



Frequently Asked Questions (FAQs) for PPD Landing Page and Portal Users:

1. Do I need to bookmark the PPD landing page for ease of back-n-forth between the different links? Yes, ACRP recommends that as the first step, before getting started, please bookmark your PPD landing page and portal. A hyperlink has been included for you as a courtesy below.

<https://acrpnet.org/partner-portal-ppd/>
2. Do I need to log in each time in order to access my selected courses in my cart? Yes, you must log into your ACRP account each time to locate and take your eLearning, webinars, webinar replays and home study selections.
3. Can I have multiple tabs open while browsing, accessing or taking this training? ACRP recommends only having one tab open at a time and refreshing before going between course types throughout the PPD landing page and portal.
4. Am I allowed to take advantage of additional options like membership, certifications, and conferences via PPD's partner discount? Yes, however, employees must ensure they follow the PPD travel and expenses policy and seek prior approval for any business-related expenses first.
5. If I see a conflict between this training and ours within PPD, what do I do? If described processes differ from PPD procedural documents and policies, PPD's procedural documents and policies must be followed when applicable.
6. If I select a course and at checkout it looks like there is a fee associated, what do I do? Please X out of that course on the left side to remove course, ensure you are logged into ACRP via your PPD email, reselect course and proceed to checkout where you should see a zero cost prior to submit.
7. If I am having trouble getting my courses, who do I contact? You first need to try to logout and log back in to fully refresh. If you still cannot access your courses which you previously put into your cart, reach out via business.services@acrpnet.org please.