

E-Learning Guide for Visiting Medical Students & Residents

The following steps may be taken from any PC with access to the internet.

To avoid **problems and delays**, follow these directions **exactly**.

1. Access <https://carilion.csod.com/client/carilion/default.aspx>.

- Click **Forgot Password** and then log in using the ID number in my email and the newly generated password.
- If you have any problems with the site, call 800-599-2537.
- Complete **only** those courses listed in the pre-arrival email that apply to you.
- Courses and assessments must be completed in the order in which they are presented. If a module you complete won't list as completed, work through the remaining modules and call the number above.

2. Enroll in the courses you need to take.

- In the box at the top right corner of the screen, type in the exact title of a course listed in your pre-arrival email.
- Click the Search option.
 - a. When the screen refreshes, scroll to the bottom of the screen under the Search button to see the results.
 - b. Click the title (blue font) and a pop-up window will appear.
 - c. Scroll to the bottom, click Request, and the small window will disappear.
 - d. The Transcript page will appear and that course will be listed at the bottom.
- To enroll in other courses listed in the email, repeat a-d.

3. To complete a course, log in, select the Learning Tab, and then select View Your Transcript

- Look for the Options heading to the right of the window and click the link underneath
- Once the screen refreshes, look for the Options heading to the right and click the link for the 1st course

Note 1: Wait for the module to completely load before trying to begin. Let each page load completely before clicking the playbar. When directed, perform specific actions to forward through the module.

Note 2: You must take courses in the order in which they are listed on the screen. After completing each course, the system should indicate Completed in the Status column. If instead it indicates In Progress, move on to the next course.



- For **you to get credit** for each course you complete, you must allow the Progress Bar to reach the very end before closing the window. Otherwise the system continues to think that the module is "In Progress" instead of complete.
 - Note 1:** If you use the X on the playback controller to close a module, allow a few seconds for the window to close. It takes just a second or so for the system to recognize that it needs to close the window. This also applies to modules that direct you to click an Exit button to close the module.
 - Note 2:** If at anytime you have launched a module but have not finished it, the system will bookmark the module where you stopped. When you launch the module again, it will start where it thinks you left off. If you feel the module is not playing properly, press the rewind* button on the playback controller to start the module from the very beginning.
 - When you finish the course, you will be brought back to the Transcript page.
 - Once you've finished, you may need to refresh the screen using your browser Refresh button until your status for the course you just completed reflects Completed.
 - If the Status of any courses you completed still has In Progress by them, call the HelpDesk at (540) 224-1599 and explain the problem. They should send a ticket to the person who corrects these problems.
- ## 4. If you exit a course or The Learning Center before finishing and need to resume training, click the Learning Tab and then the Transcript tab.
- Look for the Options heading to the right of the window and click the link underneath. Once the window refreshes, click the link that appears and work your way through each course in the curriculum.

Troubleshooting

Some screens don't display or the screen displays a pop-up blocker error.

Your computer's pop-up blocker may be turned on. In Internet Explorer, click on the Tools menu. Click **Pop-up Blocker**. Click **Turn Off Pop-up Blocker**.

Buttons appear different from instructions or the screen acts differently from instructions.

You may be trying to access the system from a **Macintosh computer or using an internet browser other than Internet Explorer**. The Epic Training Center is accessible from PC's with high-speed Internet access. Mac users and anyone with non-standard computer and software configurations may experience difficulty in using the Epic Training Center. Should this occur, you may need to access from a different computer with Internet Explorer.

An error message appears when I try to view, print or save.

The **security setting on your computer** may be preventing you from viewing, printing or saving. Open Internet Explorer. Click the Tools tab and then Internet Options. When the Internet Option box opens, click the Advanced tab. Scroll down. Under the Security heading, uncheck the box that says Do Not Save Encrypted Files to Disk. Click Okay. You should now be able to view all documents.

I can't find a course, curriculum, test, etc., that was previously on my transcript.

You may have inadvertently **archived** items on your transcript. Your curriculum and courses are still there, but it is as though you put them in a folder and tucked it away. Follow this process to resolve the problem.

- Click the **Learning** tab.
- Click the blue button with the globe.
- Click **View Archived Transcript**.
- Click on the link for the title of the course, curriculum, test etc.
- When the page loads, scroll to the bottom and click the **Activate** button.
- You will come back to the Transcript Archive screen. Click the blue button.
- Click **View Active Transcript**.
- The item is now restored to the active transcript. Repeat as needed.

By the way, you archived the item by clicking on the title in your transcript, scrolling to the bottom of the details screen, and clicking the Add to Archived Transcript button.