

AACN LearnCenter User Guide

MANAGER VIEW

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GETTING STARTED

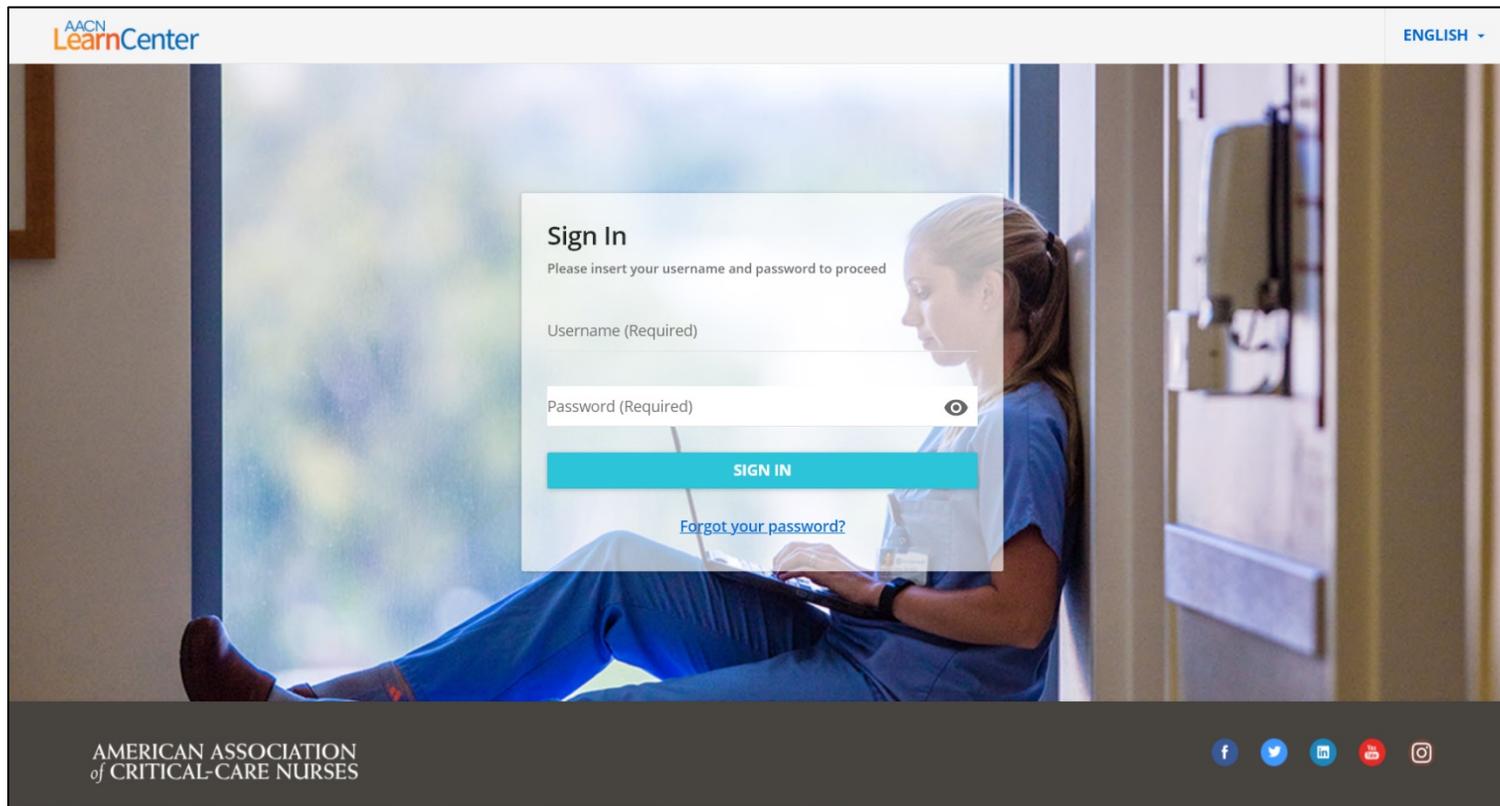
Welcome to the new AACN LearnCenter platform! This user guide will guide you through the manager view of the platform and provide you with details about various features, steps on how create and enroll learners, ways to view and track learner progress, view courses, and more.

LOGGING IN

To begin, **you will log in to the platform at <http://learn.aacn.org>** (you may also log in directly at <https://aacn.docebosaas.com>). Make sure to bookmark this URL for easy future access.

Once you have arrived at the login page, you will sign into the platform using the login credentials that you received via email notification.

On the new platform, your username will be your email address and you may be required to set a new password the first time you log in. If you are unsure of your password, you may reset it at any time using the **Forgot your password?** link. Please note that passwords must contain both letters and numbers, be a minimum of 8 characters, and be different than your username.



MANAGER HOMEPAGE

After logging in, you'll find yourself on the homepage. When you navigate away from your homepage, you can always return here at any time by selecting the **Managers Home** item or the AACN LearnCenter logo in the top left corner of the page.

We will go through the items that are available on your homepage so that you can get familiar with them.

The screenshot displays the AACN LearnCenter Manager Homepage. At the top, there is a navigation bar with the AACN LearnCenter logo, a search bar, and icons for help, notifications, and settings. Below the navigation bar, a teal banner contains a 'Back' button and the text 'Managers Home'. The main content area features a large image of two healthcare professionals reviewing documents. To the right of the image, a 'Welcome!' message is displayed, followed by the text 'Learn. Succeed. Achieve Your Goals.' Below this, a 'Site Manager Test' summary is shown, including the customer name 'Test Branch' and customer number '123456'. Three links are provided: 'MY ACTIVITIES', 'MY PROFILE', and 'CHANGE PASSWORD'. The main content area is divided into four cards, each with a circular icon and a title: 'Manage Users' (blue icon with a plus sign and two people), 'Manage Seats' (teal icon with a chair), 'Learning Dashboard' (purple icon with a document), and 'Help' (blue icon with an exclamation mark). Each card includes a brief description and an 'Explore' button. At the bottom, there are three progress status cards: 'Not yet started' (Start your new journey today!), 'In progress' (Resume where you left off...), and 'Completed' (Review your completed activity).

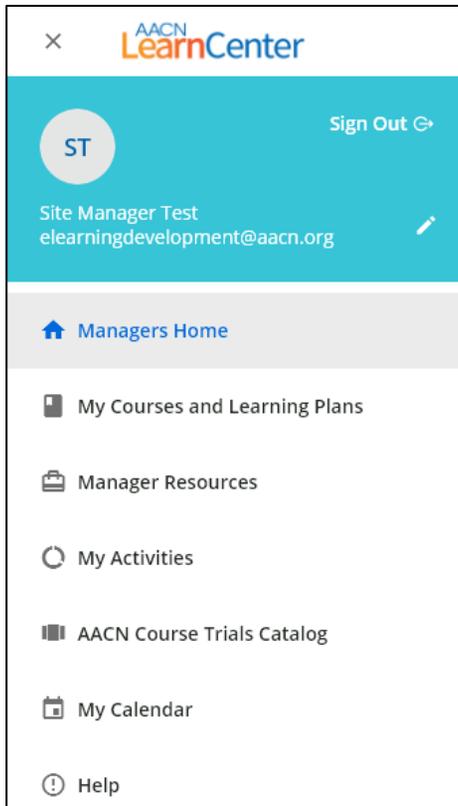
TOP NAVIGATION BAR

At the top of your homepage you'll find the **Main (User) Menu**, **Search Bar**, **Action Icons**, and **Admin Menu**. These items are always present in every area of the platform, not just on the homepage.



MAIN MENU

Your main menu enables you to reach important areas of the platform, such as your profile or any courses in which you are enrolled or are previewing. To access the Main Menu, select the menu icon in the top left corner of your platform and a slide-out panel will appear. From here you can navigate to your courses, personal activity reports, and access your personal area.



My Profile

In order to access your personal area, click on the **pen icon** at the top of the main menu, next to your photo and name. From this page, you can change your profile information and your password, add an avatar, and update other personal details and preferences, such as your time zone.

Sign Out

You can exit the platform at any time by selecting the Sign Out icon at the top right of your profile section. *Please make sure to select **Sign Out** instead of simply closing your browser tab/window when exiting the platform.*

My Courses and Learning Plans

This item directs you to a page displaying all of the courses in which you are enrolled or are previewing.

Manager Resources

This item directs you to a page containing course resources and updates, as well as other manager resources.

My Activities

This item directs you to a page with various graphs, information, and activity reports related to your personal learning experience.

AACN Course Trials Catalog

This item directs you to a special course catalog that contains trial versions of AACN's eLearning courseware for site managers/educators to enroll into and preview (*please note that the trial versions of these courses do not offer CE credit*).

My Calendar

This item directs you to a calendar displaying your personal course expiration date(s).

Help

This item directs you to the Help page where you can find AACN customer support contact information, tutorials/user guides, and a browser check.

SEARCH BAR

The search bar at the top of your homepage lets you search for your facility's available courses and content tags in the platform. Once you enter the search term into the text area, the recommended content matching your criteria will appear below the bar. You can select the title of the content to reach it. To see all search results, select **All Results** or the **magnifying glass**.

ACTION ICONS

The action icons in the header of your platform allow you to quickly check different items in the platform.

Contextual Help

Selecting the **question mark icon** shows (or hides) the contextual help feature from Docebo, which offers general navigational tips for various features in the platform. This feature can also be disabled by selecting the icon again.

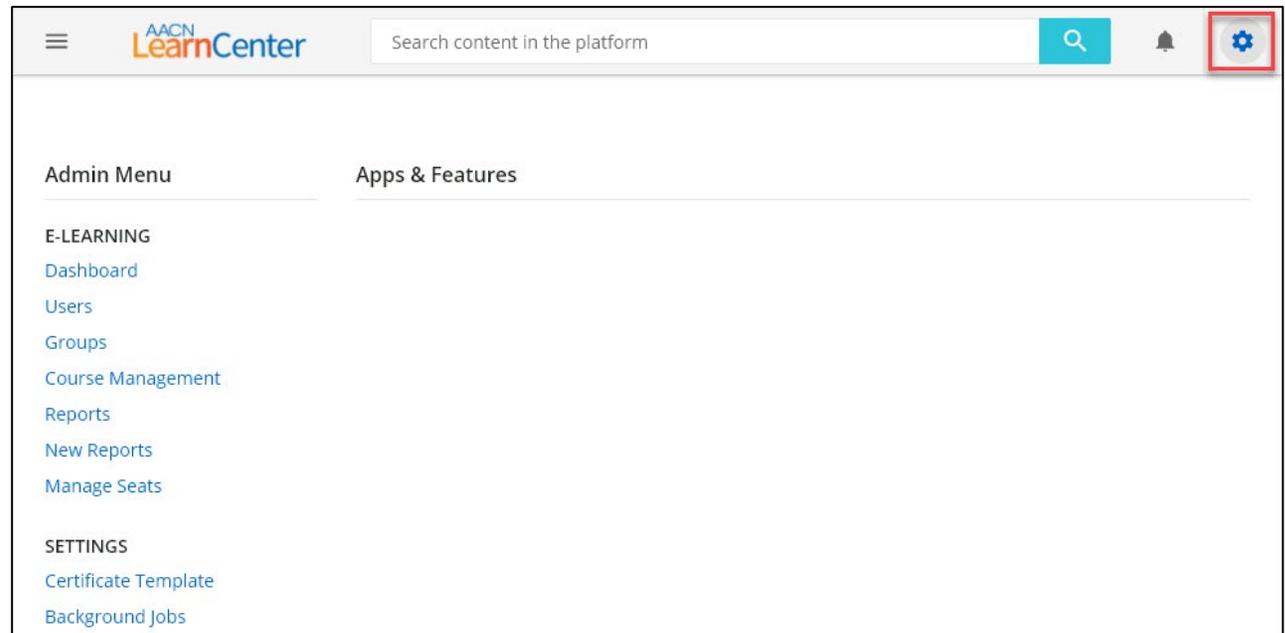
Notifications

Select the **bell icon** to view your recent notifications. If you have any unread notifications, a small number appears over the icon to indicate the number of notifications that you have yet to read. Select the **View Full Notifications Page** item at the bottom of the slide-out panel to see all notifications. On the top of the main Notifications page, you can use the option to see only unread notifications or you can mark all notifications as read. Press the bell icon, the notification tile or the View Notification item to read the notification.

ADMIN MENU

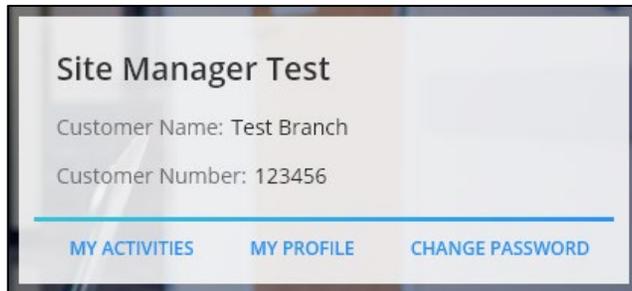
The **Admin Menu** is where you can access manager (also known as **Power User**) level tasks, reports, and more.

You'll learn more about the functions available in the Admin Menu, such as how to enroll learners, manage seats, and view reports, later in this user guide.



MAIN DASHBOARD

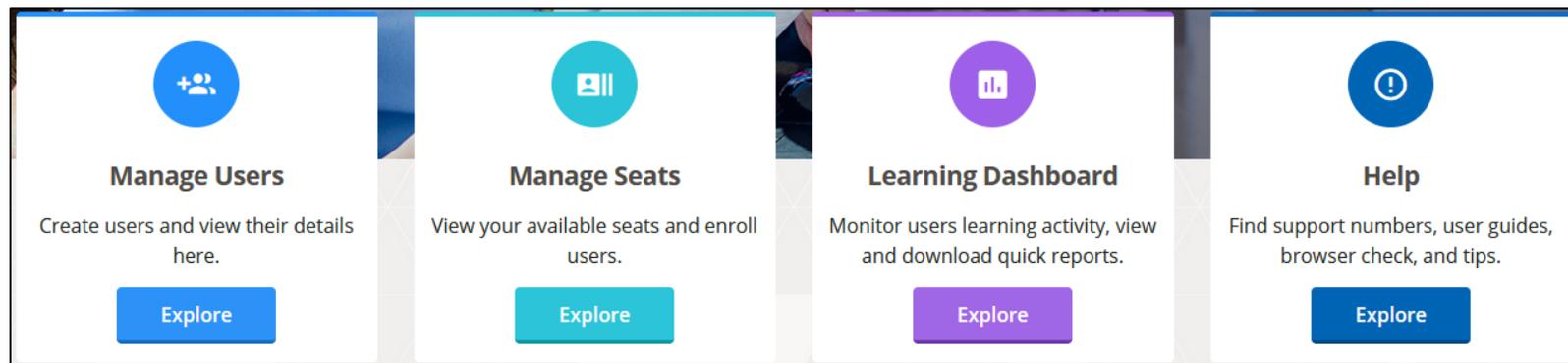
The main dashboard, or your homepage, contains resources and navigational tiles that allow you to quickly access manager-level tasks and personal information.



Profile Tile

From this tile, you can see personal information including your name, customer (facility/branch) name, customer (facility/branch) number, and links to view **My Activities**, a link to view **My Profile**, and a link to **Change Password**. You can review each menu item under the Main Menu section on pages 5-6 of this user guide.

****Please note that a site/facility is also known as a “branch” in the new AACN LearnCenter platform.**



Manage Users

From this tile, you will be taken to the **Users** page where you can create, import, and manage users. You can also create a group and manage any groups that you created.

Manage Seats

From this tile, you will be taken to the **Manage Seats** page where you can view available seats, enroll users, and view transaction/purchase history.

Learning Dashboard

From this tile, you will be taken to the **Dashboard** page where you can monitor and preview learner activities and course statistics. You can also filter data by date and download quick reports.

Help Tile

From this tile, you can quickly access the **Help** page where you can find AACN customer and technical support contact information, user guides, and a browser check.

Course Status Tiles

From this tile you can quickly see the status of any course(s) in which you are previewing or are enrolled. The three categories included are **Not yet started**, **In progress**, and **Completed**. Selecting a course under any of those tiles will take you directly to the course where you can start, continue, or review your personal learning progress.

The screenshot displays three main status categories, each with a header tile and a list of course items below it.

- Not yet started**: Start your new journey today!
 - 2 items
 - Not Started** AACN Acute and Critical Care Pharmacology 3.0
 - Expiring on 10/22/2022
 - EN | E-Learning
 - Not Started** Essentials of ECG and Dysrhythmia Monitoring
 - Expiring on 10/22/2022
 - EN | E-Learning
- In progress**: Resume where you left off...
 - 1 Item
 - In progress** Essentials of Critical Care Orientation 4.0 (ICU)
 - Expiring on 10/22/2022
 - EN | E-Learning
- Completed**: Review your completed activity
 - 1 Item
 - Completed** The Preceptor Challenge 1.5
 - EN | E-Learning

CREATING & MANAGING USERS

You can create and manage learners via the **Manage Users** dashboard tile or by going to the Admin Menu and selecting **Users**. From this page, you can easily create a new user, import single or multiple users via a CSV file, and create groups. You can also view a learner's User Personal Summary (report) directly from this page.

The screenshot displays the 'All Users' management interface in AACN LearnCenter. The page features a search bar at the top left and a toolbar at the top right with icons for adding (+), importing (CSV), and filtering (person icon and menu icon). The main content is a table of users with the following columns: USERNAME, FIRST NAME, LAST NAME, EMAIL, LAST ACES..., CREATION ..., STATUS, LANGUAGE, and EXPIRATION. The table lists 18 users, all with a status of 'Active' (indicated by a green checkmark) and a language of 'English'. The first user is 'aacnlearner1' with first name 'AACN' and last name 'Learner1'. The last user is 'aacnlearner18' with first name 'AACN' and last name 'Learner'. The page also includes a sidebar on the left with navigation options like 'Back to AACN', 'Institutions', and 'Test Branch', and a 'Show users in sub-branches' toggle.

SEARCH	USERNAME ...	FIRST NAME	LAST NAME	EMAIL	LAST ACES...	CREATION ...	STATUS	LANGUAGE	EXPIRATION
<input type="checkbox"/>	aacnlearner1	AACN	Learner1	elearningdev...	11/4/2021	10/13/2021	✓	English	
<input type="checkbox"/>	aacnlearner10	AACN	Learner10	elearningdev...	11/4/2021	10/13/2021	✓	English	
<input type="checkbox"/>	aacnlearner11	AACN	Learner11	elearningdev...	10/19/2021	10/13/2021	✓	English	
<input type="checkbox"/>	aacnlearner12	AACN	Learner12	elearningdev...	11/4/2021	10/13/2021	✓	English	
<input type="checkbox"/>	aacnlearner13	AACN	Learner13	elearningdev...	12/1/2021	10/13/2021	✓	English	
<input type="checkbox"/>	aacnlearner14	AACN	Learner14	elearningdev...	11/4/2021	10/13/2021	✓	English	
<input type="checkbox"/>	aacnlearner15	AACN	Learner15	elearningdev...	10/19/2021	10/13/2021	✓	English	
<input type="checkbox"/>	aacnlearner16	AACN	Learner	elearningdev...	11/9/2021	10/22/2021	✓	English	
<input type="checkbox"/>	aacnlearner17	AACN	Learner	elearningdev...		10/28/2021	✓	English	
<input type="checkbox"/>	aacnlearner18	AACN	Learner	elearningdev...		10/28/2021	✓	English	

You can view a learner's username, first and last name, email address, last access date, account creation date, status, expiration date, and more. You can also search for a specific learner by using the search bar.

You can filter each column by selecting the column label you want to sort by. You can also view additional fields or filter available users by selecting one of the icons next to the search bar.

CREATING A NEW USER

To create a new user from the main All Users page, select the “+” icon (**New Users**) at the top of the menu, then select the **New user** button.

In the slide-out panel, you’ll first see the General Information page, where you’ll enter the learner’s user information. **Required fields are marked with an asterisk (*)**. A few notes about the fields in this section:

User Information

- **Username***: The username will automatically be assigned once you enter the user’s email address. In the new LMS, all usernames will be the user’s email address.
- **Level**: This field has been pre-set for you.
- **Email***: Please enter the learner’s institutional email address (which will populate the username field). You will not be able to create a new user without their email address.
- **First and Last Name**: While inserting the first and last name of the user is not required, it is highly recommended so other areas of your platform, such as notifications and certificates, can display the user's full name.
- **Email Validation Status**: You can set whether the email address is verified or unverified. *Please note this setting has no impact on a user’s ability to access the platform.*
- **Password***: Set the password for the user. Passwords must contain both letters and numbers, be a minimum of 8 characters, and be different than your username. You can also auto-generate a password for a user.
- **Force Users to change their password at first login**: If this option is selected, the user will be forced to change his or her password upon the first login to the platform (this option is activated by default).

New User
In order to create a new user, please complete all of the following steps.

1 General Information — 2 Branches — 3 Additional Fields — 4 Team Members

Please provide the information for the user you're going to create

User Information

Username * aacnlearner123@aacn.org **Level** User

Email * aacnlearner123@aacn.org **Email Validation Status** Unverified

First Name AACN **Last Name** Learner123

New Password * 4/255 **Retype Password *** 10/255

Force users to change their password at their first login

User Status

- **Expiration**: Set an expiration date to automatically deactivate the user upon reaching it. We do not recommend using this setting as it could lock out the learner from the platform before their course access expires. **Note:** You do not need to set an expiration date for your user, as their end user license is good for one (1) year of access from the date of enrollment, provided your facility holds a valid site license. Please note that if you enter an expiration

date shorter than one (1) year, their access will end before their license expires. If you set their expiration date to a date beyond one (1) year, this will not extend their access to the course content.

- **Activate user at the end of creation process:** By activating this option, the user will be created as soon as you press **Create** upon filling out all of the pages of the slide-out form. This option is activated by default.
- **Send User has been created (by administrator) notification to new user:** Upon creating the new user, a notification informing them of their account creation will be sent to the email address that you added for the user. This option is activated by default.
- **Language:** This option is set to English by default.
- **Time Zone:** Select the user's time zone. If no time zone is selected, the user's time zone will automatically be set the first time the user logs in.

Once you have entered all user information, select **Next** at the bottom of the slide-out menu.

Branches

From this page, you must select your site (branch) folder from the menu (**AACN > Institutions > YOUR BRANCH (SITE) NAME**). If you have multiple sites (branches), you can expand your site's folder and select the correct site (branch) you would like to enroll this user into. **You will only ever be able to see and select your own facility's site(s) (branch(es)) from the menu.**

Once you have selected your site (branch), select **Next** at the bottom of the slide-out menu.

The screenshot shows a 'New User' form with a progress indicator at the top: 'General Information' (checked), '2 Branches' (current step), '3 Additional Fields', and '4 Team Members'. Below the progress bar, the instruction reads: 'Assign the user to a branch of the organization chart by selecting an item below'. A selection box shows '1 items Selected' and a breadcrumb path: 'AACN > Institutions > Test Branch', which is highlighted with a red box. Below this is a search bar with the text 'Search all branches...' and a magnifying glass icon. A 'Back to AACN' link is visible. At the bottom, a folder icon labeled 'Institutions' is expanded to show a sub-item 'Test Branch', which is also highlighted with a red box.

Additional Fields

You may skip this section and hit **Next** at the bottom of the slide-out menu.

Create User or Review

Once you have entered all of the learner's information, you can select **Create User** at the bottom of the slide-out menu or you can select **Review** to review the information that you entered during this process. If you need to make any changes to a section, simply select the **pencil icon** to edit that section and repeat the steps above. Once you have finished reviewing, select **Create User** and the learner's account will be created and added to the users on the All Users page. *Note: Do not select "Assign Subscription Licenses" on the confirmation page – you will enroll users into a course via the **Manage Seats** page.*

IMPORTING NEW USERS VIA CSV FILE

You can manage users via CSV files so that they can be imported, activated, or deactivated in the platform in one action. To import users from a CSV file from the main All Users page, select the **folder icon (Import & Manage)** in the top right section of the page, then select the **Manage Users via CSV** button.

Upload Your CSV File

To create new users, **we recommend populating the username, first and last name, email, and password fields in your CSV file.** Please note that some user fields are mandatory for creating a user account (username, email, and password). To update an existing user account, you'll need to update the relevant user fields of the user account with new data. Both creating and editing users (either one user at a time or multiple users at a time) can be done manually, or by importing user data fields into the platform via a CSV file. For the second option, each user account that you intend to create or update is represented by a record/row in the CSV file. Each user data field is represented by a field/column in the file.

Import the CSV file to the platform, then map the contained data to the corresponding user fields supported by the platform. By doing so, you're creating and updating user accounts.

For a successful upload, it is important to create a CSV file that has been properly formatted. *To view a correct example, visit the **Manager Resources** page for a sample CSV template file you can save and use for your facility.*

Once your CSV file has been formatted and is ready for upload, you can drag and drop it into the upload section of the slide-out panel or select the **Browse** button to find the file. The maximum file size of a CSV file that you're able to import into the platform is 3MB.

Once your file has been uploaded, select the **Advanced Settings** title to view the additional settings. The system is configured to automatically detect the Field Separator, which is needed in order to organize the information by columns. Information can be additionally organized by a comma, a semicolon, or manually, depending on your needs.

Then, flag the option that the first row is considered a Header (only if this fits your CSV file format), and select the File Charset from the dropdown menu. As for the File Charset, we recommend UTF-8, which is standard. Please remember to use quotation marks to delimit the text content.

Import users via CSV

Import users via CSV

UPLOAD YOUR CSV FILE

Drop your .csv file or browse
(maximum file size 3 MB)

Not sure how to configure your file?
[DOWNLOAD THE SAMPLE CSV](#)

Advanced Settings

Choose separator *

Auto Detect , ; Manual

Consider first row as header

Select file charset *

UTF-8

CANCEL CONFIRM

Press **Confirm** to upload your CSV file. The system will then process your CSV file. Once ready, you will be redirected to the import page.

Importing Your CSV File

Once your file has been imported, you will need to configure your import and file settings.

In the left panel, inside the **Import Options** section, configure the following options:

Profiles

In the Preset section, you can select a preset from the dropdown menu to associate a previous mapping configuration to this CSV import. Presets are only associated with your own profile.

If you would like to save this preset, select **Save this preset as new**. If you would like to overwrite an existing preset, select **Overwrite current preset**.

General Import Options

This section gathers several parameters concerning the import procedure:

- **Force users to change their password at their first login:** When this option is activated, users will immediately be asked to change their password after the initial login to the platform.
- **Do not force password change for existing users:** When this option is flagged, any existing users in the platform that also exist in the newly-imported CSV file will not have to update their passwords like new users (if the *Change password at first login option* is also activated).
- **Send Notifications:** When this option is activated, all users being imported into the platform will receive a welcome email once the import is complete that contains their login credentials.
- **Create new branches when the fields “branch name path” and “branch code path” are both mapped and the field value (branch) does not exist in the platform:** ***DO NOT SELECT THIS OPTION!*** Doing so will cause an error in your upload (only AACN E-Learning Customer Care can create new sites (branches) for your facility).

Update Users

This option allows you to configure how the information of existing users will be updated upon importing the CSV file. When this option is flagged, the imported information for users already existing in the platform will overwrite any existing user information if the user branch remains unchanged.

Update Profiles

DO NOT SELECT THIS OPTION! Doing so will cause an error in your upload (only AACN E-Learning Customer Care can create new Power Users (Site Managers) for your facility).

Profiles

PRESET

Test Branch Setting

[Save this preset as new](#)

[Overwrite current preset](#)

GENERAL IMPORT OPTIONS

Force users to change their password at their first login

Do not force password change for existing users

Send Notifications

Create new branches when the fields "branch name path" and "branch code path" are both mapped and the field value (branch) doesn't exist in the platform

UPDATE USERS

Update information for existing users

UPDATE PROFILES

Update profile information for existing Power Users

DESTINATION FALLBACK BRANCH

Users destination branch when no branch is mapped or mapped with empty value

Do Nothing

Use existing branch

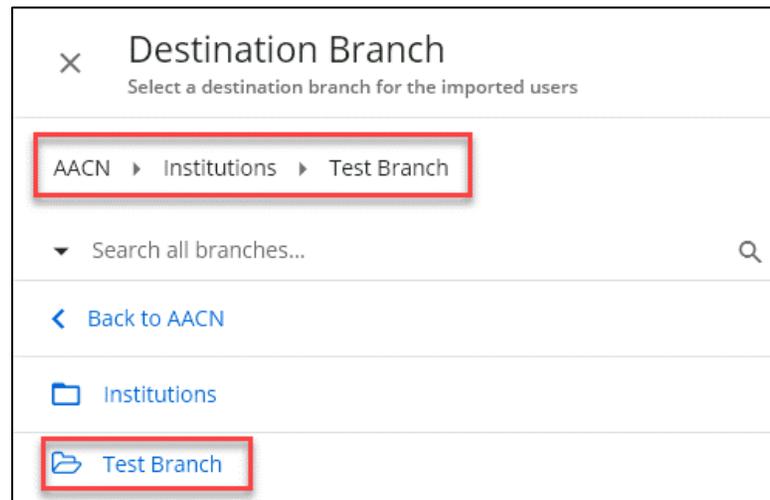
[Destination Branch](#)

Test Branch

Destination Fallback Branch

For this section, **you must select the second option (Use existing branch) or your file will not upload.**

To select your branch, select the Destination Branch and a slide-out window will open with folders for your branch (site). Select **AACN > Institutions > YOUR BRANCH (SITE) NAME**. If you are enterprise-level account and have multiple sites, select **AACN > Institutions > YOUR MAIN BRANCH (SITE) NAME > SUB-BRANCH (SITE) NAME**. Then select **Confirm**.



Auto Assign Branches to Power Users

YOU MUST SELECT "DO NOT AUTO ASSIGN BRANCHES" – selecting any other option will cause an error in your upload (only AACN E-Learning Customer Care can assign branches for your facility).

Next, you'll match the Docebo (platform) fields with the fields included in your CSV file.

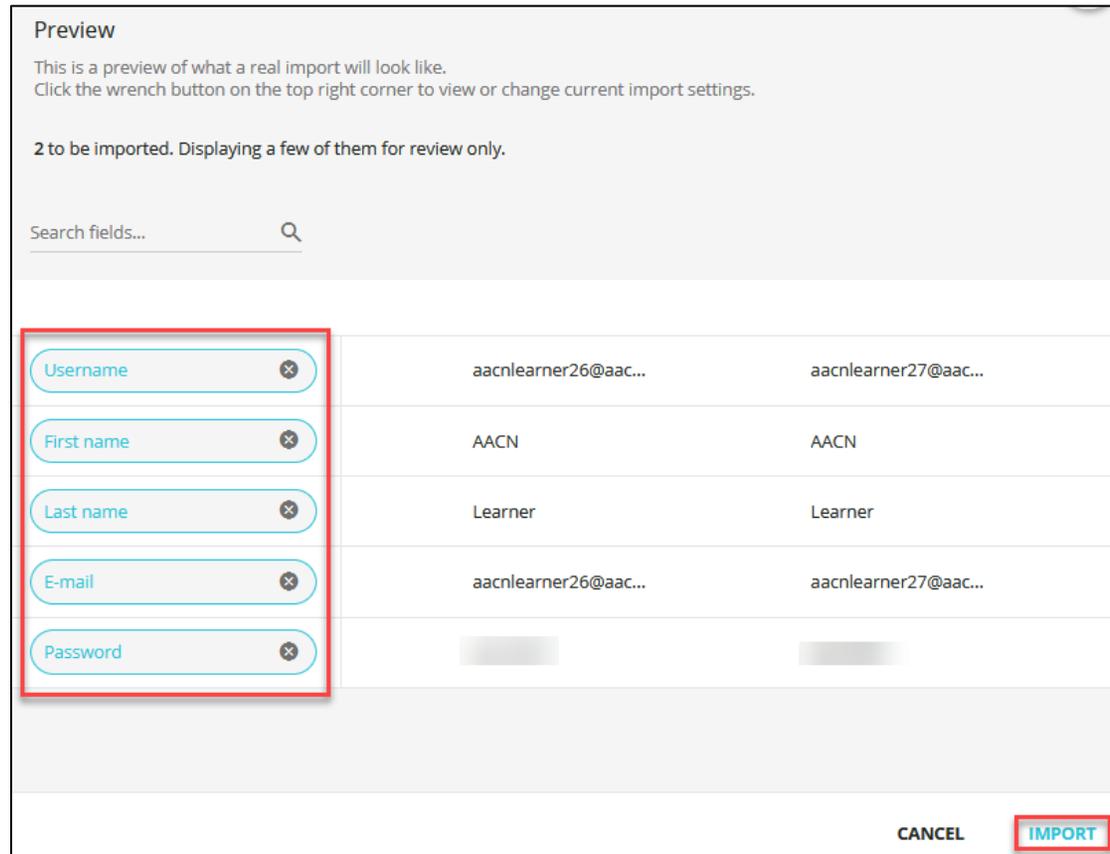
Docebo Fields

Examples of fields that can be included are Usernames (remember that usernames in the new LMS must be the user's email address), First Name, Last Name, E-mail, Password, Language, and more.

We recommend only including the Username, First and Last Name, Email Address, and Password fields in your CSV file to reduce the number of errors that may occur due to over-including/over-mapping of data.

Preview
The **Preview** section will display a preview of the CSV file as read by the system. Drag and drop the fields in the Docebo Fields section on the left to match the fields with the column names of your CSV file.

Once you've matched the fields for all of your columns, review all of the info on the import page, then press the **Import** button at the bottom of the page. Confirm the information in the pop-up message that appears, then press **Import Users**.



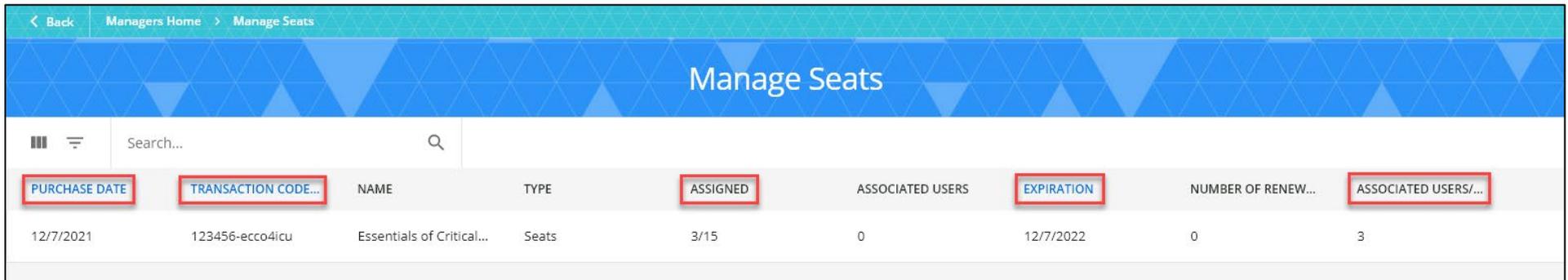
The import job happens in the background. In case of any errors, an error file will be made available for download. To find this file, access the **Admin Menu**, then select the **Background Jobs** item and find the job in the list to download the error file. You can also check Background Jobs to confirm your import was successful. You may also receive an email notification informing you whether your import was successful or has failed.

All users that were imported into the platform will appear in the list of users on the **Users** page.

MANAGING SEATS & ENROLLING USERS INTO A COURSE

You can enroll learners into your facility's available courses via the **Manage Seats** dashboard tile or by going to the Admin Menu and selecting **Manage Seats**. From this page, you can easily enroll existing users, groups, or your whole facility into the courses for which your facility has purchased seats.

From the Manage Seats page, you will see a list of your purchased courses and seats, and the number of seats assigned and remaining.



The screenshot shows the 'Manage Seats' dashboard. At the top, there is a navigation bar with 'Back', 'Managers Home', and 'Manage Seats'. Below this is a search bar and a table with the following columns: PURCHASE DATE, TRANSACTION CODE..., NAME, TYPE, ASSIGNED, ASSOCIATED USERS, EXPIRATION, NUMBER OF RENEW..., and ASSOCIATED USERS/... The table contains one row of data: 12/7/2021, 123456-ecco4icu, Essentials of Critical..., Seats, 3/15, 0, 12/7/2022, 0, 3.

PURCHASE DATE	TRANSACTION CODE...	NAME	TYPE	ASSIGNED	ASSOCIATED USERS	EXPIRATION	NUMBER OF RENEW...	ASSOCIATED USERS/...
12/7/2021	123456-ecco4icu	Essentials of Critical...	Seats	3/15	0	12/7/2022	0	3

The following fields are included in this section:

- **Purchase Date:** The date of your purchase.
- **Transaction Code:** Your customer (facility/branch) number and a short course code (e.g., "ecco4icu" is Essentials of Critical Care Orientation 4.0 (ICU)).
- **Name:** The name of the course you have purchased (e.g., Essentials of Critical Care Orientation 4.0 (ICU)).
- **Assigned:** The number on the left is the number of assigned (used) seats and the number on the right is the total number of seats purchased for this course.
- **Expiration:** The course expiration date.
- **Associated Users/Enrollment Done:** The number of learners who have been enrolled in a course.

ENROLLING LEARNERS INTO A COURSE

To enroll learners into a course that has available seats, select the "..." icon next to the Associated Users/Enrollment Done column and then select **Enroll Users**.



The screenshot shows the same table as above, but with a red box highlighting the 'Enroll Users' button in the 'ASSOCIATED USERS/...' column. The button is located at the bottom right of the table row and contains the text 'Enroll Users' and a hand cursor icon.

PURCHASE DATE	TRANSACTION CODE...	NAME	TYPE	ASSIGNED	ASSOCIATED USERS	EXPIRATION	NUMBER OF RENEW...	ASSOCIATED USERS/...
12/7/2021	123456-ecco4icu	Essentials of Critical...	Seats	3/15	0	12/7/2022	0	3

Once you've selected Enroll Users, a slide-out panel will appear to **Select Users to be Enrolled**. From this panel, you can select one or multiple users, search for specific users using the Search Bar, and select available Branches or Groups (if applicable). You can only enroll users if there are available seats. If you do not have enough seats available, select fewer users or contact AACN E-Learning Customer Care for assistance.

Select Users to be Enrolled

1 Select User — 2 Select Courses and Learning Plans — 3 Additional Information

USERS BRANCHES GROUPS

Search here...

	USERNAME	FIRST NAME	LAST NAME	EMAIL
<input checked="" type="checkbox"/>	aacnlearner1	AACN	Learner1	elearningdevelopment@aa...
<input checked="" type="checkbox"/>	aacnlearner10	AACN	Learner10	elearningdevelopment@aa...
<input checked="" type="checkbox"/>	aacnlearner11	AACN	Learner11	elearningdevelopment@aa...
<input type="checkbox"/>	aacnlearner12	AACN	Learner12	elearningdevelopment@aa...
<input type="checkbox"/>	aacnlearner13	AACN	Learner13	elearningdevelopment@aa...
<input type="checkbox"/>	aacnlearner14	AACN	Learner14	elearningdevelopment@aa...
<input type="checkbox"/>	aacnlearner15	AACN	Learner15	elearningdevelopment@aa...

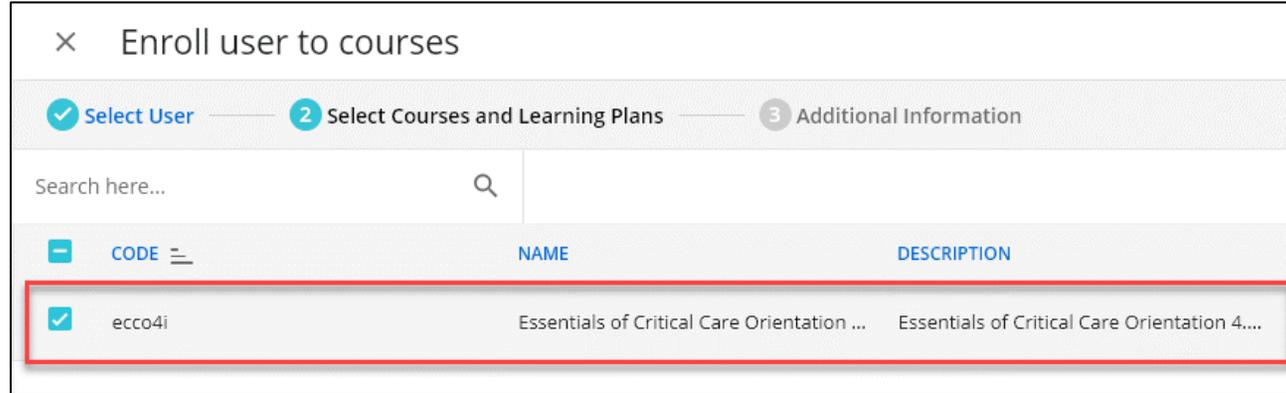
1 - 8 of 28

3 Items selected [SELECT ALL](#) [UNSELECT ALL](#)

CANCEL **NEXT**

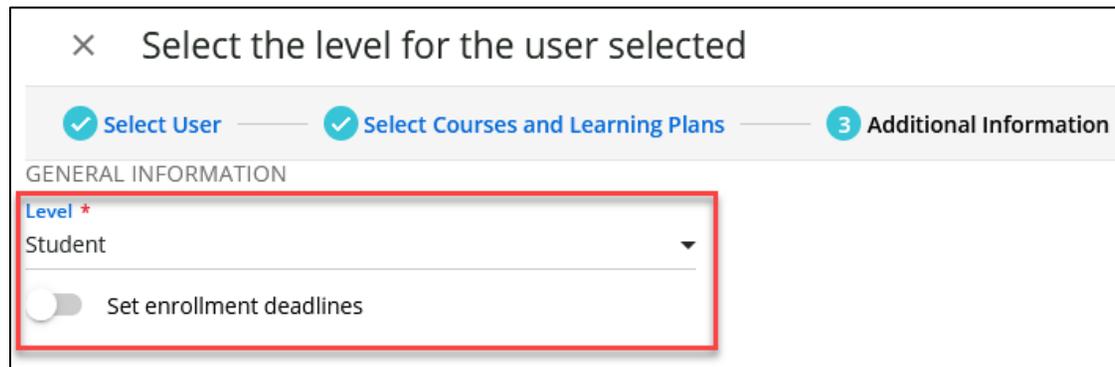
Once you have selected the users you would like to enroll, select **Next**.

You will then confirm the course these users will be enrolled into on the **Select Courses and Learning Plans** panel. From this section, you can see the name of the course and the course description.



Once you have confirmed the course, select **Next**.

On the **Additional Information/Select the level for the user selected** page, confirm Student is selected and that Set enrollment deadlines remains unchecked.



From that page, select **Confirm** to complete the enrollment process.

Once the enrollment process is complete, the number of Assigned Seats for that course will increase on the Manage Seats page.

REPORTING

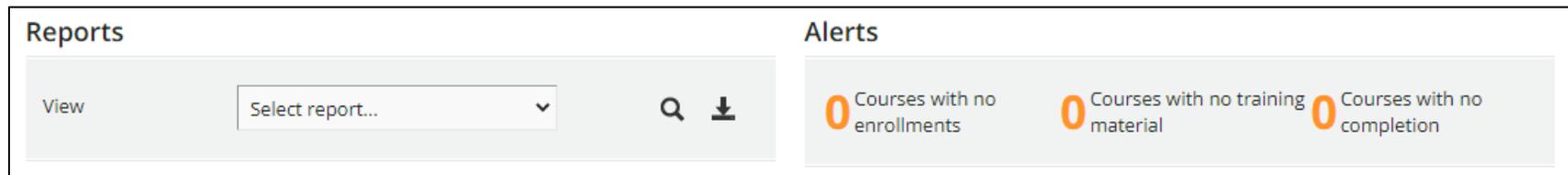
The new AACN LearnCenter platform offers intuitive reports that allow you to quickly and easily view data related to users, courses, training material, and groups. These reports can be accessed from four (4) different areas from within the Admin Menu under *E-Learning*:

- **Dashboard**
- **Reports**
- **New Reports**
- **Course Management**

DASHBOARD

The **Admin Dashboard** is a simple reporting tool that provides you with a preview of learner activities and course statistics. To view the Admin Dashboard, select **Dashboard** from the Admin Menu or select the Explore button on the **Learning Dashboard** tile on your homepage.

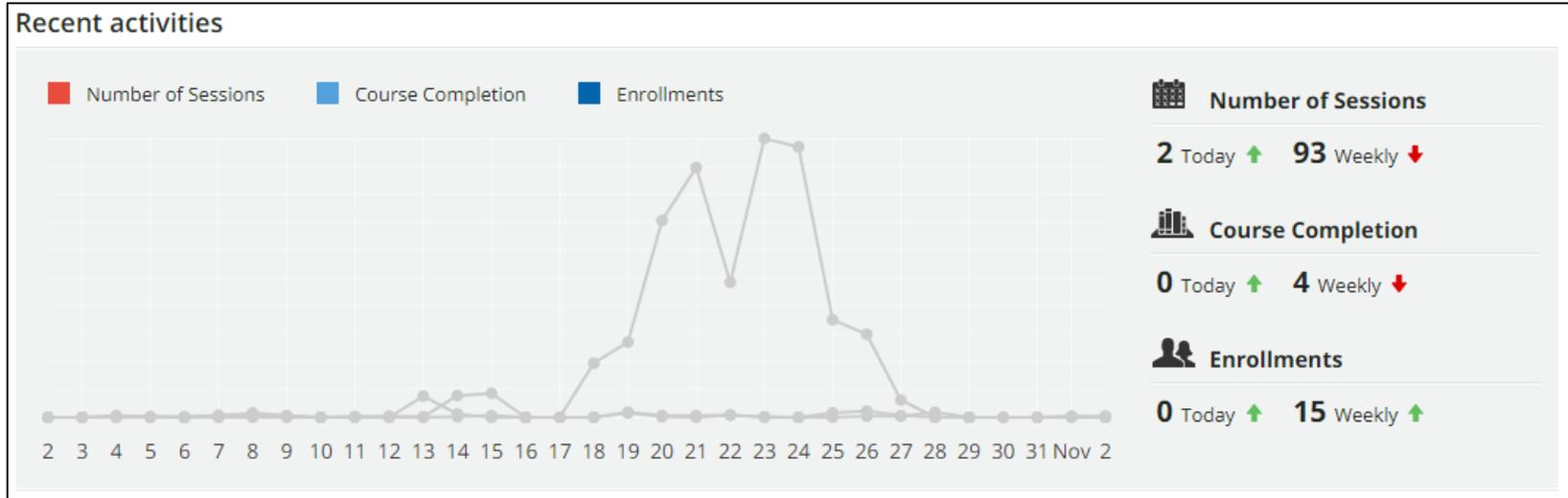
The first section of the Dashboard is dedicated to reports and alerts. Use this area to view or download one of the available reports and to check the alerts to see if there are courses with no enrolled users, with no training material, or courses that no users have completed. You can also use one of the available time filters, or set a time range for alerts. In the **Reports** area, select a report and then select on the **magnifying glass** icon to view it, or on the arrow icon to download the report in XLS, CSV, or HTML format.



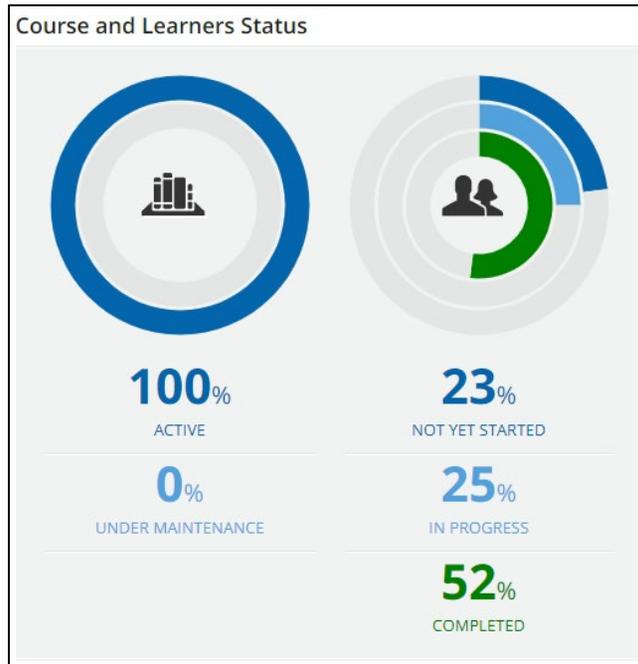
Under the Reports and Alerts area, you will find the following graphs:

- **Recent Activities:** This graph shows user sessions and course completions. Hover your mouse over the lines in the chart to see the colors of the line and the number of users at each peak. The number of sessions refers to the number of times any user entered a course and accessed its training material.
- **Course and Learners Status:** This graph shows the status of courses and users in the platform. These percentages refer to the entire user database for your facility and to all of the courses your facility has purchased.
- **Most Popular, Least Completed and Most Completed Courses:** These charts show the three courses with the highest number of subscribed users, the three courses with the lowest percentage of completion, and the three courses with the highest percentage of completion (respectively).

Recent Activities:



Course and Learner Status:



STANDARD REPORTS

The new AACN LearnCenter platform allows you to manage different pre-created standard reports related to users, courses, training material (course content), groups, and learning plans in your LMS. You can also create your own custom reports related to users, courses, and more. To view and access these reports, select **Reports** from the Admin Menu.

On the top of the page, you will see four (4) Quick Summary Reports that can be downloaded as a PDF:

- **User Personal Summary Report:** This report allows you to track all of the information related to a particular user, including learning statistics and course statistics (this mimics the My Activities report for a selected user).
- **Course Summary:** This report allows you to track all of the information related to a particular course, including user statistics, progress, activity history, and enrolled user details.
- **Courses Dashboard:** This report allows you to view various statistics and graphs comparing the statuses of learners enrolled into your available courses.
- **Branches Dashboard:** This report allows you to view various statistics and graphs comparing the performance of your facility or, if applicable, multiple sites (branches) associated with your enterprise account.

The screenshot displays a section titled "Quick Summary Reports" with four report cards. Each card includes an icon, a title, a brief description, and a button to generate or view the report. The "User Personal Summary" and "Course Summary" cards have input fields for user and course names, respectively, followed by a "GENERATE" button. The "Courses Dashboard" card has a "VIEW" button. The "Branches Dashboard" card has a "VIEW" button.

Report Name	Description	Action
User Personal Summary	View a user summary report and download it as a PDF.	GENERATE
Course Summary	View a course summary report and download it as a PDF.	GENERATE
Courses Dashboard	View Course Dashboard and download it as a PDF.	VIEW
Branches Dashboard	View branches dashboard and download it as a pdf	VIEW

In the list on the bottom of the page, you will see six pre-created standard reports, as well as any available custom reports (learn more under *Custom Reports*):

- **Users-Courses:** This report displays the progress details of each selected user per course.
- **Users-Course Enrollment Time:** This report displays all of the users that have not completed the courses within a given period of time. Please note, this standard report will filter to show courses that will expire for users in the next ten days.

- **Users-Training Material:** This report displays details about users related to their training material (a course’s lessons/assignments).
- **Courses-Users:** This report displays the progress details of each course selected per each course.
- **Groups-Courses:** This report displays the course progress details of each selected group (if applicable).
- **Users-Learning Plans:** This report displays the progress details of each selected user per learning plan (*Note: learning plans are only used for existing, migrated Acute and Critical Care Pharmacology course users*).

Select the **magnifying glass** in each report's row to view the report. To download the report, select the **download icon** next to the magnifying glass. These reports can be downloaded as an .XLS, .CSV, or .HTML file.

NAME	CREATED BY	CREATION DATE	FILTERS		
Users - Courses			Public: All users, groups and branches		
Users - Course Enrollment Time			Public: All users, groups and branches		
Users - Training Material			Public: All users, groups and branches		
Courses - Users			Public: All users, groups and branches		
Groups - Courses			Public: All users, groups and branches		
Users - Learning Plans			Public: All users, groups and branches		
Total: 6					

CUSTOM REPORTS

You can create custom reports to view and analyze specific information about courses, users, or training material (course content). To view and access these reports, select **Reports** from the Admin Menu and then select the **Create Custom Report** icon.

First, insert the *Name* of the report then select the report you would like to generate (available reports are listed below) and then select the **Next** button to proceed.

Next, choose the users on which you would like to run the report by selecting them from the *Users*, *Groups*, or *Branch* tabs. Select **Next** to proceed.

Now, select which courses to include in the report. You can choose specific courses or all of the courses that have been purchased by your facility. Select **Next** to proceed.

The information you select on the next page is determined by which type of report you selected to generate. This could be user additional fields, selections specific enrollment or creation dates, training material (content) types, etc. If you have the Filter By options for both *Enrollment* date and *Completion* date in the report, please note that the time zone is always in UTC.

Create Custom Report
✕

Select

User Fields

- User unique ID
- First Name
- Last Name
- Full Name
- Email
- Creation date
- User Last Access Date
- Deactivated
- Suspension Date
- Expiration
- Email Validation Status
- Branches
- Customer Name
- Customer Number

Course Fields

- Course Unique ID
- Course Category
- Category Code
- Code
- Status
- Credits (CEUs)
- Start Date
- End Date
- Course Type
- Course ID
- Course duration
- Expired

Enrollment Fields

- Level
- Subscription date
- First access date
- Last Access Date
- Completion Date
- Status
- Active from
- Active until
- Final score
- Initial score

Statistics

- Number of Sessions
- Course Progression
- Session Time
- Time in Webinar Sessions

PREVIOUS
NEXT
CANCEL

You can then choose which selected fields to order data by in ascending or descending order.

Finally, once you've selected all of the information you would like to include in your report, you can schedule the sending of the report, save it, view it, or return to editing mode. These reports can be downloaded as an .XLS, .CSV, or .HTML file.

Create Custom Report
✕

✔

The operation has been completed successfully

What's next?

Schedule the report
SCHEDULE

Save the report and view it
SAVE AND SHOW

just save the report in my reports list
SAVE AND BACK TO LIST

PREVIOUS
CANCEL

By selecting the “...” icon in the report's row in the list of reports on the main **Reports** page, you can schedule, edit, or delete the report by choosing the corresponding items in the dropdown menu that will appear.

NAME	CREATED BY	CREATION DATE	FILTERS	SCHEDULED
Users - Courses			Public: All users, groups and branches	🔍 🗑️ ...
Users - Course Enrollment Time			Public: All users, groups and branches	🔍 🗑️ ...
Users - Training Material			Public: All users, groups and branches	🔍 🗑️ ...
Courses - Users			Public: All users, groups and branches	🔍 🗑️ ...
Groups - Courses			Public: All users, groups and branches	🔍 🗑️ ...
Users - Learning Plans			Public: All users, groups and branches	🔍 🗑️ ...
Test Report #5	SMReportsTest	12/9/2021 11:42:24 pm	Private	🔍 🗑️ ...
Test CR 3	SMReportsTest	11/15/2021 12:34:11 pm	Private	🔍 🗑️ ...
Test CR 2	SMReportsTest	11/15/2021 12:28:13 pm	Private	🔍 🗑️ ...

Schedule
 Edit
 Delete

Below is a list of the custom reports available to generate:

- **Users-Courses:** This report displays the progress details of each selected user for each course.
- **Users-Course Enrollment Time:** This report is a delay analysis displaying all of the users who have not completed the courses within the required deadline.
- **Users-Training Material:** This report displays details about users related to their training material (a course’s lessons/assignments). This report is useful when you need to know the status of completion, or the scores for all content and/or material for each user.
- **Courses-Users:** This report shows the progress details for every selected course.
- **Groups-Courses:** This report shows the progress details of the selected groups for every course.
- **Users-Learning Plans:** This report shows the details of the selected user, for every learning plan (*Note: learning plans are only used for existing, migrated Acute and Critical Care Pharmacology course users*).
- **Users-Sessions:** This report shows the progress details of every selected user, for every session.

NEW REPORTS

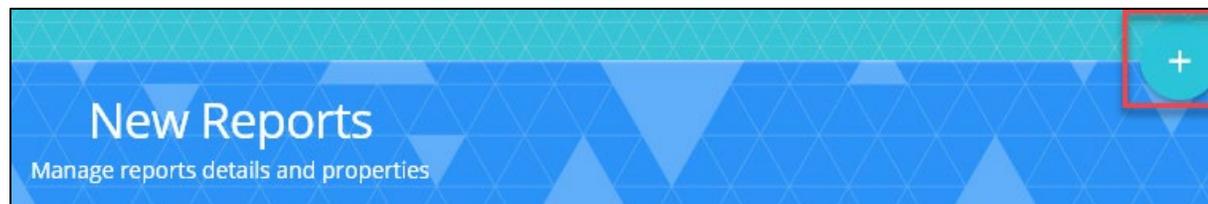
You can view Quick Summary Reports and Dashboards, as well as create and view any available Custom Reports in the **New Reports** section. To view and access these reports, select **New Reports** from the Admin Menu.

**An important note about New Reports: Data extracted and displayed in these reports are not real-time, but are automatically updated every day after 12am (midnight) Pacific Time. The update may take up to a couple of hours to be completed, and it may impact the activities that you are carrying out in the platform, since it isn't possible to export nor preview reports while a data refresh operation is running. However, there is no impact on learner activities.*

On the **Quick Summary Reports & Dashboards** tab, you will see four (4) Quick Summary Reports that can be downloaded as a PDF:

- **User Personal Summary Report:** This report allows you to track all of the information related to a particular user, including learning statistics and course statistics (this mimics the My Activities report for a selected user).
- **Course Summary:** This report allows you to track all of the information related to a particular course, including user statistics, progress, activity history, and enrolled user details.
- **Courses Dashboard:** This report allows you to view various statistics and graphs comparing the statuses of learners enrolled into your available courses.
- **Branches Dashboard:** This report allows you to view various statistics and graphs comparing the performance of your facility or, if applicable, multiple branches (sites) associated with your enterprise account.

You can create **Custom Reports** by selecting the “+” icon at the top right of the **New Reports** page. From the New Reports page, you can view and manage existing custom reports via the **Custom Reports Builder** tab.



After you have selected the “+” icon in the top right corner of the page, the **Create a New Custom Report** slide-out panel will open. From this menu, where you’ll first select the type of report that you want to generate (the different types are listed and detailed below).

- **Users-Courses:** This report shows the progress details of the selected users, for each course.
- **Users- Course Enrollment Time:** This report displays all of the users who have not completed the courses within the required deadline.
- **Groups/Branches-Courses:** This report shows the progress details of the selected groups or facility (branch(es)), for each course.
- **Users-Webinar Sessions:** N/A
- **Users-Learning Plans:** This report shows the progress details of the selected users, for each learning plan (*Note: learning plans are only used for existing, migrated Acute and Critical Care Pharmacology course users*).
- **Courses-Users:** This report shows the progress details of the selected courses.

- **Users-Training Material:** This report relates users to training material monitoring scores and status of completion for every user.
- **Users-ILT Sessions:** N/A
- **Users:** This report shows the details of the selected users, allowing you to extract your users' data.

When you've chosen the type, select **Next** to go to the second step.

In the **Details** step, insert a name and a description for your report. The only mandatory field is Name. Please note that when creating a name for your report, do not use special characters (the only special character allowed is the underscore “_”). When finished, press **Create and Edit**.

The page that will open after having selected *Create and Edit* is composed of five tabs relating to your custom report: **Properties**, **Filters**, **View Options**, **Schedule**, and **Preview**.

In the *Report Info* section of the *Properties* tab, you'll find the information that you have just inserted in the *Create a New Custom Report* slide-out panel and you can edit the name and description (but not the type of report chosen) if you need to do so.

In the *Report Download Permission from Link* section, when the *Login required to download the report* option is selected (this is “on” by default) you will need to log in to the platform in order to download the report using the link you received via email or at the end of a Background Job.

Next, in the *Time Zone for Date Fields* section you can insert the time zone in which you want to display and export your report. Finally, in the *Visibility* area you can configure and manage who will have the permissions to view the report you've created. This allows you to share your custom report with other site managers (Power Users) at your facility, if needed and/or applicable.

The *Filters* tab of your custom report page allows you to choose the filters that you want to apply to your report. The information you see in the *Filters* tab is determined by which type of report you flagged to generate. It could be information relating to users, courses, course expiration dates, enrollment and completion dates, enrollment statuses, training material (course content) types, etc. If you display date filters in the report, remember that the time zone is the one set in the *Time Zone for Date Fields* section in the *Properties* tab. Note that if you select more than one filter (*Users + Branches + Groups*) the report will include the results for every selected filter.

In the *View Options* tab, you can select the fields that you want to display in your report and choose the order in which data is shown. In the *Report Fields* section of the tab, the fields are grouped according to their area. Please note that the areas differ from report to report, and are determined by which type of report you chose to generate. Here, you will select the fields you want to display. Note that some fields are selected by default (they're greyed out) and you cannot deselect them. For example, in the *Users-Courses* reports, the default fields are *Username* and *Course Name*.

In the *Sorting Options* section, you can decide to order the data in the report according to the option proposed (it varies by the different types of report). You can also choose a custom field for the report sorting from the dropdown menu, where you can select one of the fields you chose in the *Report Fields* section above. Once you have selected the field, you can choose if you want to apply in ascending (A-Z) or descending (Z-A) order. *Please note that selecting a custom field for the report sorting could affect the report generation speed.* In the *Columns Sorting* subsection (*Sorting Options* section), you can configure a custom sorting for the columns in your report that correspond to the fields you already selected in the *Report Fields* section.

Once you've selected all of the information you would like to include in your report, you can schedule when the report will be automatically sent via email via the *Schedule* tab.

Lastly, in the *Preview* tab you will see a preview of the report that you created and configured via the other tabs of the page (*Properties, Filters, View Options, and Schedule*). Any settings you configured in the first four tabs will be reflected in the report's preview. You can also export your custom report via a CSV or Excel file by selecting the *Download* icon at the top right corner of the custom report builder.

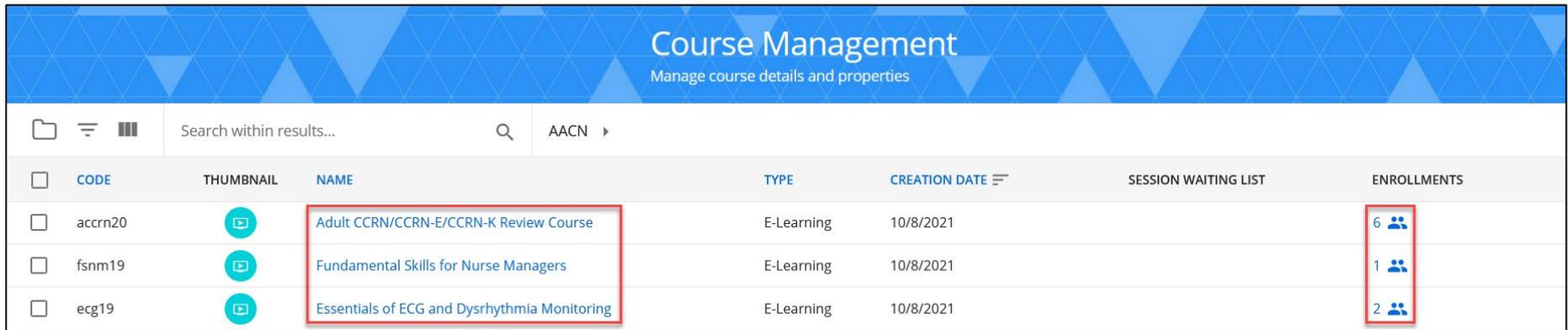
You can view, manage, edit, schedule, or delete any created custom report via the **Custom Reports Builder** tab.

QUICK SUMMARY REPORTS & DASHBOARDS		CUSTOM REPORTS BUILDER					
	Search within results... 						
<input type="checkbox"/>	NAME	DESCRIPTION	TYPE	CREATED BY	CREATION DATE	VISIBLE TO	SCHEDULE EVERY
<input type="checkbox"/>	New Custom Report Test	This is a test report	Users - Courses	Site Manager Test	12/10/2021 12:01:17 am	All Superadmins and the se...	

COURSE MANAGEMENT REPORTS

The **Course Management** page allows you to view all available courses at your facility, as well as enrollments and reports associated with a specific course. To access this page, select **Course Management** from the Admin Menu.

The main element of the Course Management page is the **course table**, listing all of your available courses.

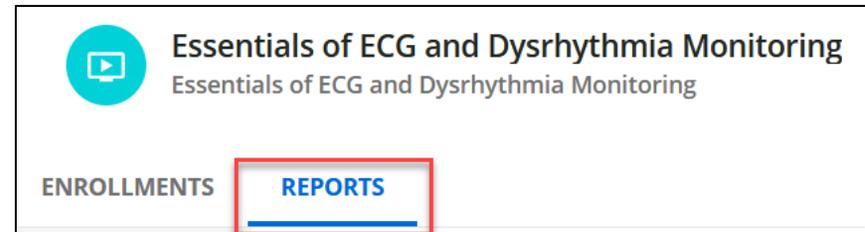


CODE	THUMBNAIL	NAME	TYPE	CREATION DATE	SESSION WAITING LIST	ENROLLMENTS
accrn20		Adult CCRN/CCRN-E/CCRN-K Review Course	E-Learning	10/8/2021		6
fsnm19		Fundamental Skills for Nurse Managers	E-Learning	10/8/2021		1
ecg19		Essentials of ECG and Dysrhythmia Monitoring	E-Learning	10/8/2021		2

Once you select a course, you will be able to view the **Enrollments** (information on learners who have been enrolled in the course) and **Reports** tabs.

From the **Reports** tab, you can view general course statistics including:

- The total number of enrolled users.
- The number of users that have completed the course, are still in progress, or have yet to begin the course.
- The number of days since the course's launch.
- The number of training material/learning objects (a course's lessons/assignments) in the course.



At the bottom of the report, you'll find the **User statistics** and **Training material statistics** tabs.

User Statistics

The **User statistics** tab shows a list of all of the users enrolled in the course. In the grey bar on the top of the list, you can use the Export dropdown menu to export a list of the enrolled users via CSV or Excel or search for a specific user in the course.

User statistics		Training material statistics						
Export as	Excel							
USERNAME	SUBSCRIPTION DATE	FIRST ACCESS DATE	COMPLETION DATE	LAST ACCESS DATE	PROGRESS	TRAINING MATERIAL TIME	STATUS	SCORE
aacnlearner9	10/13/2021 5:00:27 pm	10/19/2021 11:43:46 am	10/20/2021 4:49:59 pm	10/21/2021 9:45:02 am	100%	5h 12m	Completed	100.00
aacnlearner16	10/22/2021 2:26:41 pm	10/27/2021 12:00:59 am	-	10/27/2021 12:29:08 am	16%	0h 20m	In Progress	0

The following details are available in each row:

- **Username:** Username of the user enrolled in the course.
- **Subscription date:** Date when the user enrolled in the course.
- **First access date:** Date and time that the user first accessed the course.
- **Completion date:** Date and time when the user completed the course.
- **Last access date:** Date and time when the user last accessed the course.
- **Progress:** User progress in the course, in percentage.
- **Training material time:** The total time spent by the learner on the training materials composing the course since enrollment. *Please note that the time is calculated on the actual time the user spends in the course.*
- **Status:** User current status in the course. Values include: Not Yet Started, In Progress, or Completed.
- **Score:** Course score calculated on the basis of course module/lesson/assignment tests and exams. The details about the score associated to every training material included in the course is available in the user summary report, that you can access by clicking on the username in the user's row.

Select a username to view the user's report for the selected course. The report displays a graph and a timeline for the user's course access and lists all of the of training material associated with the course. Each training material's row displays the title as well as the learner's first and last attempt, first and last completion date, learning object version, status, and score.

Training Material Statistics

The **Training material statistics** tab lists all of the training materials included in the selected course. In the search bar on the top of the list, you can use the Export dropdown menu to Export a list of the course's training materials via CSV or Excel or search for a specific learning object.

Every row in the list shows the title of the learning object (e.g., a course's lesson/assignment), as well as its status (the number of users that have completed the learning object, that are in progress, or that have to begin the learning object) and the average score of the object, if applicable.

The screenshot shows the 'Training material statistics' dashboard. At the top, there are two tabs: 'User statistics' and 'Training material statistics'. Below the tabs, there is an 'Export as' dropdown menu set to 'Excel' and a search bar. A status summary box is open, showing:

- Completed: 2 Users
- In Progress: 0 Users
- To Begin: 0 Users

 The main table has columns for TITLE, STATUS, and AVERAGE. The rows are:

- HTML Page - [Overview](#)
- SCORM - [Introduction](#)
- [Introduction](#)

 Each row has a green progress bar in the STATUS column.

Select a learning object's title in the row to be redirected to the learning object's dedicated statistics page. Here, you will find a list of each user that has opened the learning object (lesson or assignment).

The screenshot shows the 'HTML Page - Overview' statistics page. It has a 'BACK' button and an 'Export as' dropdown menu set to 'Excel'. The table below contains the following data:

USERNAME	FIRST NAME	LAST NAME	FIRST ATTEMPT	LAST ATTEMPT	FIRST COMPLETION	COMPLETION DATE	VERSION	STATUS
aacnlearner9	AACN	Learner9	10/20/2021 4:49:59 pm	10/20/2021 4:53:45 pm	10/20/2021 4:49:59 pm	10/20/2021 4:53:45 pm		Completed
aacnlearner16	AACN	Learner	10/27/2021 12:01:00 am	10/27/2021 12:01:00 am	10/27/2021 12:01:00 am	10/27/2021 12:01:00 am		Completed

The following details are available for each row:

- **Username/First Name/Last Name:** User's first, last name and username of the user enrolled in the course.
- **First/Last Attempt:** Date and time when the user first and last accessed the learning object.
- **First Completion/Completion Date:** Date and time of the user's first and last completion of the learning object.
- **Version:** Version of the learning object accessed by the user, if applicable.
- **Status:** The user's status for the learning object: either Not Yet Started, In Progress, or Completed.

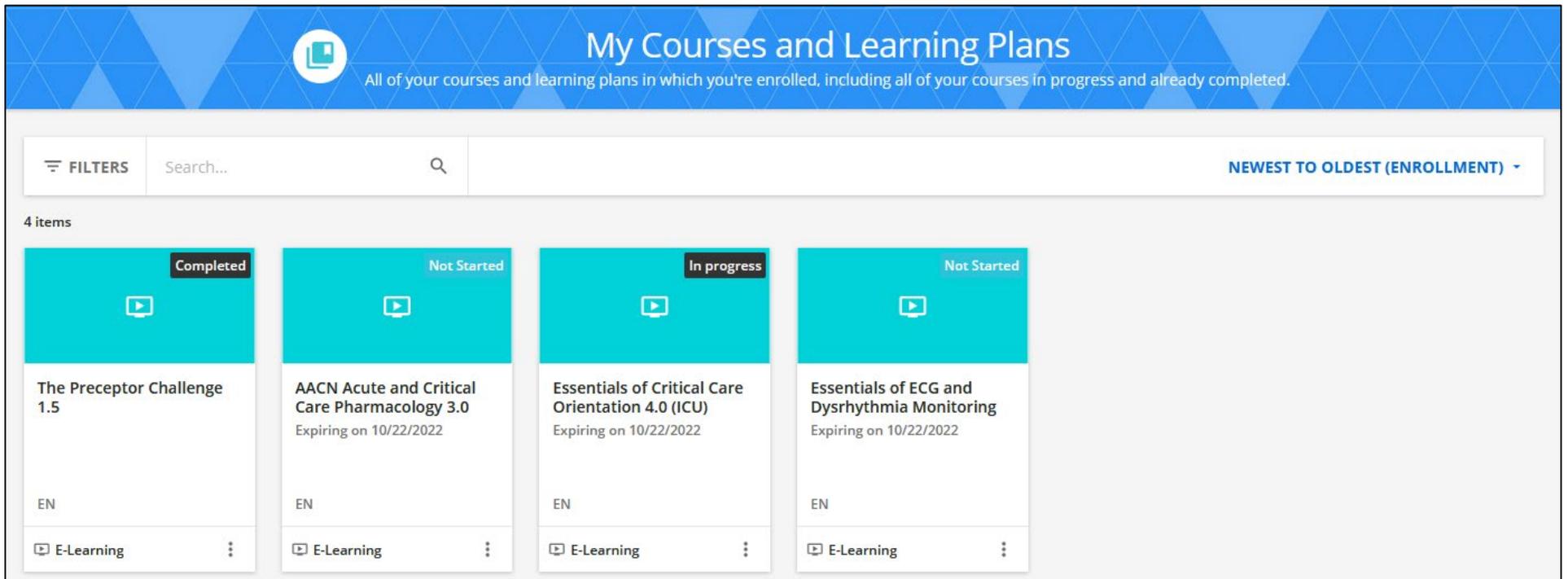
ACCESSING AND NAVIGATING YOUR COURSE(S)

Any course(s) in which you're enrolled or are previewing is listed on the **My Courses and Learning Plans** page. You can reach this page from the corresponding option in your main menu (see page 5) or from the course status tiles at the bottom of your main dashboard/homepage (see pages 7 and 8).

**Note: The following course access and personal reporting details mirror what your learners will experience and can also be found in the Learner User Guide.*

Every course is identified by a tile on the page. Each course tile displays the course name, your progress in the course, language, and your course expiration date (if applicable). The tile also indicates if a course is new. The **New** or **Not Started** label is shown until you start the course. Other labels include **In Progress** and **Completed**.

To enter a course, simply select its tile and you will be taken to the course player, where you can navigate and access your course.



The screenshot displays the 'My Courses and Learning Plans' interface. At the top, there is a blue header with a play button icon and the title 'My Courses and Learning Plans'. Below the header, a subtitle reads 'All of your courses and learning plans in which you're enrolled, including all of your courses in progress and already completed.' The main content area features a search bar with 'Search...' and a magnifying glass icon, and a dropdown menu set to 'NEWEST TO OLDEST (ENROLLMENT)'. Below this, it indicates '4 items' and shows four course tiles. Each tile includes a play button icon, a status label (Completed, Not Started, or In progress), the course title, the version number, the expiration date, the language (EN), and the 'E-Learning' icon.

Course Title	Status	Expiration Date	Language
The Preceptor Challenge 1.5	Completed		EN
AACN Acute and Critical Care Pharmacology 3.0	Not Started	Expiring on 10/22/2022	EN
Essentials of Critical Care Orientation 4.0 (ICU)	In progress	Expiring on 10/22/2022	EN
Essentials of ECG and Dysrhythmia Monitoring	Not Started	Expiring on 10/22/2022	EN

COURSE PLAYER & NAVIGATION

On the course page, the course player is placed at the top and the list of all of the content/training materials (including course modules and their corresponding lessons/assignments) are located on the right side – this also acts as your **Table of Contents**. The description of the currently selected course module, lesson, or assignment is shown directly under the course player (you may need to scroll on the page to view it).

To start your course, either select the **Start Learning Now** button or select a module/lesson/assignment from the list, then select the button in the middle of the player to play it. If you have already started the course, select **Resume Where You Left Off**. In the list of content/training material, select **Previous** or **Next** to move from one lesson/assignment to the other, in historical order, or click on the content/training material title to switch freely.

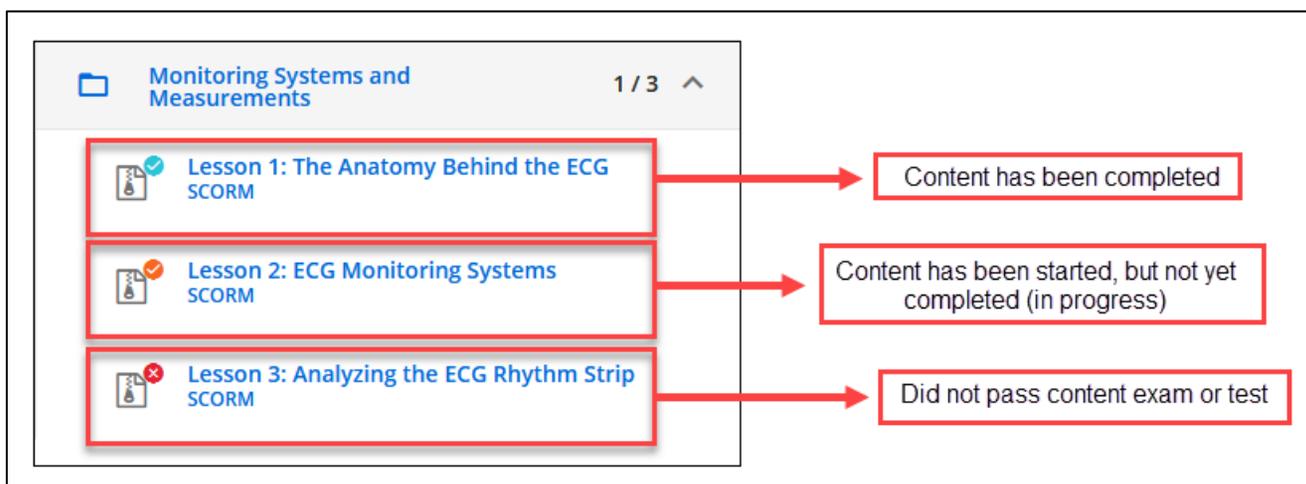
The screenshot shows a course page with a teal header. The main content area is a large white box with a teal 'START LEARNING NOW' button in the center. Below this box is a white bar with the text 'Click [Start Learning Now](#) to begin your course'. On the right side, there is a sidebar with the course title 'Essentials of ECG and Dysrhythmia Monitoring' and ID 'E-7VR670'. A progress bar shows '0 / 18 lessons completed'. Below the progress bar is a teal 'START LEARNING NOW' button. Underneath is a list of lessons with folder icons and completion counts:

- Overview Lesson
- Introduction 0 / 1
- Monitoring Systems and Measurements 0 / 3
- Identifying Dysrhythmias 0 / 6
- Introduction to Interpreting Pacemaker Rhythms 0 / 4
- Introduction to Ischemia and Infarction 0 / 3

As you work on the content/training material in the course, your progress will be tracked on top of the training material list.

This close-up shows the course progress tracking area. It features the course title 'Essentials of ECG and Dysrhythmia Monitoring' and ID 'E-7VR670'. A progress bar is partially filled, and the text '3 / 18 lessons completed' is displayed. Below the progress bar are two teal buttons: 'START LEARNING NOW' and 'RESUME WHERE YOU LEFT OFF'.

All of the available content/training material within the course is listed in the Table of Contents on the right of the course player page. Training materials (lessons/assignments) are marked with the following symbols:



- *No icon* indicates that you have not started this content/training material yet.
- An *orange checkmark* indicates that you have started but not completed this content/training material.
- A *green or blue checkmark* indicates that you have completed this content/training material.
- A *red "x"* indicates that you attempted and but did not pass the module/lesson/assignment exam and must complete (and pass) another attempt in order to complete the content/training material.
- In some cases, a *padlock icon* will appear, which indicates that in order to start this content/training material, you must complete previous content/training material.

Course Player

Once the course has been launched, a window will appear with your selected course module/lesson/assignment. To navigate the course, simply follow the prompts that appear inside the course player. To exit a course, select the **Close icon** in the top right of the course player.

Please note that when you've finished a course module/lesson/assignment, you need to close the course player before the browser in order to ensure that the training material is accurately marked as completed.

Course Contents

A course can be made up of different kinds of content/training material: eLearning modules (SCORM), texts, videos, HTML pages, and more.

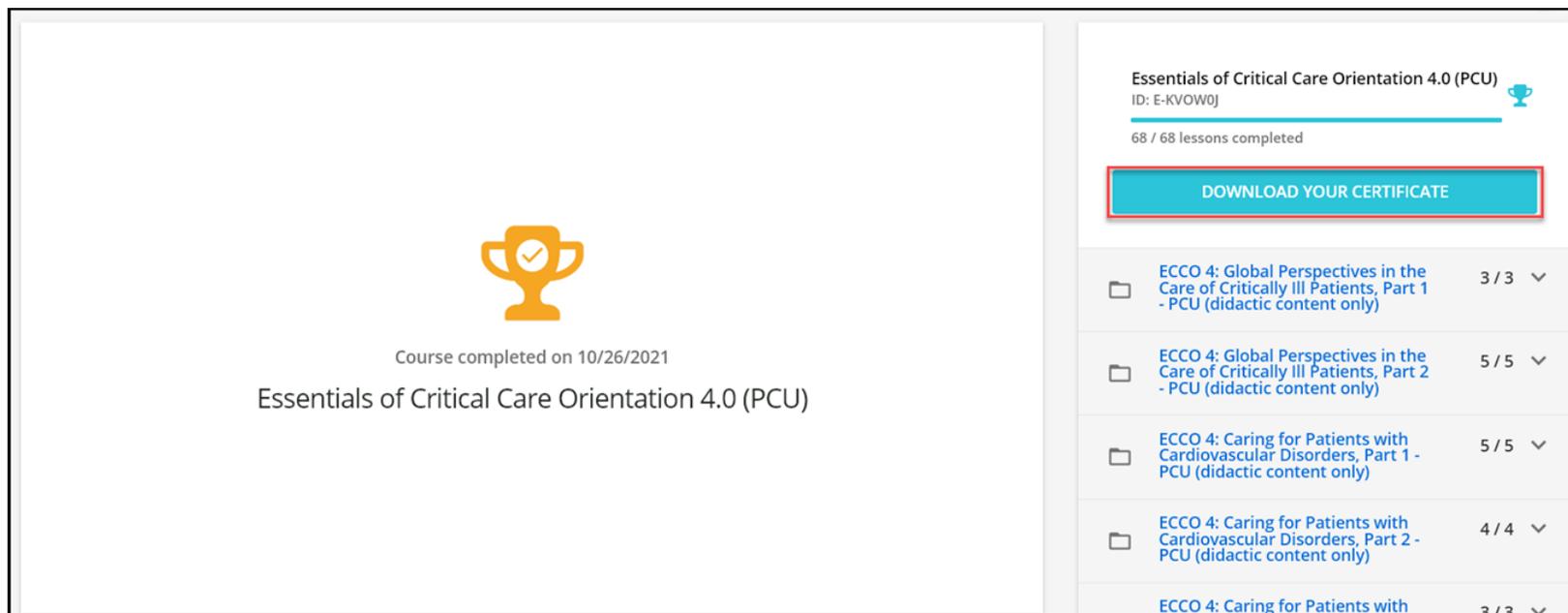
Note that each course contains content/training material, tests/exams, and CE contact hours. CE access is given within the platform once the required completion criteria has been met. The mastery score for tests/exams is 80% or above for all courses. Once the test/exam has been passed, a link to obtain your CE will appear. You must click on this link to and complete the CE evaluation on [AACN's website](#) in order to receive your CE certificate/credit.

Once the CE evaluation has been completed, the CE can be re-accessed via the course or directly from the [AACN website](#), where CE certificates are hosted and can be accessed at any time, even after your access to the platform has expired. Note that most learners have one (1) year of access to the platform from the date that their account is created before their account expires.

Please note that if you (as a manager) are previewing a course via the **AACN Course Trials Catalog** (not enrolled as a user and using a seat), then you will not be able to earn or access CE credit for any course(s) in which you are previewing.

Course Completion

A course is considered finished when all of the content/training materials are completed and the corresponding module/lesson/assignment tests and exams have been passed. Once finished, the course is marked as *Completed*. You can return to a completed course any time during your enrollment period or preview to review or re-access the content. Additionally, if a **Course Certificate** is available for your course, a button to download it will be available at the top of the training materials (course lessons/assignments) list.



Essentials of Critical Care Orientation 4.0 (PCU) 

ID: E-KVOWJ

68 / 68 lessons completed

[DOWNLOAD YOUR CERTIFICATE](#)

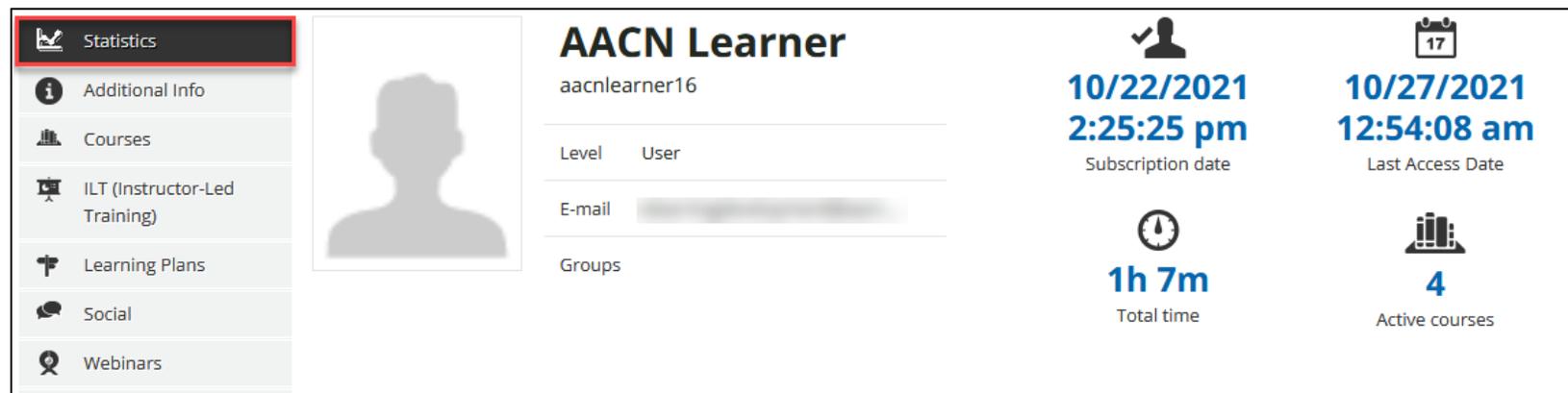
<input type="checkbox"/>	ECCO 4: Global Perspectives in the Care of Critically Ill Patients, Part 1 - PCU (didactic content only)	3 / 3	▼
<input type="checkbox"/>	ECCO 4: Global Perspectives in the Care of Critically Ill Patients, Part 2 - PCU (didactic content only)	5 / 5	▼
<input type="checkbox"/>	ECCO 4: Caring for Patients with Cardiovascular Disorders, Part 1 - PCU (didactic content only)	5 / 5	▼
<input type="checkbox"/>	ECCO 4: Caring for Patients with Cardiovascular Disorders, Part 2 - PCU (didactic content only)	4 / 4	▼
<input type="checkbox"/>	ECCO 4: Caring for Patients with	3 / 3	▼

MY ACTIVITIES

In the platform, you can check your own personal learning activities area with quick statistics, course progress, and more via the **My Activities** page. You can reach this page from the corresponding option in your Main Menu (see page 5). Please note that some menu options will not contain data (*ILT*, *Webinars*, and *Social*), as these features are not currently enabled in the platform.

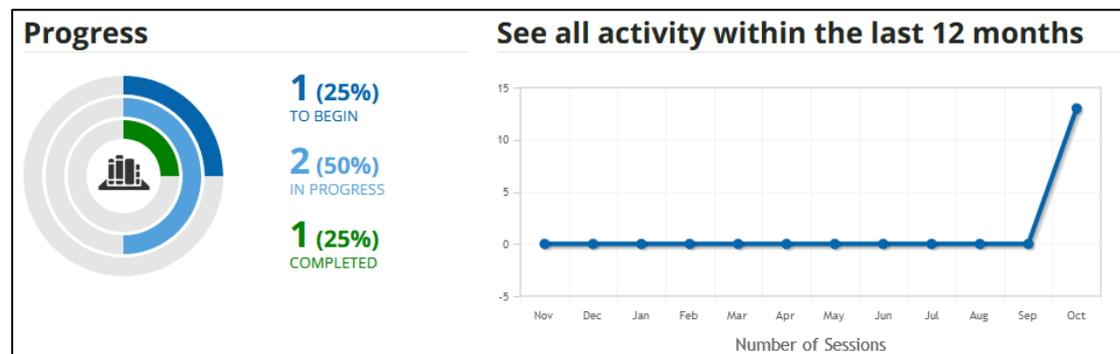
STATISTICS

This area summarizes your general information, such as your user level, email, any groups you belong to (if applicable), your subscription date (if applicable), last access date, total time you spent in the platform (total time is the sum of the sessions time for each of the courses you are enrolled in), and the number of active courses in which you are enrolled or previewing. You can also find graphs related to course progress and activity, course views (calculated by total time spent in the course), and various performance numbers for courses.



Progress

See all of your personal course activity and number of sessions within the last 12 months.



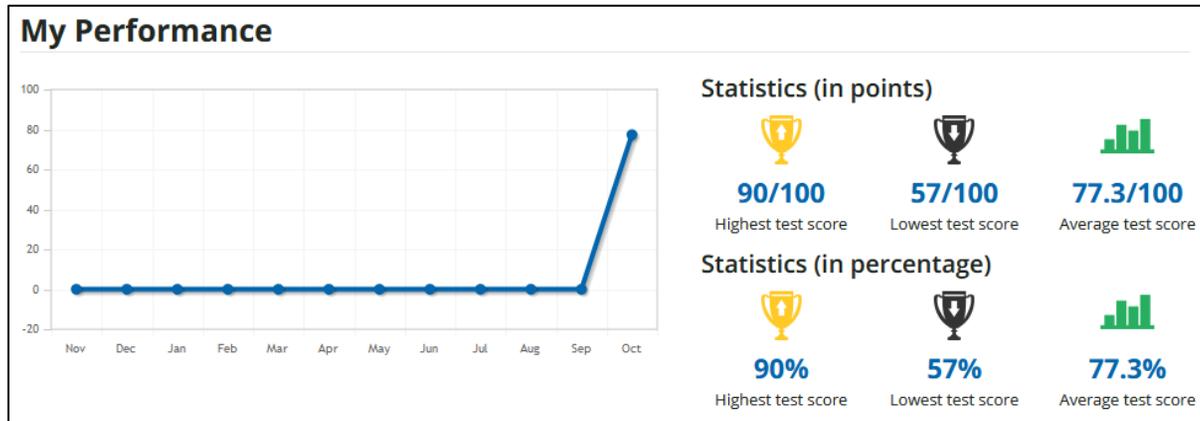
My Top 3 Most Viewed Courses (Total Time)

See your most viewed/accessed courses and the total time spent in each course.



My Performance

See statistics related to the exams/tests you've completed in course modules/lessons/assignments in both points and percentage, including highest and lowest test scores.



My Top 3 Most Recent Results (Training Materials)

See the results of your most recent course module/lesson/assignment exams or tests.



COURSES

In this section, you will find the list of courses in which you are enrolled or are previewing. Each row displays the course name and code, your status in the course, the dates for which you were enrolled and have completed the course, course expiration date (if applicable), the total time you spent in the course, and your final score for the course. You can also access any available course completion certificates by selecting the **ribbon icon** located next to the Score column.

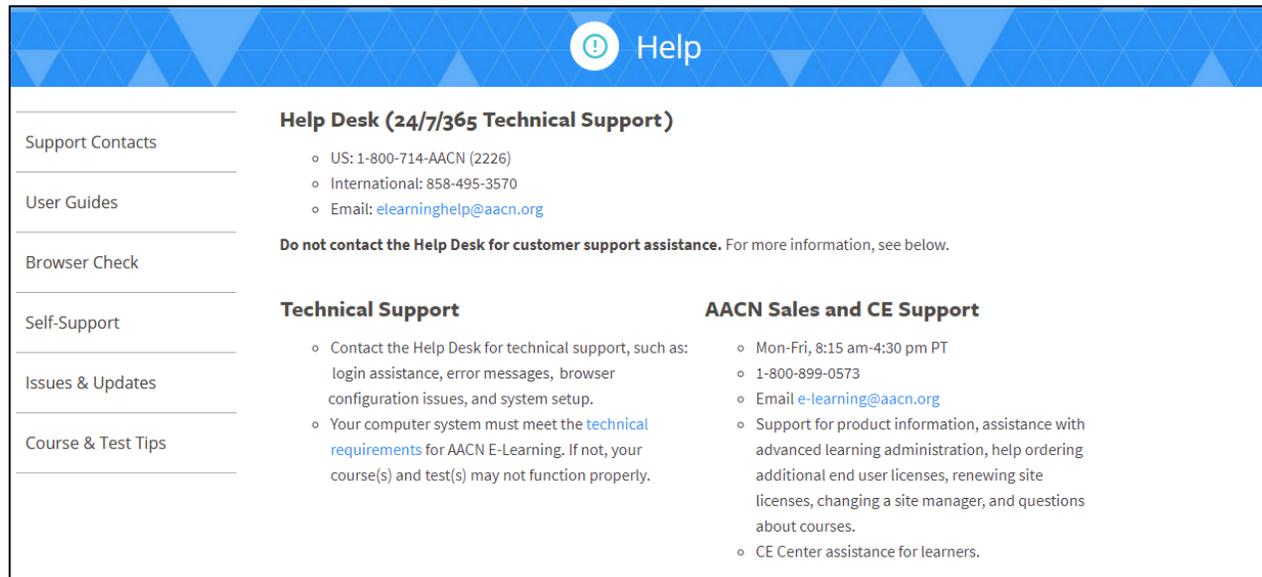
Please note that the “Subscribed” user status is equal to enrolled, but not yet started.

Courses								
COURSE CODE	COURSE NAME	USER STATUS	ENROLLED	EXPIRATION DATE	COURSE COMPLETION	CREDITS (CEUS)	TOTAL TIME	SCORE
prec20	The Preceptor Challenge 1.5	COMPLETED	10/22/2021	10/22/2022	10/26/2021		0h 47m	85.00 
pharma18	AACN Acute and Critical Care Pharmacology 3.0	SUBSCRIBED	10/22/2021	10/22/2022			0s	0.00
ecco4i	Essentials of Critical Care Orientation 4.0 (ICU)	IN PROGRESS	10/22/2021	10/22/2022			14s	0.00
ecg19	Essentials of ECG and Dysrhythmia Monitoring	IN PROGRESS	10/22/2021	10/22/2022			0h 20m	0.00
Total: 4								

HELP & MANAGER RESOURCES

Technical and customer support are available to help you as you use this platform. You can access resources including customer support contact information, user guides, known issues/updates, and other helpful resources. You can also access a browser check, which will be helpful if contacting technical support.

You can access the **Help** page from your dashboard or main menu.



The screenshot shows the 'Help' page with a blue header and a sidebar on the left. The sidebar contains links for Support Contacts, User Guides, Browser Check, Self-Support, Issues & Updates, and Course & Test Tips. The main content area is titled 'Help Desk (24/7/365 Technical Support)' and lists contact information: US: 1-800-714-AACN (2226), International: 858-495-3570, and Email: elarninghelp@aacn.org. A note states: 'Do not contact the Help Desk for customer support assistance. For more information, see below.' Below this are two columns: 'Technical Support' and 'AACN Sales and CE Support'. Technical Support includes: 'Contact the Help Desk for technical support, such as: login assistance, error messages, browser configuration issues, and system setup.' and 'Your computer system must meet the [technical requirements](#) for AACN E-Learning. If not, your course(s) and test(s) may not function properly.' AACN Sales and CE Support includes: 'Mon-Fri, 8:15 am-4:30 pm PT', '1-800-899-0573', 'Email e-learning@aacn.org', 'Support for product information, assistance with advanced learning administration, help ordering additional end user licenses, renewing site licenses, changing a site manager, and questions about courses.', and 'CE Center assistance for learners.'

MANAGER RESOURCES

The **Manager Resources** page (accessible via the main menu) provides various course management resources for AACN courses, including ECCO, ECG, and more.



The screenshot shows the 'Manager Resources' page with a blue header and a sidebar on the left. The sidebar contains links for Course Resources, Course Updates, and Additional Resources. The main content area is titled 'Course Resources' and features a blue header for 'ECCO'. Below this are three items: 'Course Overview: What's Different in ECCO 4.0? (pre-recorded from July 2020)', 'What's Different in ECCO 4.0', and 'ECCO 4.0 Syllabus'. Each item has a PDF icon to its left.