



## GeBBS Education Series Frequently Asked Questions (FAQs)

### Having Trouble Registering for a New Session?

If you receive a "username already exists" error, your registration is already confirmed. The registration form only needs to be completed once. Attempting to register again will trigger this error message to prevent duplicate accounts. Once registered, you'll receive updates for all newly released educational sessions. Simply log in to your student account, and from the homepage, add the new course to your dashboard once it is available.

### Forgot Login Details?

Use the email address you registered with as your username to log in if you cannot remember your selected username. Once logged in, go to your [Student Dashboard](#) and select **Settings** to find your username. If you need help resetting your password, use the Password Reset Link on the login page or contact us at [edu@gebbs.com](mailto:edu@gebbs.com) for assistance.

### New to GeBBS Education Series?

Register once using the [Education Series Registration Form](#) to receive all future alerts and access new releases directly through your dashboard.

### Downloading Past CEUs:

Access your account's [Student Dashboard](#) and select Download Your Certificate to download certificates for completed CEUs.

### Downloading Course Materials:

Find handouts in the "exercise files" section beneath each video presentation.

### Certificate Not Loading?

Try accessing your [Student Dashboard](#) using Google Chrome in an incognito window to download your certificate without issues.



### Receiving Education Series Emails:

Once you are registered for the education series, you will be automatically added to our mailing list to receive notifications for all upcoming educational offerings.

### Cannot Find Upcoming Webinar on Website?

Webinar reminders are sent out through email and social media before the release date to keep everyone informed about our upcoming educational sessions. The webinar will be available on the scheduled date as outlined in our marketing materials. Our team will send webinar reminders at the start of the month in which a webinar is scheduled for release. *For example*, a reminder for a webinar scheduled to be released on January 23rd will be sent during the first week of January. Please note that the webinar will not be available on the website until its release date, January 23rd.

### Updating Username/Email:

Usernames cannot be updated in our system. To update your email address, reach out to [edu@gebbs.com](mailto:edu@gebbs.com) for assistance.

### Missed a Webinar Release?

On-demand webinars are accessible at 10 am EST on the scheduled release date through the [Education Series Homepage](#).

### Finding the AAPC Index Number:

The Index Number is at the bottom center of your downloaded CEU, distinct from the certificate number.

### About GeBBS Education Series:

We offer quarterly on-demand webinars, each webinar granting one AHIMA CEU and one AAPC CEU. Webinars are pre-recorded, pre-approved, mobile friendly, and available in our library for one year.

### Have Questions?

Direct all inquiries to [edu@gebbs.com](mailto:edu@gebbs.com).