

Frequently Asked Questions for Claiming CME/CE Credits ADA's 85th Scientific Sessions

How do I claim my CME/CE credits?

- [Instructions](#) for accessing the session evaluations via the IOL website.
- [Instructions](#) for accessing the session evaluations via the IOL app.

How can I claim my CME/CE credits on the go? Download the new IOL app!

- Check out ADA's new IOL App to claim your CME/CE credits on the go. [Download the app](#).
*The app **download** options are located at the bottom of the webpage.*

How do I login into the new IOL app?

- Please use the same email and password as you would to login to your DiabetesPro or Institute of Learning account.

I created a new account but have not received an email to access my account. What do I do?

- Please email membership@diabetes.org and they will confirm your account. If you are on-site, please visit registration or the member lounge for additional assistance.

I am unable to login to my account to obtain my CE. What should I do?

- Please email membership@diabetes.org and they will confirm your account. If you are on-site, please visit registration or the member lounge for additional assistance.

Once I login to the app, why is it taking so long to sync to my account?

- The app continuously talks to your account on the IOL website. The first time you login, it may take a minute or two to sync all your profile data and course progress into the app.

When is the deadline for completing the evaluation for Scientific Sessions?

- The evaluation and CE credit claim must be completed by August 18th.

How many CME/CE credits are available for the 85th Scientific Sessions?

- You can claim up to 29.5 CME/CE credits.

Why are my CME/CE credits not showing up?

- Ensure you have claimed your CME/CE after each session. Only claim COP (participation credit) if your professional credit is not available.

What should I do if the professional credit I need is not available, and only COP is available?

- Update your profession under your profile to claim the credits you need according to your profession. [Click here](#) for instructions on how to update your profession.

When will I receive my certificate?

- You can download your certificate after completing the overall evaluation. The system will total your credits as you claim them. The certificate will also be available in your account under the “My Transcript” tab on the left of your home screen.

When can I access my international certificate?

- Please email professionaleducation@diabetes.org to obtain your certificate.