

FAQ

****Answers to common questions are below. Please read carefully, as your question may be answered here****

Commonly Asked Questions

How do I register for a course if I am using a PO? If you are using a PO, select *SHIELD INVOICE* at checkout and be sure to complete the entire form.

Please note: We no longer accept requests for Group POs.

How long does it take to receive an invoice? It takes 6-8 weeks after registration to receive an invoice.

Where can I find a list of Updated/New Mandated courses? You can find our mandated courses [here](#).

How long does it take to get access to a course after registration? It can take 24 business hours for our office to enroll you in a course after registration.

What do I do if my account is linked to an old email that I no longer have access to? Your original email address is for login purposes only. You can change/update your email address by going to the EDIT tab located in your account. If you remember your password, you will still have access to your account. Note: If you cannot access your account, do not create another one. Contact shieldbu@bu.edu so we can reset your password.

*The email address you provide when you register for each course is how you will receive correspondence.

I have a question regarding my Medication Delegation Application. Who should I contact? You can contact medication.delegation@mass.gov

I need to contact my Regional Consultant, but I am not sure who they are. If you do not know who your Regional Consultant is, you can find them by visiting our Regional Consultant page, located [here](#).

I have questions regarding how to obtain PDP's. If you need information regarding how to obtain PDP's, please check out our Q&A page [here](#).