Log-in Issues: Quick items to check

1. Log-in= [FirstName.LastName@ahn.org](mailto:FirstName.LastName@ahn.org)
2. Recommended browser = Internet Explorer
3. If using Shared Computer, be sure to use the CME **Desktop** Icon. \*Otherwise, users are reporting being able to sign in but connected to someone else’s account.
4. 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/>
5. AHN employees must log-in using the "AHN/Highmark Employee Login" link at the top right of <https://cme.ahn.org/>
6. Are you able to utilize the link below to login? <https://myapps.microsoft.com/signin/Continuing%20Medical%20Education/5c755079-0961-4191-ab91-fbc9fc5db14b?tenantId=c57d1a73-0e5c-464b-afb7-086dc67f3d46>

If not, this may point to an issue with your network log-in verses an issue with CME

1. If receiving an extra log in window with ‘Authentication required’, try using email in this format: (**8 characters only**) First name initial + last name@ pgh.wpahs.org ([cgreenbl@pgh.wpahs.org](mailto:cgreenbl@pgh.wpahs.org)) and network password.

Log-in Issues: Next Steps If you’ve tried steps above and still cannot log in successfully

1. Create 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 include your network username you are using on the network.

Issues that are not Log-in Issues

1. Non log-in issues can be directed to the AHN CME team.
   1. Email the CME team with a description of the problem and your contact information: [ContinuingMedicalEducationSupport@AHN.ORG](http://ContinuingMedicalEducationSupport@AHN.ORG)
2. Examples of issues for the CME team:
   1. Not seeing your credits
   2. Not finding a course
   3. Not seeing Course Enrollments
   4. Birth date is incorrect