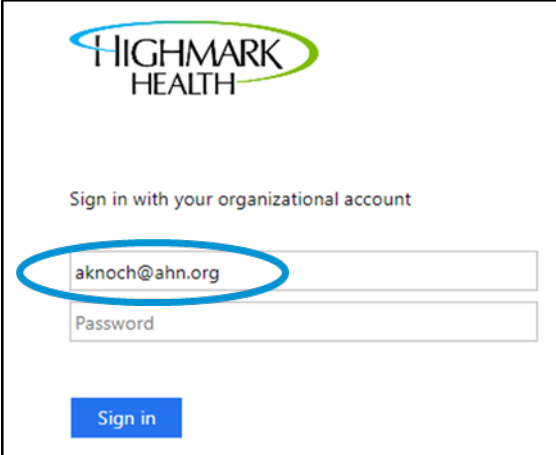


RSS Coordinator FAQ

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. Detailed steps on how to do this can be found in the attached document
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 (preferred) or your 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: <first initial+first7oflastname>@ahn.org).



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

APA: Psychologists, Psychiatrists, LPCs, Social Workers

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,

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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?*

Courses: 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 access prior sessions to award credits

Manage (top left corner, next to wrench) > EthosCE Admin>Manage content> Type in series name and select series for type>Click on series> View sessions

Follow the steps below

How do I award credit?*

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