# Online Education Center FAQ

## How do I purchase educational products from the AAOHN Academy Online Education?

## To purchase educational activities, log in to your AAOHN member or non-member account. Go to the Education tab, [Online Education](http://aaohn.org/p/cm/ld/fid%3D1138) and select “Access the AAOHN Online Education Center”. Browse our Course Catalog for a wide variety of educational activities, select a product and click purchase.

## What educational products are available in the AAOHN Academy Online Learning Center?

## The AAOHN Academy is the online hub for all Journal CNE activities, Live and Recorded Webinars, and Online Course Modules.

## How do I access my educational activities?

* Once you have purchased an educational activity, return to the [Online Education](http://aaohn.org/p/cm/ld/fid%3D1138) on the AAOHN website and select “Click here to Access the Online Education Center”. Your courses will be available on the Dashboard and in your My Learning Tab. Once there, click on the the “Current Courses” tab to view your new products or any In Progress course. Click “Launch” to begin or to resume your course. The course will open in a new window.

**I purchased a product and received the email, but when I accessed my Online Education Center profile the product is not in the “My Courses” section.**

* Check to make sure you fully processed your purchase. On the AAOHN website, navigate to your profile, select the “Transactions” tab to view your recent purchases. Please verify the product is listed in your transactions. If the status in the far right-hand column does not read “Complete,” you did not complete your purchase and must do so to add the course to your Online Education Center courses. If you do not see the product in your transactions, or if it shows as complete but does not show in your Online Education Center courses, please contact AAOHN at info@aaohn.org or 312-321-5173 for assistance.

## How do I view and print my certificates?

* All certificates earned in the Online Education Center will be found under the “My Learning” tab and the “Recently Completed” or “Completed Courses” tab. First, claim the CNE by clicking on the numeral link under the credit column to the far-right of the completed course. Then select 'Certificate', found under the name of each course product. Once open, you will be able to download and/or print each Certificate.

## Am I able to print a transcript in the AAOHN Academy online learning center?

## Click on the My Learning tab and navigate to the upper far-right. Please click on the link “Download Transcript”.

## How do I search for past year purchases in the AAOHN Academy online learning center?

## Click on the My Learning Tab and then navigate to the “Grades for the Year”. Click on the dropdown arrow to select the desired year.

## I've completed the activity, but can't find the evaluation. Where do I locate it?

* Once an activity (recording or module) has been completed, the evaluation will display along the left-side menu options. If the evaluation listing does not do so automatically, then you can generate it by selecting the “Refresh” button found along the top of the menu.

## How do I search for educational activities?

* You can find new courses in the [AAOHN Online Store](http://aaohn.org/p/cm/ld/fid%3D1356) **or** under the Course Catalog tab in the AAOHN Academy. You will need to log in to your AAOHN member or non-member account. Here you can search for the name of the course, narrow down course options by selecting topic areas, or search by keywords.

## What does the “End Date” column in My Learning mean?

* AAOHN Education products offer CNE for two years. The end date is the date that products will be pulled from your “My Learning” profile as well as from the Online Education Center catalog. We will not provide access to a product with expired contact hours.

## How do sign up for AAOHN live webinars now?

* You register for AAOHN’s live webinars in the [Online Store](http://aaohn.org/p/cm/ld/fid%3D1356) or the AAOHN Academy Course Catalog. Once you have completed the registration on the AAOHN website—you are finished! There is no longer an extra step needed to register through GoToWebinar.

## How do I view AAOHN live webinars now?

* At the scheduled date and time of the live webinar presentation, log into your AAOHN account on the AAOHN website. Navigate to the [Online Education page](http://aaohn.org/p/cm/ld/did%3D3561) and select “Click here to Access the Online Education Center”. Your webinar will be listed on the Dashboard and in your My Learning Tab. Click the “Launch” button to launch the webinar. If the webinar has not yet started, the presentation will not launch, so be sure to wait until the specified day and time of the presentation.

## I watched the live webinar, but can't find the evaluation. Where do I locate it?

* There will be a new process for the Webinar evaluations with the launch of the 2020 AAOHN Academy Online Education Center. Immediately after a webinar presentation has concluded, the evaluation will display along the left-side menu options. If the evaluation listing does not do so automatically, then you can generate it by selecting the “Refresh” button found along the top of the menu. If you accidentally close the webinar launch window before completing the evaluation, simply click “Launch” next to the webinar name to display the window again. **You must complete the evaluation for the webinar on the day of the presentation in order to receive a certificate. The evaluation closes at midnight on the day of the Live webinar.**

## Where are the recorded webinars from 2017 thru 2019?

* + Recorded webinars from 2018-2019 are now available in the \*new\* AAOHN Academy Online Education Center.
	+ Any of your previous recorded webinars, purchased between 2017 and 2019 or prior to our 2020 launch of the \*new\* AAOHN Academy will also be available to view from your File library in your AAOHN member account. This is only for past purchases of webinars.

# Technical Specifications

## Browsers that support The Online Education Center:

* Internet Explorer: supported on IE 7 and up (although, please note that Microsoft has itself warned against versions older than IE 8.0)
* Mozilla Firefox: most recent 2 public versions
* Google Chrome and Safari: most recent 2 public versions

## Operating Systems and Devices that support The Online Education Center:

* Windows versions XP and above
* Mac OS X 10.5 (Leopard) and above
* Active support for the 2 most recent public versions of Android and iOS device platforms

## Connection Speed:

Connection speeds from standard broadband access will improve the learning experience within courseware itself.

## Plug-Ins, Add-on Components, and Multimedia Support:

There are no required downloads for The Online Education Center; however, courseware and learning material requirements vary and will depend on the content itself and its publisher's requirements. It is our experience that most e-learning courseware typically requires specific plug-ins such as Adobe Flash to view multimedia.