Registration

On the America’s Health Insurance Plans website (www.AHIP.org/courses), Click Register and submit your information. Please note the fields marked with a red asterisk are mandatory. If you are affiliated with a particular company, type in the first three letters of the company name and choose your company, branch, or department name from the drop down menu. Create a user name and password and Click Register.
Registration Continued

Your account has been created. Click on the **Click Here to Login** Button to login into your account.
Logging Into Your Account

When logging in, enter your **Username** and **Password** into the required fields.
My Dashboard

Once you’ve logged into your account you will be taken to the My Dashboard screen. My Dashboard is also considered the homepage. It will display all of your online activities together on one page. Activities include Online Courses, Webinars, Conference/Workshops and Blended Activities—which is a mix of live events and course. You can also Launch/Resume course material directly from this page.

The Activities Feed will show 100 of the most recent activities that have been added to the main catalog. AHIP news will be listed under Latest News. All new courses and other announcements will be featured under New Products—you can purchase new courses directly from this screen. A shortcut to the Shopping Cart is located at the top of the page next to your name. On the top right-hand side is a quick search browser to access the Catalog. To access the My Learning menu Click on the light blue panel located in the top right-hand side. Shortcuts to these same menus are also located on the left-hand side. (Please note: Clicking Home at any time will return you to the My Dashboard screen.)
Current Activities

This will show your most recent activities from courses to live events. You also have the option to **Launch/Resume** your course material from this page. The shortcut to this menu is located on the left-hand side.
Training History

The courses you have completed are listed under Training History. By Clicking on the course title you can view summary of the completed course. The shortcut to this menu is located on the left-hand side.
Training History Continued

Here is a detailed view of a completed course.
Calendar

All live events that you are currently enrolled in will be listed on the Calendar.
Learning Plan

A list of required courses will be displayed on this page. In most cases, the Professional Development Advisor from your organization may require that you take a specific course. You will either see the option to Purchase/Enroll depending on the action taken by the PDA.
Designations

This exciting new feature will allow you to enroll in a designation program and track your progress. From the main menu, Click on Catalog, and then Click on Browse.
Designations Continued

Click on Designations located under the Products By Type tab.
Designations Continued

Select the Designation, and Click on Enroll. For this example we’ll select the Managed Healthcare Professional Designation.
Designations Continued

Confirm enrollment by Clicking on **Enroll Now**. You are now enrolled into the designation.
Designations Continued

From the My Learning tab, select Designations. Click on the course title to proceed to purchase.
Designations Continued

You will see a list of all **Mandatory Courses**, **Elective Course**, and **Credit Requirements**, if applicable. You also have the option of purchasing all courses or one course at a time. Please note that most courses have a 90-day completion date. Tracking goals is easier than ever with our progress bar located at the bottom of each section. This will change to green once the learning plan has been accessed, and it will show a percentage of how much has been completed to date.
E-mail

Click E-mail and then My Inbox to view your messages. Messages such as course and testing notification will come here. You can send and receive E-mails through the E-mail tab. The shortcut to this menu is on the left-hand side. There will be a red flag to alert you when you have unread messages.
Catalog

Select **Catalog** from the main menu, and Click **Browse**. You are now able to browse the **Catalog** by **Topic** or by **Type** or **SEE ALL ITEMS**.
Preferences

Click on **Preferences** from the left-hand side of the shortcut menu.
Preferences Continued

You can format your dashboard under **General Settings** by setting your mail options, formatting your date view, updating your E-mail, and selecting your language preference. When viewing multiple pages on this platform, we recommend setting the items per page value at 15 pages or below for a faster loading experience. Once you’ve updated your settings, Click **Save**.
Preferences Continued

To change your personal information, such as E-mail or mailing address, Click User Profile.
Preferences Continued

Once you’ve made the necessary changes to your account, Click **Save**.
Preferences Continued

To change your password, Click Change Your Password.
Preferences Continued

Enter your current password in the **Current Password** field and your new password in the **New Password** and **Verification** fields, and Click **Submit**. Your password has now been changed.
Course Enrollment/Book Purchases

You can purchase courses from the My Dashboard screen by selecting shortcuts to the Shopping Cart, the Quick Catalog browser or from the Catalog tab under the main menu. NOTE: When browsing, click the plus sign beside the course header to expand to Courses and Books and then expand the appropriate item. If the course type reads Textbook Required, please be sure to go to the Books category and purchase the associated textbook.
Course Enrollment/Book Purchases Continued

Click on Catalog, and then Click on Browse.
Course Enrollment/Book Purchases Continued

You are now able to browse the Catalog by Topic or by Type or SEE ALL ITEMS. Let’s Click on SEE ALL ITEMS.
Course Enrollment/Book Purchases Continued

Locate the course you want and select the Purchase option. For this example we’ll select An Introduction to Wellness Programs.
Course Enrollment/Book Purchases Continued

Select Add to Cart
Course Enrollment/Book Purchases Continued

Notice the different options on this page. You can Continue Shopping, Remove items, Update Cart, change Quantity, Save for Later or Proceed to Checkout. All items you choose to Save for Later will be listed under the My Learning tab. For this example we will select Proceed to Checkout to purchase An Introduction to Wellness Programs.
Course Enrollment/Book Purchases Continued

Confirm the billing address (the address on file with the credit card you will be using to make the purchase) and, if you are ordering a book, the shipping address and shipping method. If the shipping address is the same as the billing address, Click **Copy from Billing Address** once you have entered your billing information.
Course Enrollment/Book Purchases Continued

You should verify the information on the Summary Page is correct. If you have a coupon or transfer token code, you will need to type it in the Coupon Code or Token Code fields. Click Next.
Course Enrollment/Book Purchases Continued

Choose the **Payment Option**. If paying by credit card, enter the credit card information without any spaces or dashes, and click **Complete Purchase**. If your company has a billing method in place, choose **Bill Me or Debit** under the Payment Option field. You have now purchased the course.
Purchase History

You can view all of your past transactions that can be easily filtered by dates. To view a more detailed summary of your transactions, Click on the Transaction ID number.
Purchase History Continued

Here is a detail view of the transaction summary.
Course Access

Depending on the type of course, you will see it under one of the four headings on your dashboard, **Online Courses, Webinars, Conference Workshops, and Blended Activities.** Please note that course access is restricted to the date range of the enrollment period. All final exams must be completed by 11PM Eastern Time on the final date of the enrollment period (though they may be taken at any time during the enrollment period).

Locate the course to be taken and Click the **Launch** button to proceed.
Course Access Continued

Click on Contents by the name of the course to launch the lesson. (NOTE: Pop-ups must be allowed for this site as the course will open in a new window.)
Course Access Continued

Go to Contents (highlighted in gray), and Click on lesson one to proceed.
Taking Exam

Locate the Course, and Click the Resume button to proceed.
Taking Exam Continued

Click on Contents by the name of the course at the top of the page.
Taking Exam Continued

Go to Contents (highlighted in Gray), and Click on Exam. It is the last option under Contents.
Taking Exam Continued

To take the exam, Click the exam link at the bottom of the lessons, and you will see a prompt asking if you wish to start the exam. Click Yes, start the exam now. If you clicked the final exam link accidentally, Click No, do not start the exam so an attempt isn’t counted against you. Exams last one or two hours (number of questions will vary by course). Exams will be automatically submitted when the time limit is reached. Users have two attempts at the exam. (NOTE: If the exam is accessed, an attempt will be counted, even if the attempt is exited before submitting.)
Course Completion / Designation Certificates

Once a course is complete, it will appear in the Training History section (on My Dashboard as well as under My Learning). Certificate will be available immediately after completion. To print a designation certificate, Click on View Certificate to the right of the designation for a PDF file of your designation. Please note that certificates are only available for designations earned, not for each individual course.
Course Completion / Designation Certificates Continued

To print a record of all the courses you have taken, Click on **Print View**, and then Click **Print** on the window that pops up.
Requesting a Transcript/Framed Certificate

Click on the Request Forms option, and select either Framed Certificate Request or Transcript Request. Once the form has been completed, please return it back to AHIP.
Course Transfers

Transfer Eligibility

You may transfer your course to another enrollment period at any time during your enrollment period as long as you have not accessed the final exam yet. If you have taken the exam already, you will not be eligible to transfer your course and will have to complete the exam in the current enrollment period or purchase the course again for a new enrollment period.

Transfer Instructions

To transfer a course, fill out a Transfer Request Form which can be found on the AHIP’s website (www.AHIP.org/courses) under Resources. The fee for transfers is $25 per course and will be paid at re-registration. The transfer request must be submitted before the end of the enrollment period. Once the transfer request is processed, you will be assigned a token number via E-mail with instructions which you will need to use to re-register for the course. The token is NOT transferable or extendable. It is only valid for the specific course and user requested and must be used prior to the token’s expiration date. See Course Transfer Instructions under Resources for more information.