

## CPEU FAQ

### 1. Why did SCAN integrate with the Academy's Learning Management System (LMS)?

All DPG/MIGs are being integrated with the LMS. The LMS supports easy access to webinar recordings, quizzes, CPE newsletter articles and CPEU certificates. The LMS also increases awareness and visibility of SCAN's continued education and opportunity for membership because it connects with the Academy's online eatrightSTORE.

Integrating with the LMS allows SCAN members to have one-stop access to their CPE history. Members will find CPE certificates for any Academy CPE items including DPG/MIG items within the LMS making it easier to track history and find certificates.

### 2. I am being charged for the fact sheet, PULSE issue, or webinar. How do I receive the \$0 member price?

You must be logged into the SCAN website as a member prior to clicking on the registration link that takes you to the eatrightStore.

When you first add the product into your cart it may show the \$24 non-member price, but it should refresh to \$0 as you continue through the checkout process.

If the Store is still showing the non-member price when you get to the confirmation page (as shown below), please delete the product from your cart, refresh the page in order to ensure that the Store has picked up your membership, and then go through the process again.

Item	Amount
Subtotal	\$0.00
Shipping	\$0.00
Tax	\$0.00
<b>Order Total</b>	<b>\$0.00</b>

### 3. Why isn't my certificate is showing my CPE credits?

In order for your certificate to at your credits, you have to "Claim" them. You can do this in the "Completed" tab under "My Courses."

Title	Grade (%)	Time	Completion	Start Date	End Date	Credit(s)
OTCE Vol 40 No 4: Continuous Glucose Monitors and Digital Health	100	00:03:43	Passed	2/3/20	2/4/70	1

#### 4. Is there any way to find out the date I completed my course?

You are able to see the date you claimed your credit.

In the "Completed" tab under "My Courses," click on "View Details" under the OTCE issue or webinar.

The Role of Prunes in Optimizing Health		100	00:05:10	Passed	9/25/19	6/30/22	1.0
<a href="#">View Details</a>	<a href="#">Launch</a>	<a href="#">Certificate</a>					

Choose the "Claim Credits" tab. You will see the date and time of when the credits were claimed.

The screenshot shows the 'Claim Credits' tab for the course 'The Role of Prunes in Optimizing Health'. The 'Claim Credits' tab is highlighted with a red box. Below the tabs, there is a table with columns: Product, Credit Type, Max, Claimed, and Credit Year. The row for 'The Role of Prunes in Optimizing Health' shows a credit type of 'CPE', a maximum of '1.0', and a claimed amount of '1.0' for the year '2020'. The 'Claimed' column contains a green box with the text 'Claimed on 2/11/20 2:32 PM'.

Product	Credit Type	Max	Claimed	Credit Year	
The Role of Prunes in Optimizing Health	CPE	1.0	1.0	2020	Claimed on 2/11/20 2:32 PM

Please contact [khickman@eatright.org](mailto:khickman@eatright.org) with any additional questions.