

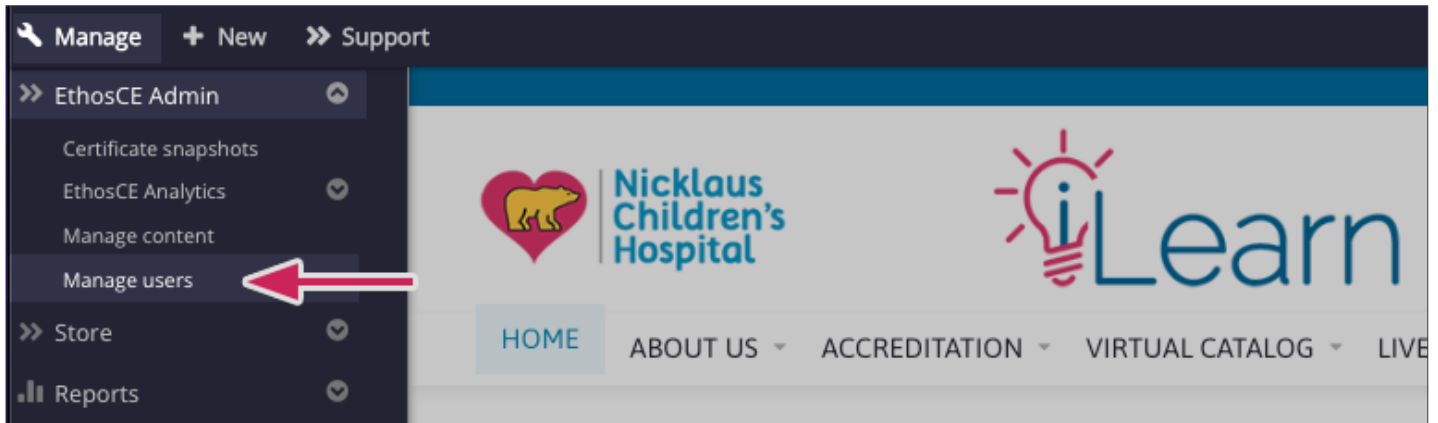
Support Guide: Transcripts and Certificates

(The following instructions assume that you are logged in and have been designated a Support Role)

Finding and Printing User Transcripts

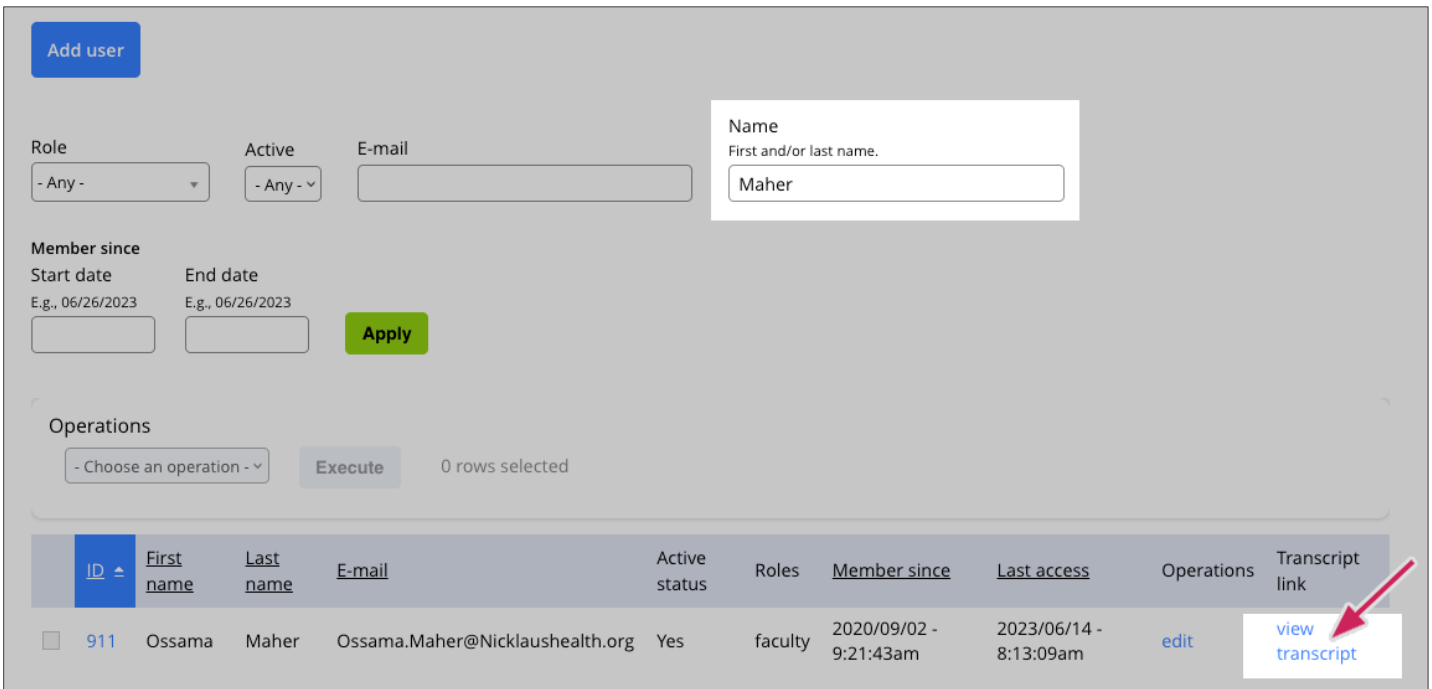
Step 1 – Find the user.

From the Blue Admin Menu Bar at the top, click Manage, then select **Manage Users** under the EthosCE Admin section.



Use any of the search fields to look for a user. Shown below is how to find a user by their last name. After typing in the name, click the green **Apply** button.

From the filtered list shown, click the **View Transcript** option on the right for the user you wish to view. This will take you to see their learner transcript.

A screenshot of the user management interface. It shows search filters for Role, Active, E-mail, Name, Member since, Start date, and End date. The 'Name' field contains 'Maher'. Below the filters is an 'Apply' button. Under 'Operations', there is a dropdown menu and an 'Execute' button. A table of users is displayed below, with columns for ID, First name, Last name, E-mail, Active status, Roles, Member since, Last access, Operations, and Transcript link. The first user is 'Ossama Maher' with ID 911. The 'view transcript' link in the 'Transcript link' column is highlighted with a red arrow.

ID	First name	Last name	E-mail	Active status	Roles	Member since	Last access	Operations	Transcript link
911	Ossama	Maher	Ossama.Maher@Nicklaushealth.org	Yes	faculty	2020/09/02 - 9:21:43am	2023/06/14 - 8:13:09am	edit	view transcript

Step 2 – Apply a date filter.

Unless you need a user's entire credit history make sure to enter some date filters. Enter a date "From" and "To" on the corresponding fields and click **Apply**. This will filter and show credits only for the dates selected.

Completed activities
Pending activities
External credits
Activity applications


TITLE


SERIES

DATE COMPLETED

FROM
E.g., 11/05/2020

TO
E.g., 11/05/2020

 Download PDF

APPLY


Title	Credit	Credit type	Event date	Date completed	Certificate
Grand Rounds - 10/30/20 - Diversity in Graduate Medical Education <small>Pediatric Grand Rounds</small>	1.00	AMA PRA Category 1 Credit™	10/30/2020	10/30/2020	Download
Grand Rounds - 10/23/20 - Our Miami Experience With Bariatric Surgery in Adolescents <small>Pediatric Grand Rounds</small>	1.00	AMA PRA Category 1 Credit™	10/23/2020	10/23/2020	Download


Optional – Download and print a PDF Transcript


You can download a PDF version of the credits shown by clicking the Download PDF icon on the top right. Make sure to do this after filtering for the correct dates.

DATE COMPLETED

FROM
E.g., 11/05/2020

TO
E.g., 11/05/2020

 Download PDF

APPLY


Finding and Printing Certificates

Find the course from the transcript list.


In the activities list, find the course/session you wish to print the certificate for and click Download under the Certificate column.

TITLE
SERIES

DATE COMPLETED


FROM
E.g., 11/05/2020

TO
E.g., 11/05/2020

 Download PDF

APPLY

Title	Credit	Credit type	Event date	Date completed	Certificate
55th Annual Pediatric Postgraduate Course	20.00	AMA PRA Category 1 Credit™	02/27/2020	03/01/2020	Download
Grand Rounds - 02/21/20 - Quality, The Winning Strategy for Healthcare Organizations <small>Pediatric Grand Rounds</small>	1.00	AMA PRA Category 1 Credit™	02/21/2020	02/21/2020	Download



Important notes to remember:

The learner's transcript shows all the completed activities by the user. If the user has not completed all the CME requirements, then the course will not be listed in the transcript page.

If the course is listed in the Pending Activities tab, then the user has not completed the CME requirements for the course.

If the pending activity is more than 6 months old, the user may be locked out of the activity and will be unable to complete the CME requirements. Learners have to complete the requirements within the deadline specified for each activity. For some activities, this is 2 weeks, for others it can be up to a year. If a user is having difficulties completing an activity, they must email for support at ilearn@nicklaushealth.org.

CME Staff will only assist users who are locked out of their activities if timing permits. If the activity has already been reported to our accreditation board, or if the activity is older than 6 months, we cannot unlock it for the user. In this case, if the user completed most of the CME requirements, we may award them credit. If not, we will only remove the activity from the list.

Learners must self-report credits for activities they were locked out from. Unfortunately, once the learner is locked out of an activity, the system no longer reports their credits to CE Broker (if eligible), once they complete the CME requirements.

Still need help?

Email us at cme@nicklaushealth.org if you still need assistance.