Learning Management System (LMS)

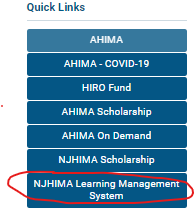
**Frequently Asked Questions (FAQs)**

**Important Notes:**

* **Use Google Chrome or Firefox** browsers when using the Learning Management System (LMS).
* Be sure to disconnect from your work VPN before viewing an on-demand webinar.
* **If you open another application when viewing an on-demand webinar, CEUs will not be applied to your account.**

# How do I access the learning management system (LMS)?

Visit [NJHIMA.org](https://www.njhima.org/), click on the NJHIMA Learning Management System (see image below)



# Or

Visit njhima.org, select Continuing Education, 2021 Annual Meeting and click on the link to the Learning Management System

# How do I access the e-Program?

* A link to the e-Program is located on the [NJHIMA.org](https://www.njhima.org/) website or access the link via the 2021 Annual Meeting webpage under Continuing Education.

# I registered for a “Live” Webinar but did not receive CEU credit.

* Confirm you are registered for the 2021 Virtual Annual Meeting and that the particular “live” webinar was part of the package you purchased. Note: If someone shared the link to the “Live” Webinar but you did not register for the 2021 Virtual Annual Meeting, you will not earn CEU credit. Contact NJHIMA for details.
* You must participate in the entire webinar to earn CEUs. If you had to leave the webinar early, you can watch the webinar on demand to earn CEUs.
* For “Live” webinars, allow at least 24 - 48 hours for CEUs to appear in your profile.
* Contact NJHIMA if you have any questions -
  + - phone: 609-275-4123
    - email: [njhima@njha.com](mailto:njhima@njha.com)

# Will all “Live” Webinars be available on demand?

* Yes, live webinars will be recorded and uploaded to the Learning Management System.

# I did not receive CEUs for watching an on-demand webinar?

Please read this important information -

Use Google Chrome or Firefox browsers when using the Learning Management System.

Disconnect from your work VPN before viewing an on-demand webinar.

* Do NOT use Internet Explorer. Otherwise, CEUs will **not** be applied.
* Sign off your work VPN before viewing a webinar in the learning management system.
* Confirm you watch the entire video (90%). If not, repeat the on-demand Webinar. Once you watch an on-demand Webinar 90%, CEU credit is automatically applied to your profile.
* Do **not** open another application while viewing a webinar. Otherwise, CEUs will not be applied to your account.
* Contact NJHIMA is you have any questions.

# When I access the Learning Management System and sign in, I receive an error code – the server returned a 503 Forbidden.

* If you are using a work computer, your employer blocked access. Reach out to your IT team.

# How can I view MY CEU profile?

* Visit NJHIMA.org, Log in (upper right-hand corner)
* Select Continuing Education, MY CEUs (see image below)
* Note: Paper certificates will not be issued. You can view, export, or print a CEU report.
* The CEUs **do not** populate in your AHIMA profile. You need to manually enter NJHIMA CEUs in your AHIMA CEU Center.

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# I am trying to access my CEUs, but it keeps saying “loading:

* Use Google Chrome or Firefox browsers. Do NOT use Internet Explorer. If you continue to experience a problem, try accessing your CEUs using your phone.

# Who can I contact at NJHIMA with questions?

* phone: 609-275-4123
* email: [njhima@njha.com](mailto:njhima@njha.com)