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**What can I do if I just completed a training module, and my course completion is not recorded in the end?**

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**Why don't I hear any audio on the non-English versions of the IEEE compliance training courses? (Spanish, French, Chinese)**

**Where can I find the Code of Conduct and other IEEE policies?**

**Are there other compliance-related training courses available to take, even if not required for my volunteer position?**

**Can I update my IEEE Account information on the IEEE Compliance training site?**

If you need assistance with your IEEE Account you can submit your request, or conduct a Live Chat with a service professional, 24/5, Sunday 4:30pm through Friday 4:30pm ET.

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<tr>
<th><strong>Who do I contact with compliance-related questions?</strong></th>
<th>If you do not find the answer to your question in this FAQ you can submit your request, or conduct a Live Chat with a service professional, 24/5, Sunday 4:30pm through Friday 4:30pm ET. This will ensure that your question is answered by the person best able to address your specific needs.</th>
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| **Why is IEEE requiring its volunteers to take classes on compliance-related topics?** | IEEE adheres to the highest standards of integrity and conducts business around the world in a responsible and ethical way. It is important that those who act on the organization's behalf, both IEEE volunteers and employees, ensure IEEE's compliance by adhering to the same standards and expectations.  

This training is designed to help you understand the requirements of those laws that are applicable to IEEE, its staff, members and volunteers as well as best practices for not-for-profit membership organizations like ours. Our goal is to minimize the potential for any activity that violates applicable law or IEEE policies and standards that could result in substantial legal penalties, as well as damage to IEEE's business and the reputation of the organization and volunteers alike. |
| **Do I have to take this compliance training if I do not live in the United States?** | IEEE is a New York Corporation and a United States Public Charity and as such is subject to US and New York law. Those acting for or on behalf of IEEE, regardless of where they are located are also required to comply with US and New York law.

To help you do so, the IEEE Board of Directors has adopted an ethics and compliance program tailored to IEEE's unique operation globally.

This training is required to ensure that you have the information you need to act in IEEE’s best interests, with integrity and in compliance with applicable regulations. |
|---|---|
| **Who is required to take the compliance training?** | Compliance training is required for:

1. All IEEE employees; and

2. Certain IEEE volunteer leadership including, but are not limited to:
   - Volunteers nominated to or serving on any Board of Directors or Board of Governors;
   - Members of the Technical Activities, Member & Geographic Activities, Educational, Publication Services & Products Boards;
   - Section, Society and Counsel leadership including Chairpersons, Treasurers and positions with similar responsibilities;
   - Members of IEEE Committees, such as Awards, Employee Benefit & Compensation, Ethics & Member Conduct, Fellow, Finance, Governance, History, New Initiatives, Nominations & Appointments, Public Visibility or Tellers;
   - SA Corporate Advisory Group and Registration Authority;
   - Standard Board and its Standing Committees;
   - Editors-in-Chief; |
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<th>Question</th>
<th>Answer</th>
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<td>How will I know if I’m required to take training?</td>
<td>Volunteers who are required to take the training will receive an email from IEEE with a link to log-in to their assigned training classes. The email will come from &quot;<a href="mailto:compliance-training@ieee.org">compliance-training@ieee.org</a>&quot; with a subject line that reads, &quot;Access Your Required IEEE compliance training&quot;. Upon log-in you will also see the date the courses need to be completed.</td>
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| What IEEE compliance training courses do I have to take?                | The course requirements are based on the volunteer's function and responsibility level. On your Training Dashboard, click on “My Requirements” to see what courses are required for your position. Courses may include some or all of the following:  
  - Anti-Bribery and Corruption  
  - Antitrust and Fair Competition Essential  
  - Code of Conduct  
  - Conflicts of Interest  
  - General Data Protection Regulation (GDPR)  
  - Preventing Discrimination & Harassment  
  - Sanctions, Embargoes, Export Controls and Anti-Boycotts Laws          |
<p>| How long will the compliance training take?                             | The classes vary in length, but will take on average 0.5 to 4.0 hours in total, depending on your individual role as a volunteer. The training consists of self-paced, online classes so you can break down this time into smaller time slots that work best for your schedule. You can start a class, leave and come back right to where you left off. |
| I’m a new officer/board member, is it possible to take the training before my term starts? | Yes. As soon as the training is assigned to you, you’ll receive an email with the appropriate hyperlink. |</p>
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<th><strong>How long do I have to complete the compliance training?</strong></th>
<th>Most of the training is required to be completed within 60 days of the assignment. You can view your specific due date when you log-in to your training account.</th>
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<td><strong>What happens if I do not complete the compliance training?</strong></td>
<td>Due to the importance and value of this program, IEEE believes that its volunteer leadership will help support IEEE's compliance program efforts by completing the training requirements. In any case where the requirement is not met, the volunteer will be notified, along with their direct volunteer leader. The IEEE Board of Directors will be apprised of the organization's overall progress and monitors any non-compliance for potential further action.</td>
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<td><strong>My employer requires me to take similar compliance training. Can that count toward my training requirement?</strong></td>
<td>No. While the core compliance concepts may be the same, the compliance training we provided is specific to the IEEE organization, its legal requirements, and expectations of those that act on the organization's behalf.</td>
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| **Can I receive Professional Development Hours (PDHs) for IEEE compliance training?** | Yes, these courses qualify for Professional Development Hours (PDHs). To obtain a PDH certificate, complete and submit the form at the end of the course. Your certificate request will be completed within 5-10 business days. You also will receive a certificate of completion from IEEE.  

**NOTE:** Webinar code is not needed and can be left blank. |
| **I received an email to take the training but I am no longer holding the volunteer position. Do I still have to take the training?** | Please contact the IEEE Support Center to confirm whether or not the compliance training is required and, if necessary, to update your volunteer record. You may contact the Support center by submitting a question or through a Live Chat with a service professional, 24/5, Sunday 4:30pm through Friday 4:30pm ET. |
| **How do I access the IEEE compliance training?** | 1. **If you have an IEEE Account:**  
- Click on the link provided in the email you receive from IEEE. The email will/would have come from "compliance-training@ieee.org" with a subject line that reads, "Access Your Required IEEE compliance training"  
- Go to URL: [compliance-training.ieee.org](http://compliance-training.ieee.org)  

2. **If you do not have an IEEE Account:**  
- Click on the link provided in the email you receive from IEEE. The email will/would have come from "compliance-training@ieee.org" with a subject line that reads, "Access Your Required IEEE compliance training" (Log in with the same email address that was used for this notification)  
- Click here: [Compliance Training Portal](http://compliance-training.ieee.org)  

For step by step details on how to navigate the training system please click here. |
| **Is the IEEE compliance training site accessible by mobile device?** | Yes. The courses and training are accessible via mobile, go to:  
If you have an IEEE account – [compliance-training@ieee.org](http://compliance-training@ieee.org)  
If you do not have an IEEE account: [Compliance Training Portal](http://compliance-training.ieee.org) |
| **What username and password do I use to log in to the compliance training?** | If you have an IEEE Account:  
Log in with your IEEE Account user name and password  

If you do not have an IEEE Account:  
Log in with the **same** email address where you received training notification. If this is your first time accessing the training portal, you’ll be promoted to create a password. If you’ve forgotten your password click, on “Log in” and you’ll see a link to reset your password. |
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<th><strong>Which web browsers can I use on the compliance training site?</strong></th>
<th>Supported browsers include IE9 and above, Google Chrome, and Firefox Safari.</th>
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| **I took the course but did not complete the required form for Professional Development Hours. Can I still receive them?** | Yes. Click this [link](#) and complete the form. Your certificate request will be completed within 5-7 business days.  
Please note: Webinar code is not needed and can be left blank. |
| **What can I do if I just completed a training module, and my course completion is not recorded in the end?** | At the end of each course, you will see instructions to "click here to complete the course." You must click on that link and then again on "next." Closing the module should update your record. If you do not click all the links, the training will not move into a "complete" status. |
| **As an IEEE volunteer I hold multiple leadership positions. Why don't I see all my leadership positions on my IEEE compliance training course profile?** | The course requirements are based on the volunteer's function and responsibility level. Not all positions require compliance training or require completion of all of the available courses.  
When you login to start your IEEE compliance training you will see only those course(s) you are required to take for your volunteer position. |
| **Why don't I hear any audio on the non-English versions of the IEEE compliance training courses? (Spanish, French, Chinese)** | Translations of the courses are available in text-only mode. However, the videos will play in English and you can watch and read a corresponding script in your selected language. To navigate the course, use the forward and back arrows. The middle "play" button will not function in the translated course. |
| **Where can I find the Code of Conduct and other IEEE policies?** | **https://www.ieee.org/about/compliance.html** |
| **Are there other compliance-related training courses available to take, even if not required for my volunteer position?** | **Yes. All the compliance courses are available on-demand by clicking on the "Training Catalog" icon.** |
| **Can I update my IEEE Account information on the IEEE Compliance training site?** | **IEEE Account changes cannot be made directly within the training site. Once you have signed in to your IEEE Account, you will notice that your name will appear on the top right corner. The link to sign in is located at the top of the IEEE page. Place your mouse over your name to display a drop down menu of options for managing your account. Once updated, it will reflect the changes in the IEEE training site.** |

**If you need assistance with your IEEE Account you can submit your request, or conduct a Live Chat with a service professional, 24/5, Sunday 4:30pm through Friday 4:30pm ET.**