



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.
- 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.

Do I need to create a password?

- 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.

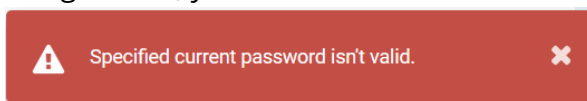
What happens when I log into the ASLMS Online Learning Center?

- 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**.

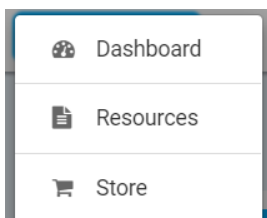
- **NOTE:** Your access to the Online Learning Center is controlled by your ASLMS website user profile. Any changes to password or user information must be completed in your user profile on the aslms.org website. If you attempt to change your password in the Online Learning Center, you will receive an 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. These are the items you will use most frequently:



- **Resources** - 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.**
- **Store** - The Store shows all courses and sessions available (but does not indicate which you have already enrolled in) and allows you to enroll in multiple courses or sessions at once and use the “shopping cart” to check out. **NOTE: ASLMS Members and Non-Members may see different content.**
- **Forum** - You may also see an item on the Dashboard dropdown called Forum. 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. **NOTE: Forums may NOT be active for all sessions.**
 - **Forum** – View all posts from all topics and courses.
 - **My Contributions** – View your posts and submit posts.

How do I enroll in a session?

- **From the Store**
 - **Search by Keyword or Category** – Enter your search word or select a pre-labeled category to find a session of interest. **OR** – Browse session listings by scrolling and selecting the next page number.
 - Click on the session title to view more detailed information.

- Click **Add** to add the session to your shopping cart. Be aware of sessions that you are already enrolled in as the store does not indicate this for you. (Go to: Dashboard – My Courses to view your enrolled sessions)
- When you have added all the sessions you wish to enroll in, click on the **Shopping Cart** icon in the upper right corner. Select **Proceed to Cart**.
 - If the course has a fee indicated
 - Review your information and click on **Next Step: Checkout**.
 - Enter your credit card / billing information.
 - Click on **Complete Payment**.
 - The course will be added to your Dashboard.
 - If the course is offered at no cost
 - Review your information and click on **Next Step: Checkout**.
 - The credit card field will be locked because there is no need to enter any payment information for a free course. The total amount should indicate \$0.00.
 - Click on **Go to Dashboard**.
 - The course will be added to your Dashboard.

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. You will be automatically enrolled in the recorded session if you missed the live session.

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 (no content viewed) or are within 48 hours of the start of a live session, you may contact information@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 information@aslms.org if you wish to be “un-enrolled.” ASLMS staff will be able to confirm your course status. If the course you started was a live session, you will be automatically enrolled in the recorded session as soon as it is available.

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.

Recent emails to lisatest@aslms.org have bounced. Please check your email settings, and ensure you can receive mail from notifications@learnupon.com. [Opt-in to email notifications.](#)

- 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.