

## **PICPA - Frequently Asked Questions**

### **MEMBERSHIP**

**1. I did not receive a verification email after registering.**

The email responses are automated and sometimes Google will mark it as SPAM. Please check your SPAM folder and mark it as not spam

**2. I am a member of the previous PICPA's portal. How can I register again?**

Everyone must register again for PICPA to have a complete and correct information. If you are a user of the previous PICPA portal, please enter your PRC number and click the Forgot Password link. You will then receive a verification link to complete your information.

**3. I'm a previous user. After signing up, the information filled up is incorrect. How can I correct this?**

Please contact the PICPA Membership Division at [membership@picpa.com.ph](mailto:membership@picpa.com.ph) and inform the corrected information. They will assist you with your membership information.

**4. I think my annual due balance is incorrect. How can I verify this?**

To inquire about your annual dues, please contact the membership division at [membership@picpa.com.ph](mailto:membership@picpa.com.ph).

**5. When will the previous PICPA portal (Glue Up) be shut down?**

It will be decommissioned this year, so everybody is encouraged to sign up for the new PICPA MEL System. All members should have an account in this database.

**6. How can I pay my annual dues?**

There are three options for payment:

The first option is to go to the website and click "online payment." You will be redirected to our online payment gateway, where you can pay via bank transfer or using e-wallet.

Second, go to the bank and pay your balance. Send a screenshot as proof of payment, and our cashier will verify it and cross-check it with our bank account.

Third, go directly to your local Chapter and pay the cashier. Following payment, you should receive an email confirming that your annual dues have been posted.

**7. It says in my portal that online payment in my Chapter is not yet available. What can I do?**

You can visit and pay directly to your Chapter, by depositing money into the Chapter's bank account and uploading the proof of payment.

**8. Can I change my Chapter?**

Generally, yes. Except within three (3) months before and after election date or if you have already paid your membership dues to the Chapter. You can only change your Chapter in the following fiscal year.

**9. Can I generate a Certificate of Good Standing using the MEL System?**

Yes. Simply go to your profile and generate a Certificate of Good Standing. It may require you to pay a certain fee.

**TRAININGS/EVENTS**

**1. Can I register for an event using the MEL System?**

Yes. Chapters will publish events in the MEL System portal, where you can register. You can pay online or via bank transfer.

**2. Can I access my certificate using this portal?**

Yes. There's a Certificate section in your membership portal where you will see all the certificates after attending PICPA seminars.

**3. I have attended seminars outside PICPA. Can I monitor this using PICPA MELS?**

Yes. Members are encouraged to encode their certificate accreditations from other providers using Manual CPD.

**4. I have attended an online seminar, but I don't see my certificate.**

Check if you have met all the requirements for receiving your certificate. You should participate in answering the post-exam and speaker evaluation form. The certificate will be available once these are completed.

**5. I'd like to avail a printed copy of the certificate from a seminar I attended.**

You can get a printed copy of the certificate from our online shop. You can choose the type of certificate and pay online or via bank transfer.