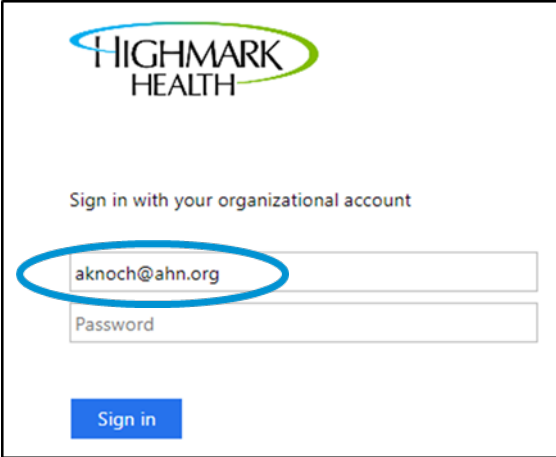


RSS Coordinator FAQ

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 changes, use **Chrome** if at all possible. Firefox is also an alternative. Using Internet Explorer (IE) may cause issues.
2. Clear your browser history, and exit Chrome.
3. If you have access to a shared computer with a CME icon on the desktop, please use that to login to CME, when possible.
4. 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 ID (preferred), you can select it. Otherwise, use the '+' to use another account and enter your AHN network ID in the format: <firstinitial+first7oflastname>@ahn.org
 - 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 AHN email address.



HIGHMARK
HEALTH

Sign in with your organizational account

aknoch@ahn.org

Password

Sign in

Where do I text the Attendance Code?

Text Attendance Code to (412) 301-9919.

How do I extend timeframe of attendance code?

Enrollments > Settings > SMS > update the “3” (automatically set to 3hrs; do not exceed 24hrs) > change to “after” in the dropdown.

How do I enroll an attendee when they forget to text-in?

Click on session > Enrollments > Search and Enroll > search attendee name > Enroll User > Administer > select attendee > mark user attended.

What do I do when an attendee tells me that their enrollment expired?

Check the duration settings: Edit > Course setting > all boxes should have a “0”.

How do I manually open enrollments after a session has expired?

Enrollments > Settings > first drop down, select “Open” > Save configuration.

What credits do I add to a session?

AMA PRA Category 1: MD, DO, CRNP, PA

Attendance: All other healthcare providers

Where do I add credits to a session?

Edit > Credit settings > AMA PRA Category 1/Attendance > Active > max 1.0 (1hr =1 credit) > Save.

How do I make session credit required?*

Course Outline > Settings (credits column) > Settings > select Credit required > Update > Save outline.

*This should only be done when you have an evaluation associated with a session. Make sure credit required is UNCHECKED for sessions without an evaluation.

How do I add an evaluation to session?

Course Outline > select Webform from drop-down menu > Add object > Settings (webform column) > title it “Evaluation” > Content > type “eval” where search box populates > select either “Live Conference and GR Eval Template” for Grand Rounds, or “RSS Quarterly Eval (M&M, Tumor Board,

Case Conf, Journal Club)” for all others > Update > Save outline > click on re-order symbol (four arrow icon) > re-order Evaluation above Credit column > Save outline.

How do I update speaker name in Grand Rounds evaluation?

Course Outline > Evaluation column > click on Edit questions > “Rate each speaker/author/moderator on their ability to deliver clear and actionable education” column > Edit > replace “Speaker Name” with name of speaker (keep the number and “|” symbol in front of name) > Save component > Save.

How do I award credit?*

Administer > Select attendee > Edit enrollment > Set completion status to > Complete > Next > Confirm.

*Alternative method: Course reports > Award credits > check the checkbox next to the learner’s name > Edit awarded credit > click the credit type that needs to be modified or revoked > select Award/update this credit type to modify credit > enter in credit number in the Credits field to update credit amount > Next > Confirm.

How do I edit the confirmation email?*

Enrollments > Settings > Confirmation email > update text box.

*Confirmation email is defaulted to a generic, global response. If you have an evaluation associated with a session and want to add a direct link to the evaluation, copy and paste the URL of the session after the defaulted message. Example:

“Dear [user:profile-profile:field-first-name] [user:profile-profile:field-last-name],

Thank you for registering for “[node:title],” an educational activity developed by [site:name].

Link to evaluation: <https://cme.ahn.org/sv-lung-and-pleural-tumor-board/content/sv-lung-and-pleural-tumor-board-53>”

Also, please note that the reply TEXT message cannot be altered.

Grand Rounds = evaluation after every session. M&M, Case Conference, Tumor Board, etc. = quarterly evaluations.

How do I access my transcript?

My Account > My Activities > Completed activities > Download PDF.

How do I access physician transcripts?

Manage (top left corner, next to wrench) > EthosCE Admin > Manage users > type in name > Apply
> click on user ID > My activities > Completed activities > Download PDF.

How do I update the workflow?

Open session > Workflow tab > select Needs review > Update workflow.