



## **Fundamental Payroll Certification (FPC) Boot Camp FAQ**

- Q1: If there are multiple courses offered on the same or different days, can I simply join on any day it is offered?**
- Q2: Can I use my tablet or smartphone to participate in the Boot Camp?**
- Q3: How do I set up my access to PayTrain Fundamentals?**
- Q4: What if I cannot find the link to access the Boot Camp?**
- Q5: I looked in my spam and junk folders and do not see any emails from [PayrollOrgEducation@theonlinexpo.com](mailto:PayrollOrgEducation@theonlinexpo.com). What do I need to do?**
- Q6: I need to change my email address. Whom do I need to contact to do this?**
- Q7: Where is the material for the course?**
- Q8: Will I receive hard copies of the material?**
- 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?**
- Q10: Should I be doing homework before each class? How do I know what homework to do?**
- Q11: How do I ask questions between the sessions?**
- Q12: What is your recommendation for how many hours to study per session to prepare properly for the FPC exam?**
- Q13: Are the sessions recorded and available for me to review?**
- Q14: Can I miss one class and still qualify for the *Pass the First Time Guarantee*?**
- 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?**
- Q16: Do I have to take the exam right after my Boot Camp ends?**
- Q17: When can I take the FPC exam?**
- Q18: Who do I contact regarding my exam application, choosing a testing site, my certification, etc.?**



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

**A:** The access link is sent to your email from [PayrollOrgEducation@theonlinexpo.com](mailto:PayrollOrgEducation@theonlinexpo.com) twenty-four hours in advance of the class. The NOW OPEN email will be sent fifteen minutes prior to the start of each session.

Please check your spam/junk folder and make sure [PayrollOrgEducation@theonlinexpo.com](mailto:PayrollOrgEducation@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 [PayrollOrgEducation@theonlinexpo.com](mailto:PayrollOrgEducation@theonlinexpo.com) What do I need to do?**

**A:** Contact PAYO Customer Service at 210-224-6406 or update your membership profile at [www.payroll.org](http://www.payroll.org) to ensure the PayrollOrg has the appropriate email address. If you call, be sure to mention you are attending the FPC Boot Camp and indicate the day of the week you are attending.

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

**A:** If you need to change your email address, contact PAYO 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 FPC Boot Camp course material. Download and save or print the material. We will not ship hard copies or provide the PowerPoint presentation used by the instructors. The presentation is simply used as a visual aid. The content on the slides is provided to you in detail within the material.

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

**Q8: Will I receive hard copies of the material?**

**A:** Boot Camp attendees can now purchase the printed reading materials right from the PayTrain Fundamentals program. Log into the online program and click on the “PREFER PRINTED BOOKS” tile on the right side of the screen. Then, 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 FPC content outline is presented by the end of the 12 sessions.

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

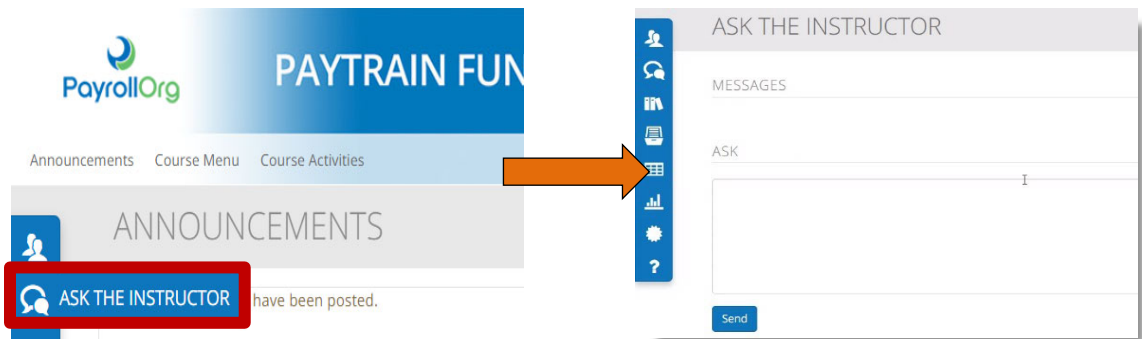
**A:** Please refer to the syllabus and you can find your homework assignments there. Homework assignments are also listed in the weekly PayTrain Fundamentals Announcements.

In addition, PAYO's expert instructors encourage you to use the information 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.

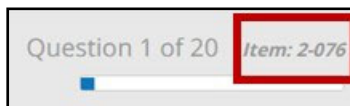
**Q11: How do I ask questions between the sessions?**

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

1. Log into PayTrain Fundamentals, click on the ASK THE INSTRUCTOR icon.



2. If you have a specific question about a PayTrain Fundamentals game, test, or quiz question, *please include the item reference number* so your instructor can quickly identify the correct answer.



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 FPC exam?**

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

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

**A:** Yes. The FPC Boot Camp sessions are recorded and available immediately after each individual session is completed. We highly recommended 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 FPC exam window.

**Q14: Can I miss one class and still qualify for the *Pass the First Time Guarantee*?**

**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 FPC exam in the exam window offered *immediately* after your FPC 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 FPC exam in the exam window *immediately* after your FPC 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 FPC exam?**

**A:** The FPC 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 FPC page](#).

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

\*The FPC 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](mailto:certification@payroll.org). In addition, the certification FAQ can be found in the FPC Boot Camp Informational Guide.

### Other Questions

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