PSI CE Online Frequently Asked Questions

Provider Questions

How do I set up an account so that I can report credits?

You must register for an account to report CE credits. You can go online to the PSI Continuing Education Online website, https://ce.psiexams.com/, and register your provider account. Use your current state-assigned Provider Authorization Code to register your account, and the email address that the state has been given. Add leading zeros to your current Provider code so that the Provider ID is 9 digits long. For example if you're your current Provider code is 12345, add four leading zeros so that you will enter "000012345" as the Provider ID when registering for your provider account.   If you do not know your current Provider Authorization Code, please contact PSI at ce@psionline.com or 1-877-526-6833.

Once you have registered for an account, you may enter course schedules (course offerings) and record student credits (course completions). Registration is free.

I have forgotten my password. How do I reset my password?

Contact your provider account administrator to have your password reset. If you are the account administrator, please contact PSI at ce@psionline.com or 1-877-526-6833 to have your password reset.

I have registered for an account, but whenever I try to submit a course completion or course offering, I receive a message that says "Provider could not be found in the state". What's going on?

Your provider ID is incorrect. Please contact PSI at ce@psionline.com or 1-877-526-6833.

What do I do if several of my past courses are not showing up on the PSI Continuing Education Online website?

Please contact PSI at ce@psionline.com or 1-877-526-6833 if you're having difficulty reporting older course completions. Any questions about a course's approval status should be referred to the NJ DOBI at http://www.state.nj.us/dobi/

I have a course I submitted to the state for approval but I don't see it listed, why not?

Courses are entered into the PSI Services, LLC database by NJDOBI at the conclusion of the review process. The state may not have approved your course yet. Please wait and check again later. The NJDOBI course review is generally completed within 30 days of course submission. Please contact NJDOBI at (609) 292-5316 ext. 50439 if 30 days has lapsed since the course submission.

What do I do if I have reported the credits for an agent and they are not showing up in their CE Transcript?

Ensure that the credit is being processed under the "Education Activity Inquiry" link. Verify if the course was reported to the correct lic# and producer. Please allow 24 hours to process the credits. If it shows an error, please re-submit. Be sure to drop the leading zero for the license numbers that begin with a zero.

Is there a way that I can verify the course completions have been processed?

Yes, you can verify all course completions you have banked, as well as any course offerings you have entered, by clicking on the "Education Activity Inquiry" link in the Quick Links panel. Enter the date you submitted the roster and click the submit button. You can also search by entering a date range, i.e.: 12-01-2006 to 12-31-2006 (this allows you to search up to a 60 day window).

I have reported the course for an agent but it was credited to the wrong person, how do I get this corrected?

Please contact PSI at ce@psionline.com or 1-877-526-6833.

My contact information is not showing up correct in the Approved Provider or Approved Courses Inquiry. How do I get this corrected?

Please contact PSI at ce@psionline.com or 1-877-526-6833.

How do I enter a course schedule's date and time for a classroom course I am offering soon?

Click on the "Course Offering Maintenance" link in the Quick Links panel. Confirm your Provider Name and State, and then click the Submit button. Find the course you would like to enter a new schedule for and click on the "Add New Offering" link next to that course. You can also update/cancel an existing course offering by clicking on the Offering ID.

For step-by-step instructions, please refer to the PSI CE Online user guide or click on the online Help link at the bottom in the page footer.

There are some errors in my Education Activity view, how do I get rid of them?

There is no need to remove them, they are part of the historical information involved with your account, and you are not billed for them.

How far in advance do I have to enter a "Course Offering" for a specific course?

You should enter the course offering as early as possible so that students will see the offering when searching for Available Course Offerings.

Are there any charges for entering course rosters or schedules?

There are no charges for entering course rosters or schedules.

How do I record a course completion?

Click on the "Enter Course Completions" link in the Quick Links panel. If you would like to upload a spreadsheet containing course rosters, click on the "Upload Course Completions" link in the Quick Links panel.

For step-by-step instructions, please refer to the PSI CE Online user guide. Refer to page 22 for the required fields.

I'm attempting to upload course completions, but am getting an error.

Be sure to drop any preceding zeros in the producer's license number, and put only the last name in.

Can I add additional users to my provider account?

Yes, you can add additional users to your account if you are the account administrator. Click on the "Maintain Users" link on the header to view a list of all users associated with the provider account. You can add a new user by clicking on the "Add New User" button. You can also edit existing users and delete users from the Maintain Users page.

I do reporting for several companies, how do I report those in my account?

You will need to create a separate provider account for each company with a unique Provider ID and unique email address.

I am an Insurance Designation Holder, does the process change for renewal?

The same process will be followed. You can find the forms at The New Jersey Department of Banking and Insurance website at http://www.state.nj.us/dobi/

Is the PSI CE online website compatible with a Macintosh?

Yes, when using Microsoft IE or Firefox.

I need to change a course from Public to Private.

Please contact PSI at ce@psionline.com or 1-877-526-6833.

I need to inactivate a course.

You will need to contact NJ DOBI at http://www.state.nj.us/dobi/