

Continuing Education FAQs

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Continuing Education FAQs

- How do I record my in-person attendance for the power huddles, panels and poster sessions during the Summit?

Each session has been assigned a unique code that will be displayed to the audience at the conclusion of the session.

To record your attendance in a session:

1. Open the text messaging app on your mobile phone.
2. Text the session code to **(469) 599-2398**. Save this number in your contacts, as the

number will remain the same.

3. You will receive a confirmation text stating that your attendance in the session has been recorded.

➤ **I texted the code, but I didn't receive a text back. What should I do?**

Check with the session Summit Delegate to verify that you have the correct code and try to text again.

➤ **Do I need to complete an evaluation to earn the credit?**

Yes. Once your attendance in the session has been recorded, you will need to complete the session evaluation to receive CE Credit.

➤ **How do I access the evaluation?**

There are **two ways** to access the session evaluation:

Via the link provided in the text message after texting the session code.

1. Click on the link in the text message.
2. This link will take you to the session landing page.
3. Click **"Obtain Credit"**.
4. Complete the session evaluation under the **"Course Progress"** bar.

OR

Via your Pending Activities in your user account.

1. Visit: <https://continuingeducation.vizientinc.com>
2. Click on **"My Account"** in the upper right corner of the screen (only accessible if you're logged in).
3. Click the **"My Activities"** tab.
4. Click on the **"Pending Activities"** subtab.
5. Click on the session title to go to the session landing page.
6. Click **"Obtain Credit"**.
7. Complete the session evaluation under the **"Course Progress"** bar.

➤ **Can I claim credit for the live session if I did not text the code?**

No, in-person attendance for each session can only be verified via SMS text messaging. Attendance is required to claim credit so be sure to pair your mobile phone!

➤ **How do I claim ACHE, CPHQ and/or IPCE credit types?**

For sessions that award or have been approved for ACHE, CPHQ or IPCE credit, and you are eligible to receive it, you will see the credit types available after you submit your evaluation data. Click the box next to the credit type you wish to claim, and a checkmark will appear. You will also need to click the box of the credit type that is awarded based on your selected discipline. (Discipline is selected in your EthosCE user profile.)

➤ **I see the ACHE, CPHQ and/or IPCE credit type under “Claim Credit”, but I do not need those credit types. What should I do?**

If you do not need or want the ACHE, CPHQ or IPCE credit, do not click the box.

➤ **What is IPCE credit?**

This credit demonstrates that learners are active and engaged members of teams. IPCE credits are meant to coexist with other metrics or credit systems, are optional and can be used as a currency that recognizes the value of participation in education specifically designed by and for the healthcare team and may be useful in credentialing or other quality-focused initiatives.

➤ **I forgot to text my code after I attended one of the power huddle sessions. What should I do?**

You can text the session code to record your attendance at any time until **September 30th**. The text code will not be accepted beyond that date to record attendance. It is highly recommended that you text your code immediately following the session to ensure your attendance is captured.

➤ **What should I do if the system does not recognize the account that is associated with my mobile phone number?**

If the system does not recognize an account that is associated with the mobile phone number you are texting from, you will receive the following message: ***No account on file – your attendance has been recorded for this session using this mobile number. Please send your full email address to confirm.***

Resolution

1. Reply to the text message with your email address.
2. **Please note:** the email address should be the same email used to register for the Summit.

➤ **What should I do if I have a user account on file but do not have a mobile number linked to my account?**

If you have a user account on file but do not have the mobile number you are texting from linked to your account, you will receive the following message: *No account on file – your attendance has been recorded for this session using this mobile number. Please send your full email address to confirm.*

Resolution

1. Reply to the text message with your email address.
2. **Please note:** the email address should be the same email used to create your user account.
3. You will receive a reply text instructing you to login to your user account to register your mobile number.

Please follow the instructions below to register your mobile number:

1. Click **“My Account”** in the top right corner of the screen.
2. Then click on the **“Edit”** tab.
3. Click the **“Mobile”** tab.
4. Enter your 10-digit mobile phone number (excluding any dashes, parentheses, or spaces) **Do not exit this page!**
5. A confirmation code will be sent to your mobile phone.
6. Enter the **Confirmation Code**.
7. Click **“Confirm Number”**.
8. Click the **“Save”** button.



➤ **I don't have a user account in the Vizient EthosCE portal. How can I set one up?**

To claim CE credit for participating in the educational sessions you must have an active user account in Vizient's EthosCE Portal.

Follow the instructions below to create/update your account:

Step 1: Obtain a Vizient Login Account

A Vizient login account is required to create a user account in Vizient's EthosCE Portal.

If you need to obtain a Vizient login account or if you have forgotten your Vizient login information, please contact Vizient Support:

Email: VizientSupport@Vizientinc.com

Phone: (800) 842-5146

Step 2: Complete your EthosCE User Account Profile

1. Visit <https://continuingeducation.vizientinc.com>
2. Complete the required profile fields. *
3. Click the **“Save”** button when complete

Step 3: Register your Mobile Number

Attendance at the in-person session(s) will be recorded via SMS text message; therefore, your mobile phone must be registered in the EthosCE portal to claim CE credit.

Follow the instructions below to register your mobile number:

1. Click **“My Account”** in the top right corner of the screen.
2. Click on the **“Edit”** tab.
3. Click the **“Mobile”** tab.
4. Enter your 10-digit mobile phone number (excluding any dashes, parentheses, or spaces) **Do not exit this page!**
5. A confirmation code will be sent to your mobile phone.
6. Enter the **Confirmation Code**.
7. Click **“Confirm Number”**.
8. Click the **“Save”** button.

- **I have previously attended a Vizient CE activity and claimed CE credit, so I have already completed the process of obtaining a Vizient Login and have created an EthosCE User Account.**

I forgot my password, what should I do?

Vizient Login Passwords

If you have forgotten your Vizient login information, please contact Vizient Support:

Email: VizientSupport@Vizientinc.com

Phone: (800) 842-5146

Resetting an EthosCE User Account Password

If you have forgotten your Vizient EthosCE User Account login information, please follow the instructions below:

1. Click the **“Log in”** link in the upper-right corner of the screen.
2. Click the **“Request New Password”** tab.
3. Enter your **username** or **e-mail address**.
4. Click the **“E-mail New Password”** button.
5. You will receive a system generated email containing a **Reset Email** link.
6. Click the **“Reset Email”** link in the email.
7. Enter a new password in the form that appears.
8. Click the **“Submit”** button