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CAP QMED Online Courses – Frequently Asked Questions from Customers

Purchases

Questions	Answers
<p>What does the customer purchase?</p>	<p>Customers purchase a 365 day license to access the course using the email and password that they register.</p>
<p>How does the customer know when the 365 day license will expire?</p>	<p>The license is good for 365 days from the date that the user logs in and accesses the course.</p> <p>The Launch Available Courses page shows the expiration date for each course the user has purchased.</p>
<p>Expiration date display</p> 	
<p>What are the different ways a customer can purchase courses?</p>	<p>There are three ways:</p> <ul style="list-style-type: none"> • Purchase through website with credit card • Purchase with P.O. (purchase order) • Purchase with bank transfer • Purchase through annual PT Order Renewal process <p>For details on how each option works, click on the following link to go to instructions.</p> <p>Purchase Options for QMED Courses</p>
<p>If a customer purchases with a credit card, what will appear on the credit card statement?</p>	<p>Line item will have Enspire name and merchant number.</p>

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Questions	Answers
Do we offer refunds?	<p>No. Once the user has supplied the credit card information, he/she has access to all the text, graphics, and videos of the course. For that reason we cannot offer refunds.</p> <p>The courses are priced nominally. Our goal is to provide information to the clinical laboratory audience. The refund process is costly.</p>

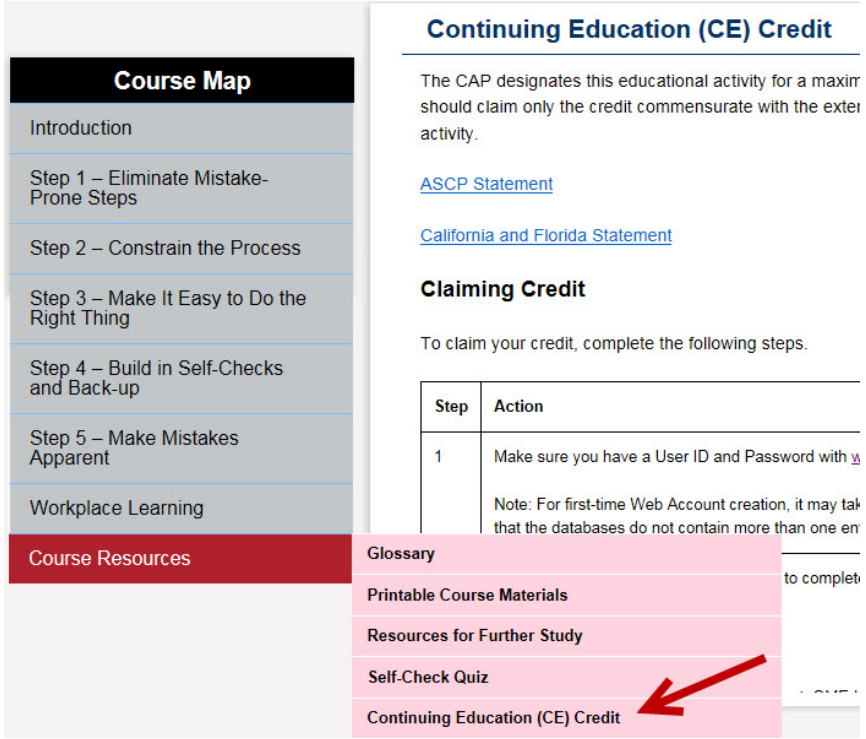
Usage

Can users allow others in their laboratory to use the course with user's login?	<p>Yes. Users can give anyone else their login information (email address and password).</p> <p>There are a few considerations:</p> <ul style="list-style-type: none"> • Users need to set up a password they feel comfortable sharing with others. • The bookmarking function will open the course to the last page that was viewed, regardless of who viewed it. So users may be confused when the course opens to a different page from where they left off.
Are site licenses available?	Not currently. In the future, we plan to offer the ability to provide licenses to multiple users in a laboratory, so each can have their own login, course completion certificate, and bookmarking.
What are the minimum system requirements?	Internet Explorer 8+ or Firefox or Chrome
Will this work with Apple/Macintosh?	Yes, as long as customer uses Firefox browser
When customers are in the course, if they let the course sit idle for 20 minutes, the next time they try to change places in the course they are taken to the Home/Login screen. Why is this?	For user security reasons, the session times out after 20 minutes of inactivity. When the user logs in again (types in email address and password, hits Login), the session resumes at the same place the user was when the session timed out.

CE/ Continuing Education

Do courses provide CE credit?	<p>Yes, CAP QMED courses are now approved for Continuing Education (CE) credit.</p> <p>These programs help participants meet the CAP's Laboratory Accreditation Program requirements and CLIA-mandated competency assessment regulations.</p> <p>The American Society for Clinical Pathology (ASCP) Board of Certification (BOC) Certification Maintenance Program (CMP) accepts these courses to meet its continuing education requirements.</p> <p>These courses are approved for continuing education credit in the states of California and Florida.</p>
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CAP QMED Online Courses – Frequently Asked Questions from Customers

<p>How many hours of CE credit are available?</p>	<p>This varies by course. The CAP designates each course for a maximum number of hours of CE credit. You should claim only the credit commensurate with the extent of your participation in the activity.</p>				
<p>Can a customer claim credit for courses he or she has taken in the past that have expired licenses?</p>	<p>No. The only way to claim CE credit is to follow the link on the CE page of a live course to the course evaluation.</p>				
<p>What is the process for claiming CE credit?</p>	<p>Each course has a Continuing Education (CE) page that takes you from the external server (cap.enspire.com) to the cap.org Learning Management System. This CE page contains more detailed instructions for claiming credit.</p>  <p>The screenshot shows a course page with a sidebar on the left containing a 'Course Map' with the following items: Introduction, Step 1 – Eliminate Mistake-Prone Steps, Step 2 – Constrain the Process, Step 3 – Make It Easy to Do the Right Thing, Step 4 – Build in Self-Checks and Back-up, Step 5 – Make Mistakes Apparent, Workplace Learning, and Course Resources. The main content area has a section titled 'Continuing Education (CE) Credit' which states: 'The CAP designates this educational activity for a maximum of 1 hour of CE credit. You should claim only the credit commensurate with the extent of your participation in the activity.' Below this are links for 'ASCP Statement' and 'California and Florida Statement'. A 'Claiming Credit' section follows, stating 'To claim your credit, complete the following steps.' and includes a table:</p> <table border="1" data-bbox="1089 982 1528 1136"> <thead> <tr> <th>Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Make sure you have a User ID and Password with y</td> </tr> </tbody> </table> <p>Note: For first-time Web Account creation, it may take up to 24 hours for the databases to contain more than one entry.</p> <p>Below the table are links for 'Glossary', 'Printable Course Materials', 'Resources for Further Study', 'Self-Check Quiz', and 'Continuing Education (CE) Credit'. A red arrow points to the 'Continuing Education (CE) Credit' link.</p>	Step	Action	1	Make sure you have a User ID and Password with y
Step	Action				
1	Make sure you have a User ID and Password with y				

CAP QMED Online Courses – Frequently Asked Questions from Customers

Registration and Login

<p>If customer is already logged in to cap.org, why are they prompted to register and log in again on the QMED page?</p>	<p>The QMED courses are launched from an alternate website that enables multi-media education.</p>
<p>Can customers use the same password they used with cap.org?</p>	<p>Yes, but they will still need to register and specify this password.</p>
<p>When a user loses his or her password and uses the Forgot/Reset Password feature, what happens?</p>	<p>User receives a link to a page where he or she can reset their password.</p>
<p>Is password field case sensitive?</p>	<p>No. The only requirement is 6 characters.</p>
<p>If someone accidentally types in the wrong email and realizes later, is there a way to edit it?</p>	<p>If someone registers with the wrong/incorrectly typed email, and then pays using that registration, he or she keeps that email for the duration of the 365 day access to the course.</p> <p>However, as part of registration, there is a confirmation screen that shows users what they've entered for name and email, so that should catch most of the typo issues.</p>
<p>Is there a way that the actual email address is verified before the user can access the information? Or can someone just put any random email address in and use it as a user ID?</p>	<p>The actual email address is not verified. Once users register with a certain email/password combination, and pays for the course, they can only get in to the course with that original email/password combination. And the receipt is sent to the email they use in registration.</p>

QMED Curriculum

How can customers get information about the courses so they can decide whether to purchase?

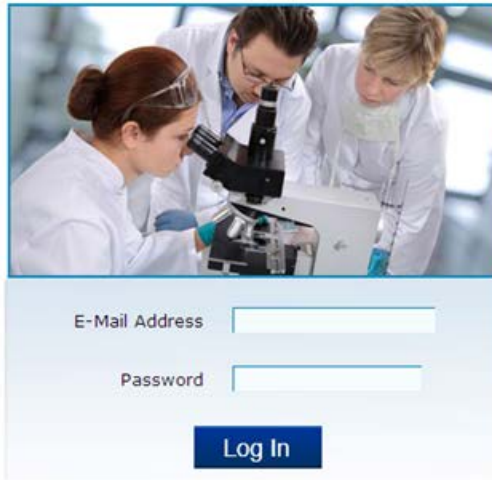
At the ecommerce home page, the listing of courses contains a “More Info” link after the brief description. See below.

Image of More Info link on home page:

Courses Available

15189 Walkthrough

An overview of the intent and requirements of the ISO 15189 standard. [More Info](#)



If the customer clicks More Info, he/she will be taken to a more detailed page describing the content and objectives of the course. See below.

Image of Course Description page:

Course Description

QMS Implementation Roadmap

This course provides a description of the steps necessary to build, implement, and maintain a quality management system (QMS) that meets the ISO 15189 standard. CAP 15189SM assessors and clients from CAP 15189-accredited laboratories provide perspective.

Learning Objectives

After completing this course, participants will be able to:

- Identify the key steps in planning and building a QMS
- Know how to sequence the implementation effort
- Recognize the best practices that should be used when implementing a QMS
- Identify the pitfalls that might be encountered when implementing a QMS

Course Length: Approximately 1-2 hours

Allowable CE Credit: 2 hours

Price: \$395 for 365-day license

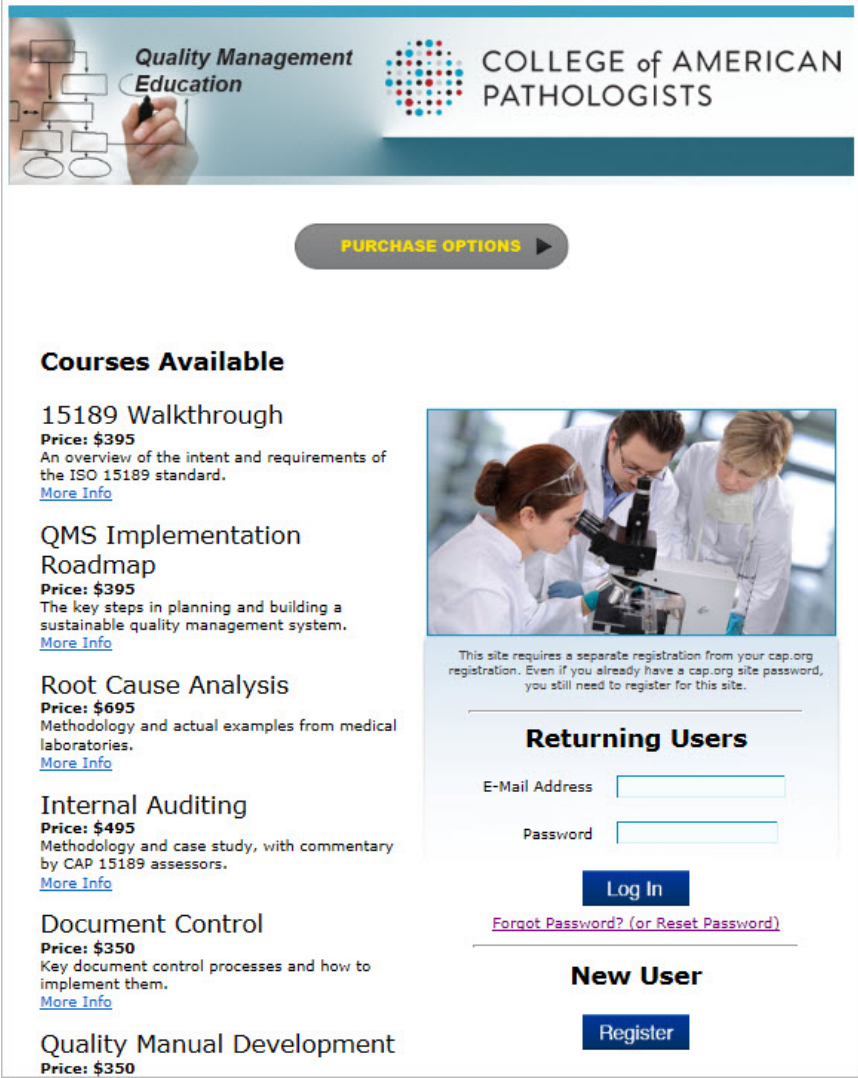


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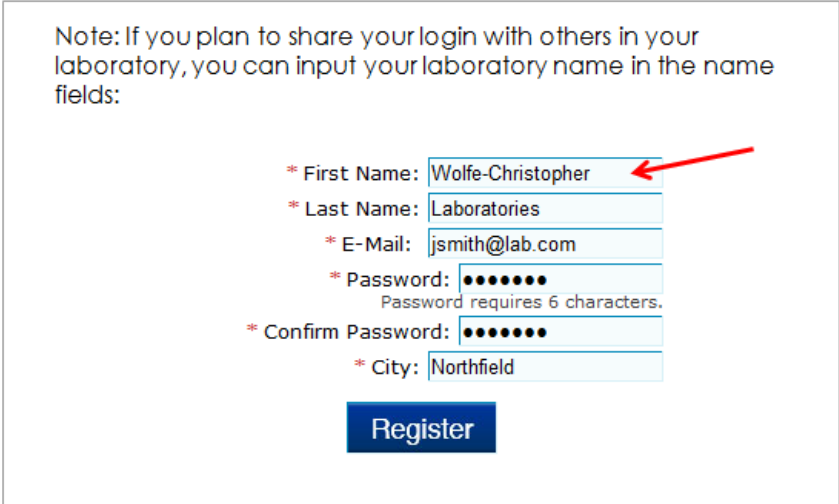
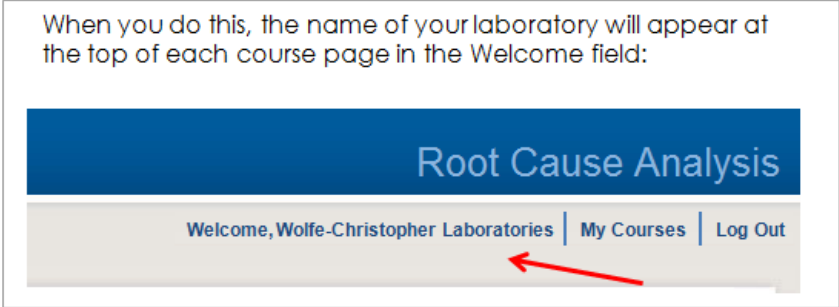


Appendix: Purchase Options for QMED Courses

Options	Instructions
Purchase through website with credit card	Go to website: https://cap.enspire.com/ See instructions on page 8 on how to register and purchase.
Purchase with P.O. (purchase order)	Fill out the online order form .
Purchase with bank transfer	
Purchase through annual PT Order Renewal process	Fill out the form in the PT Order Renewal packet and send to CAP, following the instructions in the packet.


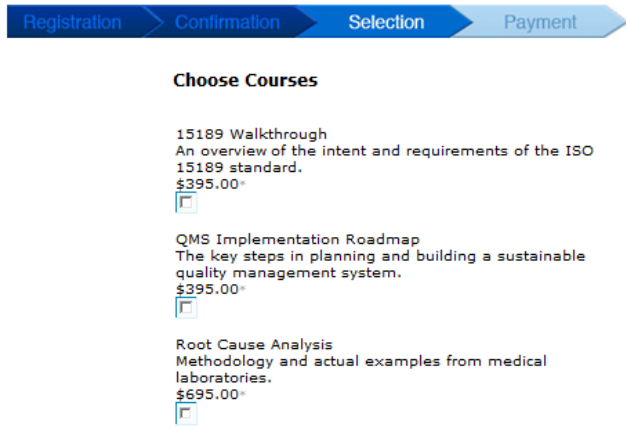
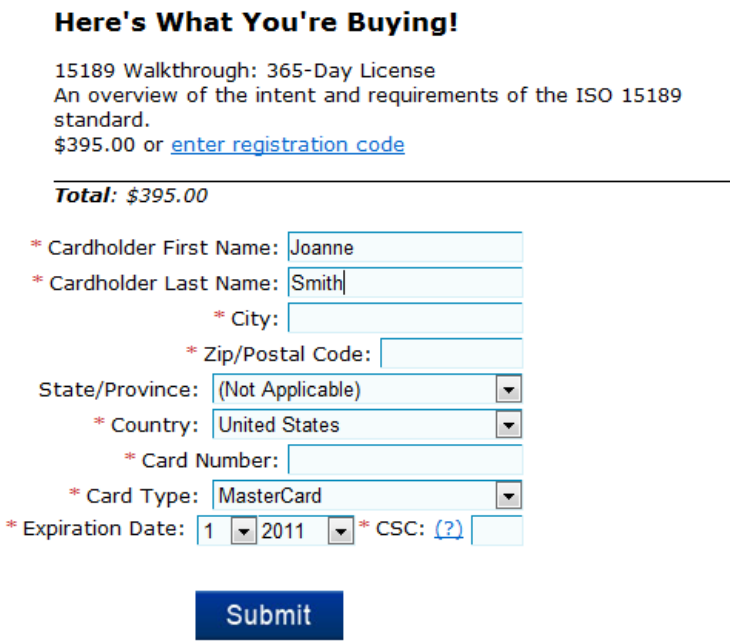
Purchasing Courses Using Credit Card

Step	Action	Screen Shot
1	<p>Initiate registration by hitting Register button</p> <p><u>New Users</u> Click Register button to initiate registration.</p> <p><u>Returning Users</u> Enter email address and password, and click Log In. When you see the screen that says “Would You Like to Purchase More Courses?” click “Yes.” Go to step 6.</p>	 <p>The screenshot shows the CAP QMED website interface. At the top, there is a header with the text "Quality Management Education" and the logo for the "COLLEGE of AMERICAN PATHOLOGISTS". Below the header is a "PURCHASE OPTIONS" button. The main content area is titled "Courses Available" and lists several courses with their prices and descriptions:</p> <ul style="list-style-type: none"> 15189 Walkthrough Price: \$395 An overview of the intent and requirements of the ISO 15189 standard. More Info QMS Implementation Roadmap Price: \$395 The key steps in planning and building a sustainable quality management system. More Info Root Cause Analysis Price: \$695 Methodology and actual examples from medical laboratories. More Info Internal Auditing Price: \$495 Methodology and case study, with commentary by CAP 15189 assessors. More Info Document Control Price: \$350 Key document control processes and how to implement them. More Info Quality Manual Development Price: \$350 <p>On the right side of the screenshot, there is a section for "Returning Users" with input fields for "E-Mail Address" and "Password", and a "Log In" button. Below this is a link for "Forgot Password? (or Reset Password)". At the bottom right, there is a "New User" section with a "Register" button. A small note above the login form states: "This site requires a separate registration from your cap.org registration. Even if you already have a cap.org site password, you still need to register for this site."</p>



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Step	Action	Screen Shot						
2	Fill out registration information	<p>Note: If you plan to share your login with others in your laboratory, you can input your laboratory name in the name fields:</p>  <p>* First Name: Wolfe-Christopher * Last Name: Laboratories * E-Mail: jsmith@lab.com * Password: ●●●●●● Password requires 6 characters. * Confirm Password: ●●●●●● * City: Northfield</p> <p>Register</p> <p>When you do this, the name of your laboratory will appear at the top of each course page in the Welcome field:</p> 						
3	Confirm registration information	 <p>Personal Information</p> <table border="1" data-bbox="816 1283 1281 1377"> <tr> <td>Name:</td> <td>Wolfe-Christopher Laboratories</td> </tr> <tr> <td>E-mail:</td> <td>jsmith@lab.com</td> </tr> <tr> <td>City</td> <td>Northfield</td> </tr> </table> <p>Cancel (all data will be lost)</p> <p>Edit Information</p> <p>Confirm</p>	Name:	Wolfe-Christopher Laboratories	E-mail:	jsmith@lab.com	City	Northfield
Name:	Wolfe-Christopher Laboratories							
E-mail:	jsmith@lab.com							
City	Northfield							
4	Hit Log In to return to Login screen	 <p>Congratulations! Your registration for the College of American Pathologists is complete. Thank you for your interest.</p> <p>Click "Log In" to proceed. You'll need to log in to your account with your E-Mail address and password to complete payment.</p> <p>Log In</p>						

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Step	Action	Screen Shot
5	Log in using registered email address and password	
6	Choose course(s) desired	
7	Fill out credit card information Notes: <ul style="list-style-type: none"> • Make sure the city and zip correspond to card's billing address, not the user's or lab's address. • State/Province is not required. 	

CAP QMED Online Courses – Frequently Asked Questions from Customers

Step	Action	Screen Shot				
8	Launch course from My Courses page	<p>Launch Available Courses</p> <p>Mistake Proofing (expires Oct 5, 2017)</p> 				
9	Begin course	 <table border="1" data-bbox="932 1003 1398 1094"> <thead> <tr> <th>Check Type</th> <th>Examples</th> </tr> </thead> <tbody> <tr> <td>Machine-driven checks</td> <td>Computer check for drug combinations</td> </tr> </tbody> </table>	Check Type	Examples	Machine-driven checks	Computer check for drug combinations
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Machine-driven checks	Computer check for drug combinations					