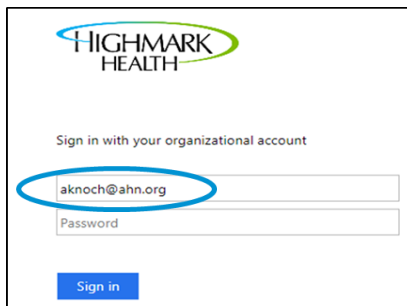


## RSS Coordinator FAQ

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### LOG-IN ISSUES: QUICK ITEMS TO CHECK

1. 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.
  - a. Open Chrome
  - b. Click the three-dot menu (top-right corner)
  - c. Select History>History
  - d. Click Delete browsing data on the left
  - e. In the popup, select the Time range (e.g., last hour, last days, or All time)
  - f. Check Browsing history
  - g. Click Clear data
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 the timeframe of attendance code?

Click on the session > Enrollments > Settings > SMS > In the close attendance box update the “12” (automatic default). Do not exceed 24 hours. > Change to “after” in the dropdown > Save configuration (bottom of page).

The screenshot shows the 'Enrollments' settings page. At the top, there is a navigation bar with tabs: View, Edit, Enrollments (highlighted), Workflow, Reminders, Faculty, Course outline, Course reports, and Repeat this session. Below this is a secondary navigation bar with buttons: Administer, Search and enroll, Waitlist, Settings (highlighted), Import, Imported records, Signup broadcast, and Sign-in sheet. The main content area is titled 'Enrollments are' with a dropdown menu set to 'Closed'. Below that is 'Send signups to' with a text input field and a note: 'Email address where notification of new signups will be sent. Leave blank for no notifications.' The 'SMS' section is expanded, showing 'Open attendance' set to 0 hours and 0 minutes 'before' the start date, and 'Close attendance' set to 20 hours and 0 minutes 'after' the start date. The 'SMS code' is 'NAQPUP'.

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

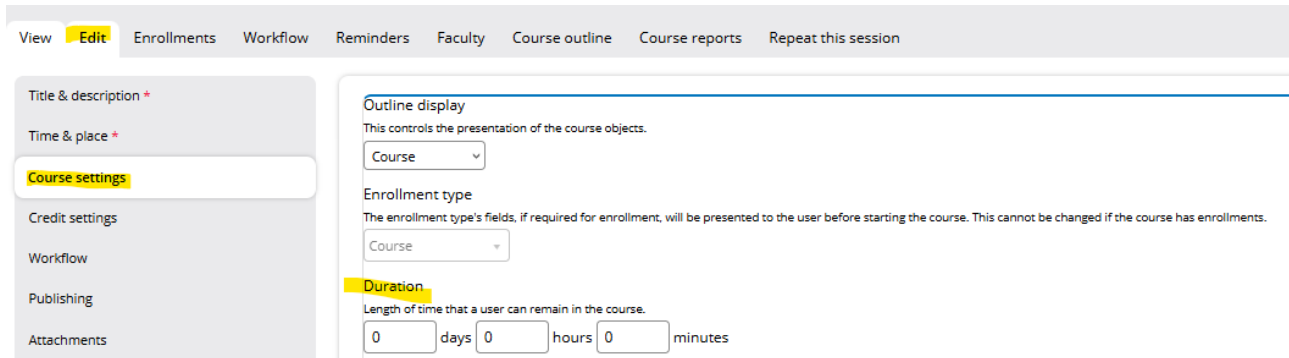
**Step 1:** Click on session > Enrollments > Search and Enroll > Enter Username, Email, First or last name to search for attendee name > Apply

**Step 2:** To select User, click on the box next to Username > Enroll User > Confirm

**Step 3:** Click on Administer > Select attendee from the drop-down list > Mark user attended > Confirm

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

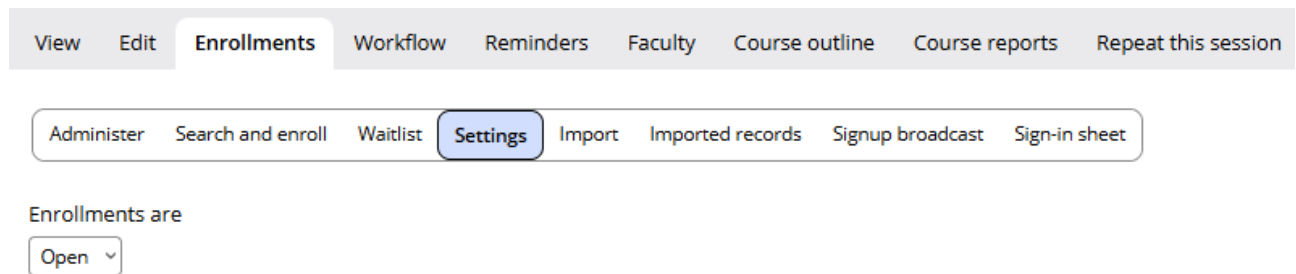
**Click on session > Edit > Course setting > Under Duration settings all boxes should have a “0” for days, hours, and minutes. Click Save (bottom right)**



The screenshot shows the 'Course settings' page. On the left is a sidebar with menu items: Title & description, Time & place, Course settings (highlighted), Credit settings, Workflow, Publishing, and Attachments. The main content area has a top navigation bar with 'View', 'Edit', 'Enrollments', 'Workflow', 'Reminders', 'Faculty', 'Course outline', 'Course reports', and 'Repeat this session'. Below the navigation bar, there are sections for 'Outline display' (with a dropdown menu set to 'Course'), 'Enrollment type' (with a dropdown menu set to 'Course'), and 'Duration'. The 'Duration' section is highlighted and contains three input fields: '0' days, '0' hours, and '0' minutes.

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

**Click on session > Enrollments > Settings > From “Enrollments are” drop-down, select “Open” > Save configuration.**



The screenshot shows the 'Enrollments' settings page. The top navigation bar includes 'View', 'Edit', 'Enrollments' (highlighted), 'Workflow', 'Reminders', 'Faculty', 'Course outline', 'Course reports', and 'Repeat this session'. Below the navigation bar is a row of buttons: 'Administer', 'Search and enroll', 'Waitlist', 'Settings' (highlighted), 'Import', 'Imported records', 'Signup broadcast', and 'Sign-in sheet'. Below the buttons, there is a label 'Enrollments are' followed by a dropdown menu set to 'Open'.

## What credits do I add to a session?

**All RSS sessions have AMA and Attendance credits active.**

**AMA PRA Category 1™: Are applicable for MD, DO, CRNP, Physician Assistants**

**Attendance: All other health care providers can receive attendance credits, which apply toward their re-licensure.**

Sessions that have submitted an APA application will receive APA credits, as well as AMA and Attendance credits. APA credits apply to Psychologists, Psychiatrists, LPCs, and Social Workers.

MOC (Maintenance of Certification): ABIM Medical Knowledge, ABS, ABTS, and ABOS accredited CME may be applicable. Please contact a CME Coordinator to learn more.

## Where do I add credits to a session?

Click on session > Edit > Credit settings > AMA PRA Category 1 and Attendance > Select Active > Max 1.0 (1hr =1 credit) > Save.

Note: Credits are awarded in 15-minute increments. If a session is 30 minutes, the maximum number of credits is .50. A 60-minute session is equal to 1.00 credits, a two-hour session is 2.00 credits. Adjust credits according to the length of the learning activity.

### If adding ABIM or ABS credits (applicable only when a course evaluation is required)

ABIM: Select ABIM Medical Knowledge > Select Active > Enter same credit amount as AMA

ABS, ABTS, ABOS: Select ABS Accredited CME > Select Active > Enter same amount as AMA

## How do I make session credit required from the Course Outline?\*

Two steps:

Step one: Click on session > Course Outline > Settings (far right in blue)

- select object -		Add object	Save outline	Revert
+ Attendance Enabled Visible in outline Completion required <a href="#">View instance</a>	Attendance <i>Course Signup</i>		<a href="#">Settings</a>	<a href="#">Show row weights</a>
+ Evaluation Enabled Visible in outline Completion required <a href="#">Edit instance</a> <a href="#">View instance</a> <a href="#">Edit questions</a>	Webform <i>Course Webform</i>		<a href="#">Settings</a>	
+ Credit Enabled Visible in outline Completion not required	Credit <i>Course Credit</i>		<a href="#">Settings</a>	

**Step two: From the Setting for Credit column (left side) > Setting > Select Completion Required > Update > Save outline.**

Settings for *Credit*

Title & description

**Settings**

Credit

Access

Delete

Update

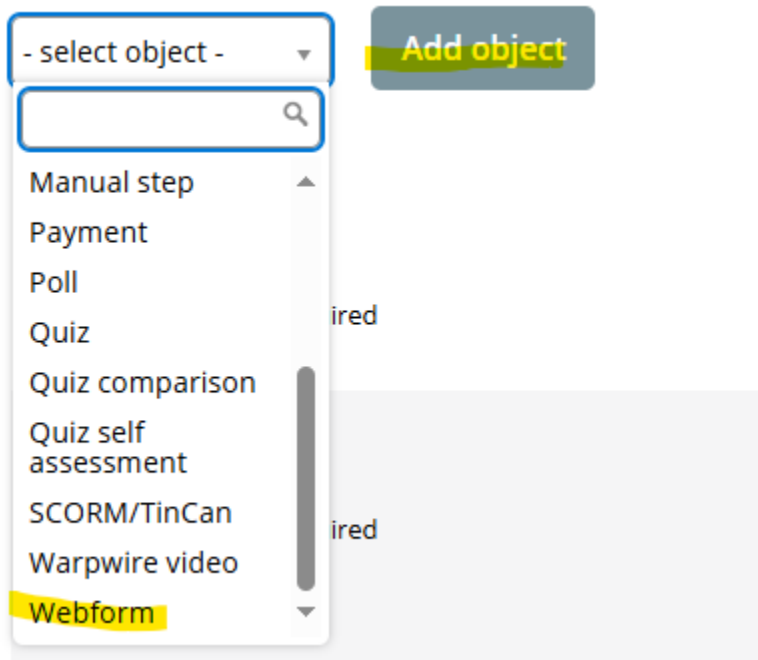
- Enabled  
Enabled course objects will become part of the course. Uncheck this box if you are not using this course object.
- Visible in outline  
Objects that are not visible will not be seen by the learner. Uncheck this box for course objects that you do not want the learner to see.
- Completion required**  
Users must complete required objects. Uncheck this box if this is an optional course object.
- Skippable  
Users can proceed past this object but it can still be required for course completion. Note that completing the skippable object is not required to receive credit.

**\*This is only required when an evaluation is associated with a session.**

**For sessions without an evaluation, completion is not required and should not be enabled.**

## How do I add an evaluation to the session?

**Click on session > Course Outline > From the Add object drop down menu move to the bottom and select Webform > Add object**



**Settings for webform opens. From the left-side menu, click on Content. Enable Use template. In the webform template box type “eval” . The search box populates with the evaluation choices > Select either “Live Conference and GR Eval Template” for Grand Rounds, or “RSS Quarterly Eval (M&M, Tumor Board, Case Conf, Journal Club)” or MOC for ABIM and AMBS for quarterly evaluations sessions > Update > Save outline**

**Settings for Webform**

Settings for *Webform*

- Title & description
- Settings
- Webform
- Content**
- Access
- Delete

**Update**

Settings for course object content.

Use template

Webform template

Make a selection to copy the fields of the selected webform to this node.

eval

- EthosCE Evaluation Template
- Training - Evaluation Template - EthosCE
- Live Conference and GR Eval Template - DO NOT REMOVE**
- Psychology Evaluation
- RSS Quarterly Eval (M&M, Tumor Board, Case Conferenc, Journal Club)**
- ACLS and PALS Evaluation
- Stroke Evaluation
- Psychology and CME Evaluation
- Keystone 10 Eval
- Medical Grand Rounds September to December 2021 Evaluation

Visible in outline  
Completion required

Webform

**Make sure that your outline is in the following order. If you need to reorder the object, hold your cursor over the cross icon next to the object, and drag it to reorder. Make sure to Save Outline again.**

Webform ▼ Add object

- + Attendance
  - Enabled
  - Visible in outline
  - Completion required
  - [View instance](#)
- + Evaluation
  - Enabled
  - Visible in outline
  - Completion required
  - [Edit instance](#)
  - [View instance](#)
  - [Edit questions](#)
- + Credit
  - Enabled
  - Visible in outline
  - Completion required

## How do I update speaker name in Grand Rounds evaluation?

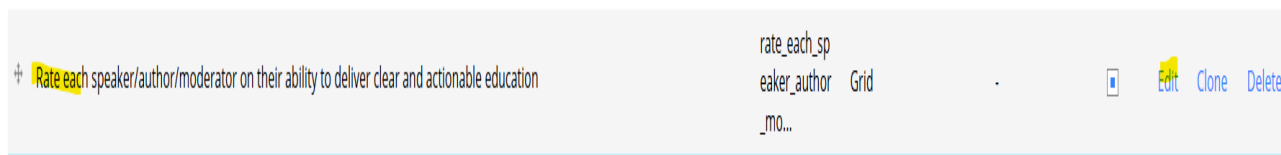
**Click on session > Course Outline > Evaluation column> click on Edit Instance**

View Edit Enrollments Workflow Reminders Faculty **Course outline** Course reports Revisions Repeat this session

- select object - Add object

<span>+</span>	Attendance <ul style="list-style-type: none"><li>Enabled</li><li>Visible in outline</li><li>Completion required</li><li><a href="#">View instance</a></li></ul>	Attendance <i>Course Signup</i>
<span>+</span>	Course evaluation <ul style="list-style-type: none"><li>Enabled</li><li>Visible in outline</li><li>Completion required</li><li><a href="#">Edit instance</a></li><li><a href="#">View instance</a></li><li><a href="#">Edit questions</a></li></ul>	Webform <i>Course Webform</i>

**Click on Webform > Scroll down to “Rate each speaker/author/moderator on their ability to deliver clear and actionable education” > Under Operations, click on Edit**



**Scroll down to “Speaker Name” and replace with name(s) of speaker(s) (maintain the format; keep the number and “|” symbol in front of name). If there is less than five speakers, eliminate any extra “Speaker Name”**

**Move bottom Save component > Save.**

### Questions

Questions list down the side of the grid. One questi

[Browse available tokens.](#)

Or for more control over the appearance and conf

1 | Speaker Name

2 | Speaker Name

3 | Speaker Name

4 | Speaker Name

5 | Speaker Name

## How do I award credit?\*

**Click on session > Enrollments > Administer > Select attendee > Edit enrollment > Set completion status to > Complete > Next > Confirm.**

**\*Alternative method: Click on session > Course reports > Award credits > Select 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?\*

Click on session > 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>”

**Note: The reply TEXT message cannot be altered.**

**Grand Rounds require an evaluation after every session. M&M, Case Conference, Tumor Board, etc. only require quarterly evaluations in March, June, September, and December.**

## How do I access my transcript?\*

From <https://cme.ahn.org> > My Account > My Activities > Completed activities > Download PDF

## How do I access a user’s transcripts?

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

View	Edit	Assign credits	Bookmarks	Course credit log	Deleted credit	Faculty	My activities
Orders	Roles	Revisions	Coupons	Reported credit			

Completed activities
  Pending activities
  External credits
  Activity applications

Title
  Series
  Date completed From

[Download PDF](#)

## How do I access prior sessions to award credits

Click on **Manage** (top left corner, next to wrench) > **EthosCE Admin** > **Manage content** > Enter the series name in the **Title contains** box. From the **Type** box, select **Series**. Click on **Apply** > Select the series to view the sessions

[Content](#)
[Books](#)
[Comments](#)
[Files](#)
[Overview](#)
[Webforms](#)

[Add content](#)
[Import](#)

Node ID
  Title contains **Medical Grand Rounds**
 Author
  Type **Series**
 Published **- Any -**
[Apply](#)

Select the session > **Enrollments** > **Administer** > Select attendee from the drop-down list > **Edit enrollment**.

[View](#)
[Edit](#)
[Enrollments](#)
[Workflow](#)
[Reminders](#)
[Faculty](#)
[Course outline](#)
[Course reports](#)
[Revisions](#)
[Repeat this session](#)

[Administer](#)
[Search and enroll](#)
[Waitlist](#)
[Settings](#)
[Import](#)
[Imported records](#)
[Signup broadcast](#)
[Sign-in sheet](#)

Displaying 1 - 1 of 1 enrollments.

Username
  User: E-mail
  First name
  Last name **aufman**

**Operations**
[Remove enrollment](#)
[Edit enrollment](#)
[Mark user attended](#)
[Mark user not attended](#)
[Modify fields](#)
[Send e-mail](#)
 1 row selected

<input type="checkbox"/>	Username	E-mail	First name	Last name	Enrollment created	Enrollment started
<input checked="" type="checkbox"/>	<b>saufman</b>	Sherri.Aufman@ahn.org	Sherri	Aufman	03/03/2025 - 1:22pm	03/03/2025 - 1:22pm

**From the Set completion status to drop down menu select Complete > Next > Confirm**

View Edit **Enrollments** Workflow Reminders Faculty Course outline Course reports Revisions Repeat this session

Administer Search and enroll Waitlist Settings Import Imported records Signup broadcast Sign-in sheet

Set started date to  
The date the user started the course.  
Date Time  
E.g., 03/18/2025 E.g., 12:55pm  
03/03/2025 01:22pm

Extend course enrollment until  
The date when the user will not be able to access the course.  
Date Time  
E.g., 03/18/2025 E.g., 12:55pm

**Set completion status to**  
This will change a user's course completion. Set this to incomplete to re-evaluate all requirements. Courses will never be automatically un-completed once they have been marked completed.

Complete Incomplete  
E.g., 03/18/2025 E.g., 12:55pm

▸ Set completion status

Next Cancel

**\*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.**

View Edit Enrollments Workflow Reminders Faculty Course outline **Course reports** Revisions Repeat this session

Overview **Award credits** Course objects Dashboard Orders