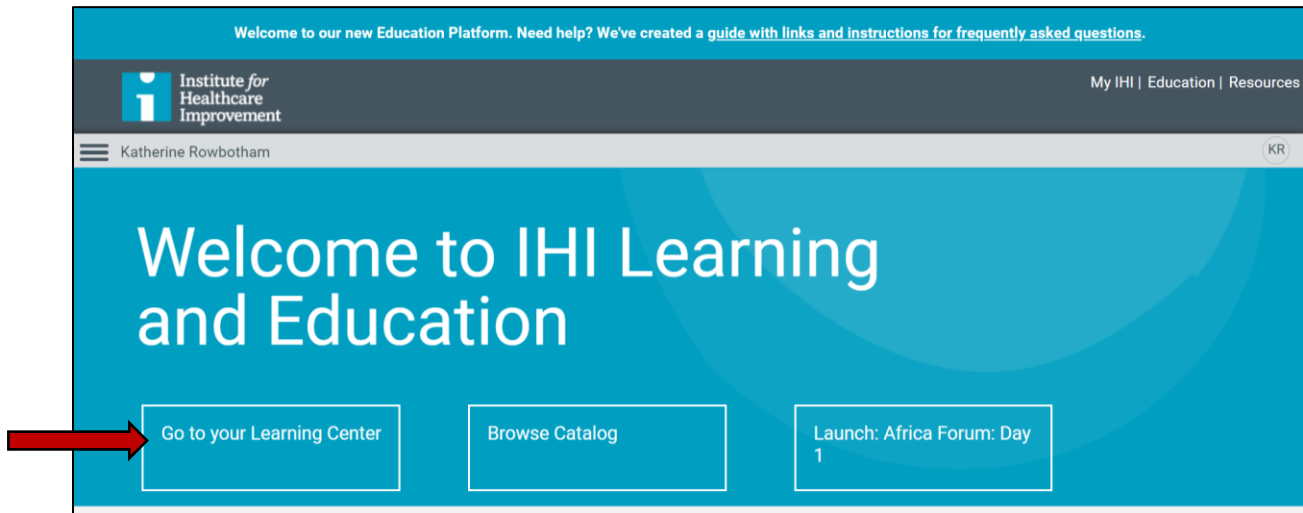
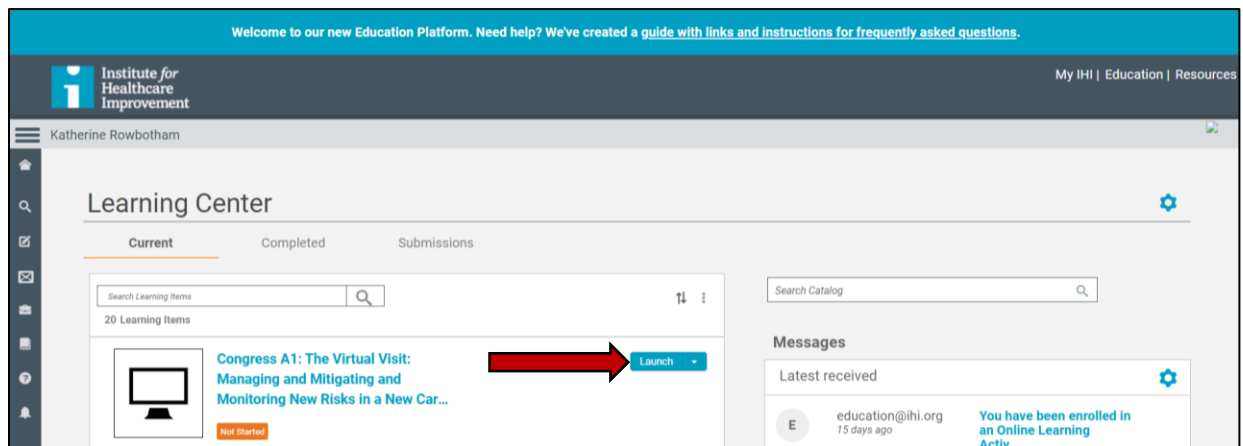


1. Visit the [IHI Education Platform](#).
2. Sign in with your MyIHI username and password.
3. From the homepage, select “Go to your Learning Center.”



4. Under the default “Current” tab, find the sessions that you attended. Select “Launch” next to the session that you would like to claim.



5. Click the folder icon as shown below so that it expands.

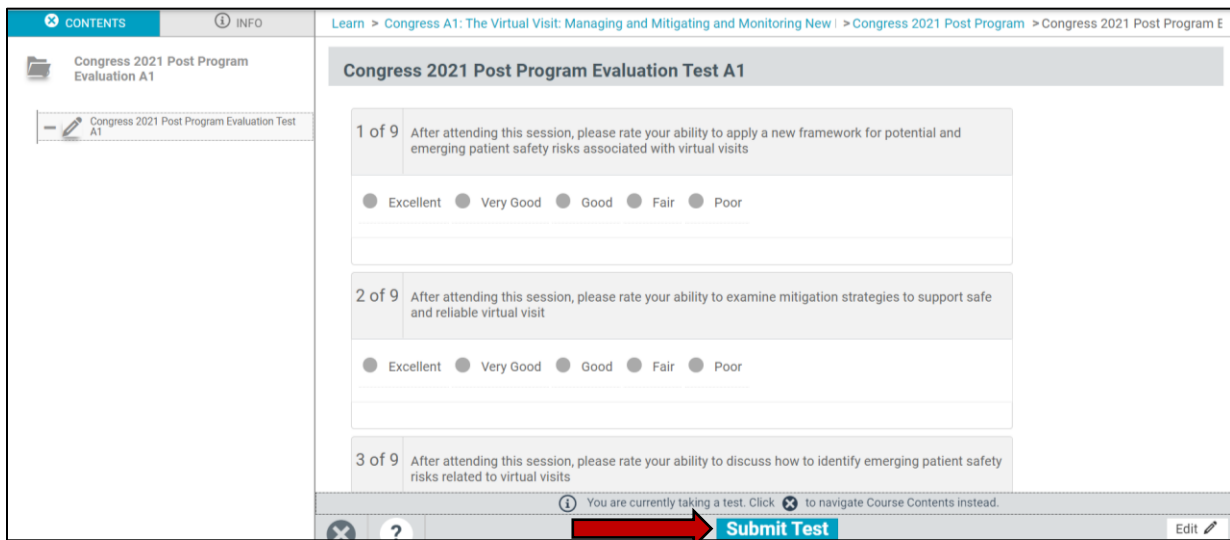


6. Select the evaluation and select “Start.”



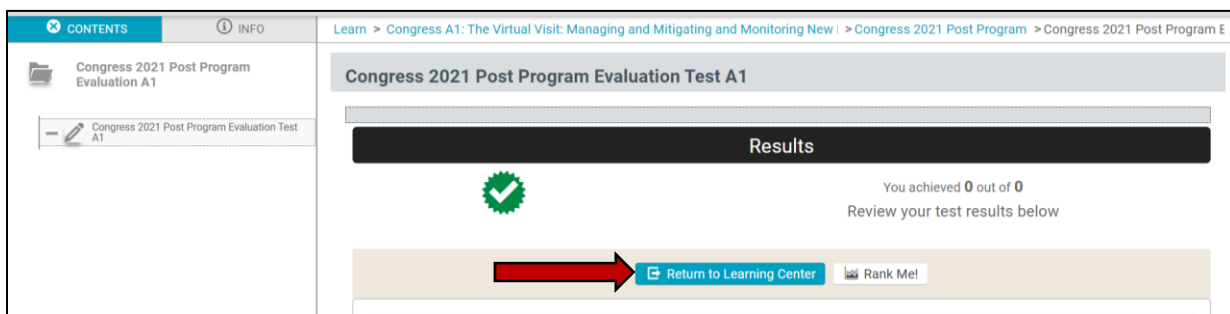
The screenshot shows the course navigation menu on the left with 'Congress 2021 Post Program Evaluation A1' selected. The main content area displays the title 'Congress 2021 Post Program Evaluation Test A1' and a prominent blue 'Start' button. Two red arrows point to the 'Congress 2021 Post Program Evaluation A1' item in the menu and the 'Start' button.

7. Provide your feedback for each question and click “Submit Test” once you are complete.



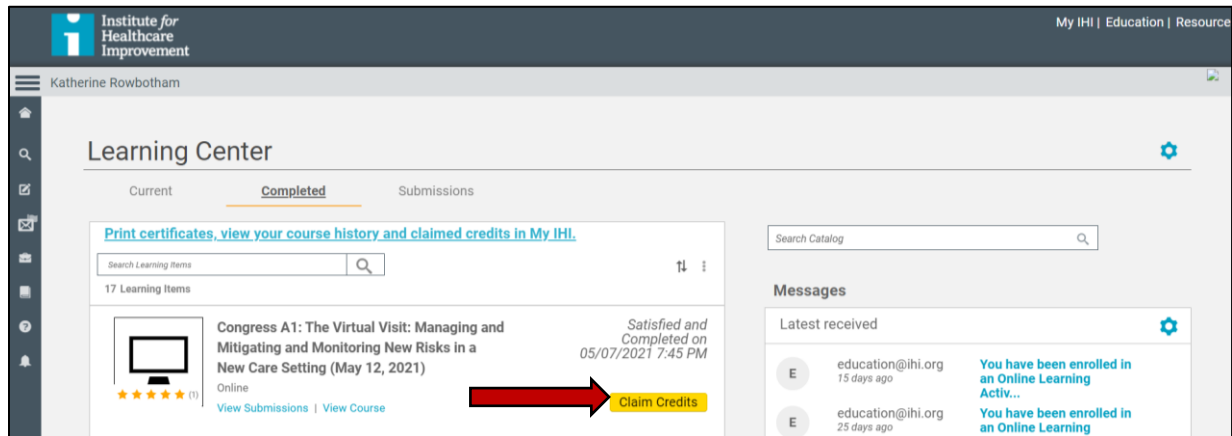
The screenshot displays three multiple-choice questions. Each question asks the user to rate their ability to apply a new framework for potential and emerging patient safety risks associated with virtual visits. The rating options are Excellent, Very Good, Good, Fair, and Poor. At the bottom of the test area, a blue 'Submit Test' button is highlighted with a red arrow.

8. Select “Return to Learning Center.”



The screenshot shows the 'Results' section of the test. It displays a green checkmark icon and the text 'You achieved 0 out of 0 Review your test results below'. At the bottom, a blue 'Return to Learning Center' button is highlighted with a red arrow.

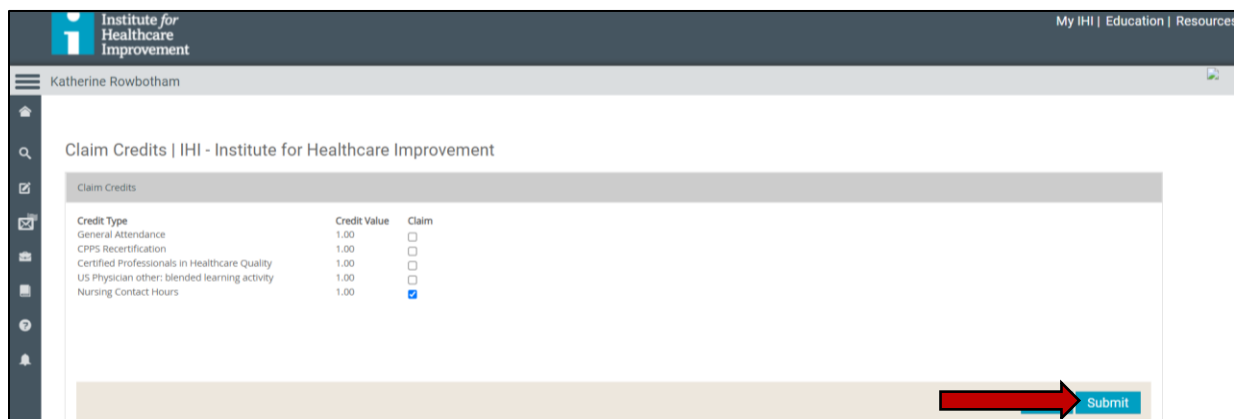
9. Under the “Completed” tab, select “Claim Credits.”



The screenshot shows the 'Learning Center' interface for Katherine Rowbotham. The 'Completed' tab is active. A course card is displayed with the following details:

- Course Title:** Congress A1: The Virtual Visit: Managing and Mitigating and Monitoring New Risks in a New Care Setting (May 12, 2021)
- Format:** Online
- Rating:** 5 stars (1)
- Status:** Satisfied and Completed on 05/07/2021 7:45 PM
- Action:** Claim Credits (indicated by a red arrow)

10. Make your selection(s) and click “Submit.”

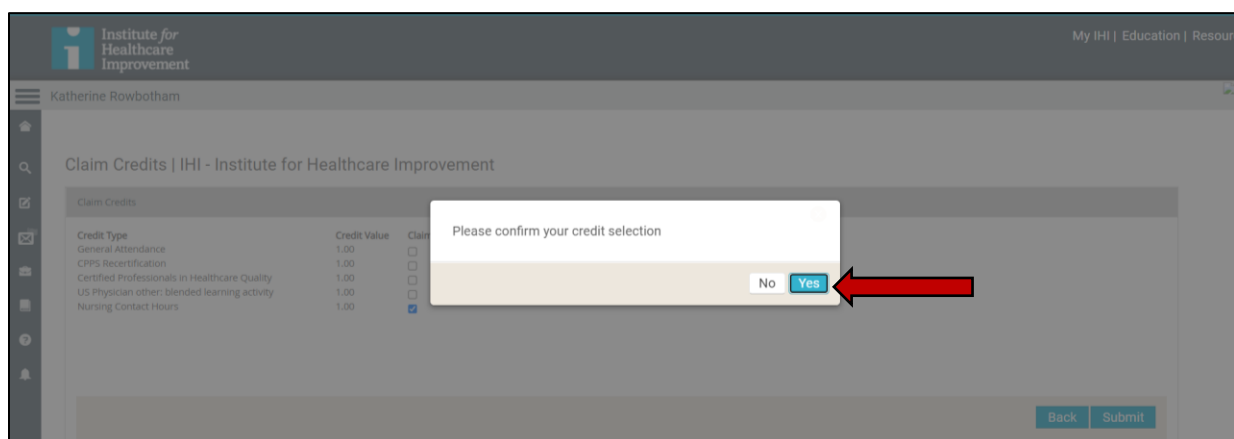


The screenshot shows the 'Claim Credits' page with the following table:

Credit Type	Credit Value	Claim
General Attendance	1.00	<input type="checkbox"/>
CPPS Recertification	1.00	<input type="checkbox"/>
Certified Professionals in Healthcare Quality	1.00	<input type="checkbox"/>
US Physician other: blended learning activity	1.00	<input type="checkbox"/>
Nursing Contact Hours	1.00	<input checked="" type="checkbox"/>

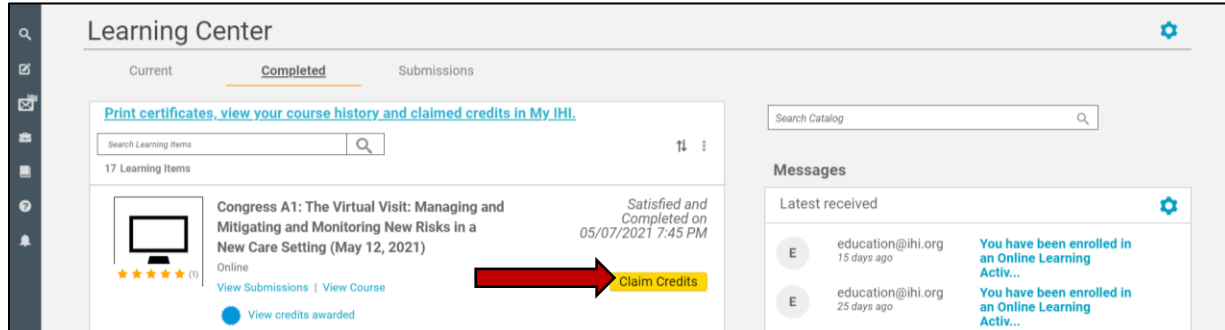
A red arrow points to the 'Submit' button at the bottom right of the page.

11. Confirm your credit selection.

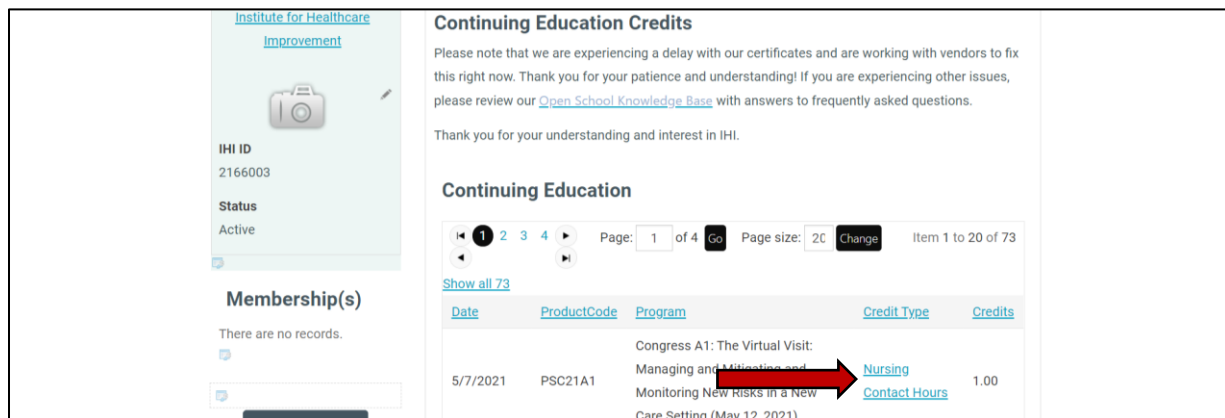


The screenshot shows the 'Claim Credits' page with a confirmation dialog box overlaid. The dialog box contains the text: 'Please confirm your credit selection'. Below the text are two buttons: 'No' and 'Yes'. A red arrow points to the 'Yes' button.

12. Select the link titled “Print certificates, view your course history and claimed credits in My IHI.”



13. Click the linked credit type beside your selection. Please note that it can take up to 24 hours for the certificate to populate.



14. The certificate will display on a new page. A PDF copy can be downloaded by selecting the small red PDF icon as shown below.

