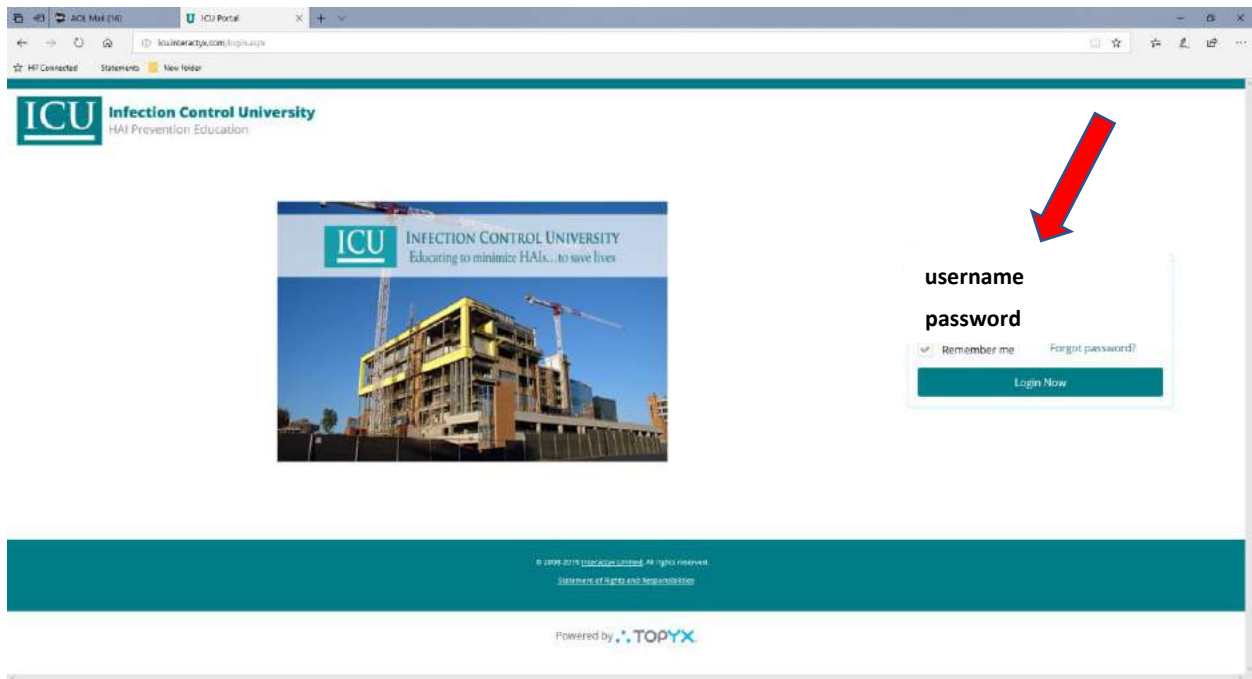


# My Login Information Does Not Work

Your login information is automatically generated from the computer software – if it does not work the first time Copy and Paste your username where username is required



# Why isn't the Video or Quiz working when I log in? Check your Browser Settings – **click on link below**

If you are having trouble with your video, here are a few ways that can help solve the most common issues.

If you're using a computer:

- Update Flash
- If you're using Internet Explorer, make sure to disable compatibility mode
- If the above solutions don't fix the problem, try an alternate browser

If you're using an iPad:

- Clear cookies and cache

This link will help you or your tech team on setting the browser up.

**Click this link:** <http://topyx.helpdocsonline.com/recommended-browser-settings>

## Recommended Browser Settings

Though compatible with most modern Web browsers, it is recommended one of the following are used:

Browser	Minimum Version	Recommended Version
<b>Google Chrome</b>	50.0	Latest
<b>Mozilla Firefox</b>	46.0	Latest
<b>Apple Safari</b>	6	Latest
<b>Microsoft Internet Explorer</b>	11	Latest

# Taking the Training

Below are the instructions for taking the training.

Go to ICU website [InfectionControlUniversity.com](http://InfectionControlUniversity.com)

Go to the top right corner and click on Training Sign In.

Use the Login Information that was emailed to you.

If you are not able to log in, copy and paste in your username – this comes directly from Training Software, so it does work.

This takes you directly to the “My Training” page. Click Start on your program.

This will take you to another page showing you the number of courses that are in your program. Click Start again and you are ready to watch the video.

After watching the video, click on the quiz. Then click “Attempt Quiz Now”, there is 1 question per page.

After you have finished all the questions click “Submit All and Finish”.

Review your score, your quiz answers, etc. It will let you know which questions that you have missed. You must get score of 80% to pass. You can reattempt the quiz as many times as you would like.

Click the “Back” button, it takes you back to video and quiz.

Click the “I Agree” button. This is required by the Hospitals. You are agreeing to the following:

**By clicking on the “I Agree” button below, I certify that I have read all  
Course content and have completed this e-learning Course.**

Once you have clicked the “I Agree” button, you are ready to print / download your certificate.

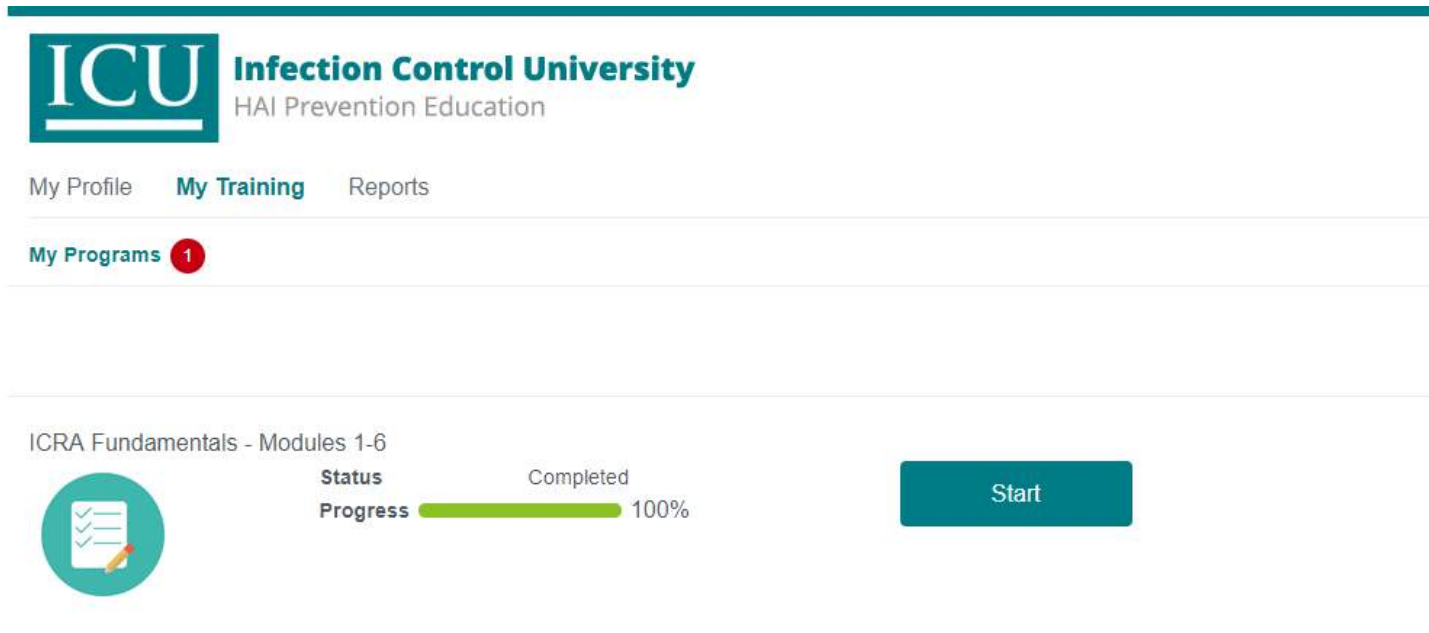
Go to the top of the Screen and click on “Reports” and your transcript will automatically come up.

Go to the far-right corner of the Program where it says “Print Certificate”, click on the Printer Icon. Depending on the browser you are using, it will ask you if you want to save Certificate or Print.

## 1. Main Screen Upon Log-In

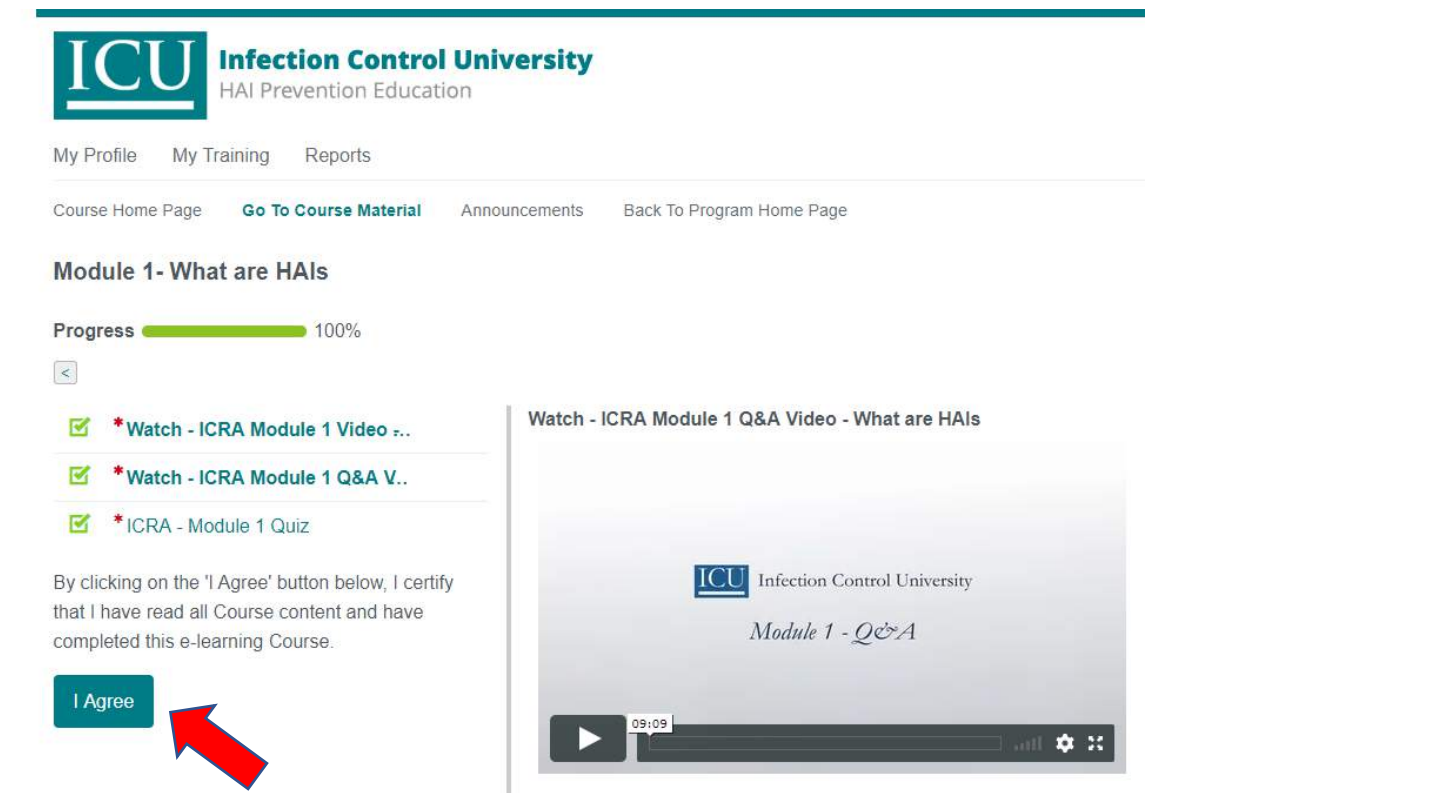
*Your program will show 100% complete –*

*you cannot print your certificate until you click on I Agree Button*



The screenshot shows the user interface for Infection Control University (ICU). At the top left is the ICU logo and the text "Infection Control University HAI Prevention Education". Below this are navigation links: "My Profile", "My Training" (highlighted in blue), and "Reports". Underneath is a section for "My Programs" with a red circle containing the number "1". The main content area displays "ICRA Fundamentals - Modules 1-6" with a circular icon of a checklist and pencil. To the right, it shows "Status Completed" and "Progress 100%" with a full green progress bar. A teal "Start" button is positioned to the right of the progress bar.

## 2. I Agree Button – Click Button For Each Module Watched and Quiz Taken – See Red Arrow Below



The screenshot shows the course page for "Module 1- What are HAIs". At the top left is the ICU logo and the text "Infection Control University HAI Prevention Education". Below this are navigation links: "My Profile", "My Training" (highlighted in blue), and "Reports". Underneath are course navigation links: "Course Home Page", "Go To Course Material" (highlighted in blue), "Announcements", and "Back To Program Home Page". The main content area displays "Module 1- What are HAIs" with a "Progress 100%" indicator. Below the progress bar is a list of completed items, each with a green checkmark and a red asterisk: "\* Watch - ICRA Module 1 Video ..", "\* Watch - ICRA Module 1 Q&A V..", and "\* ICRA - Module 1 Quiz". Below the list is a text box stating: "By clicking on the 'I Agree' button below, I certify that I have read all Course content and have completed this e-learning Course." Below the text box is a teal "I Agree" button with a red arrow pointing to it. To the right of the list is a video player titled "Watch - ICRA Module 1 Q&A Video - What are HAIs". The video player shows the ICU logo and the text "Module 1 - Q&A". The video player controls show a play button, a progress bar at 09:09, and settings and full screen icons.

**3. To Return to Each Module, Click Back to Program Home Page – See Red Arrow Below**

ICU Infection Control University  
HAI Prevention Education

My Profile My Training Reports

Course Home Page [Go To Course Material](#) Announcements [Back To Program Home Page](#)

### Module 1- What are HAIs

Progress  100%

<

- \* Watch - ICRA Module 1 Video ..
- \* Watch - ICRA Module 1 Q&A V..
- \* ICRA - Module 1 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.

[I Agree](#)

Watch - ICRA Module 1 Q&A Video - What are HAIs

ICU Infection Control University  
*Module 1 - Q&A*

09:09

**4. To Print Certificate After Clicking The “I Agree” Button for Each Module, Click on Reports – See Red Arrow Below. You will see Print/View Certificate and you can print Transcript.**

ICU Infection Control University  
HAI Prevention Education

My Profile My Training [Reports](#)

Course Home Page [Go To Course Material](#) Announcements [Back To Program Home Page](#)

### Module 1- What are HAIs

Progress  100%

<

- \* Watch - ICRA Module 1 Video ..
- \* Watch - ICRA Module 1 Q&A V..
- \* ICRA - Module 1 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.

[I Agree](#)

Watch - ICRA Module 1 Q&A Video - What are HAIs

ICU Infection Control University  
*Module 1 - Q&A*

09:09

## PRINT CERTIFICATE


1. Click on Reports
2. Click on Printer Icon to Print / Download



[My Profile](#) [My Training](#) **[Reports](#)** [Dashboard](#)

**[Learner Report Home Page](#)** [Transcript](#) [Earned Badges](#)

### My Program

Program	Credit Units	Status	Credit Hours	Percentage Completed	Registration Date	Completion Date	Expiration Date	Certificate Expiration	Print Certificate
<b>PROGRAM NAME</b>		Completed	0.00	100	3/14/2019	3/15/2019	3/15/2020	3/15/2020	

## PRINT CERTIFICATE

1. Click on Reports
2. Click on Printer Icon to Print / Download



My Profile My Training **Reports** Dashboard

**Learner Report Home Page** Transcript Earned Badges

### My Program

Program	Credit Units	Status	Credit Hours	Percentage Completed	Registration Date	Completion Date	Expiration Date	Certificate Expiration	Print Certificate
<b>PROGRAM NAME</b>		Completed	0.00	100	3/14/2019	3/15/2019	3/15/2020	3/15/2020	

## Manager / Print or Down Certificates for Employees

1. Click on Admin
2. Click on Learner's Transcript Report. List of employees shows / click on employee and follow above instructions


Help | Logout | Role: Manager



My Profile My Training Reports **Admin** Manager Dashboard

### Manager Home

Expand/Collapse All

 **Manage Users**

- Manage Users
- Import Users
- Learner's Transcript Report
- Login Activity Report

# How do I get my badge?

Upload your headshot (***NO SUNGLASSES***) to your profile page OR email headshot to [Sandra@InfectionControlUniversity.com](mailto:Sandra@InfectionControlUniversity.com)

Your badge will be mailed to the Manager / Point of Contact for your group.



# Recommended Browser Settings – click on link below

## What is my browser?

Your browser is a software application that lets you visit web pages on the Internet. Popular browsers include [Google Chrome](#), [Firefox](#), [Safari](#), and [Internet Explorer](#). Currently, [Google Chrome](#) is the [most widely used browser in the world](#), and is also considered one of the fastest and most secure.

## How Do I Know Which Browser I am Using?



## Google Chrome



## Mozilla Firefox



This link will help you or your tech team on setting the browser up.

**CLICK ON THIS LINK:** <http://topyx.helpdocsonline.com/recommended-browser-settings>

## Recommended Browser Settings

Though compatible with most modern Web browsers, it is recommended one of the following are used:

Browser	Minimum Version	Recommended Version
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<b>Mozilla Firefox</b>	46.0	Latest
<b>Apple Safari</b>	6	Latest
<b>Microsoft Internet Explorer</b>	11	Latest

# Manager / Point of Contact for Group

There are two (2) separate logins for the Manager/Point of Contact for Group.

1. The first one is the login that you created when paying for training.

The screenshot displays the Infection Control University (ICU) website. At the top left is the ICU logo with the text "Infection Control University" and "HAI Prevention Education". To the right of the logo is a phone number "844.428.6483" and two buttons: "Training Sign In" and "Training/Answers to Most Asked Questions". Below the header is a navigation menu with links: Home, About Us, Healthcare Facilities, Contractors, Media & Events, FAQs, About HAIs, and Contact. A search icon is also present.

The main banner features the headline "Manage Risks and Reduce Healthcare Associated Infections" and the subtext "Online testing & certification for all of your third-party healthcare contractors." To the right of the text is a video player showing the ICU logo and the text "INFECTION CONTROL UNIVERSITY Best Practice Discussions with MDR".

Below the banner, a section titled "Getting started is easy and FREE for healthcare providers" contains two columns. The left column, "Healthcare Providers", includes an icon of a healthcare worker and the text "Register to take a test-drive, and view the training materials." with a "Register" button. The right column, "Contractors", includes an icon of a contractor and the text "Getting started is easy, sign up now and a member of our team will contact you." with "New Customer Sign Up" and "Returning Customers Click Here" buttons.

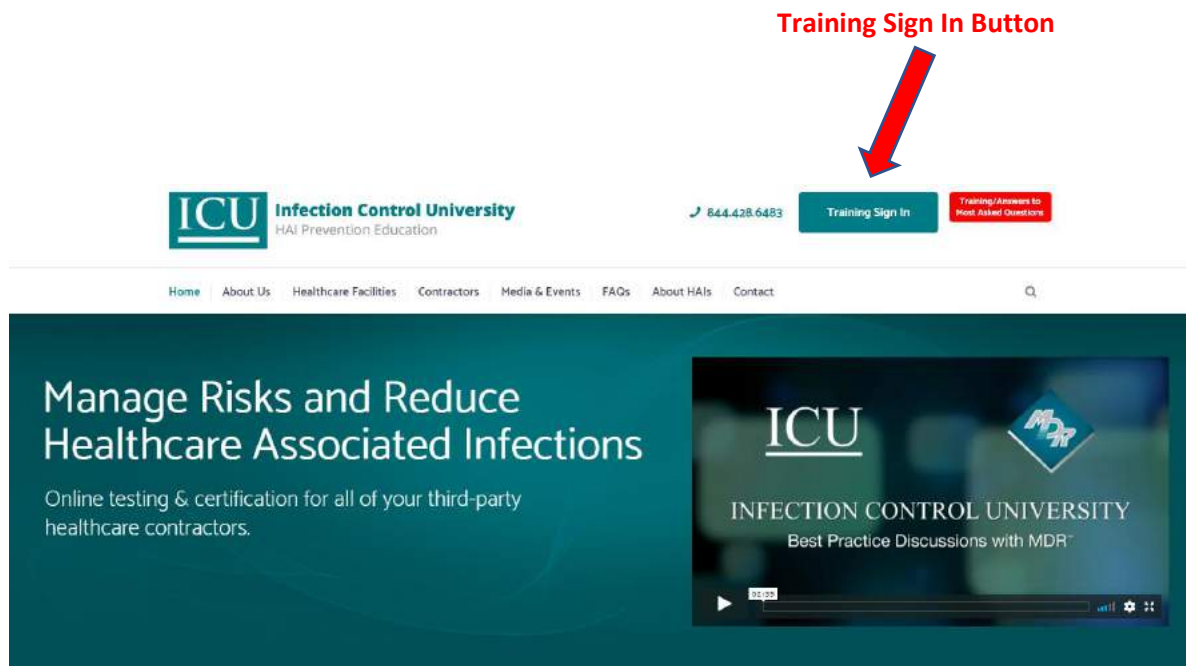
At the bottom of the page, there is a footer with the text "Contractor Terms & Conditions | Healthcare Provider Terms & Conditions | © 2018 Infection Control University" and a "VERIFIED & SECURED" badge.

- The second is for Manager/Point of Contact for your group, and if you are taking the training you will click on the Training Sign In. See red arrow below. The Manager/Point of Contact of the group will receive automated copies of Registration Notices, Completion Notices and there are many reports you can run under the Reports Tab. If you hover with your mouse over the report title, it shows you what is contained in the report.

If you are Manager/Point of Contact for your group and **NOT** taking the training, your Role will show up as Manager.

If you are Manager/Point of Contact for your group and taking the training, your Role defaults to Learner. When you need to change Role to Manager, go to top right corner of screen where you see Learner and use pull down box to change to Manager.


**Training Sign In Button**



The screenshot displays the Infection Control University (ICU) website. At the top left is the ICU logo with the text "Infection Control University" and "HAI Prevention Education". To the right of the logo is the phone number "844.428.6483". In the top right corner, there are two buttons: a teal "Training Sign In" button and a red "Training/Answers to Most Asked Questions" button. A red arrow points to the "Training Sign In" button. Below the header is a navigation menu with links: Home, About Us, Healthcare Facilities, Contractors, Media & Events, FAQs, About HAIs, and Contact. The main content area features a teal banner with the text "Manage Risks and Reduce Healthcare Associated Infections" and "Online testing & certification for all of your third-party healthcare contractors." To the right of the banner is a video player showing the ICU logo and the text "INFECTION CONTROL UNIVERSITY" and "Best Practice Discussions with MDR™".

**DEFAULT ROLE IS LEARNER IF YOU ARE LEARNER AND MANAGER**

**Learner Dashboard**



Welcome Help | Logout | Role: **Learner** ▼

**ICU** Infection Control University  
HAI Prevention Education


[My Profile](#) [My Training](#) [Reports](#) [Dashboard](#)

[Learner Report Home Page](#) [Transcript](#) [Earned Badges](#)

**My Program**

Program	Credit Units	Status	Credit Hours	Percentage Completed	Registration Date	Completion Date	Expiration Date	Certificate Expiration	Print Certificate
---------	--------------	--------	--------------	----------------------	-------------------	-----------------	-----------------	------------------------	-------------------

**Manager Dashboard**



Welcome Help | Logout | Role: **Manager** ▼

**ICU** Infection Control University  
HAI Prevention Education

[My Profile](#) [My Training](#) [Reports](#) [Admin](#) [Manager Dashboard](#)

**Manager Dashboard**

# Purchasing Additional Training

Below are the instructions for purchasing additional training. After purchasing the training, your group size will be increased by the number you purchased. You will be notified by email that the group size has been increased and you can add your employees.

The login credentials are emailed to the employee and the manager of the group. These are automated emails and may go to your spam, junk and bulk mail folders so please check there if you do not receive the login information.

Go to ICU website [InfectionControlUniversity.com](http://InfectionControlUniversity.com)

**YOUR LOGIN FOR PAYMENT IS NOT THE SAME AS YOUR LOGIN FOR THE TRAINING OR MANAGER FOR TRAINING SIGN IN. GO TO CONTRACTORS – NOT TRAINING SIGN IN. YOU CAN ENTER USERNAME THAT YOU CREATED WHEN REGISTERING/PAYING OR USE YOUR EMAIL ADDRESS. YOU CAN CLICK FORGOT PASSWORD IF NECESSARY AND YOU WILL GET LINK TO RESET.**

Click on "Returning Customers"

When you click on "Returning Customers" you **will not** be charged the one-time company set up fee.

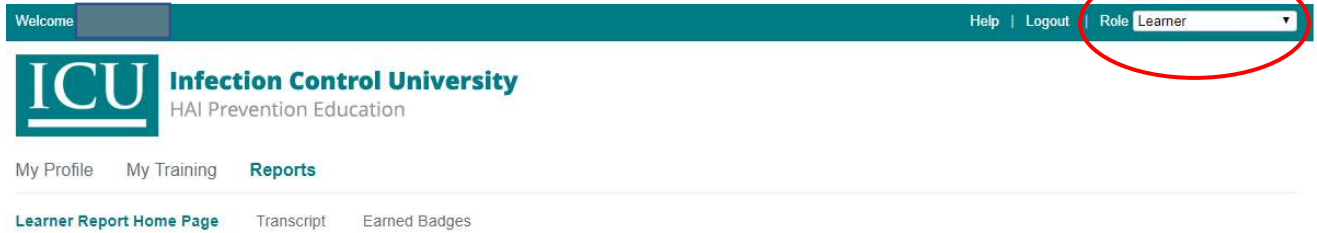
Enter Email Address or Username

Add Contractors – choose from the pull- down menu the number of employees that you are purchasing training for.

Make sure nothing additional is in your cart before placing order.

## Manager of Group / Adding Users to take ICU Training Programs

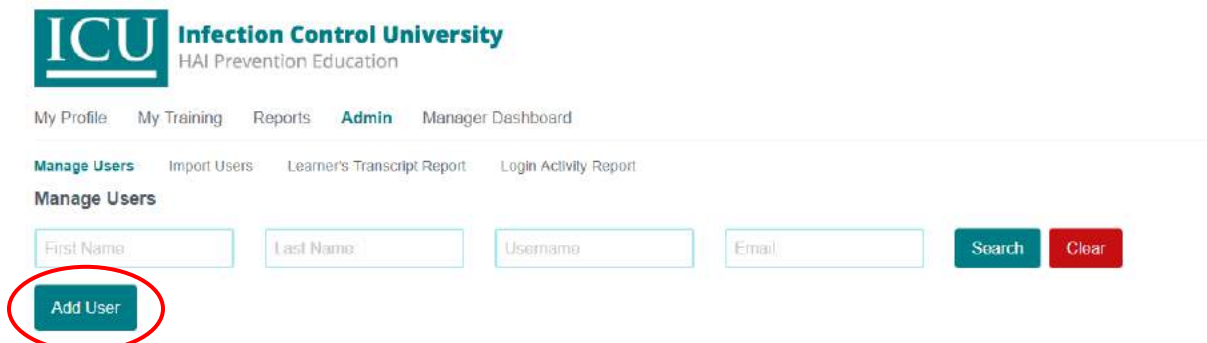
1. If you are a Manager *and* a Learner, the default Role is Learner, click on pull down screen and change to Manager. If you are Manager only Role will be on Manager automatically.



2. This is the Manager screen, click on Admin and you will see this page. Click on Manage Users.



3. Once in the Manage User Screen, you will click Add User.



4. Once you click on Add User the following screen will appear. Any fields with red stars \* are **required** field. See example:

**YOUR DETAILS: THIS IS DETAILS FOR USER YOU ARE ADDING – NOT YOUR OWN -CREATE A USERNAME**

Users

First Name:  Last Name:  Email:  Username:

Filter By User Group: [All Groups]

A sign up page will appear listing all available User fields, those that are required will be marked with a red star

Username \*

Email \*

Confirm Email \*

Title

- The Username is the only unique identifier in the site. Users must have unique Usernames. Please consider using: FirstNameLastName\_yourcompanyname. i.e. AmySmith\_abccompany.com. The user name is **not case sensitive**
- Username (must be unique) hyphens, commas, spaces and apostrophes cannot be used in Username, i.e., O'Brien must be typed OBrien – no apostrophes. Smith-Jones must be typed SmithJones – no hyphens.
- First Name – This is the Users First Name and will appear on certificate & badge if applicable.** Can only contain letters
- Last Name – This is the Users Last Name and will appear on certificate & badge if applicable.** Can only contain letters
- Email Address
- Password – password **is case sensitive**
- Continue completing all the Required Fields (fields with red stars \*)
- All other fields are not required – they can be completed if you would like to.
- Once complete, your Group Name will appear – see sample below. Where it says Test Group, your company name will appear. You must check the box next to your company name.
- Click Register. Users will be registered to Program required by Hospital.
- A Computer-Generated User Registration Notice will be automatically sent to the User & the Manager. ICU does not receive copies of the User Registration Notice. If you need to re-send a notice to an employee, click on Admin, Manage User and all of the users in your group will be listed. You will see an envelope on the far right side of screen – click envelope and a new registration notice will automatically be sent to the User and the Manager.

**User Group(s) \***

Test Group

\* Required Information

Manage Users

First Name  Last Name  Username  Email

[All Groups]  All Status

1 2 3 >> Filter by ABC

Username	First Name	Last Name	Email	Group	Manage Status	Change Password	Login Activity	Role
				5	Deacti...	Change Password	Login Activity	Learner <input type="button" value="✉"/>

**TO RESEND REGISTRATION NOTICE CLICK HERE ON ENVELOPE PICTURE**



\*\*Because the User Registration Notices are computer generated, they may go in your Spam and Trash Folder/check the Spam & Trash folders after registration if you do not receive a notice. Email will be from: [sandra@InfectionControlUniversity.com](mailto:sandra@InfectionControlUniversity.com)

## **Manage Users / Add Users**

1. To add an individual user, Go to Admin, Manage Users, click Add User.
2. On the next screen you are taken to the "Sign Up" form where you can enter a username, email, and password.
3. ***YOUR DETAILS – THIS IS DETAILS FOR THE USER YOU ARE CREATING – NOT YOUR OWN DETAILS – CREATE A USERNAME FOR YOUR EMPLOYEE.***
4. Having filled out the required fields (marked with a red star \*), and any additional information, you must click on your company name. Press "REGISTER".
5. There is the ability to change a user password in the Manage Users screen.
6. To change a user password, click on Change Password, corresponding to the username that you require.
7. The next screen allows you to allocate a new password to a user.
8. Click Login Activity to go to the Generate a User Report screen.
9. To generate a user report, mark a calendar date range of choice – the range for which you wish to view login activity of that user. Press Generate.
10. To get back to the Manage Users screen, select the option "Manage Users" from the sub-menu. This will take you back to the default home page for Manage Users.

# Managers - Reports

Below are all the Reports that you have available to you 24/7. When you are logged in as Manager on the **Training Sign In** portion of the website, if you hover with your mouse over the report it will give you a description of each report.



[My Profile](#) [My Training](#) [Reports](#) [Admin](#) [Manager Dashboard](#)

[Reset Dashboard](#)

**Dashboard** | **Report List**

<b>Program, Course and Material Reports</b>	<b>User Reports</b>	<b>Catalog Reports</b>
<a href="#">Certificate Report</a>	<a href="#">Badge Report</a>	<a href="#">Detailed Category Report</a>
<a href="#">Competency Report</a>	<a href="#">External Data Report</a>	<b>Session Reports</b>
<a href="#">Completion Status</a>	<a href="#">Manager Activity Report</a>	<a href="#">Instructor Course Session History Report</a>
<a href="#">Course Overview</a>	<a href="#">Manager Report</a>	<a href="#">Session Cancellation Report</a>
<a href="#">Course Progress</a>	<a href="#">Report Card</a>	<b>Site Reports</b>
<a href="#">Electronic Signature Report</a>	<a href="#">User Group Availability</a>	<a href="#">Community Forum Report</a>
<a href="#">Instructor Course History Report</a>	<a href="#">User Login Report</a>	<a href="#">Community Report</a>
<a href="#">Items to be Completed within Programs</a>	<a href="#">User Registration</a>	<b>Administration Reports</b>
<a href="#">Learner Competency Report</a>		<a href="#">Impersonation Report</a>
<a href="#">Learning History Report</a>		<a href="#">Update Report</a>
<a href="#">Missed Dates in Learning Path</a>		
<a href="#">Notes Report</a>		
<a href="#">Overview of Program Status</a>		
<a href="#">Program Completion Report</a>		
<a href="#">Program Content Status</a>		
<a href="#">Program Summary</a>		
<a href="#">Registration Report</a>		
<a href="#">Status in all Registered Items</a>		
<a href="#">Upcoming Expirations</a>		

# How do I renew Program/Course?

Go to Infection Control University (ICU) website:

[InfectionControlUniversity.com](http://InfectionControlUniversity.com)

**YOUR LOGIN FOR PAYMENT IS NOT THE SAME AS YOUR LOGIN FOR THE TRAINING OR MANAGER FOR TRAINING SIGN IN. GO TO CONTRACTORS – NOT TRAINING SIGN IN. YOU CAN ENTER USERNAME THAT YOU CREATED WHEN REGISTERING/PAYING OR USE YOUR EMAIL ADDRESS. YOU CAN CLICK FORGOT PASSWORD IF NECESSARY AND YOU WILL GET LINK TO RESET.**

Click on Contractors

Click on “Returning Customers Click Here”

Click on Program/Course to be renewed

Choose the number of employees that will renew the training

Continue to the checkout

Once your order is received by ICU:

- ✚ You will receive an email asking which current employees need to be renewed or deactivated because they are no longer with your company or no longer at a particular hospital job.
- ✚ If you have any new employees to be registered for the training
- ✚ ICU will make the adjustments to your group as far as renewing employees for training or deactivating employees.
- ✚ The number available to your group will be adjusted accordingly
- ✚ You can then add your new employees to your group. They will automatically be registered to the appropriate program/course. An automated email will be sent to employee and Manager/Point of Contact for your group.
- ✚ Check your Spam, Junk, Trash and Bulk Email folders – the are automated email messages.

# Re-send registration notice

Managers – go to Training Sign In (change role to Manager if you are also a Learner)

Click on Admin

Click on Manage Users – all users in your group will be listed / click on user

Click on envelope icon below resend the registration notice to user(s)



My Profile My Training Reports **Admin** Manager Dashboard

## Manager Home

 **Manage Users**

Manage Users  
Import Users  
Learner's Transcript Report  
Login Activity Report



My Profile My Training Reports **Admin**

**Manage Users** Import Users User Sign-up Options Custom Profile Fields Learner's Transcript Report Login Activity Report

### Manage Users

First Name  Last Name:  Username  Email

[All Groups]  All Status  Filter by ABC

Username ^	First Name	Last Name	Email	Group	Manage Status	Change Password	Login Activity	Role	
JJSears_electric	JJ	Sears	sandra@infectionco...	1	Deacti...	Change Password	Login Activity	Learner	

  
Click Envelope Icon

# Refunds, Cancellations or Transfer to Different Learner/User

## Infection Control University referred to as ICU throughout the document

**Refund/Cancellation Policy:** You have the right to cancel your order up to ten (10) days from the date of purchase. Requests for refund or cancellation must be made by contacting Infection Control University (ICU) by email – contact information as follows: [Sandra@InfectionControlUniversity.com](mailto:Sandra@InfectionControlUniversity.com). The request must be made prior to midnight of the tenth calendar day from the date of purchase.

ICU will not grant a refund under any of the following circumstances: Learner/User has logged into course/program, course/program started, course/program completed.

After ten days from the date of purchase all sales are final and no refunds will be provided.

- All refunds are subject to a 15% administration fee
- Refunds may take up to 30 days to process

**Transferring Training from One Learner/User to Another:** You have the right to transfer registration of Learner/User up to sixty (60) days from the date of registration.

In the event a Learner/User has not logged into the course or program, and you need to change the Learner/User, contact ICU by email ([Sandra@InfectionControlUniversity.com](mailto:Sandra@InfectionControlUniversity.com)) of the Learner/User that needs to be removed from training roster. ICU will delete them and email the Manager/Point of Contact for group that **you** can register your Learner/User to the course/program. For questions on Adding Users, see our Frequently Asked Questions.

ICU will not grant a transfer of training under any of the following circumstances: Learner/User has logged into course/program, course/program started, course/program completed.

After sixty days from the date of registration all registrations are final and no transfer of training from one Learner/User to another will be accepted. Manager/Point of Contact for Group can deactivate Learner/User but they are still counted in your group total.