

## Attention: AICP Members

As you know, in recent months the section of APA's website devoted to the Certification Maintenance program underwent an extensive upgrade. The new website offers important additional benefits to both providers and members. Unfortunately, some members have experienced difficulty using some functions. I understand members' frustration with this situation, and assure you that APA is working hard to correct the problems.

One underlying problem is insufficient bandwidth on our web server. Given the importance of our website to the delivery of many key member services, we have taken steps to upgrade hardware and network capacity to handle the demand on our system. The improved network—which will have 28 times the bandwidth and far greater speed—will be up and running within a few months. In the meantime, we will appreciate your continued patience.

Thanks to members' suggestions and feedback, we have identified the most common technical problems encountered by users. Some have already been corrected and we have devised a temporary solution for most of the others. We will notify you via *APA Interact for Certified Planners* when each remaining issue has been completely resolved.

We're working on these:

CURRENT PROBLEM	CAUSE AND RESPONSE
The CM website is slow. I time out or receive a message that there are intermittent slowdowns.	As explained above, our website is periodically overloaded due to the increasing number of services we offer online. We will significantly increase server speed and capacity within a few months. In the meantime, please try refreshing your browser. If that doesn't help, try visiting the site outside standard business hours.
Credits from APA's 2008 National Planning Conference that were "Pending" do not show up in my new CM log.	Inform AICP by e-mailing <a href="mailto:CMTechnical@planning.org">CMTechnical@planning.org</a> . Include your APA ID and tell us the best way to contact you. We will restore the 2008 conference sessions you attended into your CM log. However, if you have a record of the sessions you attended, you may prefer to re-enter them yourself.
I tried to log credits and received the message, "You are not set up for CM logging."	If you are a new member and are unable to access your CM log, please contact the CM customer service at <a href="mailto:AICPCM@planning.org">AICPCM@planning.org</a> or 202-872-0611
I can't find where to log credits for writing a journal article, speaking at a CM-approved event, or self-reporting credits not registered by a CM provider.	These new features are expected in the next few months. Until they are available, please continue to keep manual records of these events.

These have been fixed:

CORRECTED PROBLEM	MORE INFORMATION
The "L" and "E" boxes indicating law and ethics credits are switched on the Calendar of Events. Law and ethics credits do not add up correctly in my CM log.	<b>Corrected.</b> APA has updated your member log to reflect the correct number of credits for ethics and law.
I cannot delete events from my CM log.	<b>Corrected.</b> Now you can delete any item mistakenly entered in your CM log.
I can't view activities associated with a multipart event on the Calendar.	<b>Corrected.</b> Use the new scroll bar to view all sessions in any web browser.

If you cannot find an event on the Calendar of Events, please remember that CM providers were unable to access the registration system for several months last fall during the site upgrade. Many providers are registering past and future events now. It may take APA up to three weeks after registration to approve the event and add it to the Calendar of Events. Please contact the provider to find out if and when a particular event was submitted for CM credit.

Please notify [CMTechnical@planning.org](mailto:CMTechnical@planning.org) if you experience a technical problem that is not noted above.

Thank you for your continued patience and understanding as we improve the CM web system. We encourage you to keep a manual log of your reported CM credits and look for updates in future issues of *APA Interact for Certified Planners*.

#### **Experiencing a technical problem that is not listed in the above chart**

If you experience a technical problem with the provider registration system, please e-mail Alisa Moore, CM Coordinator at [amoore@planning.org](mailto:amoore@planning.org).

However, if a member experiences a technical problem with their CM log, to assist with the technical issue, please report the issue to **CMTechnical@planning.org** and include the following:

1. Approximate date and time the problem occurred
2. The web address (URL) where the problem occurred (paste from web browser)
3. ID number (*see below*)
4. Description and details of the problem, including as much of the text that appeared in the error message (if you get one)
5. *Optional:* Please copy and paste a screenshot where you are experiencing the problem

#### **CM review and approval process**

As a reminder, the review process may take up to three weeks. You will be unable to use CM branding in your promotion and the event will not be visible in the CM calendar until your event is approved.