CONTINUING MEDICAL EDUCATION (CME) TROUBLESHOOTING TIPS

MAY 23, 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. 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", select/enter your network account (format: <firstinitial+first7oflastname>@ahn.org.)
   b. On the subsequent “Sign in with your organizational account” page, use the same network account with your Epic Password.

2. 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.

3. 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/.

4. 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 for a visitor account for you: 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 ‘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?

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

2. Examples of issues for the CME team:
   a. Not seeing your credits / Not finding a course
   b. Not seeing Course Enrollments
   c. Birth date is incorrect