

Victim Impact Panel (VIP)

FREQUENTLY ASKED QUESTIONS



How do I register for the Victim Impact Panel course?

Once the VIP coordinator receives your paperwork from the court, they will send you an email with further instructions on how to register and begin the course.

Do I have to complete more than one class?

If you have been mandated to take our VIP class, then that is the only course you need to complete on our website. DO NOT TRY TO REGISTER FOR OUR TEEN DRIVING CLASS. If you have also been mandated to take the seven-week Impaired Driver Program (IDP), you need to look at the paperwork given by the court for their contact info. IDP is a different class from our Victim Impact Panel and is run by Dutchess Community College.

How long will it take to complete the course? Can I exit and come back to it?

The course takes around 90 minutes to complete. If you exit the course, you will be able to resume where you left off. Please note that the course has a minimum time requirement. You must read all the text and watch all the videos in full. If you reach the end of the section before the minimum time is reached you will receive a warning letting you know that you will have to start it over to get credit.

What is the correct website to take the course?

The website address for our online classes is <https://capedc-education.org>.

How do I register to take the course?

When you reach the education website's login screen, you need to click the 'create account' button on the bottom half of the page. Follow the prompts to register your account under your LEGAL NAME (this is the name that will be printed on your certificate at the end). Please avoid registering the account with a work or school email address, to avoid your confirmation email getting blocked.

Where is my confirmation email? I made an account but did not get one.

Most of the email confirmations are instant, but some go into the spam folder, and a few can be delayed or blocked by the email server. If you have already waited 24 hours and checked your spam folder, but you still do not have a confirmation, send the name and email you registered with to vip@capedc.org. Your account can be confirmed manually from the back end of the system. Please note that these requests will only be resolved during our normal office hours: Monday – Friday from 8 am – 4 pm.


What if I registered my account under something other than my legal name?


Your name and account information must be registered under your legal name or you will not receive credit for completing the course. If you need to correct this, please go to the profile section (use the icon on the top right of the page once you are logged in) and edit the profile information accordingly.

How do I pay for the class?

The VIP course costs \$70 per person and can be paid online when you enroll. After you click on the Victim Impact Panel course, you will see the cost and a PayPal sponsored enroll button (see screenshot below - area circled in red). Once you click that button, you will open the PayPal payment portal. You can pay with credit card, debit card, or a PayPal account (if you have one). You DO NOT need a PayPal account to pay the course fee. To pay with debit/credit, look for the gray button in the payment portal below the PayPal login area. If you cannot pay online, contact the VIP coordinator to make other arrangements. Their contact info can be found at the end of this FAQ.

Enrollment options

 This is a court-mandated program where participants listen to stories from victims and/or their family members who have been impacted by the consequences of drunk, drugged, or distracted driving.



VIP Coordinator: Kathy Knauss

▼ Sign up here if you paid by cash or money order...


Enrollment key

Enroll me

This course requires a payment for entry.

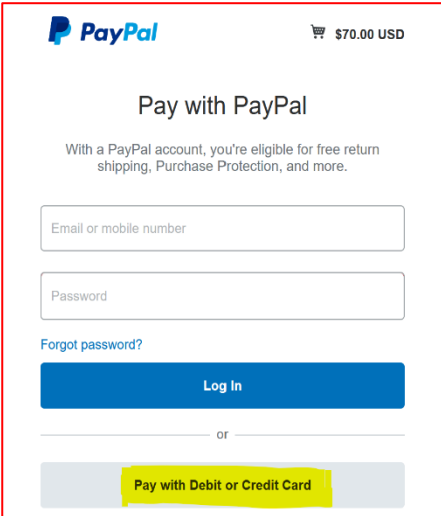
PAY BY CREDIT/DEBIT CARD OR PAYPAL

Cost: USD 70.00



Use the button below to enroll using a secured PayPal payment portal. You DO NOT need a PayPal account to complete your transaction in this portal. You can pay the course fee with a debit card, credit card, or PayPal account. PLEASE NOTE: If you are using credit/debit, look for the gray button underneath the PayPal sign-in area, on the next page after you have clicked the button below.

Enroll Me




The screenshot shows the PayPal payment portal. At the top, it says "Pay with PayPal" and "With a PayPal account, you're eligible for free return shipping, Purchase Protection, and more." There are input fields for "Email or mobile number" and "Password", a "Forgot password?" link, and a blue "Log In" button. Below the "Log In" button, there is an "or" separator and a gray button labeled "Pay with Debit or Credit Card". A red box highlights the entire PayPal payment area, and a green arrow points from the "Enroll Me" button in the enrollment page to the "Pay with Debit or Credit Card" button in the PayPal portal.

What if I accidentally chose the wrong court option in STEP ONE?

If you accidentally choose the wrong group, please notify vip@capedc.org to have it corrected. Send an email containing the name and email address that you registered with and the correct court group option you should have chosen. The site administrator can switch your group for you on the back end.

Why aren't the videos working?

The videos have been tested and are all working correctly. The issue is likely being caused by the security settings on your internet browser (i.e. Internet Explorer, Safari, Microsoft Edge, Mozilla Firefox, Chrome, etc.). Go to the browser settings and look for something that allows audio/visual content. Once you make sure the settings ALLOW the video to play, you just need to refresh the page and the video will work (this is usually an arrow in the shape of a circle ). Every browser is different. If you do not know where these settings are, please utilize Google search to find where the setting is for your particular browser. All you need to do is Google 'Why won't videos play in [insert name of browser]' and the answer will come right up. If you or someone in your house cannot resolve this, please try a different browser or a different device. We recommend using the Microsoft Edge browser.

How do I know if I completed the course?

The course is designed to force participants to fulfill all the requirements. You will not be able to move onto the next step in the course until you have successfully completed the section preceding it. If you reach the end of the course and view your completion certificate, then you have met all the requirements and will receive credit.

Do I get a confirmation email or course certificate at the end of the course?

Yes! If you complete all steps within the course, you will reach the course completion certificate. You are welcome to keep a copy for your records, but you are not required to submit it anywhere. We will confirm your completion of the course directly with your court or parole/probation officer. You should also receive a copy of this certificate to the email address that was registered to your account, once you have completed the course.

What if my questions are not answered by this FAQ?

This FAQ and the instructions provided within the course address all common questions or issues experienced by participants. Please read through the course CAREFULLY, especially at the beginning and end of the course. Any further questions should be directed to the VIP coordinator.

VIP COORDINATOR:

Christina Goebel

vip@capedc.org

(845)765-8301 x 102

(845)489-0829