ACAMS LMS Frequently Asked Questions

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As a non-enterprise member what webinars do I have access to in the LMS?
As a non-enterprise member, you have access to all free webinar recordings and all free upcoming live sessions. You also have access to all the paid webinars you purchase. You can purchase paid webinars from our ACAMS Store.

As an enterprise member what webinars do I have access to in the LMS?
As an enterprise member, you have access to all webinar recordings and all upcoming live sessions.

How can I access recorded webinars in the LMS?
To access all webinars, click 'My Courses' and then click 'Webinars.' There you will find the entire list of recorded and upcoming webinars.

How can I access live webinars in the LMS?
To access all webinars, click 'My Courses' and then click 'Webinars.' There you will find the entire list of recorded and upcoming webinars. You may also click 'Calendar' to view all upcoming live webinars by date.

Can I download the PDF version of the presentation?
If the presentation or other documentation is made available for a webinar, you will be able to download it from the webinar information page under the 'Reference Materials' section.

As an enterprise member, how do I register for an upcoming webinar in the LMS?
To register for an upcoming webinar, click 'Calendar.' Look for the date on which the live session will be held and click on the little video icon. Then click on the 'Pre-register' button pertaining to the live session you wish to attend. This will take you to the webinar information page. Click on the 'Pre-register' button to complete your registration.

I have a global on-demand subscription, how do I register for an upcoming webinar in the LMS?
To register for an upcoming webinar, click 'Calendar.' Look for the date on which the live session will be held and click on the little video icon. Then click on the 'Pre-register' button pertaining to the live session you wish to attend. This will take you to the webinar information page. Click on the 'Pre-register' button to complete your registration.

As a non-enterprise member, how do I register for a free upcoming webinar in the LMS?
To register for an upcoming webinar, click 'Calendar.' Look for the date on which the live session will be held and click on the little video icon. Then click on the 'Pre-register' button pertaining to the live session you wish to attend. This will take you to the webinar information page. Click on the 'Pre-register' button to complete your registration

As a non-enterprise member, how do I register for a paid upcoming webinar?
As a non-enterprise member, your registration for a paid webinar will be completed upon payment. To purchase a paid upcoming webinar please log in to our ACAMS Store.

How does the LMS track the progress for webinars?
Webinar progress (for recordings and live sessions) is tracked based on the time you 'actively' spend on the webinar window. This means that you must have the webinar open on the active window of your browser for the LMS to properly track your progress. If another tab/window is opened and active, your webinar progress will not be tracked.

When will the status of the webinar I watched change to complete?
The status will automatically change to completed once you have completed watching the webinar. Please note that the status will only change to completed if you had the webinar open on the active window.

When will I have access to my certificate after watching a webinar?
As soon as the status changes to completed, the 'Certificate' button will appear left from the progress bar on the webinar information page. The status will automatically change to completed once you have completed watching the webinar. Please note that the status will only change to completed if you had the webinar open on the active window.

Can I download and print my certificate from the LMS?
Yes, click on the 'Certificate' button that appears on the webinar information page when you complete a webinar. You can download and print the certificate from there.

Will I receive an email with my certificate of participation after completing a webinar?
No, your certificate will be available to you on the LMS on the webinar information page for the specific webinar you completed immediately after completion. You may download and print your certificate from the LMS.

Can I view my ECU (educational credit unit) credits in the LMS?
No, to view your credits log in to the ACAMS Store and click 'Your Educational Credits.' Please allow 1 week after completing a webinar for the credits to be visible on the Store.

Do I receive credits if I watch the webinar in a group on one monitor?
No, credits are automatically provided to members that actively watch the webinar. If you watch the webinar in a group setting, the credits will only be provided the member that opened the webinar on their account.

As a non-ACAMS member, do I receive credits and the certificate for watching a free webinar?

Only ACAMS members/ACAMS Enterprise members will receive credits and may download the certificate for watching a free webinar.

As a non-ACAMS member, do I receive credits and the certificate for watching a paid webinar?

Yes, you will receive 2 credits and will be able to download the certificate for watching a paid webinar regardless if it was the live session or the recording.

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What is the Course License Expiration date displayed on the webinar information page?

The Course License Expiration date is the date until which you have access to this webinar. If you are an enterprise member this date might reflect the current enterprise membership expiration date when you are on the webinar information page of a paid webinar. This is not the date of the webinar live session.