



Step-By-Step Instructions for the On-line CE Evaluation & Claim Credit Process

This detailed handout will show you, with screen shots, how to quickly and easily complete the on-line CE program evaluations and print out your Statements of Continuing Education Credit for Outlook 2011.

Please Note

- **Computer kiosks and printers will NOT be available at the Outlook 2011 conference.** We encourage you to complete the program evaluations and print your Statement of Credit once you have arrived home from the conference.
- **If you used this online service to complete program evaluations for Outlook 2008, 2009 and/or Outlook 2010, **your login and password are still valid for Outlook 2011.****
If you cannot remember the login and/or password you created for this online service, please contact Shannon Presidio at (916) 779-1410, ext. 324 or via email at spresidio@pharmacyfoundation.org.
- **On-line evaluations must be completed by Monday, March 28, 2011.** Evaluations submitted through the on-line process after this date may not be valid for CE credit.

Assistance

- Please read through this handout first and reference the "Frequently Asked Questions" (pages 13 – 14), if necessary.
- If you are at the conference, please visit the Pharmacy Foundation Information Table (located in the Outlook Registration Area). Staff members will be available to answer questions and help with any problems you are experiencing.
- After the conference, please contact Shannon Presidio at (916) 779-1410, ext. 324 or via email at spresidio@pharmacyfoundation.org.

Step #1:

Once you have accessed the CE Evaluation Website, please read the instructions listed on the “Welcome Page” – see below.

Step #2:

Choose one:

If this is your **FIRST TIME** visiting the site:

- Click on the “Register” link on the left-hand side
- Go to page 3 of this handout

Note: You will only have to register one time on this site.

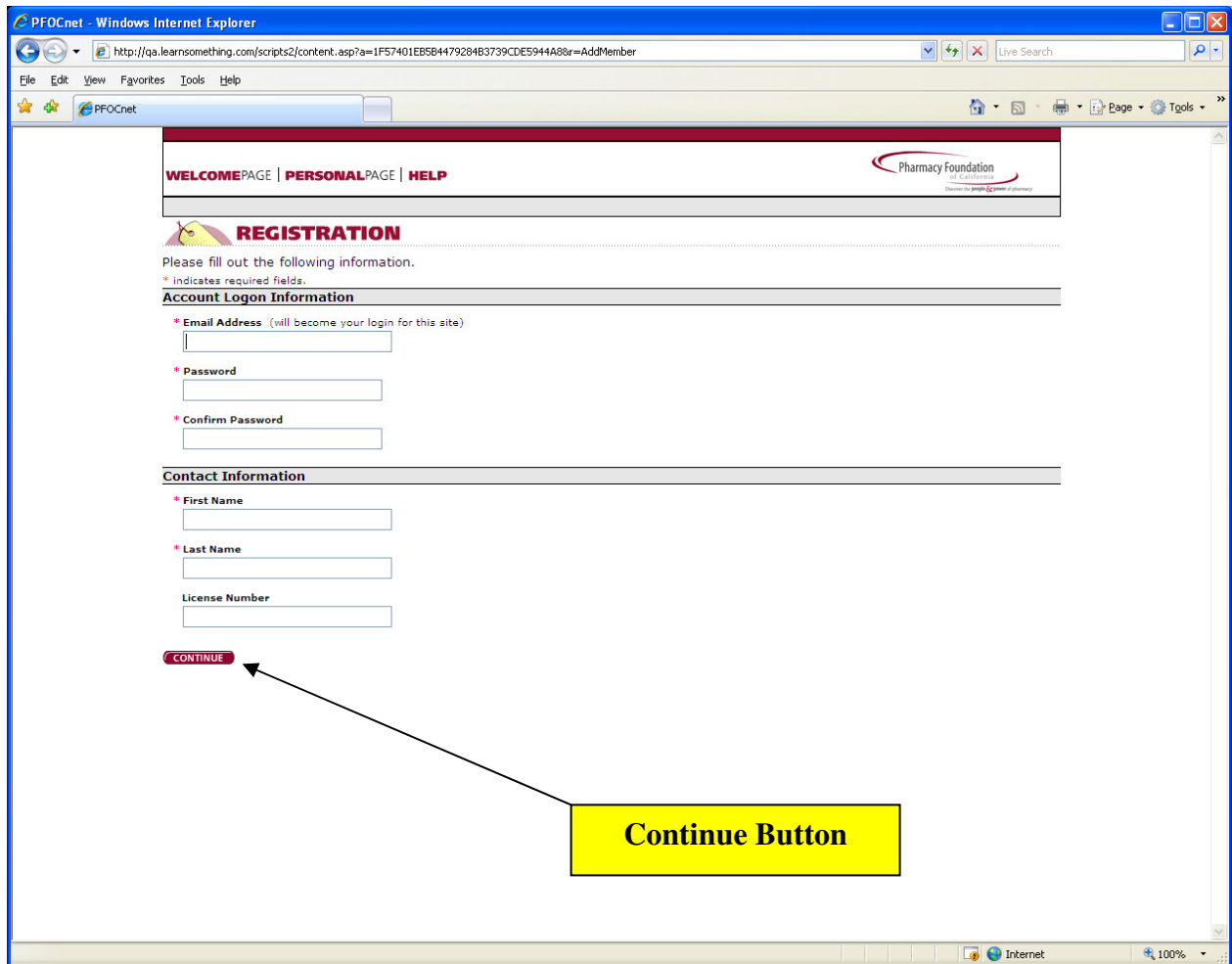
If you have **REGISTERED** on this site before:

- Click on the “Login” link on the left-hand side
- Go to page 4 of this handout.

The screenshot shows a web browser window titled "PFOCnet - Windows Internet Explorer". The address bar shows a URL from qa.learnsomething.com. The page content includes a navigation menu with "WELCOME PAGE | PERSONAL PAGE | HELP" and the Pharmacy Foundation logo. The main text area contains a "Welcome!" message with links to "register" and "login". A "Take Note..." box with an exclamation mark icon states that computer kiosks and printers will not be available at the Outlook 2009 conference. Below this is an "Instructions" section with bullet points about voucher codes and login procedures. Another "Take Note..." box states that on-line evaluations must be completed by Monday, March 23, 2009. The "Assistance" section provides contact information for Shannon Presidio. At the bottom, there is a link to "The Pharmacy Foundation's CE Policy & Accreditation Statement". Two yellow boxes with numbers "1" and "2" have arrows pointing to the "login" and "register" links respectively.

If this is the **first time** you have visited the site and you have clicked on the “Register” link (in step #2), you should be on the “Registration” page – see below.

Complete all of the fields and click on the “Continue” Button. Go to page 5 of this handout.

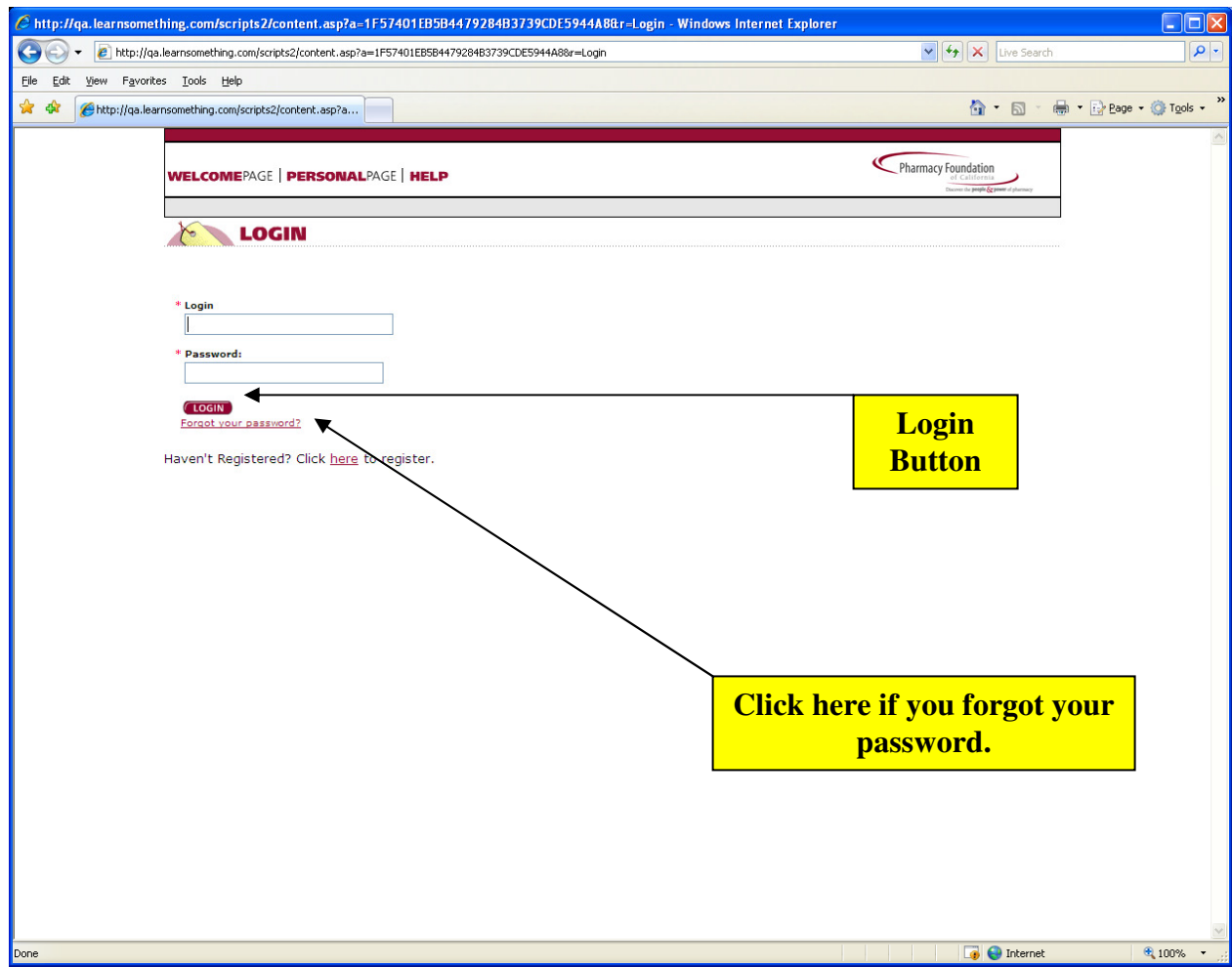


NOTE:

The next time you visit this site, click the “Login” button on the Welcome Page (see page 2). **Your email address will automatically become your “login”.** You may want to write down your login and password for future reference.

If you have already registered on this site and you have clicked on the “Login” link (in step #2), you should be on the “Login” page – see below.

Complete the fields and click the “Login” Button.



NOTE: Your email address is your “login”. If you forgot your password, click on the “Forgot your password?” link that is located under the Login button.

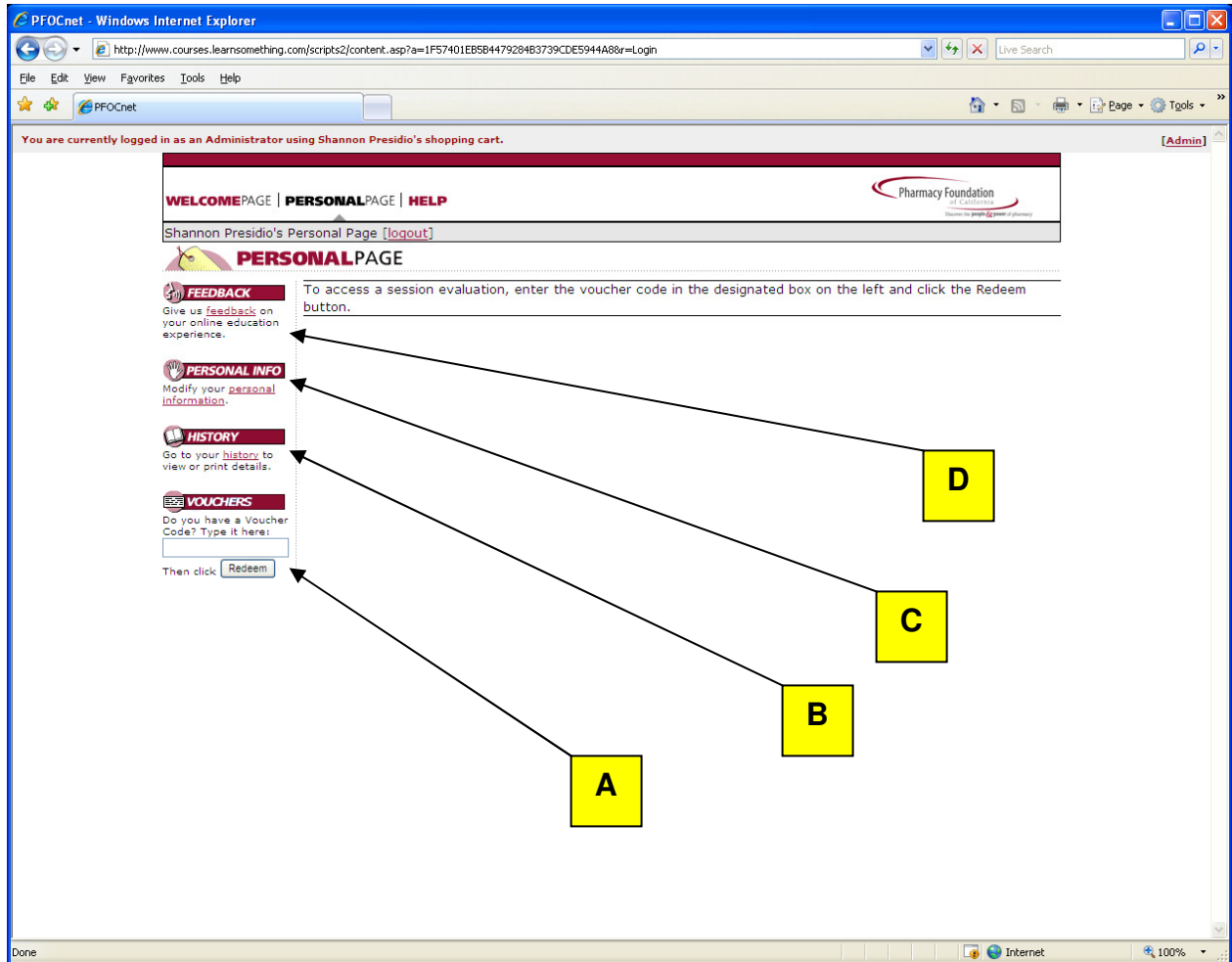
If you have used this online service to complete program evaluations for Outlook 2008, 2009, and/or Outlook 2010, your login and password are still valid for Outlook 2011.

If you cannot remember the login and/or password you created for this online service, please contact Shannon Presidio at (916) 779-1410, ext. 324 or spresidio@pharmacyfoundation.org.

Step #3:

Once you are registered/logged in, you will automatically be brought to your “Personal Page” - see below.

Note: If logging in does not bring you to the Personal Page, you may have a pop-up blocker on. Please turn off any pop-up blocker programs.



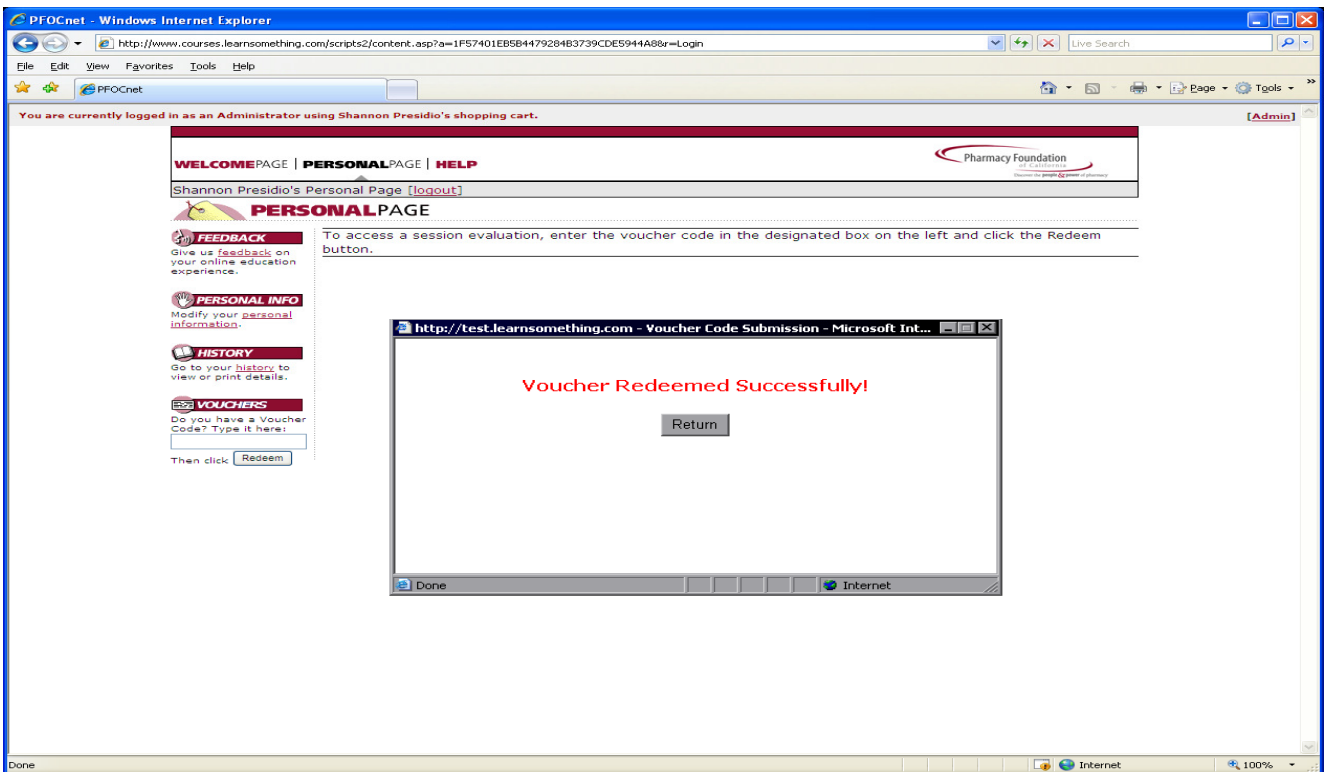
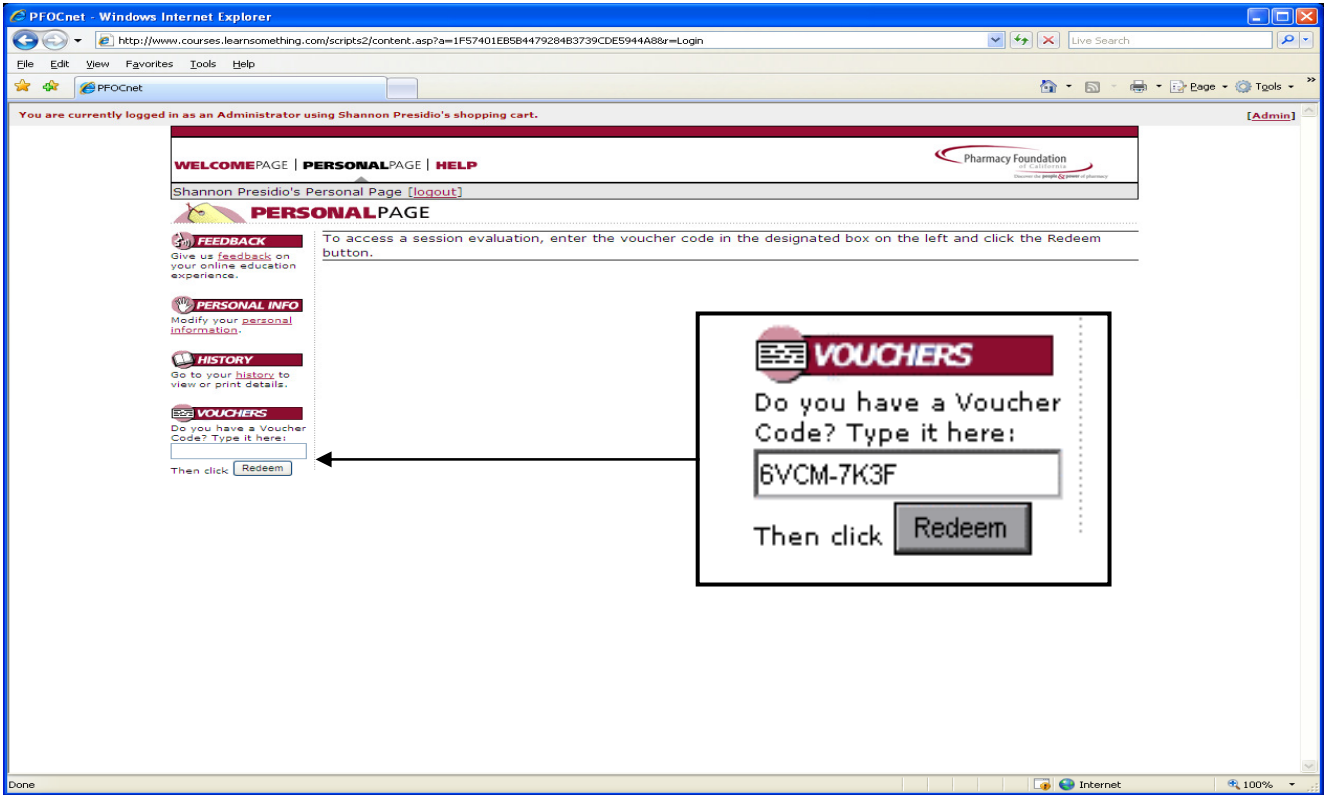
On the Personal Page, you can do the following:

- A. Add a CE “voucher code” to access a program evaluation. Go to page 6 of this handout.
- B. Click on the “history” link to review the program evaluations you need to complete, the evaluations you have completed and/or access a Statement of Credit for programs you have evaluated. Go to page 10 of this handout.
- C. Change your email address and/or password by clicking on the “personal information” link.
- D. Send us comments re: the on-line process by clicking on the “feedback” link.

Step #4:

Enter the “voucher code” in the box and click on the “Redeem” button (screen 1 below). A box will appear to tell you that the code was redeemed successfully (screen 2 below).

Note: If you receive an error message, re-enter the voucher code and try it again. If you still receive the error, check to make sure you have the correct code.

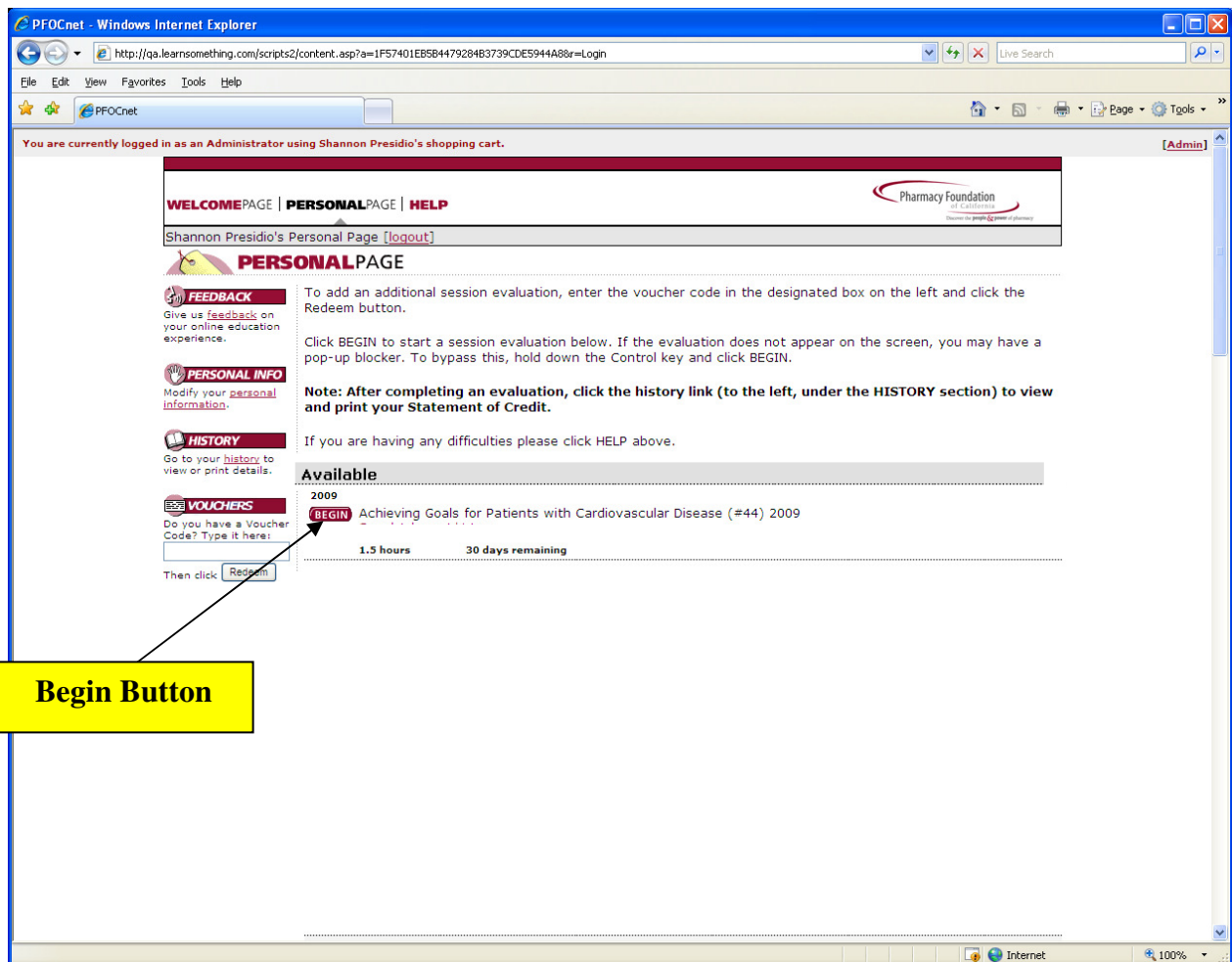


Step #5:

Redeeming a voucher code will automatically enroll you in that session's program evaluation.

Under the heading "Available", you should see the CE program title that corresponds with the voucher code entered. To complete the program evaluation, click on the "Begin" button - see below.

Note: If you have multiple voucher codes, you may enter all of them prior to completing the evaluations. Simply repeat step #4 to enter each voucher code until they all show up under "Available".



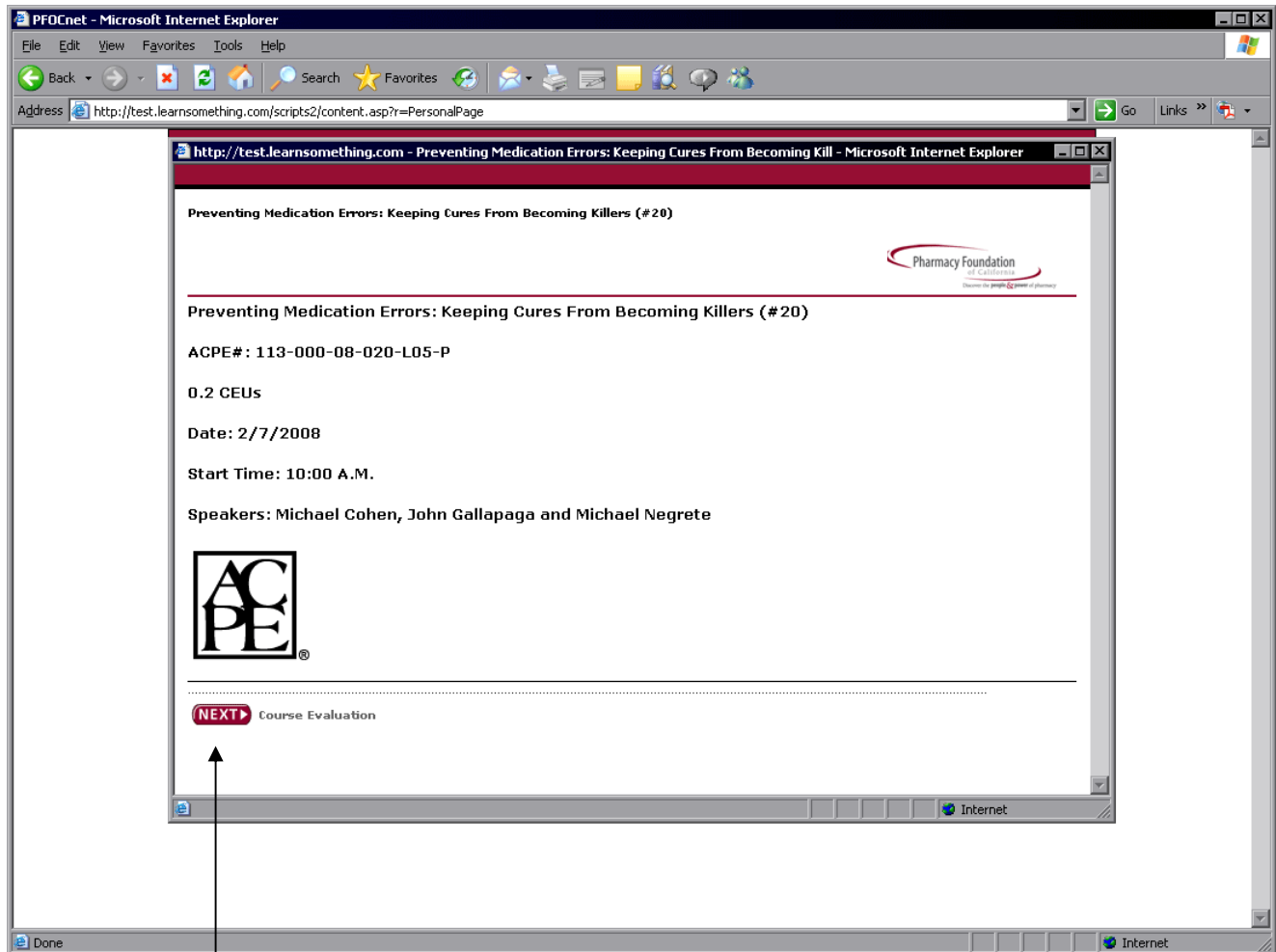
The screenshot shows a web browser window titled "PFOCnet - Windows Internet Explorer". The address bar contains the URL: <http://qa.learnsomething.com/scripts2/content.asp?a=1F57401E5B4479284B3739CDE5944A88r=Login>. The page content includes a navigation bar with "WELCOME PAGE | PERSONAL PAGE | HELP" and a "Pharmacy Foundation" logo. Below the navigation bar, there is a "PERSONAL PAGE" section with links for "FEEDBACK", "PERSONAL INFO", "HISTORY", and "VOUCHERS". The "Available" section lists a program titled "Achieving Goals for Patients with Cardiovascular Disease (#44) 2009" with a "BEGIN" button, "1.5 hours" duration, and "30 days remaining". A yellow box with the text "Begin Button" and an arrow points to the "BEGIN" button.

Note: If the evaluation does not appear on the screen, you may have a pop-up blocker. To bypass this, simply hold down the Control key and click "Begin".

Step #6:

The first page of each evaluation will contain the session title, name of the speaker(s), presentation date/time, number of CEUs and the ACPE number.

This page tells you exactly which program evaluation you will be completing. If this is correct, click on the “Next” button – see below.

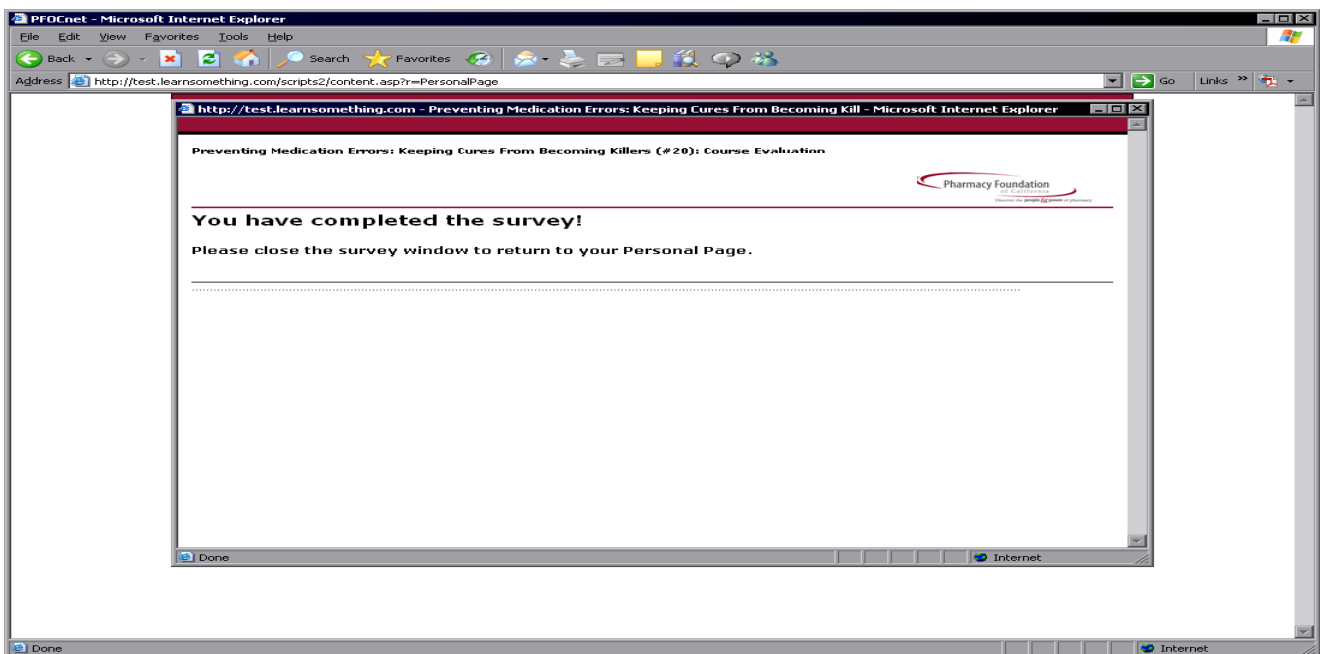
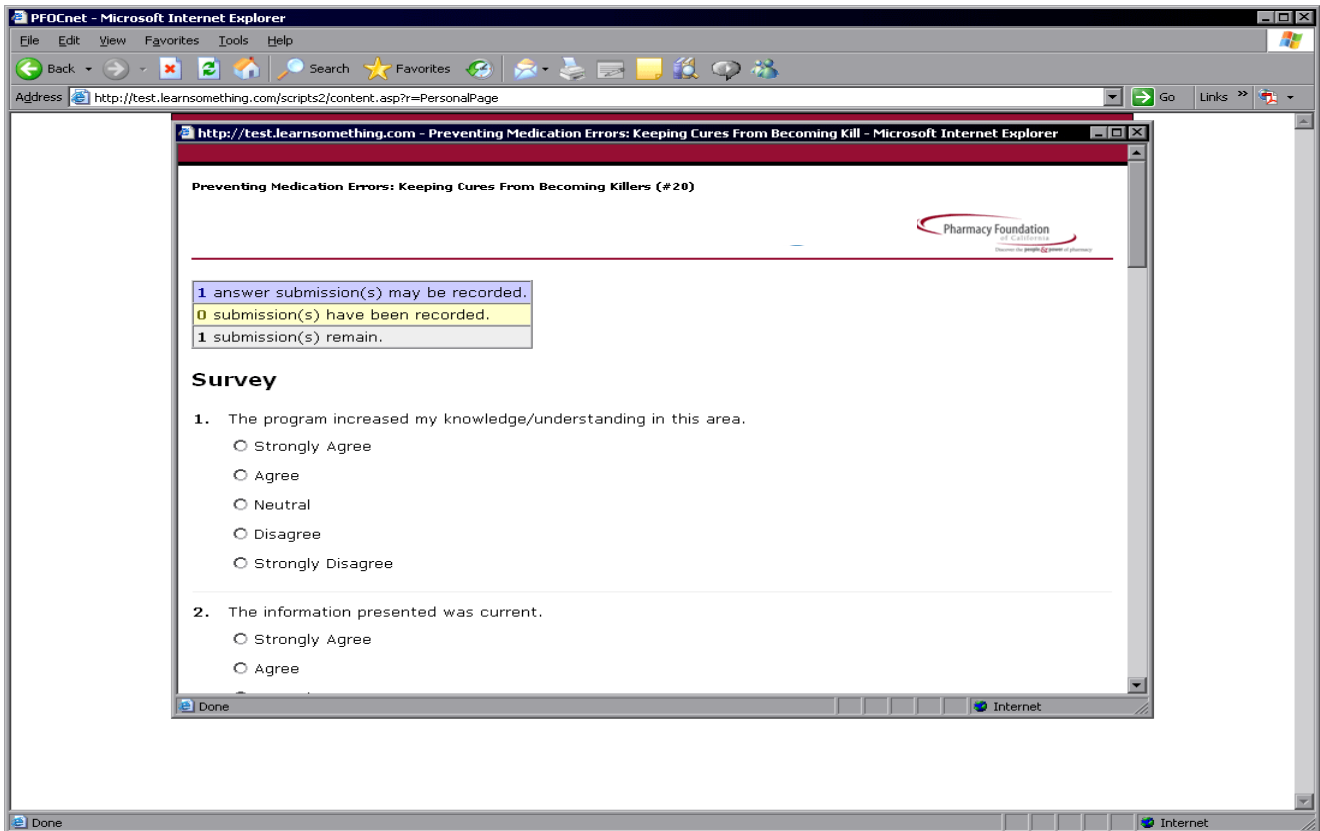


Next Button

Step #7:

Hooray! You have reached the program evaluation (screen 1). You must answer each question for the evaluation to be valid and there can only be one choice per question. There are a total of 10 questions and there is a space for additional comments re: the program, speaker, topic, etc. Once you have completed the evaluation, click on the “Confirm” button which is located under the “Additional Comments” box (not pictured).

After clicking on “Confirm”, a box will appear to verify that you have completed the evaluation (screen 2). Close this window to return to the Personal Page.



Step #8:

You are back to your Personal Page.

To view the completed courses and print out your Statement of Credit, click on the “History” link (on the left-hand side above the voucher section) – see below.

The screenshot shows a Windows Internet Explorer browser window displaying a web application. The address bar shows the URL: <http://www.courses.learnsomething.com/scripts2/content.asp?a=1F57401EB5B4479284B3739CDE5944A8&r=Login>. The page title is "PFOCnet".

The page content includes a navigation bar with links for **WELCOME PAGE**, **PERSONAL PAGE**, and **HELP**. Below this is a header for "Shannon Presidio's Personal Page" with a "[logout]" link. The main content area is titled "PERSONAL PAGE" and contains several sections:

- FEEDBACK**: "Give us feedback on your online education experience."
- PERSONAL INFO**: "Modify your personal information."
- HISTORY**: "Go to your history to view or print details." This link is highlighted with a yellow box and an arrow pointing to it from the text "History link".
- VOUCHERS**: "Do you have a Voucher Code? Type it here:" followed by a text input field and a "Redeem" button.

At the top right of the page, there is a logo for "Pharmacy Foundation of California" and a "[Admin]" link. The browser's status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

Step #9:

Under the heading “Course Completions”, you will see the program title and the date that you completed the evaluation.

Make sure that your computer is hooked up to a printer that is turned “ON” and filled with paper. (Computer kiosks and printers will not be available at the Outlook 2011 conference.)

Click on the “Print” button to preview & print the Statement of Credit for this CE program.

Note: If you misplace your original Statement of Credit, repeat Steps #8 & #9 to print a duplicate Statement of Credit for the course(s) you have completed.

The screenshot shows a web browser window with the URL <http://www.courses.learnsomething.com/scripts2/content.asp?a=1F57401EB5B4479284B3739CDE5944A8&m=2528F5A4B4004E37B957601E21ACD64B&r=ProductHistory>. The page is titled "YOUR HISTORY" and includes a "Take Note..." section with a warning icon and the text: "To print a statement of credit for a particular session, click the 'Print' link next to the session title." Below this is a table of course items with their status. At the bottom, there is a "Course Completions" table with columns for "Title" and "Date". A yellow box labeled "Print Button" is positioned below the screenshot, with an arrow pointing to the "Print" link in the "Course Completions" table.

Item	Status
Preventing Medication Errors: Keeping Cures From Becoming Killers (#20)	Complete (closed) -- 100% of the pages have been viewed
Navigating the Internet: Case Studies (#21)	Incomplete (expired) -- 0% of the pages have been viewed
Depressive Symptoms in Patients with Type 2 Diabetes Mellitus: Issues and Opportunities (#22)	Complete (closed) -- 100% of the pages have been viewed
Vaccine Update: 2008 (#30)	Incomplete (expired) -- 0% of the pages have been viewed

Course Completions	
Title	Date
Depressive Symptoms in Patients with Type 2 Diabetes Mellitus: Issues and Opportunities (#22) - 1.5 hours	04/14/2008 Print
Preventing Medication Errors: Keeping Cures From Becoming Killers (#20) - 2 hours	02/09/2008 Print

Print Button

This is what the Statement of Credit will look like once you click on the "Print" button.

Note: You will need to print a separate Statement of Credit for each completed program evaluation.

Important! On-line evaluations must be completed by **Monday, March 28, 2011.** Evaluations submitted through the on-line process after this date may not be valid for CE credit. However, Statements of Credit can be accessed and printed after this date.

The screenshot shows a Microsoft Internet Explorer window displaying a web page for the Pharmacy Foundation of California. The main content is a 'Statement of Continuing Pharmacy Education Credit' for an 'Example Attendee'. The document details the course 'Preventing Medication Errors: Keeping Cures From Becoming Killers (#20)', completed on 02/03/2008, for 2 hours. It includes an authorized signature from Shannon D. Presidio, ACPE Administrator, dated 02/03/2008. A large blue 'SAMPLE' watermark is centered over the document. The browser's address bar shows 'http://test.learnsomething.com/scripts2/content.as'. The left sidebar contains navigation links like 'WELCOME PAGE', 'PERSONAL INFO', 'FEEDBACK', and 'YOUR HISTORY'. The right sidebar has a 'BACK' button and a 'Print' link.

Frequently Asked Questions

I'm having difficulties when using AOL. What do I do?

After you connect with AOL, use Netscape or Internet Explorer to access your courses.

Can I bookmark my Personal Page?

No. You must login to access your Personal Page. Pages are dynamically generated, so you cannot bookmark them.

Can I work offline?

No, you must be connected to the Internet in order to use this CE Claim Service.

I've entered my login and password but was not directed to my Personal Page. What do I do now?

If your login and password do not direct you to your Personal Page, you may have a pop-up blocker on. Please turn off any pop-up blocker programs.

What are CE "voucher codes" and how do I obtain them?

A specific "voucher code" has been assigned to each CE course. The "voucher code" will be presented, both verbally and visually, at the beginning of each session. You may have recorded the code(s) in your syllabus. Without this code, you will be unable to complete the program evaluation and obtain your Statement of Credit.

What if I forget or misplace my CE voucher code(s)?

If you are at the conference, please visit the Pharmacy Foundation Information Table (located in the Outlook Registration Area). After the conference, you may contact Shannon Presidio at (916) 779-1410, ext. 324 or via email at spresidio@pharmacyfoundation.org.

I entered in the voucher code but received the message "The Voucher Code was not found". What do I do now?

Re-enter the voucher code and try it again. If you still get the error message and you are at the conference, please visit the Pharmacy Foundation Information Table (located in the Outlook Registration Area). After the conference, you may contact Shannon Presidio at (916) 779-1410, ext. 324 or via email at spresidio@pharmacyfoundation.org.

Continued on next page

Frequently Asked Questions, continued

What if I enter a voucher code and the evaluation does not appear on the screen?

The computer you are using may have a pop-up blocker. To bypass this, hold down the Control Key and click "Begin".

Once I have completed the program evaluation, where do I access my Statement of Credit?

Click on the "History" link (found on the Personal Page) to access your Statement of Credit. Under the heading "Course Completions", you will see the session title, evaluation completion date and a "Print" link. Click on this link to print a Statement of Credit for the session.

Please note: Computer kiosks and printers will NOT be available at the Outlook 2011 conference. We encourage you to complete the program evaluations and print your Statement of Credit once you have arrived home from the conference.

I have completed the evaluation and clicked on the "Print" link but my Statement of Credit will not print. Why not?

Make sure that the computer you are using is hooked up to a printer that is turned "ON" and filled with paper.

Please note: Computer kiosks and printers will NOT be available at the Outlook 2011 conference. We encourage you to complete the program evaluations and print your Statement of Credit once you have arrived home from the conference.

When is the deadline for completing the program evaluations through this on-line system?

On-line evaluations must be completed by **March 28, 2011**. Evaluations submitted through the on-line process after this date may not be valid for CE credit.