



## Frequently Asked Questions (FAQs) ASIL Online and On-Demand CLE Platform

### **Q: Does my state require me to take continuing legal education (CLE) courses?**

**A:** Each jurisdiction has its own rules regarding mandatory CLE (MCLE) requirements for lawyers. The American Bar Association has collected all of this information in one place on their [website](#), but it is your responsibility to check with your individual jurisdiction's official CLE monitoring body (usually provided through either the state bar association or the state supreme court).

### **Q: In which jurisdictions are ASIL online and on-demand MCLE programs accredited?**

**A:** ASIL online and on-demand programs are accredited in California, Pennsylvania, and Virginia (see provider numbers below). New York attorneys may claim CLE credits via reciprocity with these jurisdictions.

California: Provider #1623  
Pennsylvania: Provider #90  
Virginia: Provider # (course specific)

### **Q: What if I'm licensed in a different state? Can I still get credit for watching ASIL MCLE programs?**

**A:** Most states offer reciprocity for MCLE courses approved by other state CLE accrediting bodies. Each jurisdiction has its own rules for which states it will grant automatic reciprocity and if you can obtain a special exception for reciprocity for other states. It is your responsibility to check with your jurisdiction and CLE monitoring body to find out if ASIL's approved jurisdictions allow you to obtain reciprocity for the state in which you are licensed.

### **Q: Is there a limit to how many online and/or on-demand MCLE courses I can take?**

**A:** Each jurisdiction has its own rules on the maximum number of MCLE course that can be taken online or on-demand. Some jurisdictions provide for exceptions for attorneys who live or work out-of-state or in a location where live MCLE content is difficult to come by. It is your responsibility to check with your jurisdiction on what the maximum number of online or on-demand MCLE hours is.

In ASIL's pre-approved jurisdictions, the following restrictions related to online and on-demand MCLEs apply:

**California:** California permits attorneys to obtain all of the required 25 MCLE credit hours from "participatory activities," defined as courses "for which the provider must verify attendance. Participatory activities may be presented in person or delivered by electronic means." All ASIL online and on-demand courses meet this definition. See [California MCLE Attorney Rules](#).

**New York:** Attorneys within two years of admission to the New York State Bar may not use online or on-demand CLE platforms unless granted "special permission" by the New York State Bar (see [NY New Attorneys FAQ](#)). "Experienced Attorneys" (more than two years since admission to the New York State Bar) may obtain CLE in "non-traditional" formats, including online and on-demand, "so long as the CLE Board has accredited the provider to offer the course in the particular format, or the course is eligible for credit under New York's Approved Jurisdiction policy" (see [NY Experienced Attorneys FAQ](#)).

**Pennsylvania:** Pennsylvania allows for “distance learning” CLE courses, including “internet, CD-Rom, live webcasts, podcasts, and telephone seminars” that are pre-approved and offered by Pennsylvania CLE Accredited Providers. All ASIL online and on-demand content meets this qualification. Pennsylvania permits attorneys to obtain up to six (6) MCLE credit hours per compliance period via distance learning courses. See [Pennsylvania CLE Board FAQ](#).

**Virginia:** Virginia distinguishes between “live” and “distance learning” CLE courses. Live courses include any course with “simultaneous, live interaction” between attendees and presenters. Live webinars on ASIL’s online platform will qualify as “live” for Virginia. There is no limit on the number of CLE credits a Virginia attorney may obtain via live programming. Distance learning courses include any program where a live presentation has been recorded and presented via any electronic media that does not include simultaneous, live interaction with the presenter. ASIL’s on-demand content qualify as “distance learning” courses. Virginia attorneys may obtain no more than eight (8) CLE credit hours of the twelve (12) required hours via “distance learning” courses. See [Virginia MCLE Opinion 16](#).

**Q: How do I obtain my Uniform Certificate of Attendance?**

**A:** Upon completion of the online or on-demand course on ASIL’s online platform (InReach), you will automatically be emailed a completed Uniform Certificate of Attendance for that specific course, sent to the email you provided during checkout. You may also obtain any current or past certificate by accessing the “My Account” section of the ASIL online catalog and selecting the “My Products” tab. There you will see all of the courses you have purchased. Courses you have completed will be listed as “Complete.” You may click on any completed course title and select the “Get Certificate” button to obtain an additional copy of your Uniform Certificate of Attendance for that course.

**Q: How do I obtain a receipt for my purchase of a particular course?**

**A:** Upon purchase of any course through the ASIL online platform, you will automatically be emailed a digital receipt, sent to the email you provided during checkout. You may also obtain a receipt for any purchase by accessing the “My Account” section of the ASIL online catalog and selecting the “My Receipts” tab. There you will see all of the courses you have purchased, listed by date.

**Q: How do I complete my on-demand CLE course?**

**A:** Once you have purchased a course, you can complete the course by accessing it in the “My Products” tab of the “My Account” page on the online catalog. Click the “Play” button and a new window will open with the video ready to be watched. You must watch the entire video from start to finish and you must respond to the prompts for an “attention code” during the course, as this is required by multiple jurisdictions to ensure that the course attendee is paying attention. Once you have completed the course, you will see the course status change from “Pending” to “Complete” on the “My Products” tab. **You have 90 days from the purchase of your course to complete it in order to obtain your certificate.**

**Q: What happens if I have to stop watching my course before I complete it? Can I keep watching at a later time?**

**A:** You are not required to complete watching your course in one sitting. If you close the viewing browser during the video, the next time you log in and select that course from your “My Products” tab of the “My Account” page, the video will resume where you left off. **You have 90 days from the purchase of your course to complete it in order to obtain your certificate.**

**Q: How do I access course materials for ASIL online and on-demand CLE courses?**

**A:** Course materials are available once you have purchased the course via the ASIL platform. You can find the materials in the “My Products” tab of the “My Account” page by clicking on the “Download Materials” button. You can also download the materials from the viewer, under the “Resources” tab on the left side of the screen.

**Q: I am having technical difficulties with the ASIL online and on-demand CLE platform. Whom should I contact?**

**A:** ASIL’s online and on-demand platform provider, InReach, provides technical support for customers. You can contact them by clicking the “email us” button or the “Live Support Online” button at the bottom of the ASIL catalog website, or by calling them at 877-880-1335 (8 a.m. – 11 p.m. ET).

**Q: Are ASIL online and on-demand CLE courses accessible for the hearing and/or visually impaired?**

**A:** Yes. InReach, ASIL’s online catalog provider, has formatted its catalog webpages to meet Web Content Accessibility Guidelines (WCAG) compliance standards. InReach catalog webpages are constructed in a manner that meets accessibility standards for the hearing and/or visually impaired, including changes that ensure all color ratios, keyboard tabbing, and object tagging meet the required standards. The InReach catalog webpages will work with reader software used by the vision impaired.

**Q: What Member Benefits does ASIL offer for online and on-demand CLE?**

**A:** ASIL provides members with discounted registration fees for CLE courses. The discount is determined by the type, age, length, and content of the course in question.

**Q: Where can I find information on other ASIL CLE courses?**

**A:** You can find more information about online and on-demand CLE courses and live CLE courses on our website at [www.asil.org/cle](http://www.asil.org/cle).

**Q: Can I obtain a refund for an ASIL online or on-demand CLE course?**

**A:** You may obtain a refund for any ASIL on-demand CLE course within 48 hours of purchase. Please contact the ASIL Service Center at [services@asil.org](mailto:services@asil.org) and make your request in writing. Refunds will not be granted for any course ordered more than 48 hours prior to the request for a refund or any course that has already been completed. Refunds will not be granted for any course that has expired due to being purchased more than 90 day previously.

Live, online ASIL CLE courses will be refunded on the following policy:

- 48 hours or more prior to the live course: 100% refund
- 24-48 hours prior to the live course: 50% refund
- Less than 24 hours prior to the live course: No refund will be provided