TRAU DESIGNATION RENEWAL & LEARNING MANAGEMENT SYSTEM (LMS)

FREQUENTLY ASKED QUESTIONS (FAQ)

Courses offered as part of The Retirement Advisor University (TRAU) C(k)P Designation training program, The SPARK Institute ARPC/ARPS Designation education, and The Plan Sponsor University (TPSU) supplemental learning courses can all be accessed through the TRAU Learning Management System (LMS). Unless specified, the questions below apply to all of the aforementioned programs.

Courses & Learning Management System

How do I access my courses?

What is my username?

I forgot my password. How do I reset it?

I am not receiving emails from the TRAU LMS. What do I do?

Designation Renewal

How do I pay for and renew my Designation?

I cannot proceed when trying to enter my payment information. How do I change the City/State?

Continuing Education Hours Submission

How do I submit my Continuing Education hours?

How do I upload multiple supporting documents?

What is acceptable to be submitted for my Continuing Education hours?

I did not receive external education. How else can I fulfill my Continuing Education requirements?

Taking a Proctored Exam

Where do I go to take my proctored exam?

What are the requirements taking the remotely proctored exam?

Courses & Learning Management System

How do I access my courses?

Courses can be accessed via the TRAU Learning Management System at the link below:

https://trau.myabsorb.com

What is my username?

Your username is your email address.

I forgot my password. How do I reset it?

If you forgot your password, please click on the "Forgot Password?" link on the sign in page. You will be sent a link to your email to reset your password.

I am not receiving emails from the TRAU LMS. What do I do?

Please double check your junk / bulk / spam folders for communications from the TRAU and the email address noreply@myabsorb.com. If you still do not see an email, then you may be using a different email address with the TRAU LMS, or your emails are being filtered by your organization prior to reaching your mailbox.

If this is the case, we can either add another email address to be copied on all communications from our LMS or we can change your primary email address and username (particularly in cases where that email address is no longer valid). Please email support@trauniversity.com if you need to change or add an email address to access your TRAU LMS account.

Designation Renewal

How do I pay for and renew my Designation?

C(k)P and iC(k)P Designation Holders will receive an invoice with a payment link. That payment link will provide a secure site to pay for your Annual Fee.

Once the payment has been recorded, the Renewal will be added to your account in the TRAU LMS where you will be able to access an area to self-submit your CE hours, or take course MB-210 which is included with your Annual Renewal Fee. An email notification will be sent out once access is granted.

SPARK ARPC & ARPS Designation Holders renew directly in the TRAU LMS (the same place you took the courses and exam).

After logging in to the LMS, click on the "Catalog" tile to access the courses available to you.

Select the Renewal Course for the Year of Renewal labeled "TRAU Designation Renewal & CE Self Submission" to add it to your cart. Select the cart icon in the top right corner, to begin the checkout process. Once the checkout process is completed you will have access to self-submit your Continuing Education hours for approval. Within the "Resources" of the course you will find further details and answers to common questions in the "TRAU Designation Renewal Guidelines & Policy" PDF provided.

I [cannot proceed] when trying to enter my payment information. How do I change the City/State?

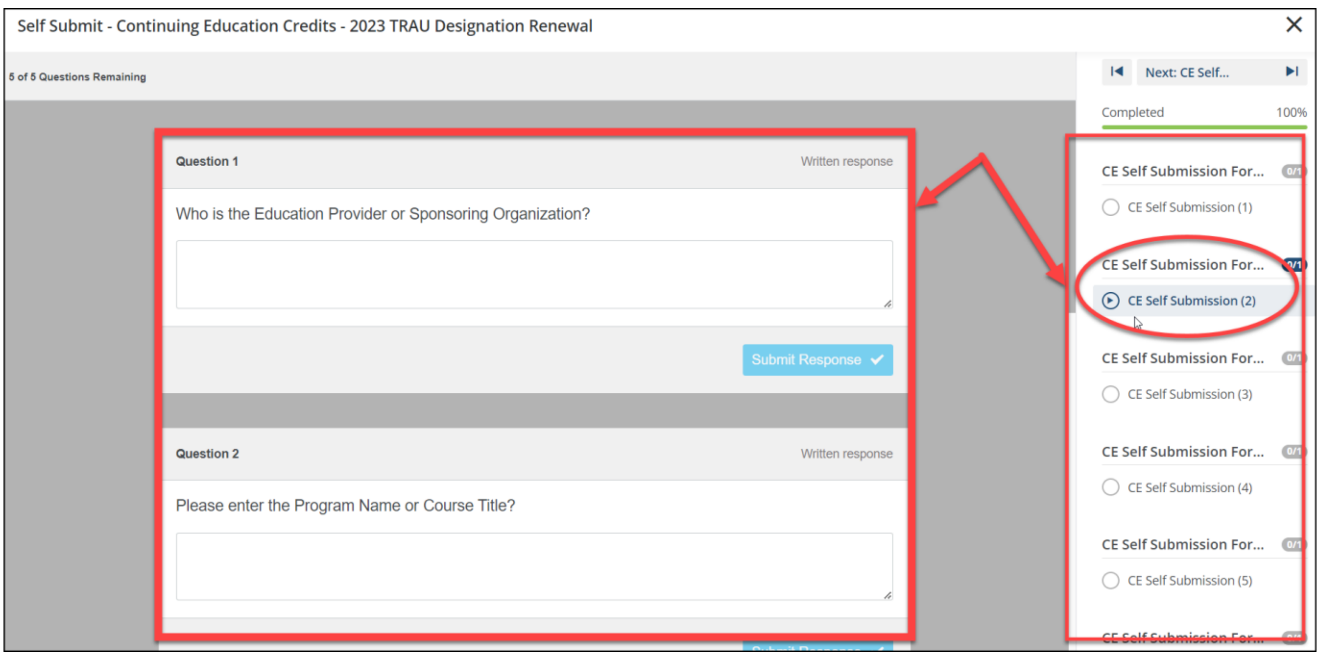
All of the required fields must be filled out and valid when entering payment information before it will allow you to continue. One of the most common fields that invalidates a payment is the City/State field (listed as Province). This often prepopulates based on a zip code that was already on file and does not match up with the credit card being used. Simply click on the text of the City and State to open them for editing.

Continuing Education Hours Submission

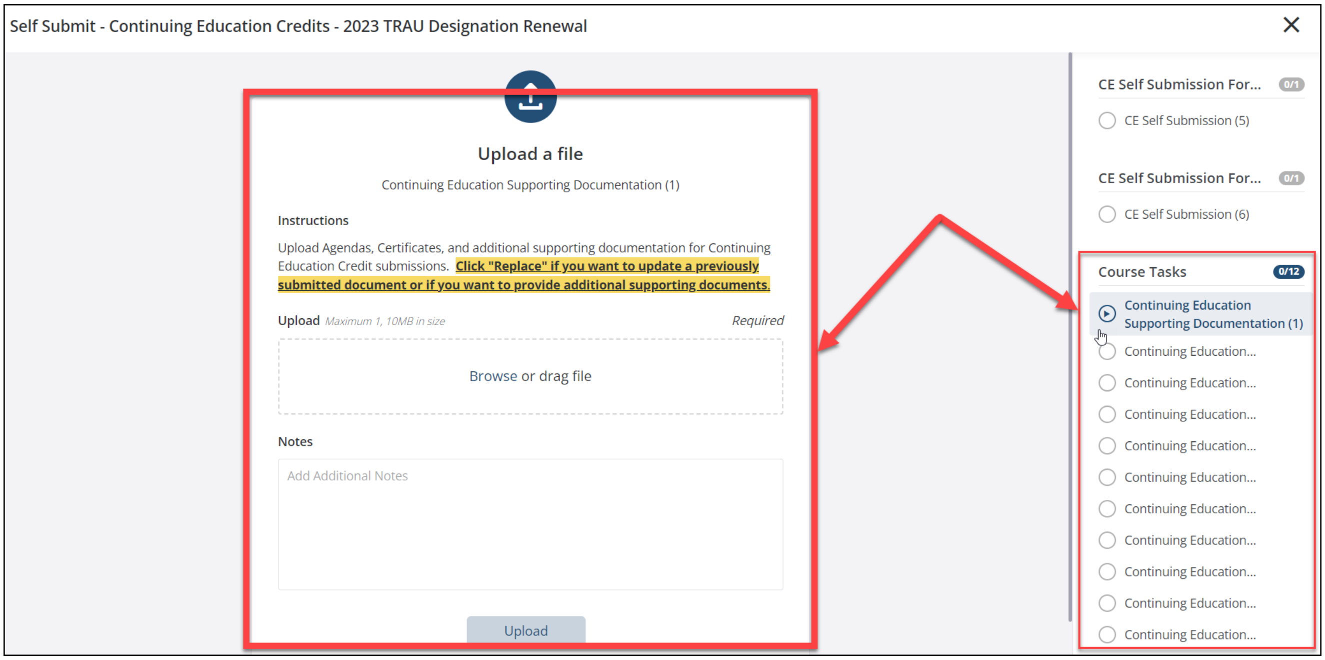
How do I [submit] my Continuing Education hours?

You can either submit the requested information in the CE Self Submission Form in your Renewal module and/or you can upload supporting documentation that includes all of the requested data to verify your CE Hours (this includes Education Provider, Location (if applicable), Date Taken, Time/Hours, Course/Topic Descriptions).

You do not need to submit the form data if you are uploading a document that clearly outlines the information requested above.



To upload supporting documentation, click on the "Course Tasks" section in the Self-Submission module of the renewal course you purchased to submit supporting documentation for review.



How do I upload multiple supporting documents?

There are 12 sections to upload files. If you have more than 12 uploads, please send an email to CE@TRAUniversity.com.

When using the "Upload" feature and you want to replace a file uploaded, just click "Replace" to upload a new file. All documents will be received for review.

What is acceptable to be submitted for my Continuing Education hours?

We try to maintain a certain flexibility as to where you acquire the source of your continuing education from. You are most likely receiving education throughout the year via internal training, firm element, or other designations as well.

With regards to external education, TRAU accepts work from the areas and topics listed here: *Retirement, Behavioral Finance, Investments, Ethics, Retirement Readiness, Improving Participant Outcomes, Longevity, Aging, Target Date Funds, Plan Design Features, Defined Benefit Plans or Defined Contribution Plans. (These topics are also published on the TRAU Website.)*

When submitting education for CE, we are looking for the Education Provider, Location (if applicable), Date Taken, Time/Hours, Course/Topic Descriptions, as well as any supporting documentation you may have (such as an agenda in the case of a live event). Supporting documentation can be "uploaded" as outlined above, but if none is available, please provide the requested information on the form provided.

I did not receive external education. How else can I fulfill my Continuing Education requirements?

As part of your renewal, you have access to our annual Retirement Plan Market & Industry Update Course (MB-210). You can take this course in lieu submitting continuing education from other sources to fulfill your annual C(k)P Education Requirement.

Another option is to write a Case Study essay or analysis on how you have used Behavioral Finance, Decision Making Theory, Crafting/Shaping the Future, Fiduciary Education, Washington Update, or other TRAU course content to improve outcomes for your Plan Sponsor clients or Plan Participants. The Case Study should be a minimum of 600 words and can be worth up to 6 hours of continuing education towards your annual C(k)P Education Requirement.

Taking a Proctored Exam

Where do I go to take my proctored exam?

We use a 3rd party remote proctoring service that allows for the flexibility of taking the exam when you want and even without having to leave home. Go to www.ProctorU.com and check out the resources below to help you get started.

What are the requirements taking the remotely proctored exam?

You will need a camera and microphone on your computer or laptop and should be a clean environment with no other people or visible documents. Please visit the links below for specific and up to date requirements at ProctorU.com

Info: https://www.proctoru.com/live-plus-resource-center#how

Video: https://www.youtube.com/watch?v=5gdh46rBvbU