



# Frequently Asked Questions – Underwriting Continuing Education Certification: Using the Tracking Tool

## How do I log into the ALU site to enter my credits?

If you have ever sat for or proctored an ALU exam, purchased ALU webinars, attended the ALU forum, etc., you most likely already have an account and should not create a new one.

To access your account, use the Forgot Username function and enter the email address you were using when you last interacted with ALU as described above. You will then receive an email which will allow you to create a password and gain access to your account.

If you no longer have access to that email address, or if you receive an error in this process, send an email to [registrar@alu-web.com](mailto:registrar@alu-web.com) with the subject line “Trouble Accessing Account”. Include the following information: User ID; the name of your employer at the time of your last interaction with ALU; and your maiden name, if applicable

Once you have logged in, click My Account and then Continuing Education.

## How do I submit my credits?

Once you have navigated to the Continuing Education tab, instructions for submission are available on the site. More detailed, step-by-step instructions can be found [here](#).

## What do I do if I make a mistake in my entry? Can I delete it?

If you have mistakenly entered incorrect information, contact [registrar@alu-web.com](mailto:registrar@alu-web.com). Staff will be able to edit or delete entries as needed.

## How many credits can I earn per submission?

The credits you earn vary according to the activity. We have provided a [credit guide](#) for your convenience.

## Where can I find out how many credits I have earned?

Below the submission box, there is a section titled “Continuing Education Report” with a button labeled “Print Continuing Education Report”. Click the button, and a report that includes your earned credits will open in a pop-up box on your screen. From there, you can download it as a PDF.

Remember—the report refreshes every weeknight. You will not see credits you have submitted that day on the report. If the credits are still not on the report after 24 hours, reach out to [registrar@alu-web.com](mailto:registrar@alu-web.com).

## How do I receive my certification after completing the requisite credit hours?

Once you believe you have recorded enough credits for the cycle, you can request a review. Scroll down to the section labeled Request CE Certification and click the (+) button. From there, enter the current date and your name as you would like it to appear on your certificate. You should receive a response within 15 business days.

## If any of my credits were not approved, how do I find out more?

Reach out to [registrar@alu-web.com](mailto:registrar@alu-web.com). They will be able to provide context and review the case if you believe a mistake was made.