National Association of Long-Term Care Administrator Boards

NAB*Verify* User Guide
CE Registry for Licensees

(Updated September 1, 2018)

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2 NABVERIFY SYSTEM

A. System Introduction

The National Association of Long-Term Care Administrator Boards (NAB) is excited to announce the launch of NAB*Verify*. NAB*Verify*, a system powered by Heuristics Solutions, launched on July 5, 2017. The system has three unique features:

- A National Continuing Education (CE) Registry
- The Health Services Executive (HSE) Qualification
- NAB's Independent Third Party Certification program application

It is NAB's hope that NAB*Verify* will continue to enhance the overall customer user experience. If you have any questions, please do not hesitate to contact NAB staff by phone at (202) 712-9040 or by email at nab@nabweb.org.

You do not need to be a member of NAB, nor pay any dues to use NAB*Verify.*

B. Signing up for a NABVerify Account

NAB*Verify* can be accessed from the member login section of the NAB website (http://www.nabweb.org). If you have an existing NAB account, please use your current username and password to avoid duplicate accounts.

NOTE: This login will be different from your NAB exam application account and will require a unique account setup in order to use services within NAB*Verify*.

If you have not created an account with NAB previously, choose the option "Not a Member? Sign Up!"

If you are unsure of whether you have a NAB account, please email nab@nabweb.org to verify. If a customer tries to sign up for a member account with duplicate information, the system will give a warning that there is a record on file with this information.

After entering the appropriate demographic information, your NAB account will be created. This account can be used for all services that are offered through NAB*Verify* (*as applicable*).

Please note that when creating a user login and password the system lists "alphanum," which means letters and numbers with no special characters. Using a special character could prevent you from signing into nabweb.org even if the special character is accepted when you create your account.

3 NAB CE REGISTRY

A. *Creating a CE Registry*

Any individual who is currently licensed as a long-term care administrator (*NHA, RCAL, and/or HCBS*) must create a CE registry. NAB's CE Registry is free of charge and you do not need to be a member of NAB to use it. Credits cannot be uploaded by an individual licensee or by a NAB sponsor until the individual practitioner creates an account and has a NAB CE Registry ID number.

Beginning **April 1, 2018**, NAB approved program sponsors will be required to upload their attendance records into NAB's CE Registry within 30 days of a NCERS/ NAB approved course being completed. The National Continuing Education Review Service (NCERS), is NAB's continuing education review service which reviews and approves continuing education programs offered by providers across the country. Courses that are NCERS or NAB approved are reported by sponsors. Any non NCERS approved course, such as those approved by a state, can be reported by an individual.

After you have activated your NAB account, please log in at http://www.nabweb.org/manage-my-account. Once logged in, you will see a link directing you to the "CE Registry".

## Manage My Account

Share/Print Page:

If you are viewing this information on a mobile device you may find that the login process to access the "Members Only" section will work better if you use your desktop or laptop device instead.

HSE Application   CE Registry   Individual Profile   Join NAB   Pay Invoices/Renewal   Log Out

After choosing this option, you will be directed to the member/ account details page within NAB*Verify*. This page will give you the option to begin your CE Registry or your HSE Application.

Begin HSE Application

Begin CE Registry

_____

Welcome   👤 My Account   ➡ Logout

Support | FAQ
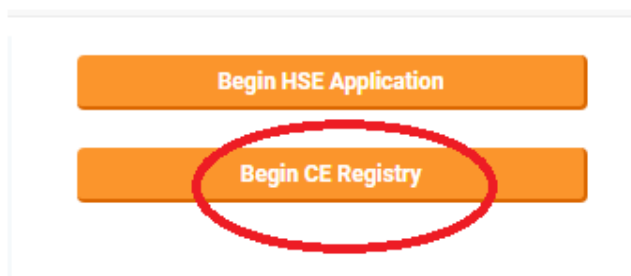
If you are not automatically directed to the account details page please access this section of NAB*Verify* by clicking the "My Account" link in the upper right corner.

IMPORTANT:

Once you have begun your CE Registry, you will be asked to supply your licensing information. If you do not complete your state license information your CE Registry will not be complete.

This information is requested so your registry can be customized to fit your specific licensing requirements. By listing the state(s) in which you are licensed you are giving that state board the ability to review your CE Registry.

Please complete the first four fields for your primary license, including Primary License Type, Primary License State (use your state's abbreviation), Primary License Number, and Licensing Board (type the first 3 letters of your state to see a list of boards).

For Licensing Board, if your state does not appear with a number following it in parentheses when you type in the first 3 letters of your state, please enter the first one or two letters of your state. A list of states with all of those letters will appear. Please pick your state with the number following it in parentheses. Be aware that if you are using autofill on your browser it may try to add just the state, without the number, and your entry will not be accepted.

If you need to add additional state licenses, please fill out two fields per license, titled Licensing Board 2 and License Number 2, etc. Up to 8 state licenses can be added.
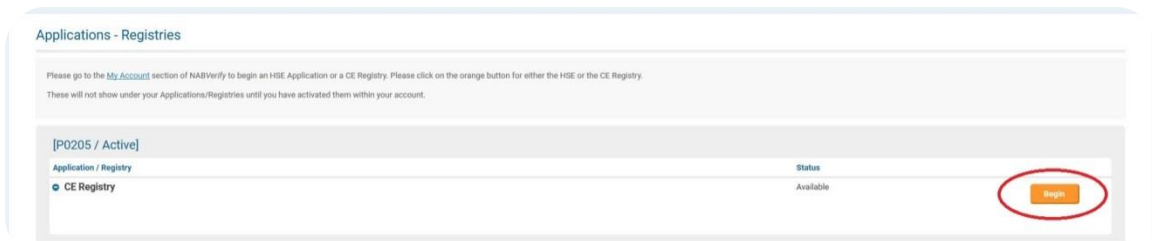

Once you have entered your state license information, please click "Continue" at the bottom of the page.
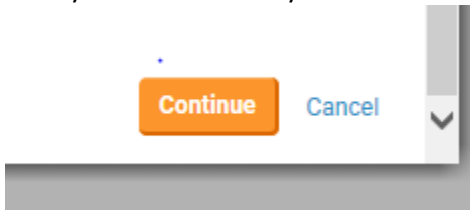
After you have added your state license details your CE Registry is ready! Click the orange "Begin" button and start adding information to your personalized CE Registry.

To find your NAB ID, please click on My Account in the upper right hand corner.

This will take you back to your account details page, where you will find your NAB ID in the center of the page.

It is important to note that if you have activated both the CE Registry AND an HSE Application, the most recent one accessed will open immediately within the NAB*Verify* home page upon logging in.

To access all records (*including your HSE application, previous registries, etc.*) within the NAB*Verify* system, click on "Application/Registry". Then choose the dropdown menu item "Applications/Registries" to access all HSE applications and CE registries within the system.
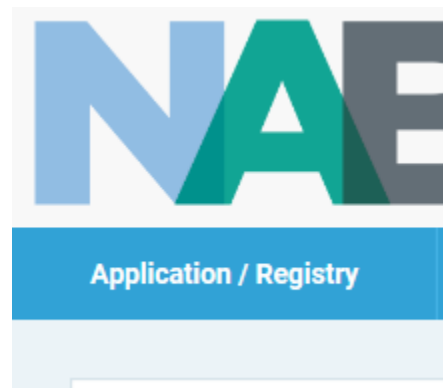
B. Finding Your NAB ID Number on Your Account Details Page

Your NAB ID is used by sponsors to correctly report your attendance to a NAB/ NCERS course to your CE Registry. It is important to keep track of your NAB ID and give it to sponsors of NCERS courses, along with your first and last name, as is listed in your CE Registry. NAB IDs are unique to each individual who signs up for a CE Registry and is not an individual's license number.

Your NAB ID is found on your Account or Member Details page. This section will be referenced when you need to visit your Account/ Member Details page in other sections within this handbook.

Please use the following directions to find your NAB ID and make a note of it for when attending NCERS/ NAB approved courses.

Start by logging onto https://www.nabweb.org/ with your credentials.

On the "Manage My Account" page please click "CE Registry."

Manage My Account

Share/Print Page:

If you are viewing this information on a mobile device you may find that the login process to access the "Members Only" section will work better if you use your desktop or laptop device instead.

HSE Application   CE Registry   Individual Profile   Join NAB   Pay Invoices/Renewal   Log Out

A new page on our nabweb.learningbuilder site will open up. Please click on "My Account" in the upper right hand corner of the page.

Welcome   My Account   Logout

Support | FAQ

This will redirect you to your member account details page, which is where you can find your NAB ID.

Your Name: Member Details   Return to: Admin Member Search

Member Details   Set Password   Payment History   Notes   Library   Communications   API Keys   Applications - Registries   Tasks
Sponsors   Sponsor Programs   Staff

Please enter your state license number exactly as it appears on your license. Do not add the state abbreviation unless it is part of the number. Please do not use O for zeros (0).

See the LearningBuilder help site section on Profiles for more information.

Your Name:

Set Password   Edit Profile

Delete Member

Primary Email:

Status

NAB   Practitioner

NAB   Edit

Is Granted	True
Unique Identifier	Find your NAB ID here. It will begin with R.
Registry	

Administrator

Grant Role

HSE

Begin HSE Application

HSE Admin Notification

Grant Role

If you are on a tablet or iPhone, the account details page will only show the first third of the page. You need to click 'continue,' 'more information,' or 'additional information' near the bottom of the page, before Contact Us. Once you are on the next page, which is the middle third in the screen shot above, you will find your NAB ID.

You will not be assigned a NAB ID until you have completed your CE Registration information by adding your state license details. If you have not completed your CE Registry with your state license information, please click on the orange "Begin CE Registry" or "Complete/ Continue Registry" button and complete your state license information.

Note: You may notice that you are listed as a "Practitioner." This is a system default. This cannot be changed.

You can also click on the FAQ section of our nabweb.learningbuilder website to find directions.

C. Finding Your CE Registry, Not Your HSE Application

After you have created your CE Registry, if you need to find it again, but only see the HSE application, please use the following directions.

Please log into https://www.nabweb.org/ with your credentials, by clicking on Member Login in the upper right hand corner and entering your user name and password.

Once you have signed in, click on "CE Registry" on the Manage My Account page.

You will be taken to your CE Registry, which looks like this.

If you see the HSE application or your account details page, but need to find your CE Registry, please click on "Application/ Registry" in the upper left, below the NAB logo, and select "Applications/ Registries" *without* the word Current.
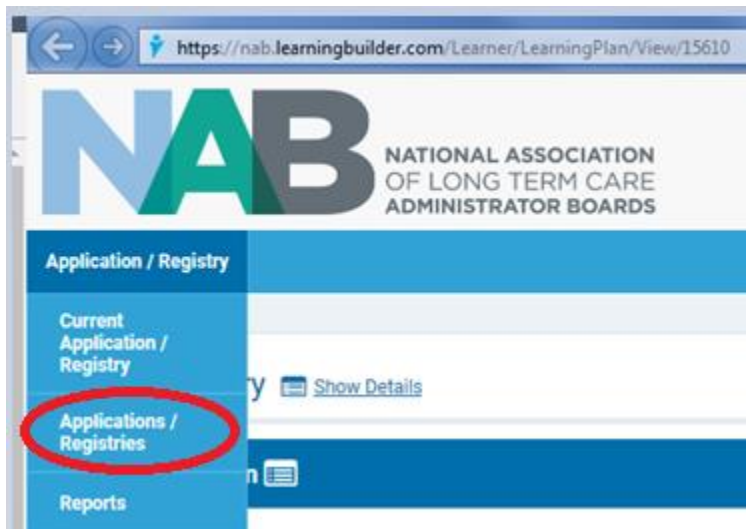
You will now have the choice to continue with your HSE application or CE Registry. Please select Continue next to your CE Registry.

HSE

[HSE1951 / Applicant]

Application / Registry	Status		
● Health Services Executive (HSE) Application	Pending Submission	Continue	🗑

Practitioner

[MI-mi7890 / Active]

Application / Registry	Status		
● CE Registry	Open	Continue	🗑

This will take you to your CE Registry page where you can see any programs added by NCERS/ NAB sponsors or add, edit, and delete programs yourself.

D. Updating Your State License Information Within Your CE Registry

If you need to add an additional state license(s) or make a correction on a current license listed within your CE Registry please visit your Account/ Member Details page.

If needed, please see the section on Finding Your NAB ID Number on Your Account Details Page

The accuracy of your state license number is critical. Please make sure your state license number is listed exactly as it is on your license. Do not add a state abbreviation or any other letters, like NHA, unless it is printed on your license. Please do not use the letter O for zeros (0).

To make a correction or add another state license, please click the Edit button and make the necessary changes. Click Save when you are finished.

Screenshot labels:

Your Name: Account Details

Account Details   Change Password   My Library   My Communications

To edit your primary email address, mailing address, or phone number, please go to the "Member Login" section at nabweb.org.

NOTE: You MUST click the Begin CE Registry button and provide your license information to create registry.

If you are a sponsor and do not need a CE Registry, please click the Begin CE Registry button and then select Opt Out.

Your Name:

Change Password

Primary Email:
testemail@testemail.com

Status

Member Type:
Person
Include in Directory

Do Not Make Contact Info Available

Phone Numbers

There are no Phone Numbers

Addresses

There are no Addresses

NAB   Practitioner

NAB

NAB ID   Find your NAB ID here.

Practitioner Active   Practitioner is system default. Cannot be changed.   Edit

State License ID   License Number

Primary License Type   NHA/ RCAL/ HCBS/ OTHER

Primary License State   State as you have entered it.

Licensing Board - Primary   Your State (number) – selected from list when entering

Primary License Number   License Number

Licensing Board 2

License Number 2

E. Adding Courses as an Individual User to Your CE Registry

Once you have created your CE Registry, you will have the option to add both NCERS/ NAB Approved and Non-NCERS/ NAB Approved courses.

Sponsors of NCERS/ NAB approved courses have up to 30 days to report your attendance to your CE Registry for any program you completed after April 1, 2018.

If you need to record a NCERS/ NAB program that was completed prior to April 1, 2018 or want to include any Non-NCERS/ NAB program you are able to do so with the following directions. If you report an NCERS/ NAB program and the sponsor also reports the same program to your CE Registry, the sponsor's entry will over write your entry so the program will only appear once within your registry.

In order to add a NCERS/ NAB approved course, you will need to have the full NAB approval number. A NAB approval number would look similar to this: YYYYMMDD-hrs-A123456-IN (or DL) (example: **20181021-22-A30748-IN**).

There are two types of NAB/NCERS approved courses that can be added to the registry:

1. ***NCERS/ NAB Approved Programs – In Person*** – An "In Person" program is any NAB approved event where the attendee is in the same physical location as the presenter and all attendees are taught the course material at the same time. These course approval codes will end in IN.

2. ***NCERS/ NAB Approved Programs – Distance Learning*** – NAB offers two categories of "Distance Learning" programs. The first category of distance learning programs are Live Webinars/Teleconferences. These programs are events where the attendees are taught the same course material at the same time, but are in various locations all across the country. The second category of distance learning programs are self-study programs. NAB approves three types of self-study programs: Archived Webinars/Teleconferences, Digital Media, and Printed Material. These courses can be taken at a time that is convenient to the learner as there is no a set date/time or location for these. These course approval codes will end in DL.

To report a program to your CE Registry, please visit your CE Registry page.

If needed, please see the section on [Finding Your CE Registry, Not Your HSE Application.](#)

There are four sections of the CE Registry:

- NCERS/ NAB Approved Programs – In Person
- NCERS/ NAB Approved Programs – Distance Learning
- Non-NCERS/ NAB Approved Programs – In Person
- Non-NCERS/ NAB Approved Programs – Distance Learning

Please click Add Program on the right under the appropriate section depending on program type.

E.1. ENTERING A NCERS/ NAB APPROVED PROGRAM:

If the course you need to enter is a NCERS program, please click Add Program under the correct section (In Person or Distance Learning.) **Hint:** In Person courses end in IN. Distance Learning courses end in DL.
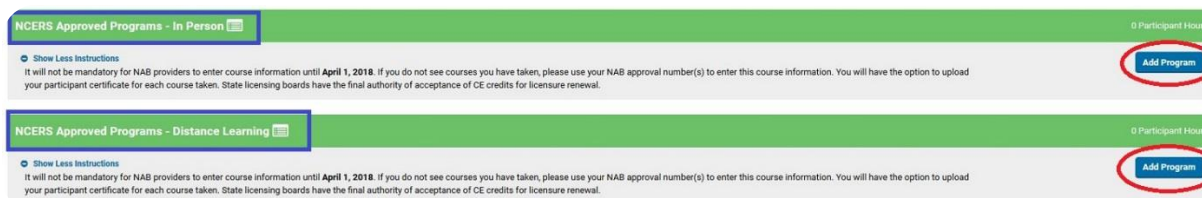
If you select the wrong type (*e.g. In Person for a Distance Learning course*) the system will not allow you to add it as the program approval number will not match the proper category.

Please use the approval code on your certificate from the program sponsor or as found in the NAB Approved CE Database (https://nab.learningbuilder.com/public/activitysearch) and add it in the NCERS Approval Code field which will appear after clicking on Add Program.

Once you have entered the approval code, click Search. The course title, sponsor, date, and total program hours will appear. Please click Select to add this program to your registry.

If the program is not found, please double check that the approval code you have entered is correct. Also, verify that you are entering the program into the appropriate category (*In Person or Distance Learning*). You can confirm the number by looking in the NAB Approved CE Database (https://nab.learningbuilder.com/public/activitysearch) or by contacting the sponsor for the correct number.

Once you have clicked Select and added it to your CE Registry, most course details will be completed. You will need to confirm the Actual Program Completion Date, as well as the Completed Participant Hours. If you have a certificate to upload, please select the blue Upload button to attach it.

Once all information has been entered, licensees will have two options:

- **Record Program Hours** – This will complete the CE record and the program will appear with as Self-Reported.

- **Complete Program Evaluation** – This allows NAB to receive direct feedback about courses being approved. Although this is not mandatory, we encourage licensees to use this opportunity to share their experiences. Once the evaluation has been completed, the CE record can be finalized and will appear as a Self-Reported course.

E.2. Entering Non-NCERS Program to Your CE Registry

You can also add Non-NCERS/ NAB courses which would be any type of continuing education that your state board would allow you to use towards licensure renewal (*e.g. courses approved directly at the board level*).

Please remember that state licensing boards have the final authority on acceptance of any courses/credits to be used for licensure renewal. If you have a question regarding if an educational opportunity will be accepted, please contact your licensing board. Their contact information can be found at https://www.nabweb.org/state-licensure-requirements.

If the course you are entering is a Non-NCERS/ NAB program, such as a state approved course, you can click Add Program in the 3rd or 4th section, titled non-NCERS Programs.

Non-NCERS Programs - In Person ▦

0 Participant Hours

Add Program

○ Show Less Instructions
Licensees can enter courses that were approved by an entity other than NAB (e.g. state licensing boards). State licensing boards have the final authority of acceptance of CE credits for licensure renewal.

Non-NCERS Programs - Distance Learning ▦

0 Participant Hours

Add Program

○ Show Less Instructions
Licensees can enter courses that were approved by an entity other than NAB (e.g. state licensing boards). State licensing boards have the final authority of acceptance of CE credits for licensure renewal.

Since this is not a NCERS/ NAB approved program, all program details will need to be entered. While most fields are optional, the following items are mandatory in order to record the CE event to your registry: sponsor, program title, completion date, and completed participant hours. You can also include an upload of the certificate (by clicking on the blue upload button).

You will then select Record Program Hours. This program will appear with a green Recorded button within your CE Registry.

If you need to make any changes to a course, including uploading a certificate, please click the gear button to the right of the course within your CE Registry and select Edit. This will open the course description back up for you to upload a certificate or make any changes.
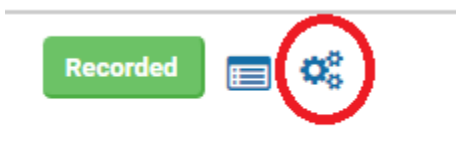
F. Editing a Program Within Your CE Registry

If needed, you can make changes to a course that you reported to your CE Registry. Under the NCERS/ NAB Approved Programs section, any course with an orange Self-Reported button means that you added the course and can make changes. A course that has a green Recorded button next to it means it is sponsor reported and you cannot make changes. You can change any course listed under the Non-NCERS/ NAB Approved section, which will all have the green Recorded button. If a change needs to be made to a sponsor-verified course, please contact the course sponsor and ask them to make the necessary changes.

To edit a self-reported course on your CE Registry, please visit your CE Registry page.

If needed, please see the section on Finding Your CE Registry, Not Your HSE Application.

Please find the Self-Reported course that you need to make changes to, click on the gear button to the right of the listing and select edit, then click OK.

The Self-Reported button will have changed to Awaiting Evaluation. Please click Awaiting Evaluation and then choose Back.

Please click on the button that says, "Reporting Completion."

Once the course description opens up, scroll down, where you will find that you can change the completion date, completion hours, and upload a certificate.

Once you have updated the information as needed, please click on Record Program Hours and then Save.

The course should now have a Self-Reported orange button next to it after you have made your changes.

G. Printing a Sponsor Reported Program Certificate from Your CE Registry

Sponsors of NCERS/ NAB approved courses have up to 30 days to report your attendance to your CE Registry for any program you completed after April 1, 2018. You can visit your CE Registry to see if they have reported it and print a certificate using the following directions. Any NCERS/ NAB course within your CE Registry that has a green Recorded button next to it means it is sponsor reported. Any NCERS/ NAB course with an orange Self-Reported button means that you added the course.   Any Non-NCERS/ NAB courses will be Self-Reported, but have a green Recorded button. A certificate will only be present for Self-Reported courses if you uploaded the certificate yourself.

To print certificate for a sponsor verified course, please visit your CE Registry page.

If needed, please see the section on Finding Your CE Registry, Not Your HSE Application.

Please find the course you are looking for and click the gear button to the right of the listing and select View NCERS Completion Certificate.

You will now be able to view and print the certificate for your sponsor reported course.
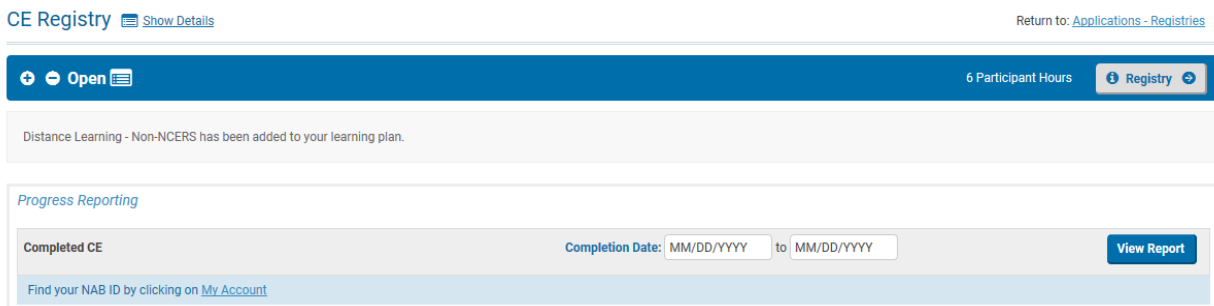
H. Running a Completed CE Report of Your CE Registry

It is possible to run a report in your CE Registry of all your completed CEs or CEs completed within a certain window of time. CEs that have been entered for a past licensing period will still be present in your CE Registry for up to 5 years. Running a report by date will allow you to narrow down the list of CEs to only those within a certain licensing period. Past CEs will be archived after 5 years. Please wait a day for any new CEs entered into your registry to appear in the Completed CE Report.

To run a completed CE report, please visit your CE Registry page.

If needed, please see the section on Finding Your CE Registry, Not Your HSE Application.

Once you are on your CE Registry page, look for the Completed CE section at the top of the registry.

If you click on View Report on the right, a new page with open up with all of the courses listed within your registry.

You can export the report to Word, Excel, or a PDF file by clicking buttons under View Report at the top.
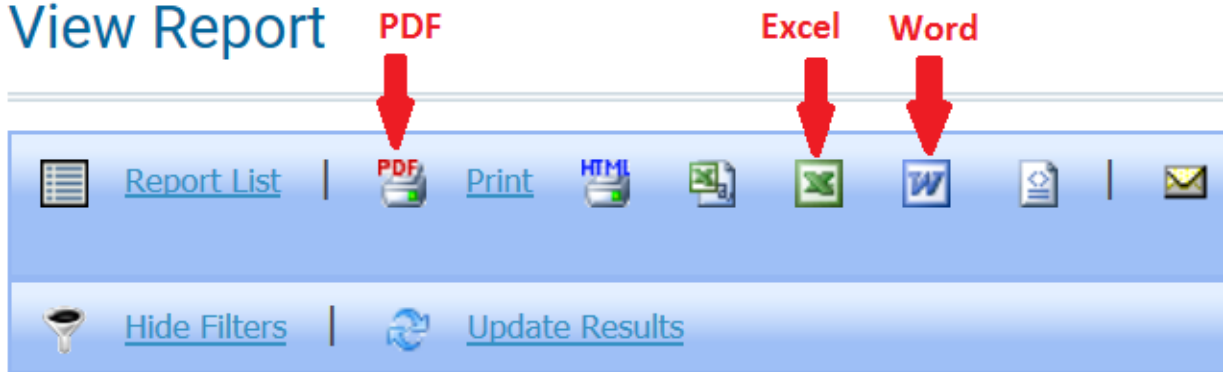
You can also fill in the Completion Dates if there is a specific range of time you want to review and then click View Report. This option will also be available once you have selected View Report. Just enter the date range and select Filter.

You do not need to send a report to your State Licensing Board. They have access to NAB's CE Registry and can pull up your CE record without you sending a report as long as you have indicated that they are one of your licensing boards. Please confirm with your state licensing board how they will verify CEs that you have earned for your licensure renewal. You can find a list of state board and agency contacts on NAB's website at www.nabweb.org/state-licensure-requirements.

See also Submitting Your CE Registry to Your State Licensing Board(s).

I. Deleting a Program Within Your CE Registry

If you have reported a course to your CE Registry you are able to delete the course if needed.   If it is a Sponsor-Verified course you will need to contact NAB at nab@nabweb.org to have it removed from your CE Registry. If a course is listed twice and you are unable to delete one of the duplicate programs, please email the details to nab@nabweb.org.

Under the NCERS approved programs sections –

A Self-Reported button means that you reported the course to your CE Registry. These courses you can delete or edit as needed.

A green Recorded button under the NCERS Approved Programs section means that the sponsor has reported the course for you. These courses cannot be deleted. If there is an issue with a sponsor verified course, please contact NAB to have it removed.

Under the Non-NCERS approved programs sections –

A green Recorded button under the Non-NCERS Programs section means that you have reported the program to your CE Registry. You can delete or edit these programs as needed.
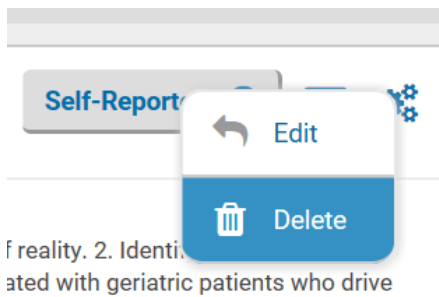
To delete a self-reported course, please visit your CE Registry page.

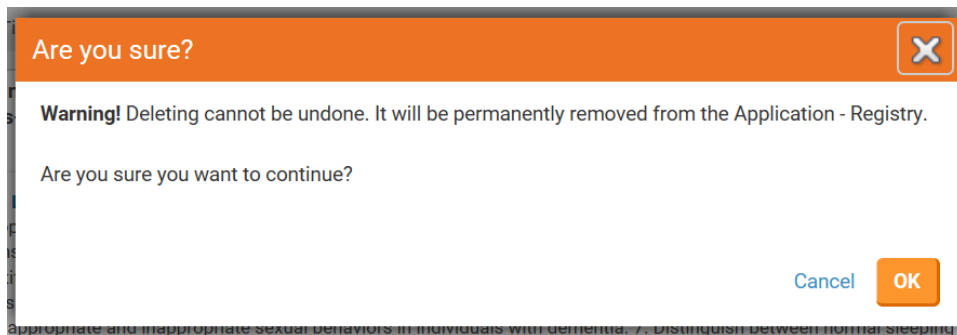If needed, please see the section on Finding Your CE Registry, Not Your HSE Application.

Please find the course which you wish to delete and click the gear button to the right of the course.

From the drop down please click on Delete.

A warning will open up asking if you are sure. Please click OK.

If delete is not an option, select edit. If a program evaluation is brought up select Finish Later. You should now be able to find the course within your CE Registry again, click on the gear button and select Delete.

J. Submitting Your CE Registry to Your State Licensing Board(s)

Please confirm with your state licensing board how they will verify CEs that you have earned for your licensure renewal. Not all states are currently using the CE Registry to verify CEs though they all have access to the CE Registry.

You can find a list of state board and agency contacts on NAB's website at www.nabweb.org/state-licensure-requirements.

If your state licensing board is using the CE Registry to confirm your CEs, please make sure you have added that state board and your state license number to your CE Registry. Up to 8 state licenses can be added to your registry.

If your state board is using the CE Registry you will not have to send them anything. By adding a state licensing board you are giving them permission to access your registry. The board has the ability to sign into NAB*Verify* and view the CEs listed within your registry.

If you need to print off certificates from your CE Registry to send to your state licensing board, please see the section Printing a Sponsor Reported Program Certificate from Your CE Registry.

The accuracy of your state license number is critical. Please make sure your state license number is listed exactly as it is on your license. Do not add a state abbreviation or any other letters, like NHA, unless it is printed on your license. Please do not use the letter O for zeros (0).

You can confirm what state boards you have listed in your registry by logging into https://www.nabweb.org/ with your credentials. On the "Manage My Account" page please click "CE Registry."

A new page on our nabweb.learningbuilder site will open up. Please click on "My Account" in the upper right hand corner of the page to be taken to your account details page.

On your account details page you will see a list of the state boards you have included, as well as the license number you have entered for that state.

If you need to make a correction or add a state, please click on the Edit button and make the necessary changes. Click Save when you are finished.

K. Changing Your Contact Information, Email, or Password in NABVerify

Once you have created an account on https://www.nabweb.org/, you can change the following information:

- Email address
- Password
- Title
- Company Name
- Street address, city, state, zip code
- Phone number

To change any of these items listed, please log onto https://www.nabweb.org/ with your credentials.

On the Manage My Account page click on "Individual Profile."

Your personal information, e-mail, address, password, etc. will pop up. If you click the Edit button you can make any changes. Please save when you are done.

L. If You Don't Have a State License Number to Complete Your CE Registry

The CE Registry is a way for LTC administrators to keep track of the CEs they have earned for licensure renewal. Sponsors will report your attendance to your CE Registry and you are able to safely house and print certificates as needed. In some states there are certain types of licenses, such as assisted living, that do not have a number on their license.

Since a license number is needed to complete your CE Registry, but you don't have a number, we have a solution so you can complete your registry.

Start by visiting https://www.nabweb.org/ and clicking on Member Login at the top right of the page.

You will see a space for user name and password, below that please click on "Not a member? Sign Up!"

Please add your contact information and create an account with a user name and password.

NOTE: When creating a username and password our site asks for them to be alphanum, or letters and numbers only. Please do not use special characters. If you do you may not be able to log back into the system and will need to contact us at nab@nabweb.org to have your user name &/or password corrected.

If you already have your LTC license, please select No, under State Licensing Exam Candidate.

Once you have successfully created an account with user name and password, please email nab@nabweb.org and state that you do not have a license number, but need to complete your CE Registry. Please mention that you have created an account at nabweb.org.

We will reply with the number that you will add for your license number when completing your CE Registry.