How do I get started?

– Receive your Instructions Sheet from your program (or included with a license purchased from your bookstore or provided through your program).
– Purchase your license online (or register your bookstore license) at www.safemedicate.NET (and NOT .COM).

What if I don't have a PayPal account?

– Enter PayPal as a Guest.

How do I register my account?

– Your account is automatically registered when you purchase online.
– If your license has been provided or purchased at a bookstore, click Register on www.safemedicate.net and enter the Username and Registration Key on the Registration page enter the **Username** and **Registration**, click Next and create and verify a password.

WARNING: the case-sensitive Registration Key must be entered exactly. Never add an additional space to the Username, Registration Key, or Password fields.

How do I log in?

– When accessing safeMedicate on a device for the first time, run the **Test your system now** feature on the Login page to assure your system's compatibility.

What if am I unable to log in?

– Make sure you're on the www.safemedicate.NET site (and NOT the .COM site).
– Enter your user details (Email Address and Password) exactly as recorded. Only the recorded email address will work as your Username.
– Remember the **Password** field is case-sensitive, so be sure your CAP LOCKS are OFF.

What if I forget my password?

– Enter your recorded email address and click the **Forgotten your password?** link on the Login page. Only the recorded email address will work.
– Check your Junk/Spam folder for the auto-response.
– Click the Support link at the bottom of the page to enter a Technical Support ticket requesting the information (allow up to 24 hours for a response).

How do I navigate safeMedicate?

– To understand and locate the safeMedicate features, reference the Learner's Guide available to download from your Home page. The Guide is bookmarked and the Table of Contents has links to the pages.
– For a five-minute introduction, view the video, Navigating safeMedicate (https://vimeo.com/227232829).

Why does only the Introduction appear in my module?

– The upper left module menu has the chapters and the upper-right menu has the pages.
– For a clearer understanding, reference the Guide or view the Navigating video.

safeMedicate

Where is the assessment I was assigned?

− Assessments are scheduled by your local faculty administrator and <u>appear when scheduled</u> on your Home page. If the time of the assessment hasn't occurred or has expired, the assessment won't be available.

− You access the assessment by going to the assessment module and entering the password given to you by your local Administrator (faculty).

− Administrators set a time for the assessment to be available and assign the assessment to a <u>specific year, cohort, and group</u>. If you're in the wrong year, cohort, or group, the assessment won't be available.

− Contact your local administrator (faculty) if an assigned assessment doesn't appear.

Why is my assessment password not recognized?

− Assessment passwords are created and distributed by the local faculty administrator. This password differs from your log in password.

− Contact your local administrator (faculty) if your assessment password doesn't work.

What if I'm in the wrong group?

− Select Your Details from the Account Settings menu and click Update My Details for the page with editable fields.

− Consult the Learners Guide for detailed instructions.

What if I'm in the wrong year and/or cohort?

− Contact your local administrator (faculty), who can change your year and cohort.

How can I prepare my device for assessments?

− **Clear your browser history (cache).** This is done best through the browser's settings (or tools) but can also be done from the system settings.

− **Check your bandwidth if you're operating wirelessly**. Be sure you have a strong signal. If not, you'll want to try reacquiring a signal from the wireless network by disconnecting the current signal to reconnect, hopefully with a stronger signal. This may require you to restart your device.

− **Close all other applications and only have safeMedicate open** during the assessment. Online programs such as those that play audio take large amounts of bandwidth and can interfere with performance.

− **Avoid having other applications running** in the background. This is especially true of those using tablets, which often have bandwidth-depleting processes running at all times.

− **Turn off any unnecessary extensions**, add-ons, or plug-ins that add features to your browser. If you've a heavily customized browser, you may want to run safeMedicate using an alternative browser.

− Use your security software to check for viruses and malware, which by their nature make your device run slower. Browsers have clean-up tools that can help you delete malicious software specific to that browser.

− During the assessment, **NEVER open a SECOND ITERATION** of safeMedicate because this will cause your first iteration to time out without saving.

What if the assessment won't load?

- If the first page of the assessment doesn't load, refresh the page. This allows the page to reload at the beginning of the assessment.

WARNING: if you "Refresh" during the assessment, you'll be taken back to the initial page and will have to begin the assessment again.

How do I save my assessment?

- When you've finished the final question and have clicked Next, a page appears notifying you that You have completed the assessment.
- Click **Save and Exit** to submit the assessment.
- Should you go back and review your answers, click the **Continue Assessment** or change an answer and click **Next** to return to the **Save and Exit** page.
- Log out of safeMedicate to record your results.

What if the assessment doesn't save or won't load the next question?

- If your device "hangs" when you try to save or move from one question to the next, close the browser window and return to the assessment after logging back in to safeMedicate.
- Once you click Continue, unless configured otherwise, your browser cache should restore your responses to all but the last question.
- You'll need to complete the final question or question you were on when your device wouldn't load before moving forward or saving the assessment.

How do I select a course?

- If your faculty has created a course for you, you select this by opening My Record and subscribing to the course by expanding the My Courses column and using the menu.

Why won't the roller ball on the IV clamp move? / Why can't I scroll?

- If you're using an older Apple touchpad device, you should be aware that scrolling requires two fingers.
- Older Apple products can also be more sensitive to the specific browser in use, so changing the browser often helps solve scrolling issues.
- If you're using a wireless mouse, always remember to check your battery.
- Also, check the settings on your device and adjust to a slower mouse control speed.

Why is the IV pump not entering my numbers?

- To enter your calculations into the IV pump, click the numbers on the screen using your mouse. You cannot enter numbers using the keyboard.