

About accountingcpd.net

Who is accountingcpd.net?

accountingcpd.net is an online resource for verifiable accounting CPD courses. The courses are published by Nelson Croom, which has been providing courses to accountants and other professionals for over 10 years.

Who is Nelson Croom?

Nelson Croom is the company behind accountingcpd.net. They are an online publisher of CPD courses for accountants and other professionals. With over 10 years' experience, Nelson Croom is a leader in the field of online learning.

Are all of my details secure/confidential?

Your details are safe with accountingcpd.net and we have a full Privacy Policy. We do not sell, or rent, your data to third parties and we only use your details to communicate with you about your account and orders. We may also send you our promotional mailings, if you have opted to receive them. If you would like to unsubscribe from marketing emails you can do so at any time by contacting customerservice@accountingcpd.net.

https://www.accountingcpd.net/Privacy_policy

What are your Terms and Conditions?

We have a full list of our Terms and Conditions available for your viewing.

https://www.accountingcpd.net/Terms_and_Conditions

Your Account

Do I need to set up an account to place an order?

Yes, an account is required to access your CPD courses. Once you have made your purchase via the HKICPA website, accountingcpd will set up an account for you. You will be sent an email with instructions on how to access your new account.

What do I do if I've forgotten my password?

If you have forgotten your password you can reset it via the login page, www.accountingcpd.net/log_in. Simply follow the onscreen instructions to reset your password.

How can I update my personal details?

You can update your details by visiting your Dashboard and clicking on, 'update your profile'.

If you are in a course, you can update your details via the Personal Profile area of any course (including free courses). Just click the button on the left hand navigation bar and you will be able to update your details.

How do I change my username or password?

You can change your username and password by visiting your Dashboard and clicking on, 'update your profile'.

If you are in a course, you can update your details via the Personal Profile area of any course (including free courses). Just click the button on the left hand navigation bar and you will be able to update your details.

How do I change the email address that I have registered with?

You can change your email address by visiting your Dashboard and clicking on, 'update your profile'.

If you are in a course, you can update your details via the Personal Profile area of any course (including free courses). Just click the button on the left hand navigation bar and you will be able to update your details.

How do I remove my account?

If you would like to remove your account from accountingcpd.net please email customerservice@accountingcpd.net with the subject line "Remove account". Please include your username and the email address that your account is registered to.

Courses

When can I access the courses I purchase?

Once you have completed the payment process via the HKICPA website you will be emailed your login details to access your courses on the accountingcpd.net website. This email will contain instructions on how to login and access your courses.

Any purchases you make will be listed on the accountingcpd.net website. You can find them via the Dashboard page, under the heading "My Pathways", "My Qualifications" or "My Courses" depending on your purchase. Click on a course and you will be taken straight in.

All CPD purchases will also be displayed on the Homepage underneath 'My CPD'. You are also able to access your courses here.

Can I revisit the courses once I have completed them?

You can access your course(s) as often as you want to during your 120 days access period. Just go to your Homepage or Dashboard, log in to your courses.

If your access period has expired you will still be able to view and download your CPD Completion Certificate via your Dashboard Page as long as the following conditions have been met. (1) You have satisfied the completion criteria, (2) You have viewed your CPD Completion Certificate before your course access expired.

If you have met condition (1) but did not view your CPD Completion Certificate at the time please contact accountingcpd.net at customerservice@accountingcpd.net and they will be happy to help.

How do I check which courses I have already purchased?

Go to www.accountingcpd.net, log in to your Dashboard page and all the courses you have purchased will either be listed under, "My Courses" or "My Old Courses".

How do I access my courses?

To access your courses you will first need to log in to your account with www.accountingcpd.net. Your courses can be found on the Homepage under, "My CPD". Alternatively, you can access your courses via your Dashboard page.

How long do I get access to my course(s) for?

Each course has a 120 days access period from purchase.

Do I have to complete my course in one session?

No, you can access your course(s) as often as you want to during your 120 days access period.

How many times can I access the course?

You can access the course as often as you want to during the 120 days access period.

What record is there of my learning activity?

A certificate of completion is available to print off when you complete your course, allowing you to record the CPD that you have completed.

Do I receive proof of attaining my CPD hours?

Yes, you will receive a certificate of completion, which you can print out, once you have finished each course.

Technical

What support is available if I encounter any problems?

If you have any problems, email accountingcpd.net at customerservice@accountingcpd.net. Alternatively, you can give them a call on +44 (0) 207 582 3309.

What do I do if I can't access a course I have purchased?

If you are having problems accessing your course(s) email us accountingcpd.net on customerservice@accountingcpd.net. Alternatively, you can give us a call on +44 (0) 207 582.

What computer set up do I need to access the courses?

accountingcpd.net courses are designed so that you DON'T need any special computer set up, downloads or plug ins. All you need to access the courses is a computer with internet access.

I can't log on, where do I go for help?

Email accountingcpd.net on customerservice@accountingcpd.net .Alternatively, you can give them a call on +44 (0) 207 582 3309.

I'm experiencing technical difficulties, where do I go for help?

Email accountingcpd.net on customerservice@accountingcpd.net .Alternatively, you can give them a call on +44 (0) 207 582 3309.