INFECTION CONTROL UNIVERSITY (ICU)
ANSWERS TO FAQs

GENERAL INFORMATION

Our training programs are as follows:

Infection Control Awareness Program consists of 2 Courses and 2 Quizzes. It is Valid for **1** Year. The program must be completed **on an annual basis**. The program is approximately 1 hour. There is one **(1) Certificate** for the Program – not for each course.

Infection Control Risk Assessment (ICRA Program) consists of 6 Modules and 5 Quizzes. It is Valid for **3** Years. The program is approximately 4 hours. There is one **(1) Certificate** for the Program – not for each module.

There is a one-time Company Set Up Fee of $100.00 and the Training is $58.00 per employee

INITIAL ORDER
Go to our website: http://InfectionControlUniversity.com
Go to Contractors / Sign Up
Set up account with number of users you need to register *Make note of the Username and Password that you create - username can be your email address. *This login is a different login from the training login credentials*.
When order is received by ICU, you will receive a confirmation email with 24 to 48 hours due to volume. If you do not receive confirmation please check Spam, Junk and Trash.
The confirmation will ask you for Names and Email Addresses of users to be registered.
When the names/email addresses are received, your group will be registered as soon as possible.
After they are registered an automatic email will be sent to the user and the manager of the group showing the login credentials. **PLEASE SAVE YOUR LOGIN CREDENTIALS FOR FUTURE USE SUCH AS PRINTING/DOWNLOADING YOUR CERTIFICATES. YOUR MANAGER ALSO HAS BEEN SENT YOUR LOGIN INFORMATION IF YOU DO NOT HAVE IT.**
If you are the Manager of the group and not taking the training, you will be registered at no charge.

ADDING EMPLOYEES AFTER INITIAL ORDER
Go to our website: http://InfectionControlUniversity.com
Go to Contractors / Manage Account. This bypasses the one-time company setup fee of $100.00
Choose the number of employees that you need to add.
When order is received by ICU, you will receive a confirmation email with 24 to 48 hours due to volume. If you do not receive confirmation please check Spam, Junk and Trash.
The confirmation will ask you for Names and Email Addresses of users to be registered.
When the names/email addresses are received, your group will be registered as soon as possible.
After they are registered an automatic email will be sent to the user and the manager of the group showing the login credentials.

IF YOU ARE MANAGER ONLY / *NOT* TAKING THE TRAINING
You are able to Print/Download Certificates and Run Many Reports-See Below:
Program Reports • **Completion Status in Programs** - This report displays Courses all Learners with Incomplete Programs need to Complete • **Learning History Report** - This report displays Learner Course Registrations and Completions • **Overview of Program Status** - This report displays a summary of Learner Progress within Programs

- **Program Content Status** - This report displays the Program Registration and Completion of all Program Contents by Learner
- **Program Summary** - This report displays the number of Programs Learners have Registered for and Completed

User Reports

- **Certificate Report** - This report will display Learners who have received certificates for Programs, Courses and Materials
- **Course Progress** - This report will display the Percentage Complete of a Learner within a Course
- **Registration Report** - This report will display Subscriptions (ecommerce clients only), Programs, Courses and Materials Learners are registered to .
- **Report Card** - This report displays users who have Registered for Courses and an update on their status in these Courses.
- **Upcoming Expirations** - This report displays the Date Programs, Courses and Materials will be expiring
- **User Group Availability**- This report displays spaces remaining in User Groups
- **User Registration** - This report displays the date Users were Registered to the Site alongside the number of times they have logged in

IF YOU ARE MANAGER *AND* TAKING THE TRAINING
In the top right corner your Role is displayed in a drop-down menu. The default is Role is Learner – if you are taking training make sure your Role is changed to Learner.
If you want to run reports or print/download certificates for your group, change Role to Manager.
To print/download Certificates for your group: After you changed Role to Manager, click on Admin and your group will be listed. Click on the individual that you need to print/download their Certificate.

TRAINING
The Training is available 24/7 on any Smart Device
Once on the website go to the upper right-hand corner and click on the *Training Sign In* button.
Click the "I Agree" button after watching each video and taking each quiz. (By clicking on the 'I Agree' button below, I certify that I have read all course content and have completed this e-learning course.)
Your Program will show 100% complete but you _WILL_ _NOT_ be able to print certificate if you do not click the I Agree button.
If you do not click the "I AGREE" BUTTON", return to "BACK TO PROGRAM" page. Click Start. It will take you back to original page where you started the training.   Page will show that you watched Video and took Quiz. Click the I Agree Button.

CERTIFICATES/TRANSCRIPT
Once you have completed your training and clicked the I Agree button, click on Reports and you can print/download your Certificate and your Transcript.
There is **1 Certificate** per Program *NOT* per Course or Module.

BADGES
_If_ your group requires Badges, we require a photo (headshot with no sunglasses) of each employee taking the training so that we can produce badges upon completion.
The badges will be sent to the *Manager* of your group.