# Frequently Asked Questions

PC troubleshooting tips MAC troubleshooting tips Logging in Professional Education Center website functionality Registering for an activity Printing certificates, claiming credit, authorization codes, and vouchers NIH Stroke Scale Payment processing Other

# PC troubleshooting tips:

# What browser should I use?

You may use a current version of any of the following browsers: Internet Explorer, Safari, Firefox or Chrome. The portal will support previous browser versions assuming that the browser is continuing to receive support from the browser's developer. Please make sure that you are able to access the internet through any firewalls or proxy servers.

# What are your website requirements?

The website requires a user to have a current browser such as Internet Explorer, Safari, Firefox, or Chrome, You may also need Windows Media, and Active X settings to view certain content. You will need a pdf reader such as Adobe Acrobat in order to view your certificate. The end user should have a high-speed connection such as DSL or Cable connection for most of our online activities. Some activities may require Java.

# I click on a link and nothing happens. How can I access these sections?

There may be occasions when you click on a link inside the Professional Education Center and nothing seems to happen. The issue may be related to the pop-up blocker installed on your computer. In order to get around this issue, hold the Ctrl key when you click on the link. The Ctrl key will disable your pop-up blocker for this one instance and the window should appear. Instead of disabling your pop-up blocker permanently, just hold the Ctrl key each time a window does not appear for you.

# What do I do if I get an error message on my PC (Windows Computer)?

If you are getting a page error message trying to login or launch a page, it is usually just your browser trying to connect to our site. Try this suggestion: It often helps to delete your Temporary Internet Files, history and Cookies. Under Tools on the browser menu go to Internet Options and under the General Tab under Browsing History, click Delete and then delete temporary internet files, history and cookies.

# What do I do if I have an issue playing the NIHSS videos on the PC?

1. The NIHSS videos are streaming and do not require a Media player.

# MAC troubleshooting tips:

#### I am unable to submit my answers to the survey questions or claim my certificate.

If you are running a Macintosh Operating System with Internet Explorer 7 as your browser, you might experience technical issues when you submit your survey responses. In order to submit your survey, you can complete either of the following 2 options:

- Use a different browser such as Netscape, Firefox or Safari, or
- Contact the Professional Education Center via email (learn@heart.org) for assistance.

#### What does my Mac need in order to complete the NIHSS?

Click on this link: <u>http://www.microsoft.com/download/en/details.aspx?id=9442</u>. If you are still experiencing issues go to <u>Microsoft's website</u> and click on Downloads, then select Windows Media Player Downloads then search for the Flip4Mac plug-in for your QuickTime program to run the NIH Stroke Scale Videos.

If having issues with a plug in, then if using Firefox, change to Safari. If this doesn't work for your Mac then using a PC would be another option.

# Logging in:

#### Why do I have to log in to enroll in an offering?

You must log in for the Professional Education Center to assign the appropriate certificates or price that are based on a combination of your profile values. This also allows us to maintain your activity registration and completion for your future reference.

# What do I do if I get a message that reads "too many login attempts, please click forgotten your username or password" and my new password won't work?

After receiving the email with your new password, you will need to close the current browser you are working in and open a new one. You may need to wait approximately 10-15 minutes before attempting to log in again.

#### Professional Education Center website functionality:

#### What is the Professional Education Center?

It is a learning management system that allows you to access many of the association's educational offerings:

- Register and claim credit for live conferences and workshops.
- View web-based educational activities online.
- Central repository for CME/CE credit.
  - o Claim your CME/CE credit hours.
  - o Print your CME/CE certificates.
  - o Track your progress and participation.

# What is included on the Activities in Progress page?

The Activities in Progress page displays a list of offerings in which you are currently enrolled. Select any of these offerings to see activity material or to work through the materials associated with the activity.

# What is the Activity Catalog?

Before you enroll in an online activity or register to attend a live event, you can view the list of available offerings and review general information.

To browse through the available offerings:

- 1. Click on the Activity Catalog tab at the top of the page. The Activity Catalog page will show you the results of a non-specific search and will display all the activities available.
- 2. Type in your search criteria and click the 'Go' button. This will direct you to the search results page.
- 3. To quickly find the particular activity you are looking for you can filter your search results by the following categories:
  - Credit Type
  - Delivery Format
  - Topic
- 4. The search results for each activity will display:
  - Title
  - Description
  - Credit Amount & Type
  - Price
  - Location (if applicable)
  - Date (if applicable)
- 5. To learn more about a particular activity click on the activity title.
- 6. To register for an activity click on the Register button. Once you click on the Register button you will be directed to the Individual Activity Detailed Information page.
- 7. If you had previously enrolled in an activity and want to resume your progress, you will click the Resume button. Once you click on the Resume button you will be directed to the Individual Activity Detailed Information page.

# What is the Search box?

Located under the links on the top right, the Search box provides another way to search for available activities. Prior to entering your search term, you will be prompted to select a category to narrow down your search results.

Categories presented in the Search drop-down list:

- *All Activities* This will provide a search query of all activities available at learn.heart.org that match your search terms
- Live Activities Only live activities available on learn.heart.org that match your search term will appear in your search query
- Online Activities Only online activities available on learn.heart.org that match your search term will appear in your search query
- Search heart.org This will provide a search query of all material available at www.heart.org that match your search terms

# What is the Completed Activities page?

When you complete an activity, it will be automatically added to your Completed Activities page. After you have claimed a continuing education certificate, your Completed Activities listing will be automatically updated.

#### How do I get more information on the Spotlight Series?

To get more information on the spotlight series please go to <u>spotlight.heart.org</u>

# Register for an activity:

#### I have enrolled in an activity, now what do I do?

From within your Activities in Progress page, select the plus sign "+" associated to the activity for a brief description of information about the offering. Select the title of the offering and you will be directed to an individual activity detailed information page.

#### Printing certificates, claiming credit, authorization codes, and vouchers:

#### How do I print my certificates?

For any offering that has been completed satisfactorily a link is available to initiate the certificate interface.

To print an activity certificate:

- 1. Navigate to the My Completed Activities page.
- 2. Click on the certificate icon next to the activity name.
- 3. Download the certificate file.
- 4. Click Print.

For further assistance fill out the form on the Contact Us page or call our toll-free phone number at 1-888-242-2453 (available between the hours of 8:00 am – 5:00 pm CST).

# Why am I not seeing the certificates that I need?

The certificates available depend upon your Primary Classification and Secondary Classification in your portal profile.

- 1. Click the My Account tab located at the top of the page.
- 2. Update your Primary Classification and Secondary Classification values and update any other information necessary.
- 3. Click Save.
- 4. For further assistance fill out the form on the Contact Us page or call our toll-free phone number at 1-888-242-2453 (available between the hours of 8:00 am 5:00 pm CST).

#### Which certificate do I claim?

Your certificate will depend on your classification. The most common certificates claimed are the following:

- ACCME (Accreditation Council for Continuing Medical Education)
  - o AMA Certificate of Credit Physicians
  - AMA Certificate of Attendance Non-Physicians
- ANCC (American Nurses Credentialing Center) Nurses
- ACPE (Accreditation Council for Pharmacy Education) Pharmacists
- CDR (Commission on Dietetic Registration) Dieticians
- CECBEMS (Continuing Education Coordinating Board for Emergency Medical Services) –
  EMT/Paramedic
- IACET (International Association for Continuing Education and Training)

# How do I claim/print my certificate using an authorization code?

- 1. Sign in with your username and password.
- 2. Search for the activity title in the Search box located at the top of the page.
- 3. Click on the Register button.
- 4. You will be prompted to put in the case sensitive authorization code. Note: The authorization code was provided to you at the live activity. If you no longer have your code, contact customer support for assistance.
- 5. Click Continue and complete the associated course activity elements (evaluation, post-test, etc.).
- 6. Once the course activity has been completed, your activity will be moved to the Completed Activities tab and will remain there for future reference.
- 7. To print your certificate navigate to the Completed Activities tab and click on the certificate icon next to the live activity name.
- 8. For further assistance fill out the form on the Contact Us page or call our toll-free phone number at 1-888-242-2453 (available between the hours of 8:00 am 5:00 pm CST).

# What is a voucher?

A voucher is a registration code or set of codes that allow a user to enroll into the activity. The registration/voucher code is used as the method of payment. Enter the code into the discount code field in the payment screen and the payment for the activity will be updated.

# How long will I have to claim credit for the activity?

For live activities credit must be claimed within 6 months of activity. Pharmacy credit must be claimed within 30 days of activity. Fall all other activities, credit should be claimed immediately upon completion of the activity.

# Updating your profile:

I have updated all of my information, and I am still not seeing my correct information, correct certificates or the correct price in the Professional Education Center.

- 1. Log in and click My Account tab located at the top of the page.
- 2. Update any information as necessary.
- 3. Click Save.

4. For further assistance fill out the form on the Contact Us page or call our toll-free phone number at 1-888-242-2453 (available between the hours of 8:00 am – 5:00 pm CST).

# Why is my information not showing up correctly on my certificate?

Please contact our customer support at 1-888-242-2453 or fill out the form on our Contact Us page.

#### NIH Stroke Scale:

#### Why is there a need for a "grace period" between each NIHSS test groups?

The "grace period" is recommended so that adequate practice of the Stroke scale is administered and is deemed appropriate.

#### What is the time period recommended between each NIHSS test group?

After passing Test Group A, you should wait 6 months before taking Test Group B. After passing Test Group B, you should wait 12 months before taking Test Group C.

Each additional module thereafter will follow the same 12 month interval.

- Test Group A Test Group B = 6 month interval
- Test Group B Test Group C = 12 month interval
- Test Group C Test Group D = 12 month interval
- Test Group D Test Group E = 12 month interval
- Test Group E Test Group F = 12 month interval

For more information on the NIHSS activities please click on the activity's title within the Activity Catalog to view additional details.

# If I took one of the test groups on another website, will I be able to continue on the Professional Education Center (PEC)?

No. You will have to start with test group A in the Professional Education Center, due to the prerequisite requirement(s).

#### How much bandwidth would one user take up while doing the NIHSS on the website?

The bandwidth while watching one video in the NIHSS course is less than 230Kbps.

#### Payment processing:

#### What do I do if I get a duplicate charge on my credit card?

Please contact our customer support at 1-888-242-2453 or fill out the form on our Contact Us page.

#### What do I do if I have issues entering my credit card info?

Please contact our customer support at 1-888-242-2453 or fill out the form on our Contact Us page.

# Can I pay by check?

No. At this time, we only allow credit card transactions.

# Why is there a charge for some courses?

The fee supports the hardware, software and development costs for current and future education programs.

#### Why are some activities free for members?

Selected activities are provided as a benefit of AHA membership.

# Other:

# I am having technical difficulties, how do I get help?

Please contact our customer support at 1-888-242-2453 or fill out the form on our Contact Us page.