or View at a Groupcast Location)

Click on the program title see a detailed description of the program.

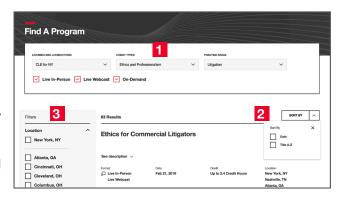
- Scroll through the page to learn more about the program details, date, location, format, faculty, schedule and credit details.
- Using registration box on the right, select your desired location and click "Reserve Your Seat". Follow the prompts in the shopping cart to confirm your registration.

Credit Information

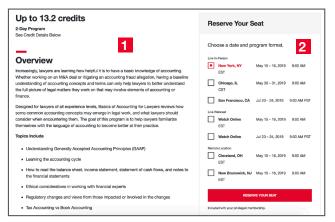
- For licenses you have stored on your account, you will automatically see the approval status of the program for your jurisdictions.
- To add additional licenses to your account, click "Edit Jurisdiction" and follow the instructions to update your account.

NOTE: Course Handbooks

Course Handbooks and associated course materials are included in Program attendance. Your Course Handbook will be available several days prior to the program on our online research database, PLI PLUS, where you can download, print, and search through the materials. You can access your Course Handbook by visiting My Programs and clicking "Access Program Materials".







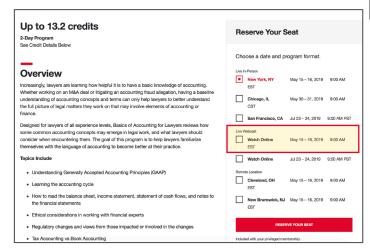






Register for a Webcast

- Select the title of a Webcast and click
 "Reserve Your Seat". Follow the prompts in the shopping cart to confirm your registration.
- The Webcast will automatically be added to My Programs.
- On the day of the Webcast, go to My Programs located in the drop down menu where your initials are in the upper right corner. Click My Programs and then select the webcast that you would like to view and click "Launch Program".
- A new window will open with important information about receiving credit for this program, including how to verify your attendance by clicking the randomly appearing time stamp during the program. You are not required to click the time stamp during breaks when viewing a Webcast.
- Click "Continue on to the Program".



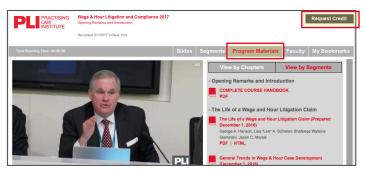
Time Stamp





Download Program Materials

- Program materials are available online several hours prior to the start of a Webcast.
- To access course materials, click "Program Materials" in the upper right corner of the Webcast screen.
- All related program materials will be available to download and/or print. You will have access for one year from the program date.





On-Demand Web Programs

View an On-Demand Web Program

- Select the title of a Web Program or segment you would like to watch and click "Launch Program". This program will be automatically added to your "My Programs" list.
- A new window will open and prompt you for your media player preference.
- Carefully read the important information about receiving credit and attendance, and verify that you understand the requirements. Then click "Continue on the Program" to view the program. The time stamp will appear randomly during the program to verify your attendance.
- A time stamp will appear randomly during the program to verify your attendance. It may be accompanied by an audible chime. You must click this button each time it appears.



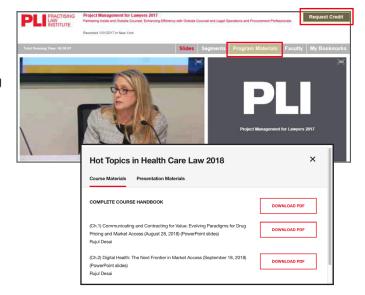


Time Stamp



Download Program Materials:

- Click "Program Materials" in the upper menu of the program screen. (If currently watching an On-Demand Web Program)
- You can access the Program Materials prior to launching the Program by clicking "Access Program Materials" on the Web Program decription page.
- All related course materials will be available to download and/or print.



Controls for On-Demand Web

Pause, stop, rewind, bookmark and full screen mode are located at the bottom of the screen.





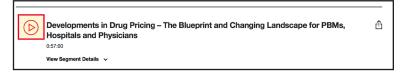
Viewing Program Segments

Viewing Program Segments

You can view individual segments of a program and earn credit for viewing that segment.

- On-demand segments are the bottom of the product page.
- You'll see a listing of each segment.
- Click the encircled triangle to view the segment. You will need to verify that you understand the program credit information before proceeding to the segment.







Download Audio or Video Files

Download Audio or Video Files

- You can download audio and video files for previously recorded programs and segments for later use.
- Download and save to multiple media devices
- Earn CLE credit anytime and anywhere.
- 1. Verify that credit is approved for your jurisdiction.
- Click the program or segment that you would like to download.
- Click "View Segment Details" to see information about the segment
- Select "Audio Download" or "Video Download" (this will open a separate window)
- Click "Download" to open the player window and follow the instructions to download.



_ ____

Credit Details For This Segment



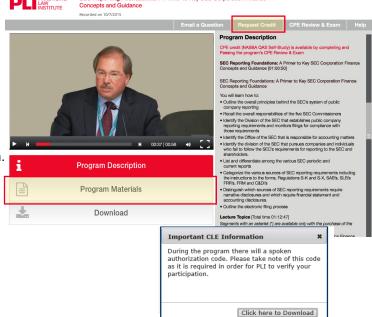
Download Program Materials

- 1. Click "Access Materials"
- Select "Slides/Other Materials"
- Choose the material that you'd like to view and click "Download PDF"

Credit Authorization Code

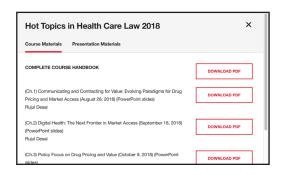
Note that an Authorization Code will be required when you submit for credit. The Authorization Code will be announced during the program. Take note of this code as you will need it to verify your participation.

NOTE: To request credit you need to log back in to www.pli.edu and go to "My Programs" and "Launch Program", then click "Request Credit".



View Course Handbook

- 1. Click "Access Materials"
- Select the material you would like to view and click "Read" and a new window will open your Course Handbook on PLI PLUS
- Review the material in PLI PLUS or click the PDF icon to download a PDF





PLI Mobile App for Apple and Android



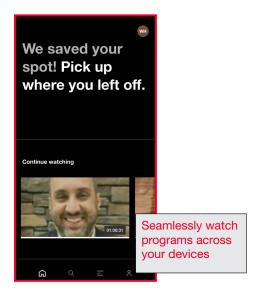
Download PLI Mobile and access PLI's robust catalog of programs anytime, anywhere. Now available for Apple devices running a minimum of iOS 14 and Android devices running a minimum of version 11.

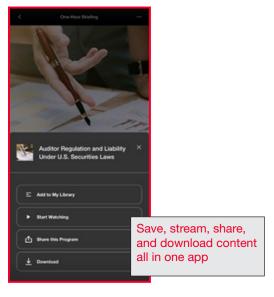


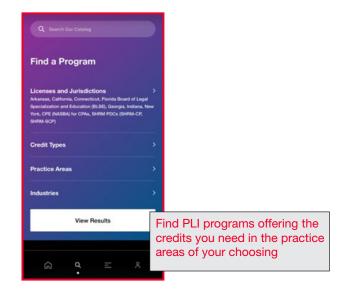


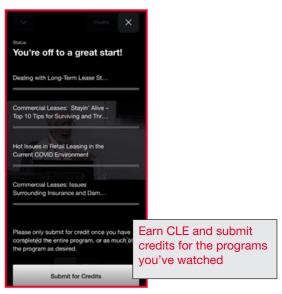
Visit pli.edu/mobile for more information and to watch video tutorials that help you make the most of the app!

- Stream Live Webcasts from your mobile device
- Download content for offline viewing
- Review program details
- Easily find out if programs are approved for credit in your jurisdiction(s)
- Request CLE and other types of professional credit
- Review accompanying course handbook and presentation materials
- Your progress is saved automatically when closing the app and can be resumed anywhere
- Communicate directly with PLI to suggest new features or ask questions











Request Credit and Common Credit Questions

Q: When will I get my certificate(s)?

A: It depends on the format and jurisdiction:

- Live program and live webcast participants will generally receive their certificates the business day after the program.
- If we are awaiting approval in your jurisdiction, your certificate will be issued once we receive approval.
- Certificates for on-demand programs will generally be issued within minutes after requesting credit if the program was pre-approved in your jurisdiction.
- In all cases above, the certificate will reflect the course completion date not the date the certificate
 was issued.

Q: How will I receive my certificate(s)?

A: You will receive your certificates via email from "PLI Certificates" at plicredits@pli.edu. Please be sure to add www.pli.edu to your safe senders list. If you are seeking certificates in more than one jurisdiction, each certificate will be emailed individually.

Q: How can I get a copy of my certificates?

A: You can access all your PLI certificates anytime via My Certificates.

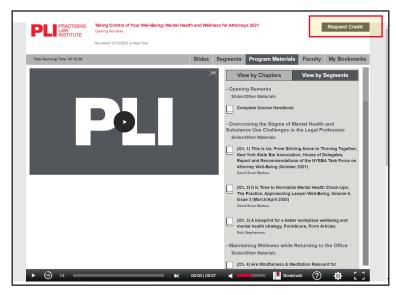
Q: Can I earn partial credit?

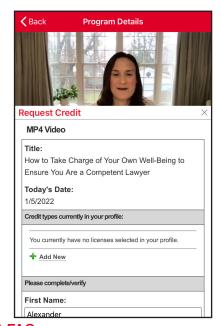
A: It depends on the jurisdiction, but yes! If you meet the minimum credit requirements for your jurisdiction (usually .5 or 1 credit) and request for credit, PLI will round and issue your credit accordingly. (Please keep in mind that if you're going to watch the full program eventually, it's advantageous to request once when you've watched as much as you intend to.)

Q: How do I request credit for an online program?

A: To request credit for an online program, click the "Request Credit" link at the upper right-hand corner of the web player or in the mobile app after completing the entire program or as much of the program as desired.

Note: for audio/video download programs (watched via our website or the mobile app) you will need to record the authorization code that is announced during the program and include the code in your request credit form.





For answers to other common questions, see PLI's full Credit FAQs.



PLI offers a free tool to track compliance for a variety of jurisdictions, free to all PLI members.

I. Setting Up My Credit Tracker

Credit Tracker will automatically display the licenses listed on your account. Additional information might be needed to set up your credit tracker, depending on the jurisdiction, such as compliance group, birthday, or date of admission.



II. How PLI Tracks Your Credits

My Credit Tracker will show you a graph of how many total credits are being counted vs how many total credits are required. It will also show you how many specialty credits you've earned out of how many are required.



III. Previous/Next Compliance Periods

In addition to your current period, My Credit Tracker gives you the option to view either your previous or next compliance periods by clicking the buttons in the tracker.



IV. External/Carryover Credits

You can add credit you have earned outside of PLI or manually carryover credits from one compliance period to the next.

V. Combine Credits from Multiple Accounts

PLI can combine credit histories for customers that have multiple PLI accounts. In the Credit Tracker screen, you'll be provided an option to verify your access to your multiple accounts. When you verify these accounts, PLI will then combine your credits from those accounts into your current credit tracker.

