

Enhancing Leadership Through Accredited Continuing Education

TABLE OF CONTENTS

HOW TO CREATE AN ACCOUNT
HOW TO REQUEST PLANNER ACCESS 4
HOW TO UPDATE MY PROFILE7
HOW TO UPDATE MY PASSWORD (FORGOT PASSWORD)8
HOW TO FIND AN EDUCATIONAL ACTIVITY TO ATTEND9
HOW TO ENROLL IN AN EDUCATIONAL ACTIVITY10
HOW TO FIND MY ENROLLED ACTIVITIES LIST11
HOW TO ATTEND A REGULARLY SCHEDULED SERIES (RSS) ACTIVITY
HOW TO ATTEND AN ENDURING MATERIAL (RECORDED ACTIVITY)13
HOW TO ATTEND AN INTERNET LIVE ACTIVITY16
HOW TO ACCESS MY CERTIFICATE OF COMPLETION
HOW TO ACCESS MY TRANSCRIPTS20
CONTACT US
WHAT ARE THE FAQS (FREQUENTLY ASKED QUESTIONS) AND HOW CAN I FIND THEM? 21

HOW TO CREATE AN ACCOUNT

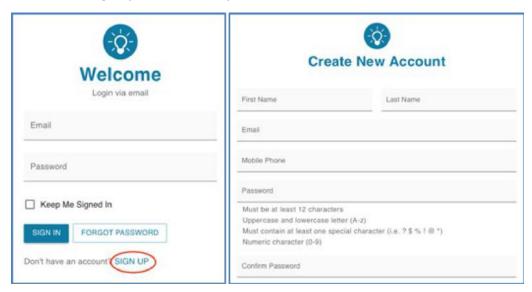
STEP 1 – At www.centeneinstitute.com navigate to **Sign In** at the top right banner.

• Click Sign In



<u>STEP 2</u> – At the **Welcome** Login via email page, click on **Sign Up** to **Create New Account.** Complete all information regarding Specialty, Training and Organization for your profile.

• Click **Sign Up >** enter details for new account



<u>STEP 3</u> – Review links for **Terms and Conditions** and **Privacy Policy,** once acknowledged click the box to agree and click **Create Account.**



<u>STEP 4</u> – A validation code will be sent to the e-mail used for your new account. Enter the temporary code and click **Continue.** If e-mail was not received, click **Resend Code** for a new code.

- Enter temporary code > click Continue
- If not received, click **Resend Code** > enter new code



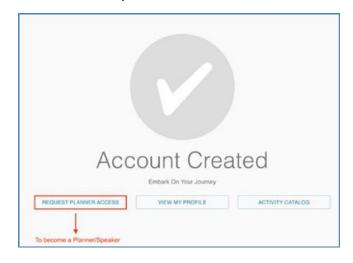
QUICK TIP: Check any folders that filter or capture e-mails such as Junk or Trash.

Congratulations! Upon successful log in, you are now set up as a **Learner** and may review courses in the Activity Catalog and enroll to participate in the Centene Institute for Advanced Health Education IPCE educational activities. (See next steps on how to request **Planner Access** to become a speaker or planner)

HOW TO REQUEST PLANNER ACCESS

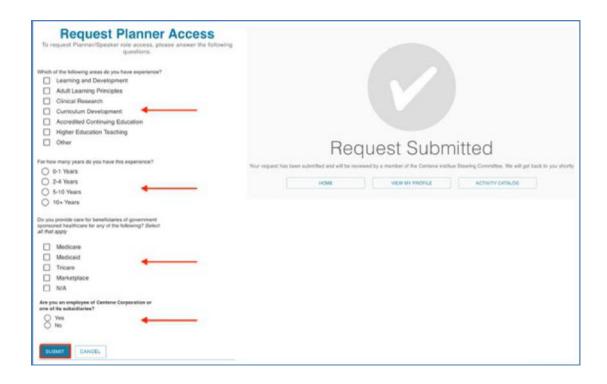
STEP 1 – A pop-up screen will appear after initial verification of your new account.

• Click Request Planner Access

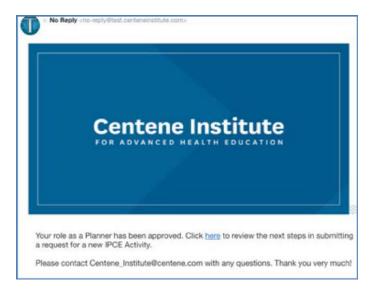


<u>STEP 2</u> – To become a planner or speaker, answer the following questions and submit upon completion. An Admin will review the request and approve/disapprove accordingly. An e-mail confirmation will be sent upon approval.

- Answer questions > click Submit
- Request Submitted > click Home, View My Profile or Activity Catalog to return to site



• See e-mail confirmation for approval



QUICK TIP: Check any folders that filter or capture e-mails such as Junk or Trash.

HOW TO UPDATE MY PROFILE

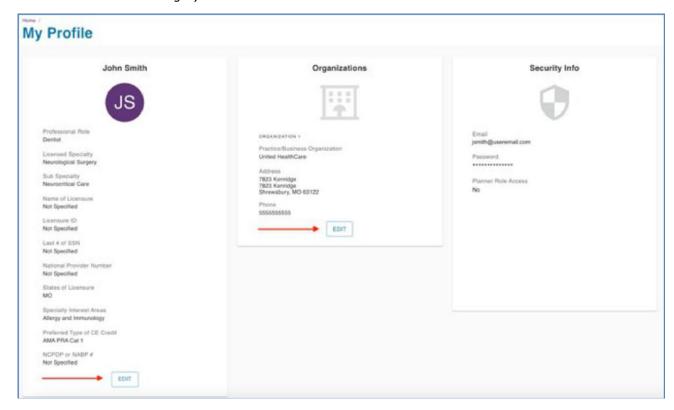
<u>STEP 1</u> - Upon successful log in, click user initials and choose **My Profile** to review your information and access. Planner Role Access is under Security Info.

• Click user initials > My Profile



<u>STEP 2</u> - Details under **My Profile** can be updated easily using the **Edit** buttons. Update information such as address, email, phone number, and organization information.

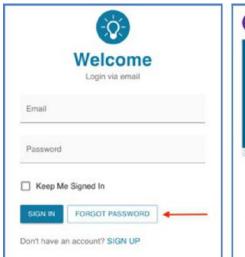
Click Edit in Category > enter details > click Save



HOW TO UPDATE MY PASSWORD (FORGOT PASSWORD)

<u>STEP 1</u> - If you forgot your password and need to reset it, click on **FORGOT PASSWORD**. A verification code will be sent to your e-mail. This code is only active for **24 hours**.

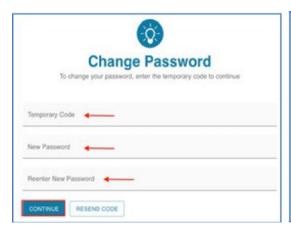
• Click Forgot Password > enter e-mail > check e-mail for code





<u>STEP 2</u> - Enter the temporary code, establish a new password, and click **CONTINUE.** Your password is now updated.

- Enter code > new password > re-enter password > click Continue
- If not received, click **Resend Code** > enter new code





QUICK TIP: Check any folders that filter or capture e-mails such as Junk or Trash.

HOW TO FIND AN EDUCATIONAL ACTIVITY TO ATTEND

STEP 1 - At the Learn menu, choose Activity Catalog

• Click Learn > select Activity Catalog



<u>STEP 2</u> - All published activities available for **Learners** to enroll are displayed. Click on **Activity Detail** to find detailed information regarding the course such as type, date, location, and summary.

Click Activity Detail > Review Educational Activities



HOW TO ENROLL IN AN EDUCATIONAL ACTIVITY

<u>STEP 1</u> - Once you have reviewed the course details from the **Activity Catalog**, you may sign up by clicking on **Enroll Now.**

Choose Educational Activity > click Enroll Now



<u>STEP 2</u> – Please read the **Terms and Conditions** pop up message box, enter your **Name**, and click **I Accept** if you consent to the details provided.

• Review **Terms and Conditions** > enter name > click **I Accept**



<u>STEP 3</u> – You are enrolled! A pop-up will display advising of a successful enrollment. You will also receive an e-mail with educational activity details.



HOW TO FIND MY ENROLLED ACTIVITIES LIST

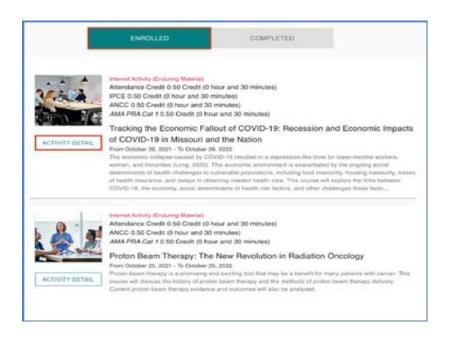
STEP 1 – In order to view your enrolled activities, click on the Learn menu and select My Activities.

• Click Learn > My Activities > Enrolled



<u>STEP 2</u> – The **Enrolled** tab displays a list of all enrolled courses to be taken. The **Completed** tab displays a list of all completed courses.

Click Enrolled > Activity Detail



HOW TO ATTEND A REGULARLY SCHEDULED SERIES (RSS) ACTIVITY?

Regularly Scheduled Series (RSS) - Reoccurring meeting structure (i.e., Monthly Grand Rounds); Education typically occurs as synchronous, virtual presentations to a live audience.

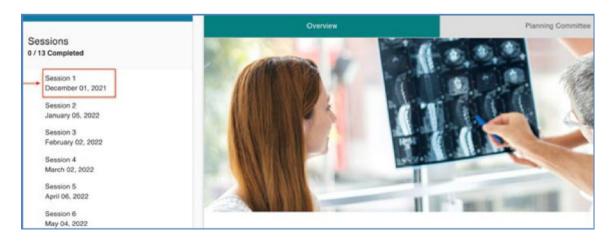
STEP 1 - Now that you've registered for an **RSS activity**, choose Activity Detail to view the schedule of sessions.

• Click Learn > My Activities > Enrolled > Activity Detail



<u>STEP 2</u> – On the left-hand navigation bar, you will find **RSS sessions** by date. You can only attend a session on the actual date/time of the scheduled session.

Click Session for current date

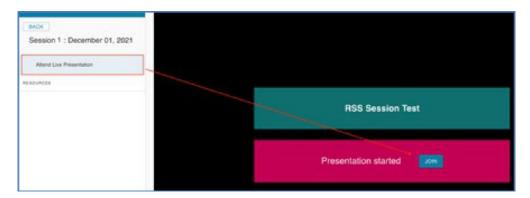


<u>STEP 3</u> – You must complete the <u>Pre-Activity Evaluation</u> before participating in an RSS session. This evaluation is rated on a scale from Strongly Disagree to Strongly Agree. Responses of Strongly Disagree and Disagree require additional feedback.

• Click **Pre-Activity Evaluation** > click on ratings > click **Submit**

<u>STEP 4</u> – Choose **Attend Live Presentation** to start your course on the scheduled session date. A new window will display **JOIN**. Click **JOIN** to enter the live session.

• Click Attend Live Presentation > Join



<u>STEP 5</u> – A pop-up box with audio and camera controls will appear. Use the controls to turn your audio and camera on and off.

• Use controls for Audio ON/OFF and Camera ON/OFF > click Start Session

<u>STEP 6</u> – Upon completion of the RSS session, proceed to the **Post Activity Evaluation**. The post activity evaluation is required to obtain your credit. Please note: the post activity evaluation is available one hour after an RSS session concludes.

• Click **Post Activity Evaluation** > click on ratings > click **Submit**

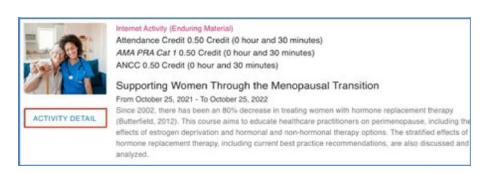
Congratulations! You have successfully completed your RSS activity session.

HOW TO ATTEND AN ENDURING MATERIAL (RECORDED ACTIVITY)?

Internet Activity – Enduring Materials are recorded presentations that are available online and asynchronously for participants.

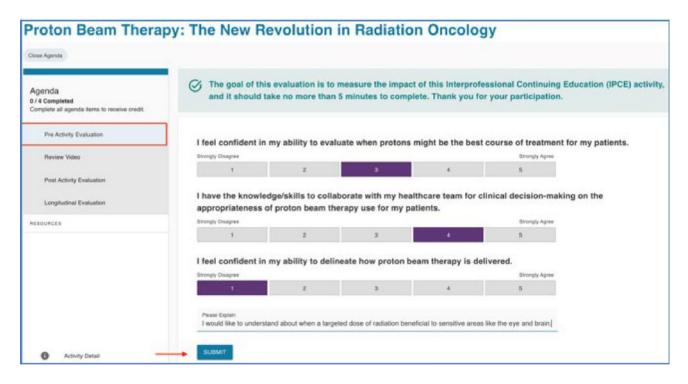
<u>STEP 1</u> – Now that you've registered for an **Enduring Material activity**, choose Activity Detail to view your course.

Click Learn > My Activities > Enrolled > Activity Detail

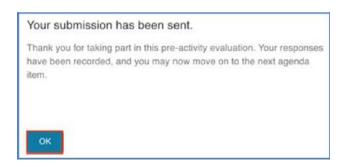


<u>STEP 2</u> – You must complete the **Pre-Activity Evaluation** before participating in an Enduring Material session. This evaluation is rated on a scale from Strongly Disagree to Strongly Agree. Responses of Strongly Disagree and Disagree require additional feedback.

• Click **Pre-Activity Evaluation** > click on ratings > click **Submit**



 A pop-up message indicates your submission has been sent > click **OK** to move onto the next agenda item



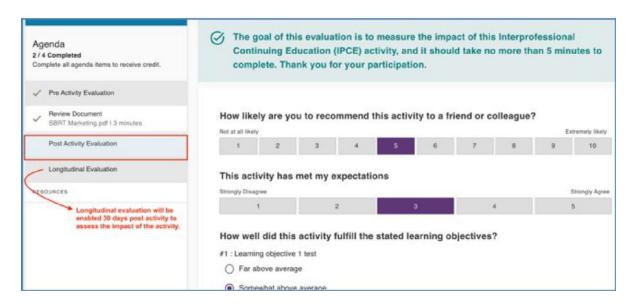
<u>STEP 3</u> – Once the **Pre-Activity Evaluation is complete,** you are ready to participate in the Enduring Material activity. Click on the next agenda item (Review Video or Review Document) to start the session.

Click Review Video or Review Document

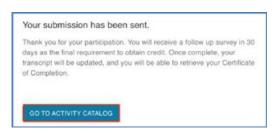


<u>STEP 4</u> – Upon completion of the Enduring Material Course, proceed to the **Post Activity Evaluation**. The post activity evaluation is required to obtain your credit.

Click Post Activity Evaluation > click on ratings > click Submit



 A pop-up message indicates your submission has been sent > click GO TO ACTIVITY CATALOG to return to list of activities



Congratulations! You have successfully completed the steps to complete your educational activity.

NOTE: An e-mail will be sent **30 days** after you have completed your activity as a reminder to complete a **Longitudinal Evaluation** to assess the impact of this educational activity. All evaluations are required to receive a certificate of completion.

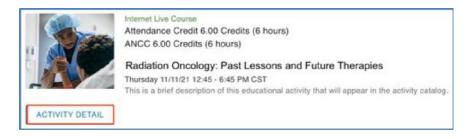
QUICK TIP: Check any folders that filter or capture e-mails such as Junk or Trash.

HOW TO ATTEND AN INTERNET LIVE ACTIVITY

An Internet Activity – Live educational activity is a synchronous, virtual presentation to a live audience.

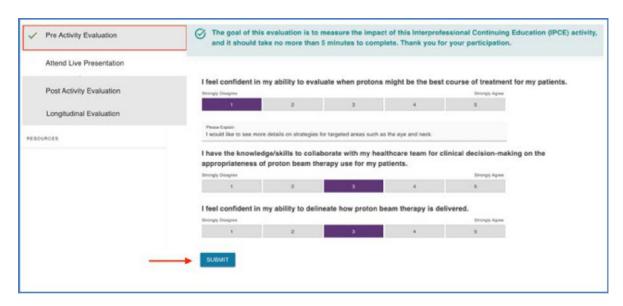
<u>STEP 1</u> – Now that you've registered for an **Internet Live Activity**, choose Activity Detail to view your course.

• Click Learn > My Activities > Enrolled > Activity Detail



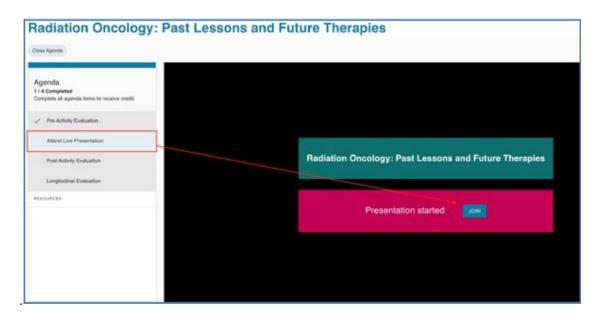
<u>STEP 2</u> – You must complete the **Pre-Activity Evaluation** before participating in an Internet Live Activity. This evaluation is rated on a scale from Strongly Disagree to Strongly Agree. Responses of Strongly Disagree and Disagree require additional feedback.

• Click **Pre-Activity Evaluation** > click on ratings > click **Submit**



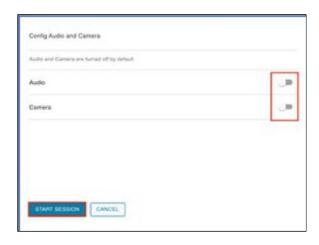
<u>STEP 3</u> – Choose **Attend Live Presentation** to start your course. A new window will display **JOIN**. Click **JOIN** to enter the live session.

• Click Attend Live Presentation > Join

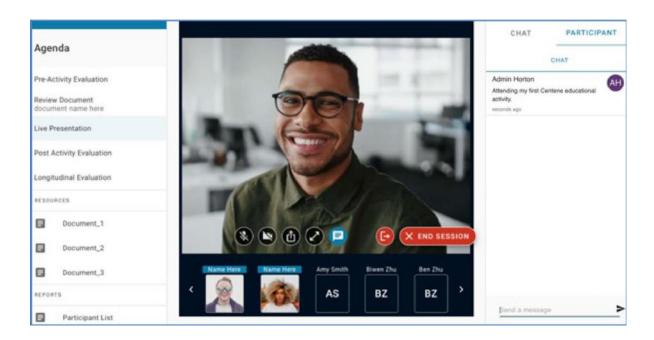


<u>STEP 4</u> – A pop-up box with audio and camera controls will appear. Use the controls to turn your audio and camera on or off.

• Use controls for Audio ON/OFF and Camera ON/OFF > click Start Session



- Use **Chat** feature to make comments during the activity
- Use microphone icon to mute/unmute yourself during activity

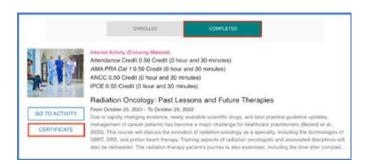


Congratulations! You have successfully navigated to your Internet Live Session. Don't forget to complete the **Post Activity Evaluation.** An e-mail will be sent **30 days** after you have completed your activity as a reminder to complete a **Longitudinal Evaluation** to assess the impact of this educational activity. All evaluations are required to receive a certificate of completion.

HOW TO ACCESS MY CERTIFICATE OF COMPLETION

<u>STEP 1</u> – After you successfully complete an educational activity, including the post evaluation and longitudinal evaluation, your certificate can be accessed under the **Completed** tab.

Click Learn > My Activities > Completed > Certificate



QUICK TIP: To receive credit, you must complete all agenda items. An e-mail reminder will be sent **30 days** after you complete your activity, reminding you to complete a longitudinal evaluation, which is required to receive your certificate.

STEP 2 – View and **print** your certificate.

• Click Print



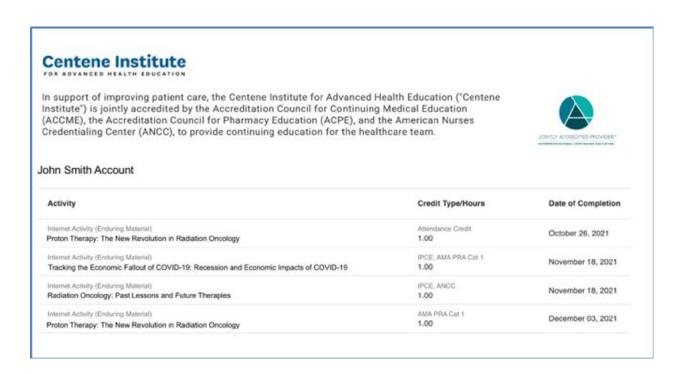
HOW TO ACCESS MY TRANSCRIPTS

<u>STEP 1</u> – In order to review and print a list of all completed educational activities, go to **Learn** menu, and click on **My Transcript**

• Click Learn > My Transcript



• Click Print



CONTACT US

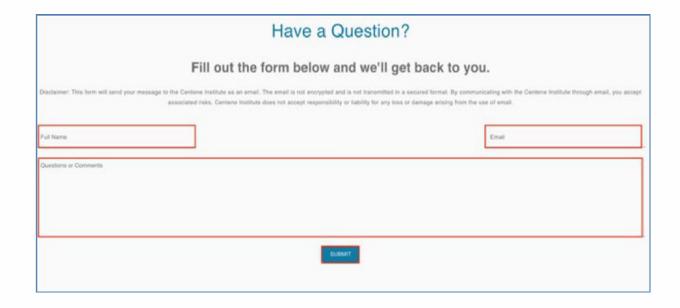
<u>STEP 1</u> – To contact the Centene Institute for Advanced Health Education, go to the home page. Under **Centene Institute** in the footer of the page, click **Contact Us**.

• Click Contact Us



<u>STEP 2</u> – Fill out the form below with your contact information and any questions or comments, and a member of the Centene Institute for Advanced Health Education will respond to you.

• Enter Full Name, E-mail, and Questions or Comments > click Submit



Thank you for your message. We will be in touch soon.

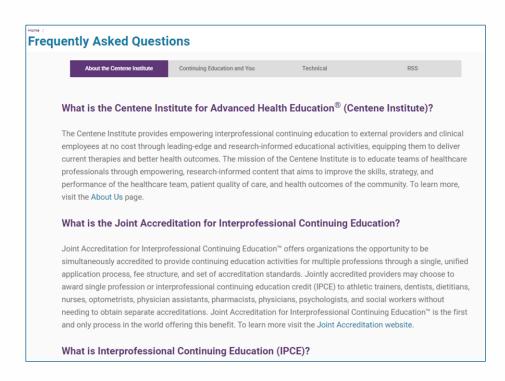
WHAT ARE THE FAQS (FREQUENTLY ASKED QUESTIONS) AND HOW CAN I FIND THEM?

<u>STEP 1</u> – If you have questions regarding the Centene Institute for Advanced Health Education activities, navigate to the **Frequently Asked Questions** section located on the Footer at home page.

Click Frequently Asked Questions



 Click each tab (About the Centene Institute, Continuing Education and You, Technical, or RSS) to read frequently asked questions.



Since the FAQs are continuously updated, please check back for routine updates.