Frequently Asked Questions

How do I log in to the ASLMS Online Learning Center?

- Click the button or link on the ASLMS website page to access the Online Learning Center.

Do I need to create a password?

- When you click on the Online Learning Center link, you will be prompted to log in to your ASLMS user profile. Your ASLMS username and password will allow you single-sign-on (SSO) access to the Online Learning Center.
- You do not need to create a new password for the Online Learning Center, and you will not be able to change your password within the Online Learning Center.

What happens when I log into the ASLMS Online Learning Center?

- When you enter the Online Learning Center for the first time, you will be prompted to “complete your user profile” by indicating your degree credentials (MD, DO, PhD, etc.) and primary country of residence. If you do not have degree credentials to enter, simply enter “NONE”.
- Once you complete your profile items, you will be forwarded to your personalized Online Learning Center “Dashboard”. The Dashboard allows you to access, enroll in, and track your online content.

How do I navigate on my Online Learning Center Dashboard?

- The center part of your Dashboard screen, will show any sessions you are currently enrolled in. You may switch your center view by clicking on “My Courses” or “My Live Sessions” at the top center of the page.

     As a member, you will be automatically enrolled into specific content (podcasts, video interviews, etc.). Otherwise, content will only show here once you choose a session to enroll in.
My Live Sessions – Shows the live webinars that you have enrolled in.

My Courses – Shows the course/pre-recorded sessions that you have enrolled in.

- The left side of your dashboard will show the Total Number of Courses you are enrolled in and any Recent Activity.

- Your user icon is in the upper right corner (circle with initials). By clicking on the icon, you may view your profile or logout. Please note:
  - Your access to the Online Learning Center is controlled by your ASLMS website user profile. Any changes to password or user information must be completed in your user profile on the aslms.org website.
  - If you attempt to change your password in the Online Learning Center, you will receive an error:

- In the upper left corner, you can access options by clicking on the “Dashboard” icon.

- Once you click on the “Dashboard” icon, a menu list will appear:

  Resources are handouts and other general information that may be accessible to you. New resources may be released by ASLMS periodically.

  NOTE: Some resources are only available to specific member types.

The Store and Catalog are where you can find information about courses and sessions being offered for enrollment. Toggle between courses and sessions from the top center of the page. You may also enroll in sessions from these locations.
**Store** – Shows all courses and sessions available, but does not indicate which you have already enrolled in. Allows you to enroll in multiple courses or sessions at once, and use the “shopping cart” to check out.

**Catalog** – Shows all courses and sessions available and indicates which you have completed and are currently enrolled in. You may enroll in courses from this view, but it will process enrollment one at a time. To enroll in more than one session at a time, use the “Store” option on the dashboard.

**Courses** – Selecting this option will bring up a list of courses that are available.

**Sessions** – Selecting this option will show a calendar of any live webinars that are scheduled.

*NOTE: ASLMS Members and Non-Members may see different content.*

The **Forum** is where you can access discussion forums that may be associated with the sessions you enroll in. This is a place to share professional discussion with other attendees. You may switch between “**Forum**” and “**My Contributions**” views at the top center on the page.

**Forum** – View all posts from all topics and courses.

**My Contributions** – View your posts and submit posts.

*NOTE: Forums may NOT be active for all sessions.*

---

**Once I enroll in a course or live session, how do I access the content?**

- Go to your **Dashboard**. Select either **My Courses** or **My Live Sessions** at the top center of the page.
- Scroll down to view your list of enrolled courses and sessions.
- Click on “Start” or “Resume” or “Relaunch” within the course listing box.
- Use the navigation menu on the left or the navigation arrow on the top right to move between sections and modules. For each section or module, scroll to bring all content into your center screen view.
- If you need to exit a course before you complete it, click on the gray “Return to Dashboard” text that is located under the “Course Content” menu header on the left side of your screen.
How much time do I have to complete a course?

- Under your dashboard, each course is indicated within its own listing box. Under the course title, you will see a Completed or In Progress date, your last activity date and, if applicable, an **Expiry Date**. The Expiry Date will be indicated in red type.
- You may also click on the Course Title to open up the course information. Your course progress and the Due Date will be indicated in the information box on the left side of the screen.

What if I miss a live session that I enrolled in?

- Some live sessions are recorded and will be posted as a course, usually within 1 month of the live webinar date.

Can I receive a refund if I enroll in a course and am not able to complete it?

- If you have not yet started the course, you may contact jaya@aslms.org to request a refund and to be “un-enrolled”. ASLMS staff will be able to confirm your course status.
- If you have already started the course, there is no refund. However, you may contact jaya@aslms.org if you wish to be “un-enrolled”. ASLMS staff will be able to confirm your course status.

What if I do not receive enrollment emails, etc., from the Online Learning Center?

- If you see the below notification bar at the top of learning center when logged in, confirm the email address on file is correct. You may contact information@aslms.org for help with updating your primary email address on file.

- Add notifications@learnupon.com to your safe email list within your email provider. Emails from the learning center may have been routed into your junk email folder.