



Stenograph Loyalty Program Frequently Asked Questions

Is there a cost to join the Stenograph Loyalty Program?

No, the program is **free** to join!

Can an agency join the Loyalty Program?

The Stenograph Loyalty Program is only open to individual reporters.

How can I join the Loyalty Program?

To join the Stenograph Loyalty Program, you must have an APEX Profile.

You can join the Loyalty program through APEX or CATalyst Version 21.5 or later

1. Connect to APEX, either through a connection in CATalyst Version 21.5 or later, or directly through APEX
2. Within your profile, click to join the Loyalty Program
3. Earn your first \$10 in points just for joining!

Do I need to be on CATalyst to enjoy the benefits of the Stenograph Loyalty Program?

No, CATalyst reporters will have more integration and more opportunities to earn points, but the Stenograph Loyalty Program can be accessed directly within APEX by non-CATalyst reporters, or reporters who are not on the latest version of CATalyst. Learn more about how APEX can benefit reporters [here](#).

How do I earn points?

You can earn \$10 in points (1000 points) just for enrolling in the Loyalty Program. You will also earn \$2 in points (200 points) for every job that you complete through APEX. The purchase of CATalyst, renewing an Edge support plan, or becoming an annual member of Ascend Training will earn 1% of the purchase price back in points.

How do I use my points?

Redeeming your points is easy! Simply call customer service to complete your order. The Customer Service Representative will review your loyalty account and apply the appropriate points to the order.

100 points are equal to \$1 that you can redeem on Stenograph products and services.

What can I use my points towards?

Points can be used towards the purchase of all products sold by Stenograph. This includes writers, software (like CATalyst and CaseViewNet), and contracts (Edge, Endurance). You cannot use points towards products sold through Bella's Boutique.



[How can I check my current points balance?](#)

From CATalyst Version 21.5 or later:

1. Navigate to APEX from the top menu
2. Select "Loyalty Points" to display the current points balance as of the last time you were online and connected to APEX.

From APEX:

1. Log in to APEX and select "My Profile"
2. Select the "Loyalty History" tab to see your current points balance and history.

[Do points ever expire?](#)

Yes, points expire if a customer is inactive for 2 years. Inactive means a customer has had no points earning action. If a customer is active and earning, their points will not expire.