

- How to create an account

The image shows two screenshots of the OptumHealth Education website. The top screenshot shows the navigation bar with a blue arrow pointing to the 'Create account' link. The bottom screenshot shows the 'CREATE ACCOUNT' page with a blue arrow pointing to the 'CREATE ACCOUNT' button.

- How to re-set your account password
  - Click [here](#) to reset your password
- I already have an account. Why do I have to update it before taking an activity?
  - Due to a website upgrade, we have asked that all users review and update their profile. You will only have to do this the first time you login after November 14, 2018.
- How to take an on-demand activity
  - Reference the [“Take Activity” handout](#) for step by step instructions
- Can’t view an on-demand activity or have issues streaming a video?
  - Please try a different browser such as Chrome or Firefox. For Optum/UHG participants: if you continue to have problems, please contact the Help Desk for known issues related to the Windows 10 upgrade and Windows Media Player.

- Can my team view a live webcast as a group?
  - We encourage group viewership! We recommend all individuals to register separately for the activity. This is to ensure everyone takes the pretest. Each person who registers for the live webcast will receive pretest/reminder emails. On the day of the activity, only one person needs to log into the webcast. Only the person who logs into the webcast will receive the email on how to claim credit. That person must forward the “how to claim credit email” to the rest of the group.
- I can’t attend the live webcast; will it be recorded?
  - All of our live webcasts are recorded and are generally posted within a week of the live date.
- How to unenroll from an activity
  - To unenroll from an activity, please email [moreinfo@optumhealtheducation.com](mailto:moreinfo@optumhealtheducation.com) with your name, the activity title, and activity date. A member of our team will then unenroll you from the activity.
- How to claim credit
 

OptumHealth Education is one of the few jointly accredited organizations in the world, having been simultaneously accredited to provide medical, nursing, pharmacy and psychology continuing education activities by the ACCME (physicians), ANCC (nurses), ACPE (pharmacists and pharmacy technicians) and the APA (psychologists). OHE is also approved by the ASWB’s Approved Continuing Education (ACE) program to provide social work continuing education. We are dedicated to providing interprofessional education that leads to improved health care delivery and better patient outcomes. For more information on our accreditations, click [here](#). A list of acronyms is below:

  - AAPC – American Association of Professional Coders (coders)
  - ABTC – American Board of Transplant Coordinators (transplant coordinators)
  - ACPE-P/T – Accreditation Council for Pharmacy Education (pharmacists and pharmacy technicians)
  - AMA – American Medical Association (physicians)
  - ANCC – American Nurses Credentialing Center (nurses)
  - APA – American Psychological Association (psychologists)
  - ASWB – Association of Social Work Boards (social workers)
  - Attendance – general certificate (if no other accreditation meets your needs)
  - CCMC-General – Commission for Case Manager Certification, general content (case managers)
  - CCMC-Ethics – Commission for Case Manager Certification, ethics content (case managers)
  - CDR – Commission on Dietetic Registration (dietitians)
  - CMCN – Certified Managed Care Nurse (managed care nurses)
  - NAB – National Association of Long Term Care Administrator Board (nursing home administrators)
  - NBC-HWC – National Board Certified Health and Wellness Coaches (health and wellness coaches)
- How to change the type of credit/certificate requested
  - Please email [moreinfo@optumhealtheducation.com](mailto:moreinfo@optumhealtheducation.com) with the activity title and the credit you wish to receive or have updated.
- How can I find a specific topic or credit type that applies to me?
  - The site is set up with several ways to search for credit types and specific topics.
    - Click on the Activities tab to search by credit type, topic category, or format.
    - Click on the Conferences tab to get more information on our live, onsite events.
    - The Activity Calendar tab will provide details on upcoming activities by date.

- The Search bar in the upper right will allow you to search by keyword, format, credit type, activity title, faculty, etc.
- Issues with ACPE-T and ACPE-P reporting to CPE Monitor
  - Our site reports automatically to CPE Monitor but in order to do so, your area of practice must be set to Pharmacist or Pharmacy Technician and you must enter your NABP ID and your month and date of birth in your optumhealtheducation.com account profile. Once updated, the website should automatically re-report within about 24 hours and you should be all set.
  - To confirm your account profile is accurately set up, log into optumhealtheducation.com. Once logged in, click on My Account. To update your account, click on Edit Profile. Set your area of practice to Pharmacist or Pharmacy Technician and give the system a minute to load. The fields for your NABP ID and your month and date of birth should appear. Enter that information. Also, ensure that all required profile fields are complete and accurate. Click save. Once updated, the website should automatically re-report to CPE Monitor within about 24 hours.
  - Still having issues? In your profile under Area of Practice, try removing Pharmacist/Pharmacy Technician and then adding it again. We are finding that it is taking Optum/UHG computers a few extra seconds to load. The fields will display right under the credentials field.
- Where can I find my certificates?
  - You must be logged in.
  - Click on “My account” (upper right).
  - Click on the “MY ACTIVITIES” tab.
  - A transcript of your activities can be found under “Completed activities”.
- My activity requires an Access Code? Where can I find that?
  - Certain activities are not offered to the public. Although there aren’t many of these types of activities, they do require an access code. Please reference your invitation email or ask your manager for the access code.