



**Frequently Asked Questions (FAQ)**  
***NCCAOM® PDA Certificate of Completion***  
***and Online Distribution Process***

Updated 08/08/2019

NCCAOM is pleased to announce the kick-off of Phase 2 of the online PDA Provider system. Starting September 10, 2019, Providers will have access to a *NEW NCCAOM® PDA Certificate of Completion* within their Provider Home Page and will be able to distribute the online certificate directly to the attendees of their course. The new system will save time for the Provider and the PDA staff and ensure accurate posting of PDA approved courses to the Diplomat's educational record. Providers will also be able to email the PDA Certificate to those practitioners who are not an NCCAOM Diplomat.

Please read below for a compilation of frequently asked questions and answers about the new *NCCAOM PDA Certificate of Completion* and online distribution process. Any questions or comments should be directed to [PDA@TheNCCAOM.org](mailto:PDA@TheNCCAOM.org).

**Q1: What are the benefits of the new *NCCAOM PDA Certificate of Completion* automated process?**

A1: There are many benefits of this new process including:

1. Streamlined time-saver system that creates and distributes the *NCCAOM PDA Certificate of Completion*.
2. Build a *PDA Certificate Template* in your Provider Home Page.
3. Distribute the PDA Certificate online directly to all participants.
4. Automated email system to notify participants.
5. Providers have their own Master PDA Certificate list with the ability to re-send a certificate if needed.
6. Eliminates the Word version of the PDA Certificate and manual tracking system.

**Q2: Is it a requirement for Providers to use this new automated process?**

A2: All PDA Providers are required to use the *NCCAOM PDA Certificate of Completion*. However, if you are a Provider who use your own software system to track course attendees and certificates, please see A3 below for more information.

**Q3: This new process is a huge change for those Providers who already utilize their own software to track course attendees and certificates. How will NCCAOM assist these Providers?**



A3: The NCCAOM is currently looking at options for these special Providers. If you are a Provider who is using your own software, please contact the NCCAOM PDA staff at [PDA@TheNCCAOM.org](mailto:PDA@TheNCCAOM.org) and we will be more than happy to discuss available options that will best fit your needs.

**Q4: How do I get started with this process?**

A4: To get started, you will need to log into the PDA Provider Portal and click on the orange button at the top 'Certificates'. The Provider will need to first build his/her *PDA Certificate Template*. Once approved, the Provider can then distribute the PDA Certificates to the attendees within the PDA Provider Portal. We also have a step-by-step instructional guide posted under 'PDA Provider Resources' [here](#).

**Q5: Do I have to build a *PDA Certificate Template* each time I send out a PDA Certificate?**

A5: The *PDA Certificate Template* is a one-time entry that is approved by the PDA Department. The system will use this template to distribute the Provider's PDA points for all active courses. If you need to change the logo or signature, please email the PDA staff at [PDA@TheNCCAOM.org](mailto:PDA@TheNCCAOM.org).

**Q6: The *PDA Certificate Template* asks for a logo and Responsible Party's signature. Are these fields mandatory?**

A6: Uploading the Provider's logo is optional. However, the Responsible Party's signature is required (\*) to authorize the distribution of the PDA points. The signature is uploaded to a secured system that protects the Provider's information.

**Q7: What if I also have approvals from other state acupuncture board(s)?**

A7: The *PDA Certificate Template* allows Providers to enter additional course approvals from other organizations. Once the logo and signature are uploaded, go to the section below titled 'Additional Third-Party Approval' and click on 'Yes'. All active courses will be displayed. Click on the box to the left of the course title and enter the third-party CE provider code to the right. Providers may enter multiple approvals for a course; however, this field is limited to a maximum of 150 characters. The Provider can copy and paste the CE provider code to other courses that have the same approval.

**Q8: The PDA Webinar stated that Providers have a choice to distribute the PDA Certificates individually or as a group. What is the difference between the two?**

A8: The 'Individual Certificate Distribution' is used to distribute the PDA Certificate to one participant. The 'Bulk Certificate Distribution' is used to distribute the PDA Certificates to multiple participants at one time.



**Q9: The Bulk Certificate Distribution requires an Excel spreadsheet called *NCCAOM® PDA Attendance Record*. Can I make my own excel spreadsheet and upload my version instead?**

A9: The *NCCAOM PDA Attendance Record* must be used and not modified. If the excel spreadsheet is modified, the system will not read the data. As a result, the PDA Certificates will not be distributed to the participants.

**Q10: There are two colors on the *NCCAOM PDA Attendance Record*. Which section do I fill out?**

A10: The Provider is required to fill out the green section for all courses. The blue section to the right is designed for conferences where the Provider enters PDA points and recertification categories for each participant.

**Q11: Can I enter multiple courses into the *NCCAOM PDA Attendance Record*?**

A11: Yes! We recommend Providers use the *NCCAOM PDA Attendance Record* for multiple course entries. Courses are identified by entering the specific PDA Course Number in the first column to the left. The maximum limit is 500 participants which can be uploaded anytime at the Provider's discretion. Reminder: PDA Certificates must be distributed within two weeks of the course completion.

**Q12: I clicked on the 'Master Certificate List' page and I see red and green ribbon icons on this page. What do they mean?**

A12: A green ribbon icon indicates the PDA Certificate was successfully emailed to the participant. A red ribbon icon means the certificate was not successfully emailed to the participant and needs to be reissued. By clicking on the red ribbon icon, a 'Validation Error' will be displayed. Please read this message carefully as it explains exactly what went wrong. To correct the error, re-enter the information via individual or a bulk method. If you choose the 'Bulk Certificate Distribution', a new PDA Attendance Record must be created. Do not use the prior record to upload the information.

**Q13: A participant reached out to me today and requested a duplicate certificate. How do I send another copy of the certificate?**

A13: All certificates issued are saved under the 'Master Certificate List'. To locate a specific participant, enter in the participant's name and click on the magnifying glass. By clicking on the Envelope icon, a pop-up window with the certificate will show up. Click on the 'Send' button on the upper right-hand corner and the same certificate will be distributed to the participant.