

Pediatric Updates FAQs

Explore our FAQs below to discover answers to the most common questions we receive.

*You can find the **module policies and disclaimers** [here](#) on the PNCB website.*

Who accredits PNCB's Pediatric Updates Modules?

PNCB CE is accredited by the National Association of Pediatric Nurse Practitioners (NAPNAP).

What is the deadline for completing my Pediatric Updates module(s)?

Pediatric Updates modules are accessible for 150 days (approximately 5 months) following purchase. If the modules are not completed by the expiration date, access will no longer be available.

How do I access my Pediatric Updates module(s)?

Access is available immediately upon purchase.

1. Log into the PNCB portal here: <https://mypncb.pncb.org/pncbssa>.
2. At the top of the page, click on **"My Online Modules"** to be directed to the Learning Center.
3. Once in the Learning Center's homepage, click on **"My Modules"** in the top blue navigation bar.
4. Find the module and click the word "Launch" to begin.

I purchased a Pediatric Updates module(s) – why can't I see it under my 'Enrolled' modules?

Access to a module(s) is for 150 days. If a module reaches its expiration date ahead of completion, access is no longer available. For further assistance, reach out to ce@pncb.org.

Please review the rules and restrictions for reactivating Pediatric Updates modules on the PNCB policies page by [clicking here](#).

How do I access the references for my Pediatric Updates module(s)?

Most references in the Pediatric Updates module come from journal articles, which are provided with the module. Once the module is launched, navigate to the **'Resources'** tab in the top right corner of the screen to download and access all the articles (in PDF format) needed to complete the module. Click on the phrase *'download file'* under each document to save the articles to a computer or device.

Occasionally, PNCB uses a textbook as a module resource, which requires a separate purchase. This is clearly described in the module descriptions in PNCB's marketplace prior to purchasing a module.

For additional questions not covered in this document, please reach out to ce@pncb.org.

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Why am I receiving an error message when I attempt to access my Pediatric Updates module(s)?

- Make sure to access the test without any other browser sessions open on your device.
- Try opening the modules in different web browsers, such as Google Chrome, Microsoft Edge, Safari, or Firefox.
 - Chrome is the best option for desktop or laptop computers running Windows.
 - Firefox may be the best choice for use on a Mac.
 - Safari is the optimal browser for iPhones or iPads.
- PNCB recommends using a personal device in a private setting, such as your home. Some previous learners have encountered problems where company or hospital firewall settings prevent the modules from loading or functioning correctly.
- While most content in the learning center is programmed to be mobile-responsive, *PNCB does not guarantee compatibility with all mobile devices or tablets.*

If the above does not help with troubleshooting, please reach out to ce@pncb.org.

Which web browser should I use?

- Chrome is the best option for desktop or laptop computers running Windows.
- Firefox may be the best choice for use on a Mac.
- Safari is the optimal browser for iPhones or iPads.

Are Pediatric Updates module(s) timed?

Pediatric Updates modules are not timed tests, and do not need to be completed in one sitting. Modules are accessible for 150 days from the date of purchase, allowing time to review the material, answer the questions, and complete the CE learning evaluation.

During this 150-day period, learners can log in and out of the module as many times as needed. These are self-paced learning modules and must be completed prior to the expiration date.

I've purchased a Pediatric Updates module(s), but I can't find the presentation of the material.

Pediatric Updates are self-paced learning modules, most often based on a collection of articles or a textbook. Each question in Step 4 of the module is linked to a specific reference. These modules ***do not include any media presentations*** for review.

Module completion involves reviewing the evidence-based literature and answering the questions that assess learning. Step 2 in each module provides a list of the module's references, and all available references can be downloaded from the Resources section in the top right corner.

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How do I change my module answers?

Responses can be changed only if the "Submit Answer" button for each question has not been selected.

Once "Submit Answer," has been clicked, the response is locked in, and the correct answer along with immediate feedback is available. Before final grading, learners can review all questions but note that they cannot be changed after submission of an answer.

PNCB cannot reset a question if the answer has been locked in.

What if I did not achieve a passing score for my module?

A score of 70% or higher is required to pass the test. If this score is not achieved on the first attempt, learners are granted immediate access to a free retest with the same questions. To do this, click on the 'Answer Online Module Questions' link located in step 4 of the left side menu. Select the 'Start New Session' button to begin the retest.

*PNCB encourages learners to download the personalized **Questions Report** before attempting a retest.*

Following two unsuccessful attempts, please reach out to ce@pncb.org for additional assistance.

How do I see my module results?

After submitting the Pediatric Updates module(s) for grading, a personalized Questions Report can be downloaded by clicking the 'Questions Report' button located in the top right corner of the screen.

Can I share my module results or the references with others?

Pediatric Updates modules are copyrighted and intended for personal use only. Additional use, sharing, or distribution of these modules and/or references is prohibited.

Where is my CE certificate?

- CE certificates are awarded automatically after successfully answering the module questions with a score of 70% or higher and completing the CE evaluation. *A CE certificate cannot be issued if either requirement is incomplete.*

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- If both the questions and the evaluation are fully submitted with a passing score, please note that the delivery of the CE certificate may take up to 72 hours. If it is beyond 72 hours, please reach out to PNCB at ce@pncb.org.

Where can I find my CE certificate?

CE certificates can be obtained from multiple locations after a module has been successfully completed:

- A copy of the CE certificate will be emailed to you in PDF format.
- You can download a copy from the ReCert Tracker at any time in the portal.
- You can also download a copy from the homepage of your portal under the 'Message History Report' section.

Why am I receiving recertification notices when I already completed a Pediatric Updates module(s)?

Completing a Pediatric Updates module is not the same as recertifying. Module(s) must be applied to a recertification application. For questions about recertification, reach out to recert@pncb.org.

How do I apply my Pediatric Updates module(s) to a recertification application?

In the online recertification application, PNCB will prompt you to apply any modules you have passed, which will automatically pre-populate.

Please note that **for CPN recertification, these modules will not pre-populate automatically. You will need to manually add them as 'self-reported' CE in the application.*

For questions about recertification, reach out to recert@pncb.org.

For how long is the CE from a Pediatric Updates module available to use for PNCB recert?

You have 24 months from the date on your CE certificate to apply a module to a Recert application.

I ordered a Pediatric Updates module(s). Can I exchange for a different one or receive a refund?

- PNCB modules cannot be exchanged for another PNCB product under any circumstances. If you purchase a module title by mistake, a refund may be requested only if the module has not been accessed.
- Refund requests must occur within 30 days from the date of purchase. Requests received 30 days after the order date will not be honored.
- Requests must be submitted in writing to PNCB at ce@pncb.org.

For additional questions not covered in this document, please reach out to ce@pncb.org.

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I need to speak with someone regarding my Pediatric Updates module(s). Whom do I contact?

Please reach out to ce@pncb.org. The CE Team is happy to help!