

Q1: If there are multiple courses offered on the same or different days, can I simply join on any day it is offered?

A: No. Multiple courses are offered to accommodate the Boot Camp demand. You have registered for a course with sessions scheduled on specific days. You can only attend the days that your session is offered.

If you would like to change to another scheduled course prior to the beginning of the course, you must contact PayrollOrg's Customer Service to request a transfer and pay the appropriate transfer fee. Be sure to check the transfer policy at [PayrollOrg General Policies](#).

Please confirm your class dates on the confirmation email received from PAYO Events.

Q2: Can I use my tablet or smartphone to participate in the Boot Camp?

A: You can access the course on your smartphone or tablet, but functionality may be limited. Click the same link and log in using your email address.

Q3: How do I set up my access to PayTrain Mastery?

A: PayTrain Mastery is your primary tool for homework assignments. It allows you to practice the skills you will learn during each session.

PAYO will register you for PayTrain Mastery. You will receive an email to “*Activate your PAYO Online Product Access*” from *PayTrain Distribution Center* (customerservice@holmescorp.com) approximately two days before your class. Activate your PayTrain Mastery access prior to your first class.

After you have activated your account, you can access the online portion of PayTrain Mastery using your user ID and password at: http://learnpayroll.partnerrc.com/am/login_form.

Q4: What if I cannot find the link to access the Boot Camp?

A: The access link is sent to your email from PayrollOrgEducationTraining@theonlinexpo.com twenty-four hours in advance of the class. Thirty minutes prior to the start of the first session, you will also receive a NOW OPEN email, which allows you to log in as well. For future classes, fifteen minutes prior to each session you will receive a NOW OPEN email.

Please check your spam/junk folder and make sure PayrollOrgEducationTraining@theonlinexpo.com is a safe sender to receive future invites.

For assistance, please use the following URL:
<https://presentations.akamaized.net/ProductResources/Production/HTML/Whitelisting/Whitelisting.html>

Q5: I looked in my spam and junk folders and do not see any emails from PayrollOrgEducationTraining@theonlinexpo.com. What do I need to do?

A: Contact PayrollOrg's Customer Service at 210-224-6406 or update your membership profile at www.payroll.org to ensure PayrollOrg has the proper email address. If you call, be sure to mention you are attending the CPP Boot Camp and indicate the day of the week you are attending.

Q6: I need to change my email address. Whom do I contact?

A: If you need to change your email address, contact PayrollOrg Customer Service at 210-224-6406 and provide your new email address.

Q7: Where is the material for the course?

A: The **first 24-hour class reminder email** prior to the first class includes links to the CPP Boot Camp course material. Download and save or print the material. We do not ship hard copies or provide the PowerPoint presentation used by the instructors. Handouts will also be accessible during your first class.

Be sure to save the first 24-hour email, since in another way, you can download the course materials.

Q8: Will I receive hard copies of the material?

A: Boot Camp attendees can purchase the printed reading materials right from the PayTrain Mastery program. Log into the online program and click on the "PREFER PRINTED BOOKS" tile on the right side of the screen. Fill out the form and follow the instructions to complete your purchase.

Q9: There is a lot of material to cover in each class. What happens if we don't cover everything each day? Do we skip the rest and go on to the next session's assignments?

A: No, the material will be covered in full. The syllabus is the best estimate of the material that will be covered in any given class. In some classes, it will seem that we are behind schedule – and in other classes, it may seem that we are ahead of schedule. All material in the CPP content outline is presented by the end of the 21 sessions.

Q10: Should I be doing homework before each class? How do I know what homework to do?

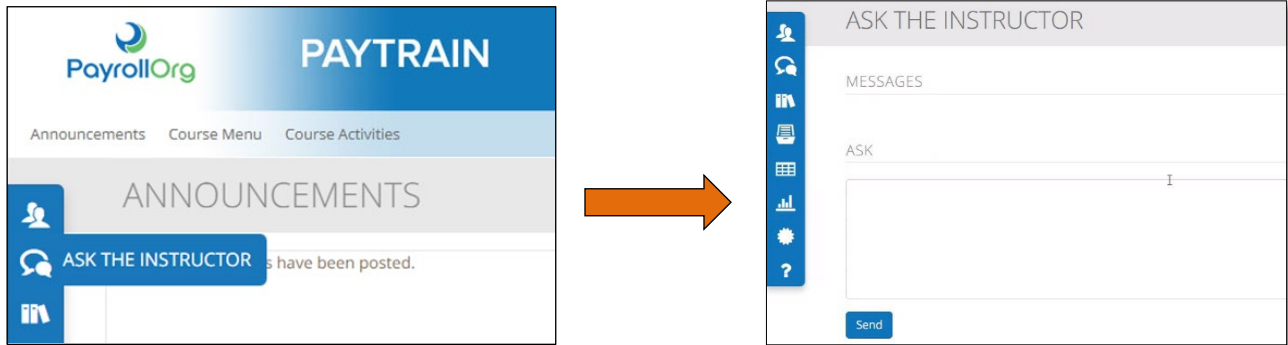
A: Please refer to the syllabus. You can find your homework assignments there. Homework assignments are also listed in the weekly PayTrain Mastery Announcements.

PayrollOrg's expert instructors encourage you to use the information on the syllabus to study ahead of the class schedule. By studying ahead, you will be able to use class time to ask questions about material of which you are unsure.

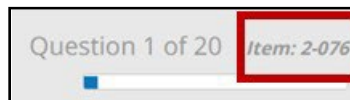
Q11: How do I ask questions between the sessions?

A: To ask for help regarding classroom material, PayTrain Mastery material, or exercises please follow the steps below:

1. Log into PayTrain Mastery, click on the Ask the Instructor icon.



2. If you have a specific question about a PayTrain Mastery game, test, or quiz question, *please include the Item identifier* so your instructor can better assist you.



3. **IMPORTANT:** Show your calculation or thought process when submitting your question.

Q12: What is your recommendation for how many hours to study per week to prepare properly for the CPP exam?

A: Of course, attending every session and being attentive is a part of succeeding on the CPP exam. We do recommend a **minimum of 3 hours per session** of studying and completing the homework/exercises in PayTrain Mastery in addition to attending each session. You should be studying in advance the topics listed in the syllabus.

Q13: Are the sessions recorded and available for me to review?

A: Yes. The CPP Boot Camp sessions are recorded and available immediately after each individual session is completed. We highly recommend attending all the live sessions and using the On Demand recordings only as a review. The recordings are available until the last day of the CPP exam window.

Q14: As I understand the *Pass the First Time Guarantee*, can I miss one class?

A: We understand that things do come up. Yes, you can miss one live class. However, you are **required** to view the On Demand session of the missed class **within one week** to be eligible for the guarantee. There will be **NO** exceptions as the On Demand recording is available immediately after each live session ends.

Q15: If I do not take the exam offered during the testing window *immediately* after my Boot Camp ends, can the guarantee be applied to taking the exam at a future date?

A: No. The guarantee applies only when you take the CPP exam in the exam window offered *immediately* after your CPP Boot Camp ends.

Q16: Do I have to take the exam right after my Boot Camp ends?

A: It is highly recommended. The guarantee applies when you take the CPP exam in the exam window *immediately* after your CPP Boot Camp ends. In addition, there is a higher percentage rate of passing when the material is still fresh on your mind.

Q17: When can I take the CPP exam?

A: The CPP exam is only offered in North America during the Fall and Spring exam window periods. Each exam window has several locations and availability dates. We encourage you to review the information about when to take the exam on the [PayrollOrg website's CPP page](#).

Please refer to the **CPP Candidate Handbook***. You must complete and submit the application form to PayrollOrg's Certification Department. Registration for the exam begins approximately two months before the exam window opens.

*The CPP Certification Candidate Handbook is available in the Student Resource Folder.

Q18: Who do I contact regarding my exam application, choosing a testing site, my certification, etc.?

A: Contact certification@payroll.org. In addition, the certification FAQ can be found in the CPP Boot Camp Informational Guide.

Other Questions

Questions about	Contact	Contact information
<ul style="list-style-type: none"> • Course logistics • Scheduling • Payments 	PAYO Customer Service	210-224-6406
<ul style="list-style-type: none"> • Certification • CPP Exam • Exam application • Pearson Vue 	PAYO Certification Department	certification@payroll.org
<ul style="list-style-type: none"> • Not getting NOTIFIED emails • Boot Camp Guarantee Eligibility • RCHs after passing exam 	PAYO Education Services	PayTraininstructors@payroll.org