CME TROUBLESHOOTING TIPS

MAY 2020: RECENT CHANGES HAVE BEEN MADE BEHIND THE SCENES THAT MAY BE AFFECTING YOUR SIGN-INTO CME. PLEASE FOLLOW THESE STEPS.

LOG-IN ISSUES: QUICK ITEMS TO CHECK

1. Due to recent May changes, use **Chrome** if at all possible. Firefox is also an alternative. Using Internet Explorer (IE) may cause issues.

2. Clear your browser history. Detailed steps for Chrome located at the end of this document.

3. From https://cme.ahn.org/, employees must log-in using the "AHN/Highmark **Employee** Login" link at the top of the page in the green banner.

   a. On the "Pick an account page", if you see options for your AHN email address or you network account, you can select it. Otherwise, use the '+' to use another account and enter your AHN email address.

   b. On the subsequent "Sign in with your organizational account" page, use the same information used in step a above with your Epic Password.

   c. If Steps a & b do not work, you can try the process again using your network account (typical format: <firstinitial+first7oflastname>@ahn.org.)

4. Are you using a Shared Computer (e.g. central station at hospital)? Be sure to use the CME **Desktop** Icon. *Otherwise, users are reporting being able to sign in but connected to someone else's account.

   a. If you are having issues with this method, follow steps 1 through 3c above.

5. If connecting to another computer as way of signing in (e.g. personal computer to work/office/hospital computer, and the CME **Desktop** Icon is not visible on the connected computer desktop, use personal computer's browser to open a new session or tab and use https://cme.ahn.org/

   a. If you are having issues with this method, follow steps 1 through 3c above.

6. Have you ever created a Visitor account in the past? This could be causing issues. If so, contact the CME Team by email and ask them to check if you have a visitor account: ContinuingMedicalEducationSupport@AHN.ORG

LOG-IN ISSUES: NEXT STEPS IF YOU'VE TRIED STEPS ABOVE AND STILL CANNOT LOG IN SUCCESSFULLY

1. Call or email (itservicecenter@wpahs.org) IT Service Center (412-330-4357) to create a ticket for the for the 'ES AHN Non-Clinical team'

2. Please include the error message and as much information as possible about what you are experiencing at log-in. (Screenshots are preferred)

3. Please make sure to include:

   A. **Good call back number** during your workday. Indicate special hours

   B. Network account used to log into AHN and do you have an EPIC account and password?

**LAST UPDATED JUNE 3, 2020**

ISSUES THAT ARE NOT LOG-IN ISSUES

1. Non log-in issues can be directed to the AHN CME team. Email the CME team with a description of the problem and your contact information: ContinuingMedicalEducationSupport@AHN.ORG

   a. Examples of issues for the CME team:

      i. Not seeing your credits

      ii. Not finding a course

      iii. Not seeing Course Enrollments

      iv. Birth date is incorrect

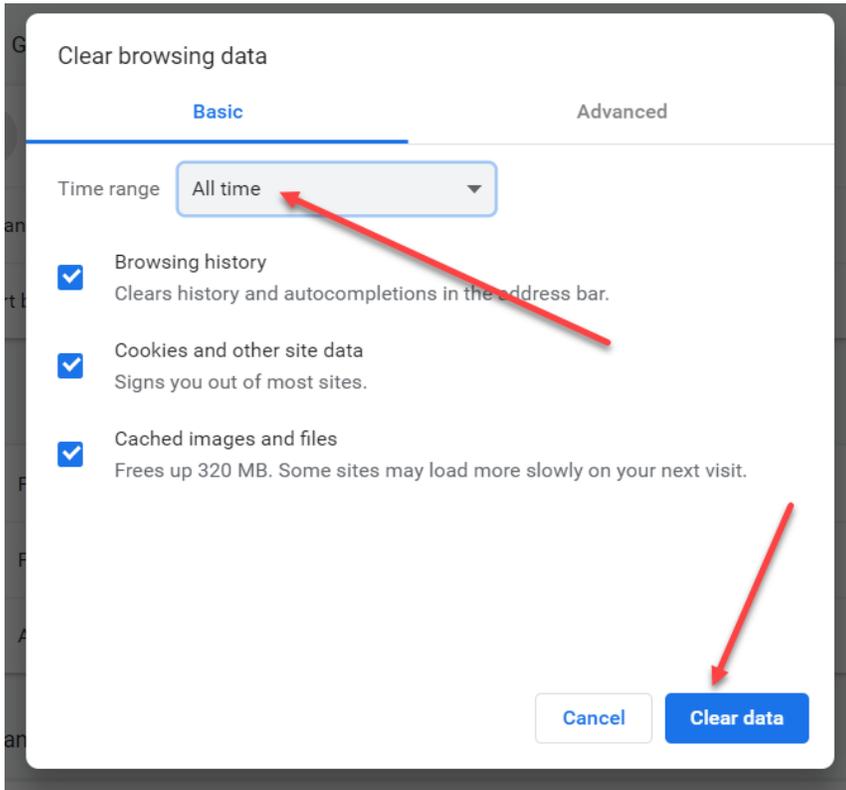## STEPS FOR CLEARING CHROME BROWSER HISTORY

1. Click the 3 vertical dots (hamburger) > History > History.
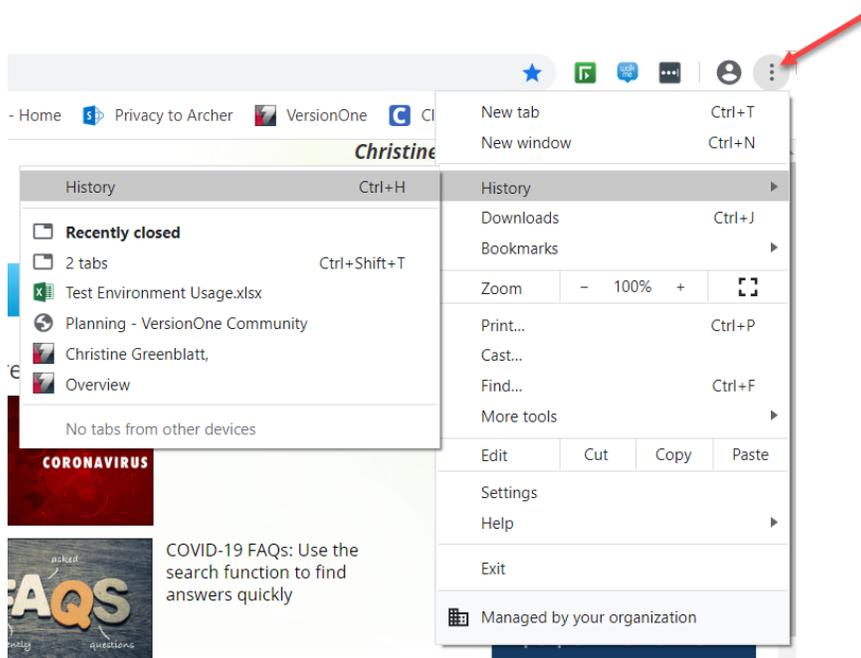
2. Select Clear Browsing Data
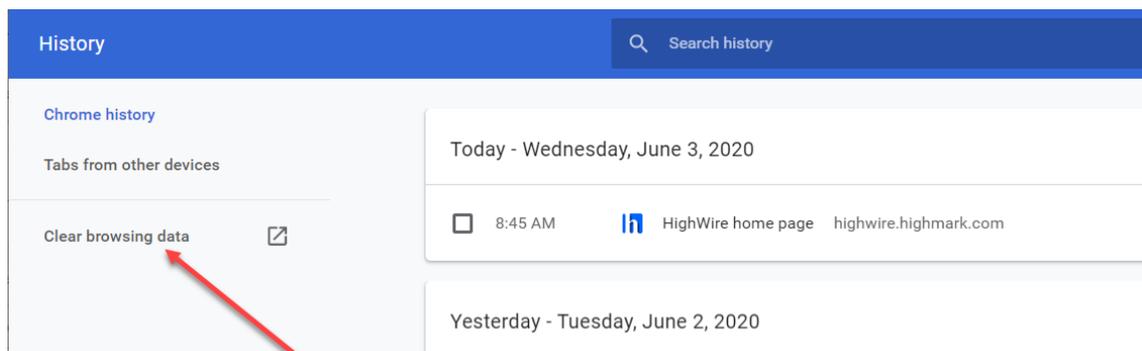
3. Select the appropriate Time range. If you have not logged into CME in a while, All time is recommended.

4. Select Clear data.

5. Exit Chrome.