



## Instructions on How to Use RRC CERTS



In the past, when you registered for a class or exam event, you had to wait for a response from Alternative Fuels and then pay for the event at a later date. You will now be able to register and pay for an event in a single transaction.

As in the past, payments made are non-refundable.

Also, each person attending a class or exam event must be registered individually. You will not be able to register for more than one person for your company at a time.

Please make sure you follow all instructions after making a payment for an event in order to successfully complete your registration. You will receive two emails when you complete your registration:

- 1) a payment confirmation acknowledging that your payment was received
- 2) a registration confirmation for the class and or exams for which you are registered

If you do not receive these two emails within a few minutes after registering, it is important that you contact us at 512-463-2682 or [Training-exams@rrc.texas.gov](mailto:Training-exams@rrc.texas.gov) and someone will help you complete the registration. Remember to check your Junk Email folder in case the emails were diverted.

**Online Exams** - When registering for an online exam, attendees will submit an exam application and the students' social security number. Once Training-Exams receives those items, Proctorgenix (our third-party exam vendor) will be sent each student's information and they will, in turn, send the student(s) further exam instructions. A laptop or desktop computer and a webcam is required, as well as an account to access Zoom. Cell phones cannot be used for online exams.

**Online Classes** – After registering for an online class/webinar on the RRC website, a link will be sent to register each attendee (separately) for the actual webinar for the date requested. Be sure to fill in all fields to complete this registration. Once the registrant submits this online form, a confirmation email will arrive to the email address that was entered with a link to **Join** the session on the date of class. Please check your spam if you cannot locate this in your in-box. Cell phones cannot be used for webinar training. Only 1 person may attend a webinar per user profile for credit to be acquired.

## FAQ:

Since payments are non-refundable, what do I do if I'm not able to attend an event I registered and paid for?

Answer: If you or someone from your company is unable to attend an event, please contact the RRC Training Center at 512-463-2682 or [Training-exams@rrc.texas.gov](mailto:Training-exams@rrc.texas.gov) at least three days in advance and someone will assist you with your cancellation. Cancellations received less than seven days in advance will result in the non-refundable fees paid being applied to the class that was missed.

Can I use the funds that I paid for an event but didn't attend for another person or event?

Answer: Yes. If you or someone from your company is taking the place for an individual who is unable to attend an event, please contact the RRC Training Center at 512-463-2682 or [Training-exams@rrc.texas.gov](mailto:Training-exams@rrc.texas.gov) for help in making the substitution.

How do I know if I qualify to take a Continuing Education class?

Answer: Your certification must be up to date in order to take a Continuing Education class for free. To determine whether or not your certification is up to date, look at the bottom of your certification card. You will see Expiration date, Training/continuing education due date, and Card issued date.

If you're not sure, please contact the RRC Training Center at 512-463-2682 or [Training-exams@rrc.texas.gov](mailto:Training-exams@rrc.texas.gov) before registering for an event so that you are able to make the appropriate choices.

What's the difference between taking an LPG Continuing Education class and taking a CE class offered as LPG Combined ICI and CE?

Answer: Some classes combine students who are seeking new certification with those who are current certification holders looking to complete continuing education credit. You receive the same training regardless of whether you register for a class listed under LPG Continuing Education or LPG Combine ICI and CE. If you don't find a class you're looking for under LPG Continuing Education, try looking under LPG Combined ICI and CE.