Has PAPA cancelled any seminars and/or Test Preps?
The PAPA events that have been cancelled or rescheduled due to COVID-19 precautions are:

Cancelled:
→ San Diego Seminar 3/18/20
→ Morgan Hill Seminar 3/26/20
→ Fresno Seminar 4/9/20
→ Salinas Seminar 4/15/20
→ Santa Maria Seminar 4/22/20
→ Escondido Seminar 4/30/20
→ Escondido Test Prep 4/30/20
→ Indio Seminar 5/6/20
→ Stockton Test Prep 5/6/20

Cancelled, cont.:
→ Modesto Seminar 5/13/20
→ San Leandro Seminar 5/14/20
→ Sonoma Seminar 5/21/20
→ Redding Seminar 5/28/20
→ Woodland Seminar 6/4/20
→ Woodland Test Prep 6/4/20
→ Concord Seminar 6/10/20
→ Stockton 1/2 Day Seminar 6/10/20
→ Camarillo Seminar 6/16/20

Rescheduled: The Salinas Seminar 10/6/20 is now the Salinas Seminar 10/20/20.

My event was cancelled — what happens now?
Attendees who were already registered for any of the cancelled events have been issued an account credit in the full amount that they paid. These credits expire on the following dates:

→ San Diego 3/18/20 or Morgan Hill 3/26/20: Credits expire 3/12/21
→ Fresno 4/9/20: Credits expire 3/18/21
→ Salinas 4/15/20: Credits expire 3/31/21
→ Santa Maria 4/22/20 or Escondido 4/30/20: Credits expire 3/30/21
→ Indio 5/6/20: Credits expire 4/16/21
→ Stockton 5/6/20, Modesto 5/13/20 or San Leandro 5/14/20: Credits expire 4/20/21
→ Sonoma 5/21/20 or Redding 5/28/20: Credits expire 4/29/21
→ Woodland 6/4/20: Credits expire 4/28/21
→ Concord 6/10/20, Stockton 6/10/20, or Camarillo 6/16/20 Credits expire 4/29/21

How do I use my account credit to register for a new event?
To use your credit, you’ll log into your www.papaseminars.com account, place your desired event in your cart, and the credit will automatically apply during the checkout process. Please proceed through the checkout pages until you receive a page confirmation that you’ve been successful. You may also email us at register@papaseminars.com with your event choice, and we will process your registration. If you experience any trouble logging in, with the checkout process, or have general questions, please email us at info@papaseminars.com.

PAPA hasn’t cancelled my event, yet. What if you do? What if I want to transfer now?
If any further events are cancelled, we will send an email notice to all registered attendees of those seminars as soon as possible, and they will be automatically issued an account credit in the full amount that they paid. The credits expire one year from the date the event is cancelled. You do not need to wait for a cancellation to transfer. If you’d like to transfer out of an event now, as a precaution, just email your transfer choice to register@papaseminars.com.

FAQ continued on page two.
Does PAPA offer Continuing Education (CE) hours online?
On 4/28/20, PAPA announced our first two webinars, which are available now. Webinar spaces are limited, and therefore webinars can sell out. More webinars are in the works and will be made available soon! We are also actively working on several, shorter, online courses that we hope to make available sometime in May. The full list of DPR approved online CE courses is available here.

How can a webinar sell out?
There are two reasons a webinar cannot be made available to an unlimited number of people.
1. We are limited by the webinar platform, Zoom, as to how many people can join. Once the maximum number of attendees is reached, Zoom will not allow anyone else to join in.
2. Our Educational Coordinators must verify with each person, individually, their name, photo ID, etc. in order to comply with DPR requirements. There are only so many people that it’s physically possible to verify in this way in the time frame that the webinar provides.

Can I attend a PAPA Test Prep course right now?
Yes, we are hosting a Test Prep webinar on May 14th! To ensure adequate time to mail attendees their Test Prep materials, the deadline for registration is 5:00 p.m. on May 7th. For more information, or to register, please visit our Test Prep page. Please note that, as of March 30, all future DPR exam dates are on hold until further notice.

Will we get more time to renew our certificates/licenses this year?
DPR has not extended renewal deadlines or reduced hours requirements. DPR and PAPA are encouraging licensees to take advantage of online CE options (see above) until it is once again safe to gather in large groups. Please visit DPR’s website, or contact their Licensing Department at 916-445-4038 or licenseemail@cdpr.ca.gov if you have questions regarding your license renewal, as PAPA does not have authority over license renewal requirements or deadlines.

Check back frequently for new details, as the COVID-19 situation is constantly evolving. Please stay safe and healthy!