

CLE Entry Frequently Asked Questions

Q1: Do I need to create an account on NALA.org to enter CLE?

No, NALA has created an account for you using your primary email address on file with us. If unsure of your login, contact NALA by email or phone.

Q2: Where do I go on NALA.org to add new CLE to my transcript?

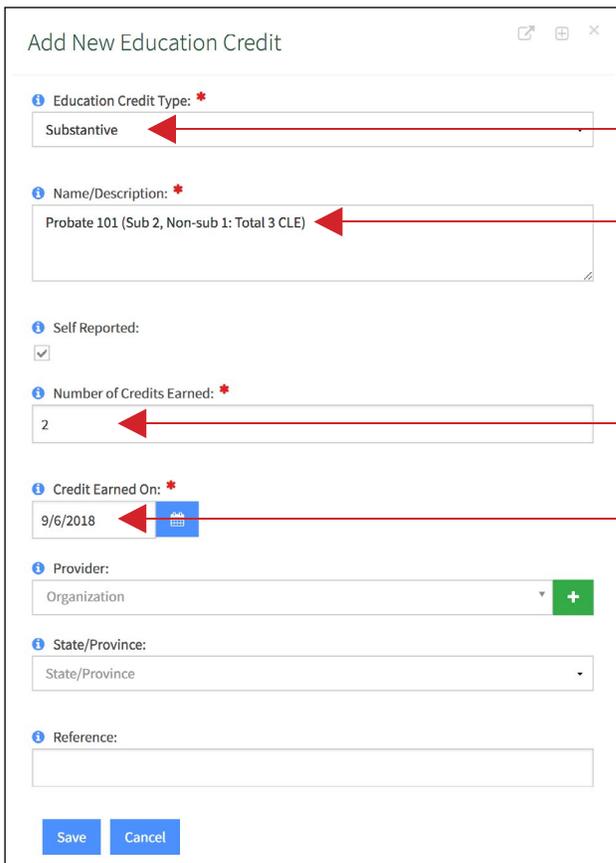
Nala.org> Quick Links > My Account > Account > Education Credits > Add New Education Credit
<https://www.nala.org/sites/default/files/FAQ%20-%20How%20do%20I%20enter%20CLE.pdf>

Q3: I don't see the "Quick Links" box, where is it?

Click on the NALA logo, if the light green "Quick Links" box isn't on the login page. The quick links box will appear on the left side of the screen, directly under the first picture.

Q4: How do I complete the CLE fields?

1. When entering CLE, only complete the required fields that have the * mark. If other fields are completed, you may get an error message.
2. Course date should be the date the course was completed.
3. Courses with different credit types (Substantive, non-substantive and legal ethics) need to be entered separately with the combined entries totaling the number of hours awarded for attending the course/ seminar.
 - a. When entering courses with multiple credit types, in the course description field enter as follows: Course name *(Substantive # of hours, Non-substantive # of hours = total hours)*



The screenshot shows a web form titled "Add New Education Credit" with the following fields and annotations:

- Education Credit Type:** * (Required) - A dropdown menu with "Substantive" selected. A red arrow points to this field with the text: "Type of CLE credit you are recording."
- Name/Description:** * (Required) - A text input field containing "Probate 101 (Sub 2, Non-sub 1: Total 3 CLE)". A red arrow points to this field with the text: "The course name and description field with hours awarded broken down (if more than just one credit type)."
- Self Reported:** - A checkbox that is checked.
- Number of Credits Earned:** * (Required) - A text input field containing "2". A red arrow points to this field with the text: "Enter the number of hours taken for the credit type selected. You will need to do a second entry for the other credit type with the same title and the number of hours taken for that credit type. The combined entry should equal the total hours earned."
- Credit Earned On:** * (Required) - A date input field containing "9/6/2018". A red arrow points to this field with the text: "Although some courses, seminars and conferences cover multiple days. The date entered should be the date the course was completed."
- Provider:** - A dropdown menu with "Organization" selected and a green "+" button.
- State/Province:** - A dropdown menu with "State/Province" selected.
- Reference:** - An empty text input field.

At the bottom of the form are "Save" and "Cancel" buttons.

4. Courses that are less than a full hour must be entered with a 0 in the ones column. For example, a course that includes 30 minutes of legal ethics would be entered as 0.50. The system will not accept .50

Q5: Do I need to send in verification for the courses I have taken?

No, verification is not wanted unless requested. We request verification for courses over 10 hours, College Courses, State Specialty Certifications, Presenting/Teaching, Published Articles or Training for Volunteer Activities. (See Q6 for instructions of how to submit those hours.)

Q6: How do I enter credit and submit verification for courses over 10 hours, publications, presenting or college courses?

For now, these types of courses are entered the same way with two exceptions. Hours must be added to your transcript online before verification will be accepted. It will only be accepted if submitted with the below information.

Add New Education Credit

Education Credit Type: *
Substantive

Name/Description: *
College Course: Probate 101

Self Reported:

Number of Credits Earned: *
3

Credit Earned On: *
9/6/2018

EXCEPTION 1:

In the course name/description field begin with the type of CLE Program credit is being submitted for: College Courses, State Specialty Certifications, Presenting/Teaching, Published Articles or Training for Volunteer Activities.

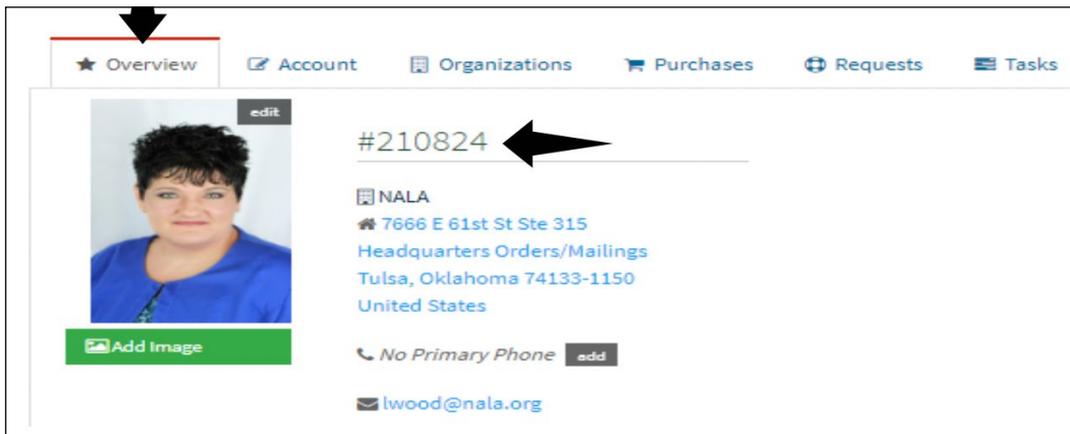
EXCEPTION 2:

After entering the course in the system, send an email to cle@nala.org with supporting documentation. The subject line should include your account number and verification required for the type of program being verifying. The below link on Pages 4-5 on the below link states the required documentation for the course type: <https://www.nala.org/sites/default/files/files/banner/5-for%20Certified%20Paralegals.pdf>

Subject #210824 CLE Verification for College Course

Q7: Where do I find my account number?

Go to www.nala.org > Login using your preferred email and password > Find the Quick Links box > Click My Account > Click on Overview. Your account number will appear next to your photo.



Q8: How long does it take for my pending to be approved?

Pending time varies based on the volume receive. For now, pending is approved during the 3 months prior to your recertification period and upon request only.

Q9: Why was my CLE declined?

Pending CLE can be declined for several reasons:

- non-substantive credit may be declined due to exceeding the 10 hours of non-substantive credit allowed
- verification was requested but was never received
- the course does not qualify for CLE with NALA

The screenshot shows a web form with two tabs: 'Overview' and 'Details'. The 'Details' tab is active. The form contains the following fields:

Education Credit Type: *	Non-Substantive
Description: *	Test
Self Reported:	Yes
Number of Credits Earned: *	0.01
Credit Earned On: *	9/3/2018
Declined Date:	9/10/2018
Provider:	Organization
State/Province:	State/Province
Reference:	Declined. Exceeds 10 non-sub. - LAW

At the bottom of the form are three buttons: 'Save', 'Delete', and 'Cancel'.

You can always find out why your CLE was declined by clicking view on the education credit listed. Under details, in the **Reference** field, will be a note as to why it was declined.



Q10: Do I need to ask for preapproval before taking a course?

Certified Paralegals do not have to seek preapproval. Generally, programs that are from reputable companies, feature attorneys or attorney/paralegal teams, and are on subjects that are of a substantive nature will qualify for CLE credit. Credit is awarded based on actual time of the course program, either live or recorded. Please keep in mind for NALA to consider seminar programs for CLE credit, the seminar must be a minimum of 50 minutes.

Q11: What is a NON-SUBSTANTIVE credit?

Non-substantive credit is mediation, law office management, computer programs or applications, communications, office technology, self-help, mental health or prevention of substance abuse courses.

Q12: What is the difference between an ethics and Legal Ethics course?

Ethical courses that do not include "in the delivery of legal services" is not legal ethics. For purposes of CLE, legal ethics is defined as the code of professional responsibility detailing the moral and professional duties required in the delivery of legal services.

Q13: Will NALA enter CLE for me?

No, Nala no longer enters CLE. Certificants are now in charge of entering their own CLE. However, courses taken through NALA are entered by NALA within 24 to 72 hours after completion.
<https://www.nala.org/sites/default/files/FAQ%20-%20How%20do%20I%20enter%20CLE.pdf>

Q14: Why can't I recertify online?

There are several reasons someone may not be able to recertify online:

1. Doesn't qualify to recertify – Not enough hours. Certificants must have 50 CLE hours including 5 hours of Legal Ethics not exceeding 10 hours of non-substantive credit in their total hours earned.
2. Past your Certification expire date and/or past your extension expire date
3. It's too soon to recertify. You can only certify 30 days prior to your certification expire date.

Q15: What's the best way to communicate with NALA regarding CLE?

Email. Please include your account number and name as listed with NALA.

Emails can be sent to:

- cle@nala.org for CLE or recertification questions
- testing@nala.org for application or exam questions
- nalanet@nala.org for all other questions