

Student User Guide 2022

Be competent
Be safe

Table of Contents

<i>Specifications</i>	<i>iv</i>
<i>Helpful Hints for Using safeMedicate</i>	<i>v</i>
<i>Logging in to safeMedicate.....</i>	<i>v</i>
<i>Having a Strong Internet Connection.....</i>	<i>v</i>
<i>Navigating safeMedicate.....</i>	<i>v</i>
<i>Taking Assessments in safeMedicate.....</i>	<i>v</i>
<i>Recording Your Username and Registration Key</i>	<i>v</i>
Signing In	1
Understanding the Home Page.....	2
Reviewing the Notification Column	2
Viewing Social Media	2
Navigating the Main Menu	3
Working with Your User Record	4
Viewing Your Details	4
Subscribing to a Course.....	5
Viewing and Printing Your Usage History	6
Examining Individual Module History	6
Accessing the Modules	8
Completing a Module Chapter.....	9
Practicing Your Skills	11
Taking Assessments	13
Types of Assessments	13
Starting the Assessment	14
Reviewing a Previous Question.....	17
Completing the Assessment	17
Viewing Assessment Results	18
Viewing and Modifying Your Account Settings.....	20
Your Details	20
Changing Your Password.....	21
Editing Your User Details.....	21

Changing the Language	22
Extending Your License	23
Terms and Conditions	23
Locating Help	24
Contacting the Local Administrator	25
Contacting Customer Support	26
Appendix A – Instructions for the French Canadian Option	27
Appendix B – Instructions for Obtaining the CPD Certificate	29
Appendix C – Frequently Asked Questions	31
How do I get started?	31
What if I don't have a PayPal account?	31
How do I register my account?	31
How do I log in?	31
What if am I unable to log in?	31
What if I forget my password?	31
How do I navigate safeMedicate?	31
Why does only the Introduction appear in my module?	32
What if I'm in the wrong group?	32
What if I'm in the wrong year and/or cohort?	32
Where is the assessment I was assigned?	32
How can I prepare my device for assessments?	32
Why is my assessment password not recognized?	33
What if the assessment won't load?	33
How do I save my assessment?	33
What if the assessment doesn't save or won't load the next question?	33
How do I select a course?	33
Why is the IV pump not entering my numbers?	33
Why won't the roller ball on the IV clamp move? / Why can't I scroll?	33

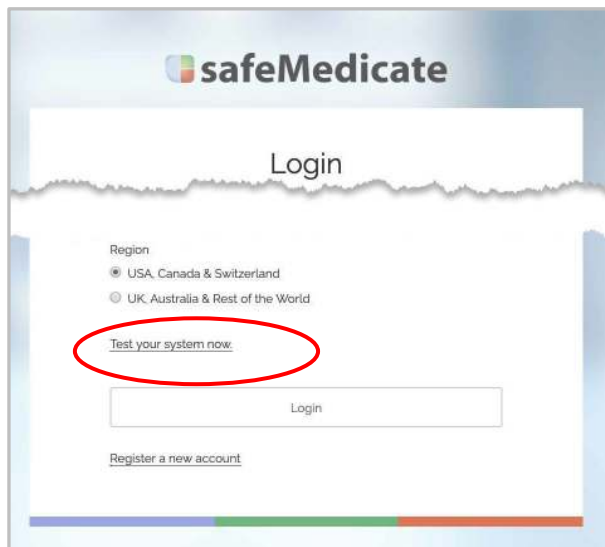
Specifications

safeMedicate is designed to run on any Internet connected computer, including tablet devices such as iPad and smartphones.

If you're having trouble logging in to **safeMedicate**, you may need to make some minor adjustments to your settings or updates to the browser or Flash files on your computer.

To check your system's compatibility, click the **Test your system now** link on the Login page.

A page appears with a checklist for the minimum specifications. Most currently configured machines should have green checkmarks in the column on the right. Check your audio by clicking the button at the bottom of the page.



Ensure your computer is set up to run safeMedicate.		
safeMedicate is designed to work optimally in the latest versions of popular browsers. We also require that certain features of these browsers are activated to ensure that you get the best user experience possible. The table below outlines our required browser specifications and whether or not your system is optimized to efficiently run safeMedicate.		
Browser		
Minimum Specification	Your System	Checklist
Internet Explorer 9+ Edge 12+ Firefox 25+ Safari 5+ Chrome 30+	Chrome 75	✓
Screen Size		
Minimum Specification	Your System	Checklist
1024x768	1440x900	✓
Javascript		
Minimum Specification	Your System	Checklist
Activated	Activated	✓
Cookies		
Minimum Specification	Your System	Checklist
Activated	Activated	✓
Audio		
Minimum Specification	Your System	Checklist
Activated		
Click to test your audio		

If a red **X** appears in the checklist, instructions are displayed under **Your System** that allows you to update your system to run **safeMedicate**.

Screen Size		
Minimum Specification	Your System	Checklist
1024x768	800x600	X

Helpful Hints for Using safeMedicate

Once you've purchased **safeMedicate**, you'll want to be familiar with the basic features.

For Frequently Asked Questions, you'll want to reference *Appendix C*.

Logging in to safeMedicate

When you purchase or register your license, you'll be asked to enter an email address and a password. Remember the email address and password you've recorded to be able to log in to your account.

Users attempting to log in with a different email aren't recognized.

The Password field is case-sensitive and your password must be entered EXACTLY as recorded. Make sure your CAP LOCKS are OFF.

Having a Strong Internet Connection

Be sure your device has a strong WiFi connection or is hard-wired to the Internet. Verifying the strength of your bandwidth is particularly important for those accessing safeMedicate on a public network. As a standard practice, periodically clear the browser history (cache) to maximize connectivity.

Navigating safeMedicate

safeMedicate is a very intuitive program, but for an overview of navigation, you can watch the short video, [Navigating safeMedicate](#).



Taking Assessments in safeMedicate

Administrators or instructors schedule the assessments in **safeMedicate**. Generally, they'll make these visible on the Home page. You access the assessments from the **Modules** menu by clicking the **Start Module** link under the **Assessments** option. A page then opens with the available assessments. Enter the **Password** your administrator has provided and click Start to begin the assessment.

Assessments are scheduled according to your Year, Cohort, and Group.

You're able to change your Group, but your faculty is able to change your Year and Cohort. Because this is specific to your program, **safeMedicate** Technical Support is unable to make this change.

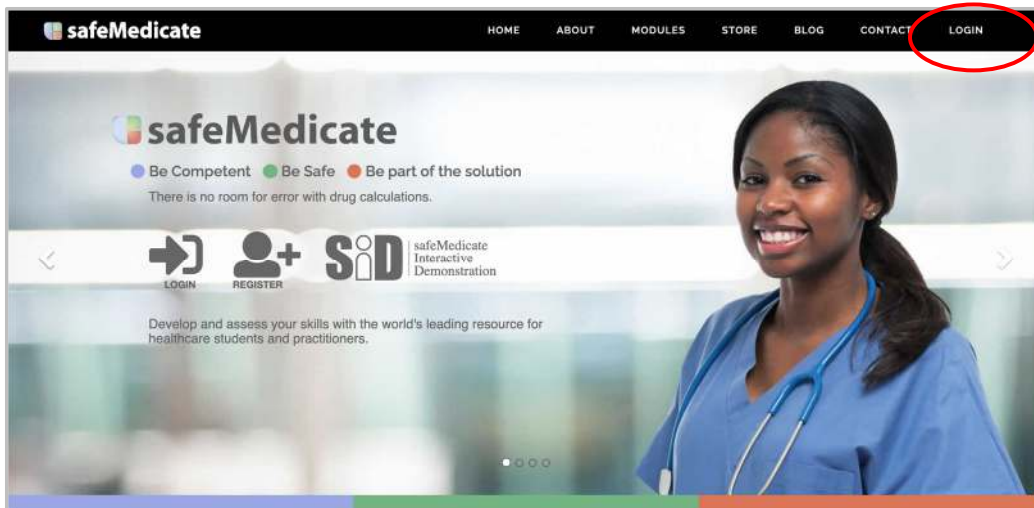
Any questions regarding your assessment schedule, availability, or password should be directed to your administrator or instructor.

Recording Your Username and Registration Key

When you purchase safeMedicate, or when you're supplied with a license, you receive a Username and Registration Key specific to your license. This information is also available on your record (under the My Record tab) once you log in. Your administrator also has this information. Your Username and Registration Key are required should you ever need to have your password reset, so you should record them for future reference.

Signing In

safeMedicate is accessible from any Internet connected computer, including tablet devices such as iPad and smartphones. Open a web browser and go to the Home page at www.safemedicate.net.

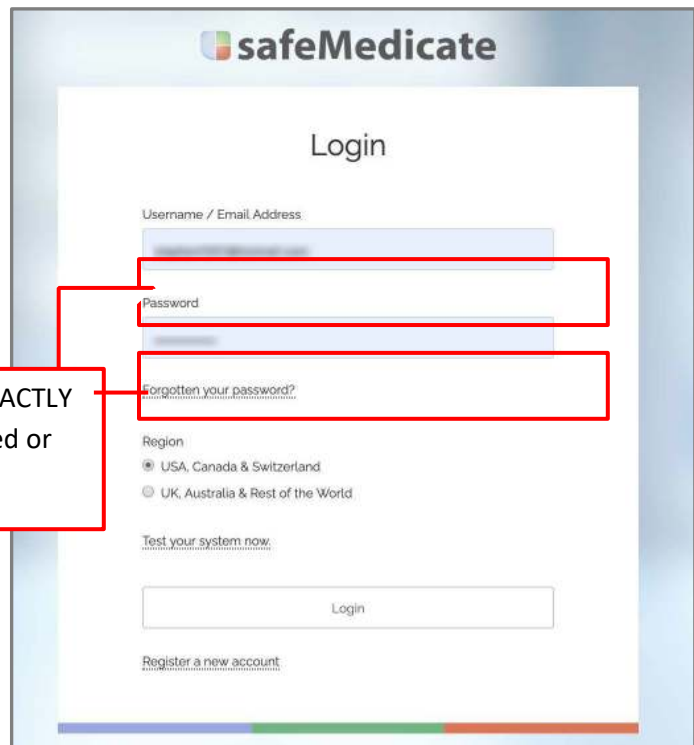


Click the **Login** button to get started.

The Welcome page appears showing you've selected the site for the **USA & Canada**. (If the **UK, Australia & Rest of the World** is selected, you've incorrectly gone to the .COM site.)

1. Enter the sign in information **EXACTLY** as recorded when you purchased or registered your license:
 - Your **Username** or **Email Address**
 - Your **Password**
2. Click **Login**.

Enter your login information **EXACTLY** as recorded when you purchased or registered your license.

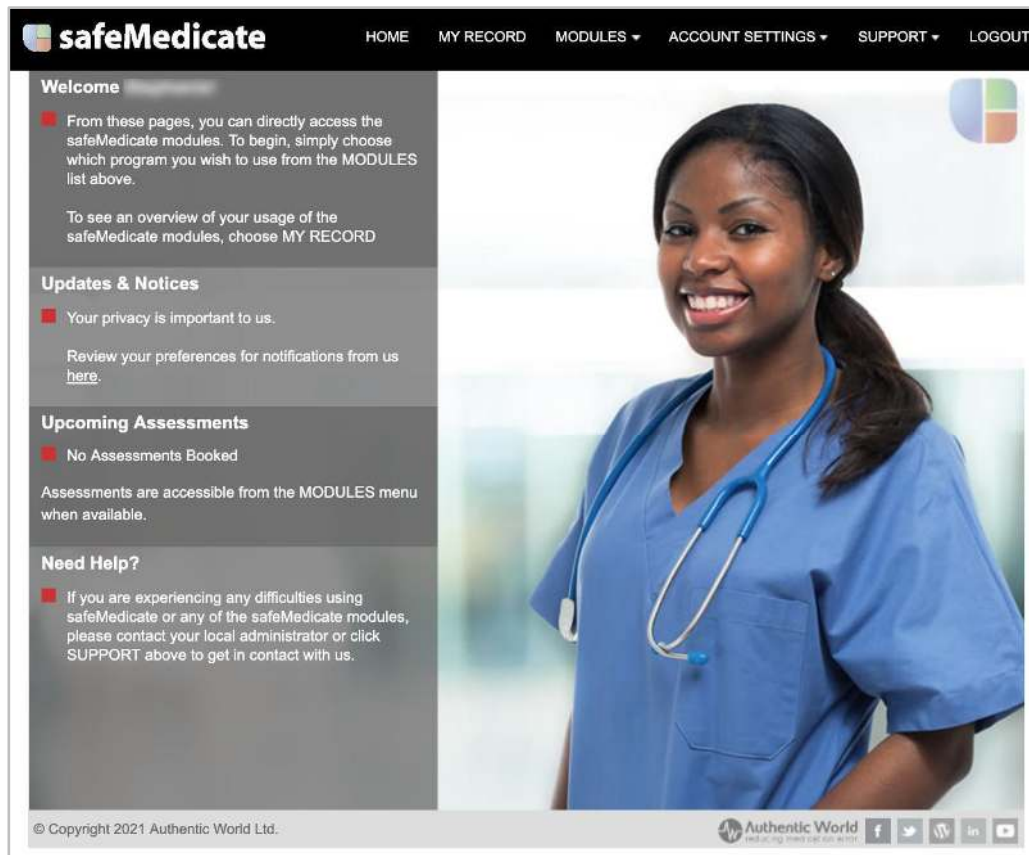


NOTE: the **Password** field is case-sensitive.

NOTE: **safeMedicate** can be open in **ONLY ONE** browser window on your device. If you attempt to open a second, you'll receive a warning that opening a second window logs you out of the first.

Understanding the Home Page

Once you log in, your Home page appears, welcoming you to **safeMedicate**, while displaying the Main Menu at the top and a column on the left with important notifications. Links to various social media sites are available on the lower right.



Reviewing the Notification Column

On the left of the Home page is the Notification Column, displaying important information including an **Upcoming Assessments** listing up to three assessments currently scheduled for your Year, Cohort, and Group.

The list shows the assessment date and time and the associated module and assessment type (e.g., Foundation Numeracy or FNS Essentials Skills - ADA).

These assessments are accessed from the **Assessments** option located at the bottom of the **Modules** menu.

Viewing Social Media

The social media links on the bottom right can be used to access feature information on **safeMedicate**. The YouTube link, for example, provides access to videos on the use of **safeMedicate**.

Navigating the Main Menu

The Main Menu is always available in **safeMedicate**, providing for easy navigation between the sub-menus and their options.



For an overview of navigation, you can watch the short video, [Navigating safeMedicate](#).



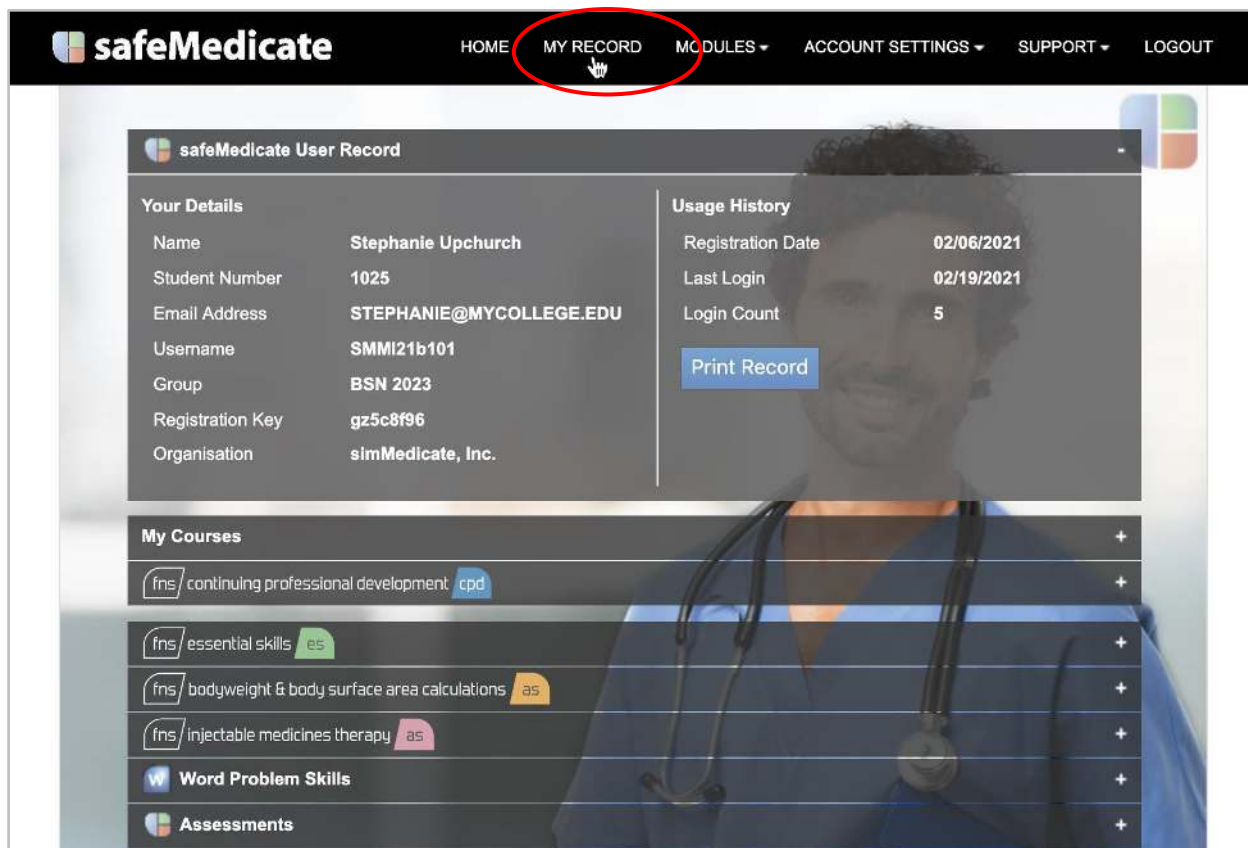
The Main Menu gives you links to the following:

- **Home** – returns you to the Home page.
- **My Record** – opens a screen with information on your use of **safeMedicate**, including your progress in the modules and your assessment results.
- **Modules** – provides a menu of all the learning modules available with your **safeMedicate** license. The **Assessments** module appears at the bottom of this menu.
- **Account Settings** – gives you options to see and modify **Your Details**, view your **safeMedicate** modules and their expiration dates, and review the **safeMedicate Terms and Conditions**.
- **Support** – offers access to information important to the use of **safeMedicate**, including a Knowledge Base with the most commonly asked questions and access to the technical support services ticket request.
- **Logout** – logs you out safely from **safeMedicate** with one click.

For a more detailed understanding of the available options, see the related sections below.

Working with Your User Record

Click **My Record** on the Main Menu to open your **safeMedicate User Record**. The record includes a view of **Your Details**, **Usage History**, and expandable sections for each of the modules available to you.



This information is also available to your local administrator (e.g., your faculty coordinator).

NOTE: Always log out of the program (rather than just closing the window) so your progress is recorded correctly.

Viewing Your Details

Your user details appear in the **Your Details** panel on the upper left. Your **Username**, **Registration Key**, and **Organization** are permanently associated with your account and cannot be changed.

NOTE: You may want to record your Username and Registration Key for future reference should you forget your password and need to have it reset.

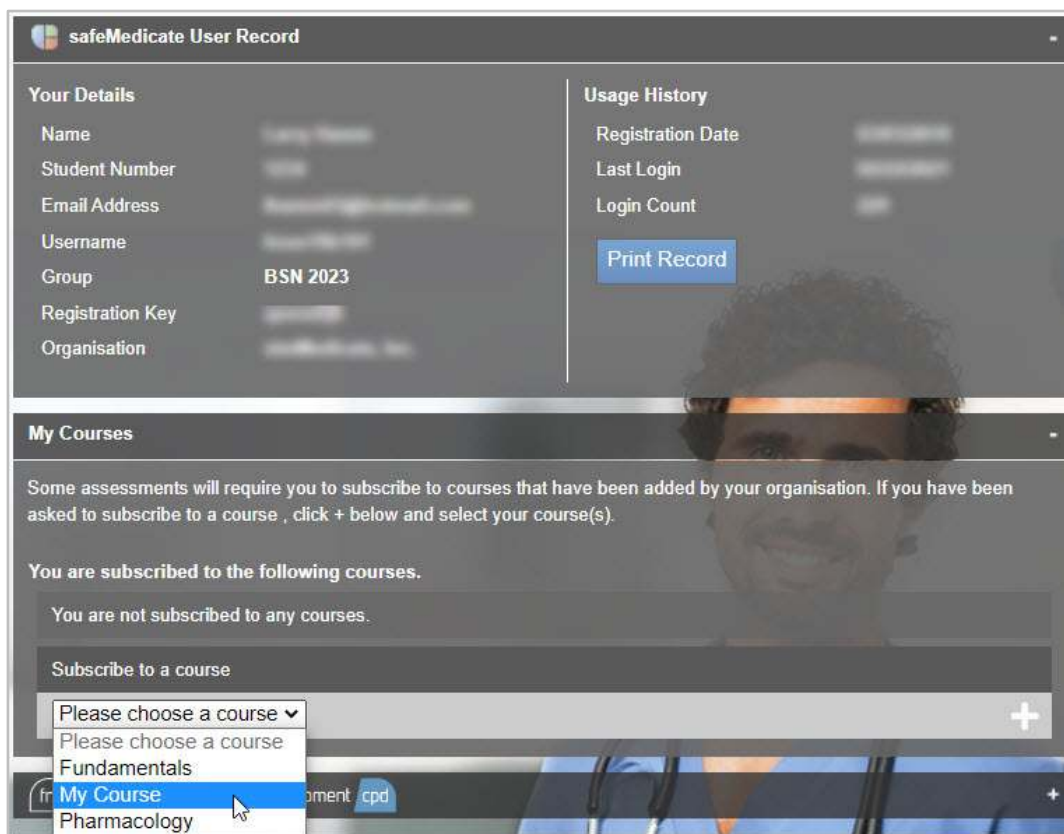
You may modify the other fields (i.e., **Name**, **Student Number**, and **Group**), if appropriate, using the **Your Details** option available under **Account Settings**.

Subscribing to a Course

If your instructor indicates that you've been assigned to a course in safeMedicate, you'll need to subscribe to the course to be able to see and take any assessments scheduled specifically for that course.

To subscribe to a course, students (users) need to:

1. Click the **My Record** menu to open your User Record.
2. Open the **My Courses** panel by clicking on the Plus (+) sign to the right.
3. Select the appropriate course from the **Subscribe to a course** drop-down menu.



4. After making the course selection, click the plus sign to the right of the course. A Chain icon appears to the right showing you are subscribed to the course.

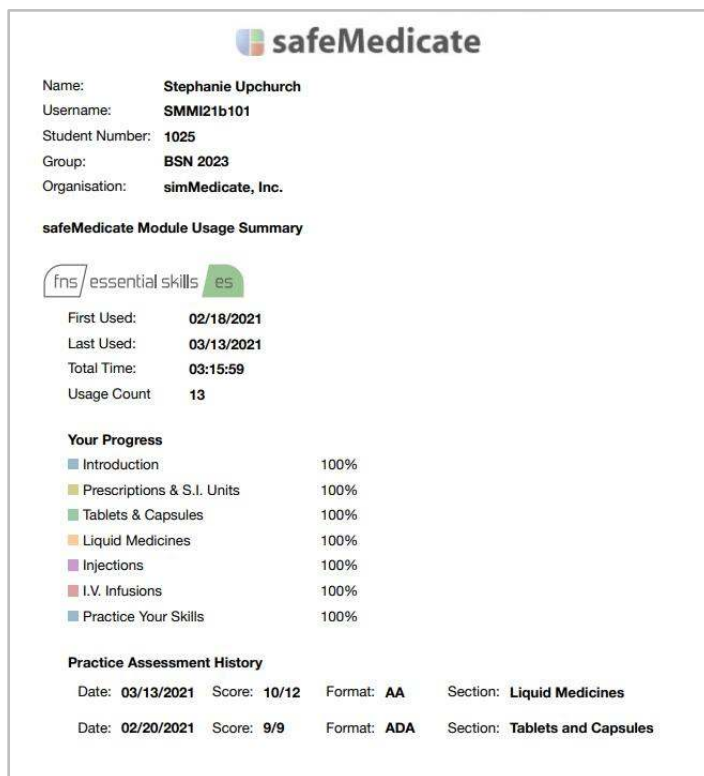
You may subscribe to multiple courses.

To unsubscribe from a course, click the Chain icon to “break” the subscription.

Viewing and Printing Your Usage History

Your registration date for **safeMedicate** appears in the **Usage History** panel on the upper right along with your login history.

When you click the **Print Record** button, a printout of the individual history of all your modules appears.



safeMedicate

Name: Stephanie Upchurch
 Username: SMMI21b101
 Student Number: 1025
 Group: BSN 2023
 Organisation: simMedicate, Inc.

safeMedicate Module Usage Summary

fns essential skills es

First Used: 02/18/2021
 Last Used: 03/13/2021
 Total Time: 03:15:59
 Usage Count: 13

Your Progress

Introduction	100%
Prescriptions & S.I. Units	100%
Tablets & Capsules	100%
Liquid Medicines	100%
Injections	100%
I.V. Infusions	100%
Practice Your Skills	100%

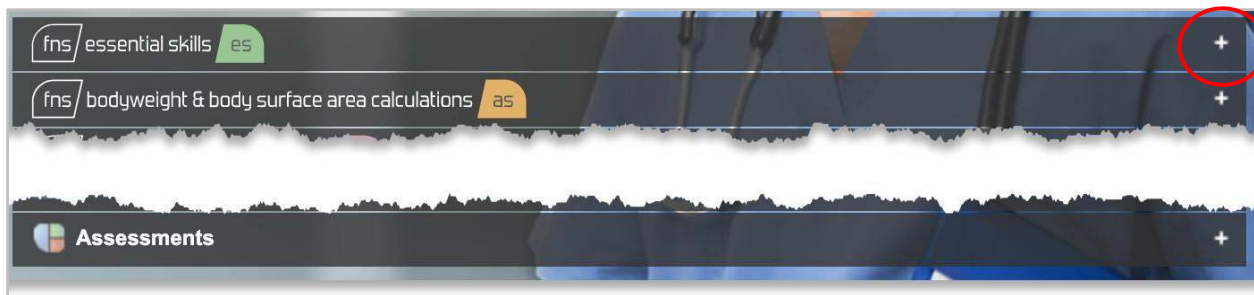
Practice Assessment History

Date: 03/13/2021	Score: 10/12	Format: AA	Section: Liquid Medicines
Date: 02/20/2021	Score: 9/9	Format: ADA	Section: Tablets and Capsules

This printout includes your practice assessment history at the bottom of each module. Assessment history for formative and summative assessments is included at the end of the printout.

Examining Individual Module History

Your history with each module, including your assessment history, can be viewed by clicking the + (Plus Sign) located on the right of that module's row.



fns essential skills es

fns bodyweight & body surface area calculations as

Assessments

The image shows a user interface with three rows. The first two rows are for modules: 'essential skills' and 'bodyweight & body surface area calculations'. The third row is for 'Assessments'. Each row has a plus sign (+) on the right side, which is circled in red in the image, indicating that clicking it will expand the row to show more details.

Clicking the + expands the page to display the information for that module. To close the expansion, click the – (Minus Sign).

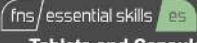
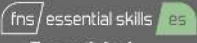
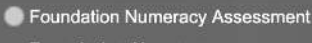
When the module information is expanded, the Usage History for the module appears at the top of the left panel above labeled bar graphs showing Your Progress by percentage (%) in the chapters of that module. You will show 100% complete only when you have accessed each page within that module.

A history of the practice assessments you've set up for yourself and taken appears in the right panel's **Assessment History**. Click anywhere on the assessment's row to view the results of that assessment.



All of the module history pages are set up the same way except for the **Assessments** module.

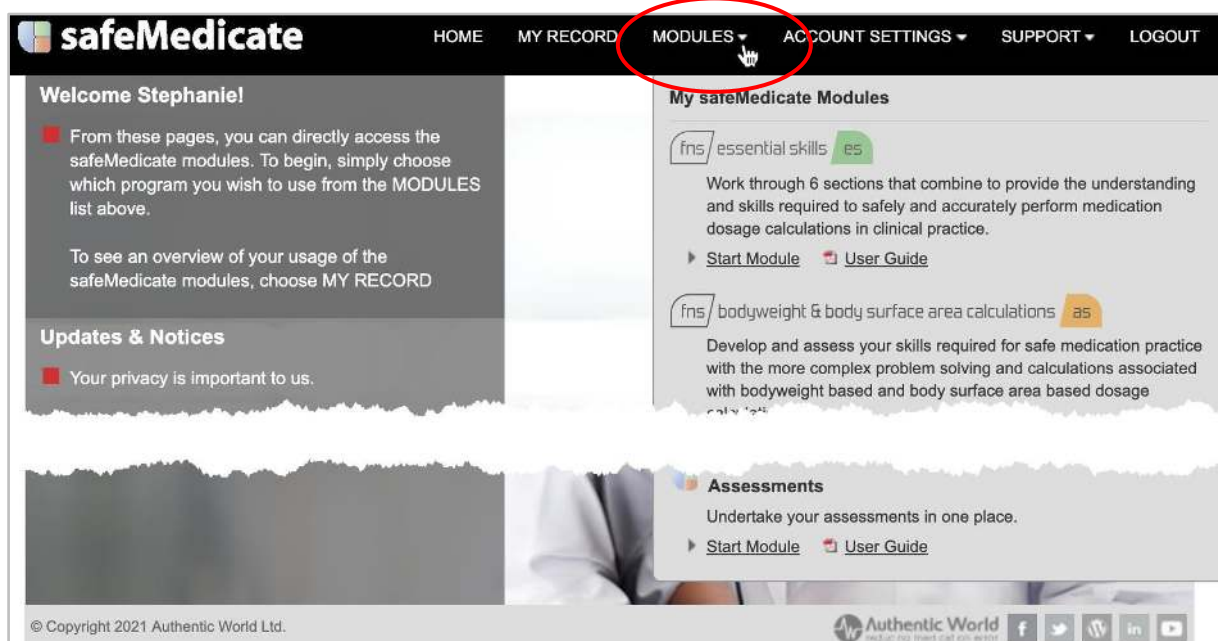
Expanding the row for the **Assessments** module provides the name and date of all the assigned assessments you've taken. You can view the results of any assessment without a Lock icon by clicking the assessment. A Lock indicates that the person who scheduled the assessment has prevented its view.

Assessment History		
	Tablets and Capsules	Summative 
		Submitted on 02/21/2021 at 19:07
	Essentials 1	Formative
		Submitted on 02/20/2021 at 15:05
	Foundation Numeracy Assessment	Formative
	Foundation Numeracy	Submitted on 02/19/2021 at 22:12

Information regarding the Continuing Professional Development (CPD) credit and certificate is shown above the module rows. To learn more about the CPD certificate *see Appendix B*.

Accessing the Modules

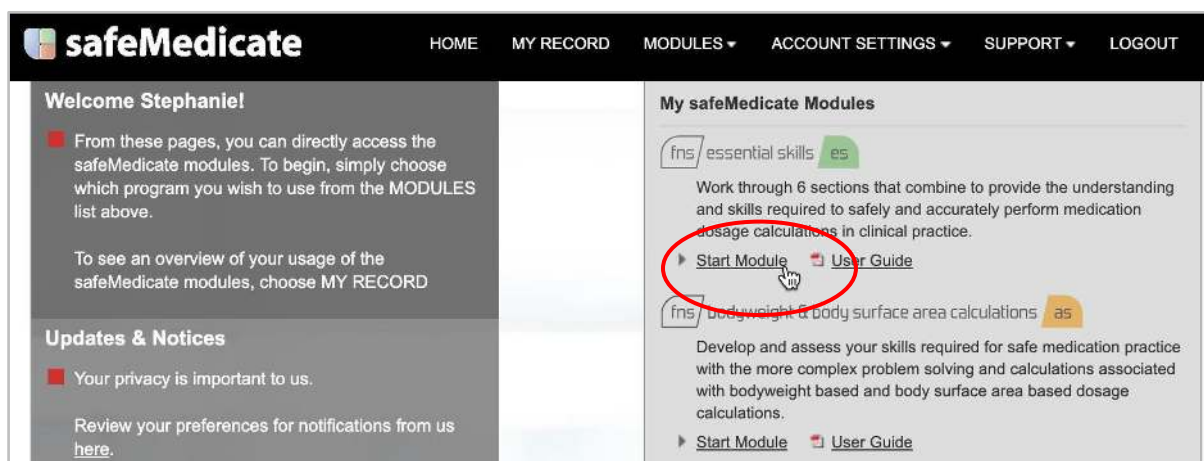
Selecting Modules from the Main Menu displays a list of your **safeMedicate** modules.



safeMedicate is continuously updated and enhanced, but the modules currently available are:

- FNS Essential Skills
- FNS Bodyweight & Body Surface Area Calculations
- FNS Injectable Medicines Therapy
- Word Problem Skills
- Assessments

To open any module, click the **Start Module** link located beneath the module's name and description.



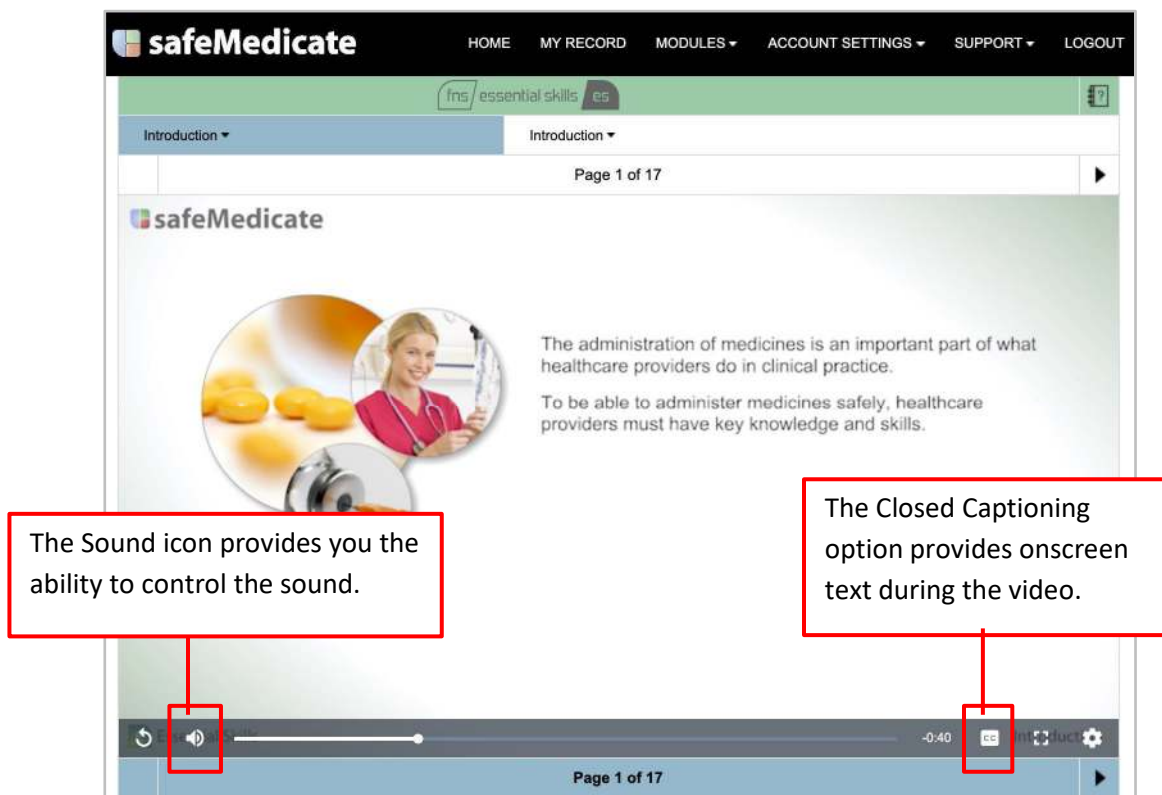
Completing a Module Chapter

Each module opens to a video player. Click the play button to begin the first chapter and the first topic for that module. You'll need to continue through all the topics in the chapter to register 100% on your record for that chapter.

A video player with a progress slider appears in the control bar at the bottom. The player can be paused and restarted using the control icon on the left of the slider. The time remaining for the current slide appears to the right.

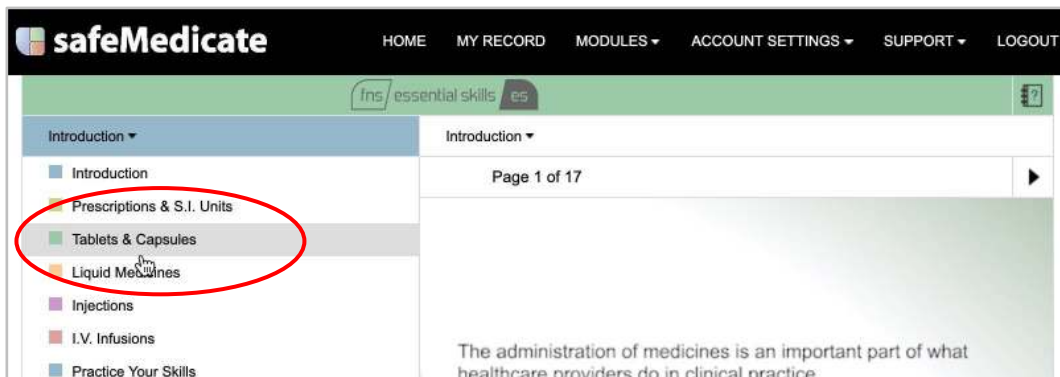


In addition, the sound can be muted and turned back on using the Sound icon toward the left and closed captioning (including the selection of the language) can also be toggled on and off with the icon toward the right.

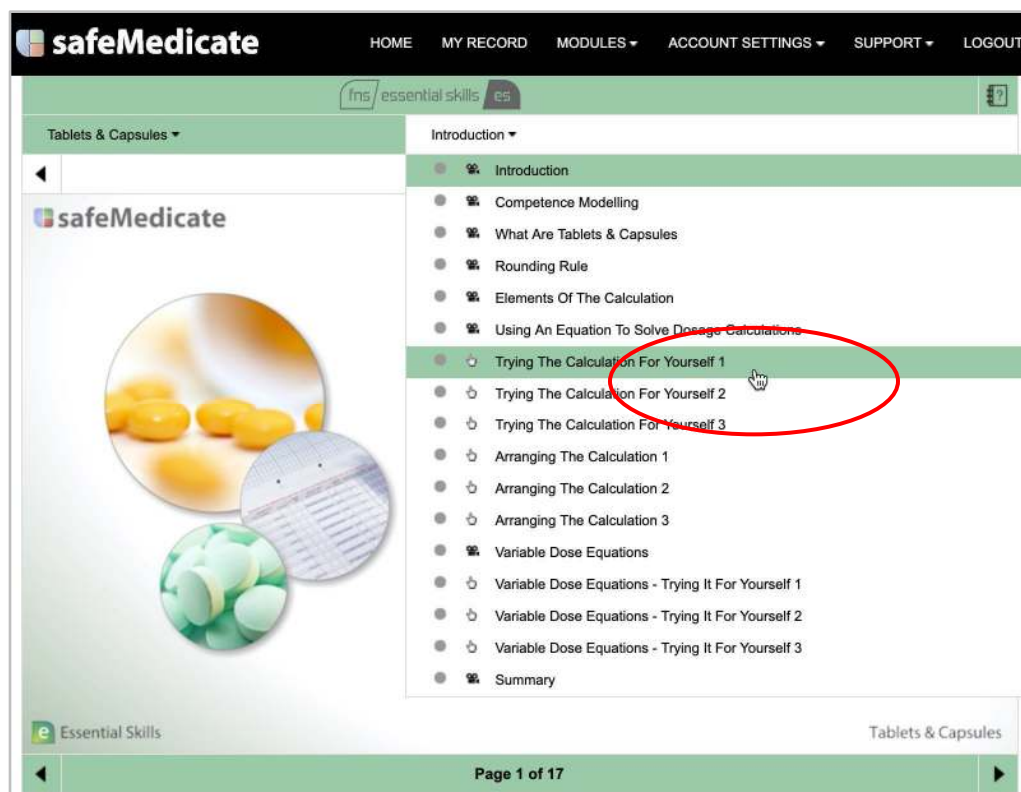


The Fullscreen icon on the far right of the slider bar can be used in conjunction with your machine's zoom feature to expand the video to fill your screen.

On the upper left of the page is a drop-down menu that displays all the chapters in the module. Selecting a chapter option takes you immediately to the first topic in the chapter.



On the upper right of the page is a drop-down menu that displays all the topics in the selected chapter. Selecting a topic option takes you immediately to that topic.

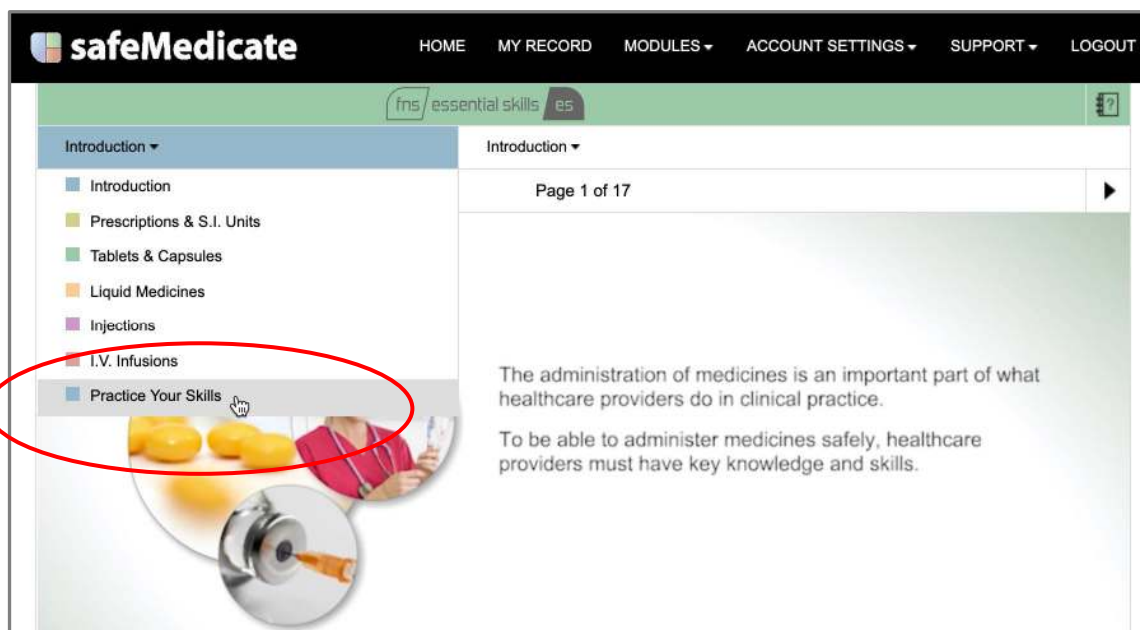


NOTE: Always log out of the program (rather than just closing the window) so your progress is recorded correctly. Your progress appears when you log back in.

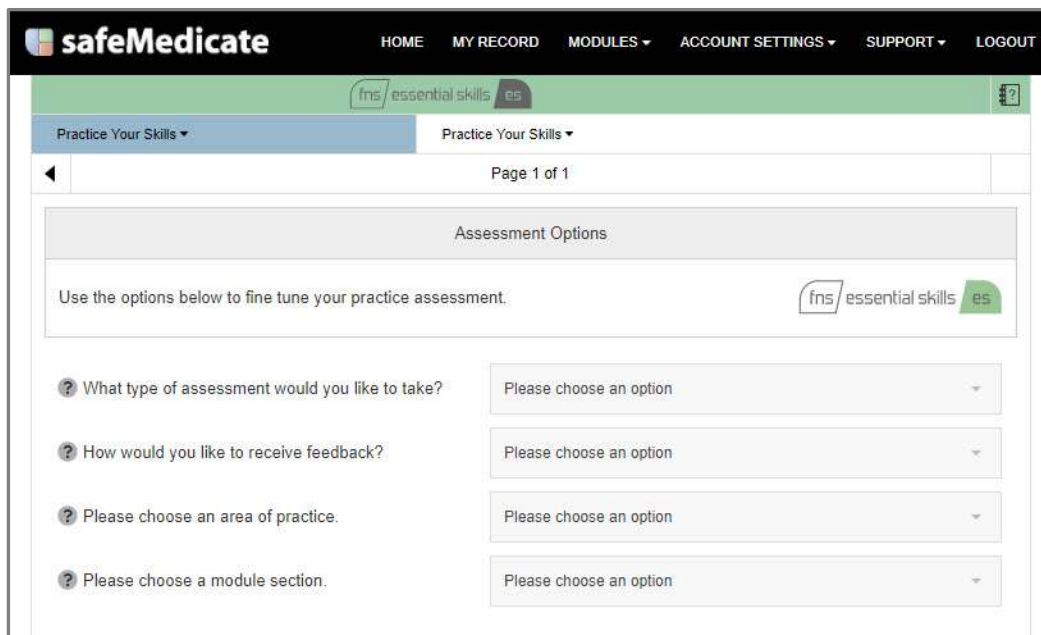
Practicing Your Skills

Once you've completed the learning environment, you can set up practice assessments for the module.

1. From the module chapter menu, select **Practice Your Skills**.



2. Define the assessment by choosing the type of assessment, how you would like to receive feedback, area of practice, and module section.



The screenshot shows the 'Practice Your Skills' assessment setup form. The top navigation bar is the same as the previous screenshot. The main content area is titled 'fns/essential skills/es'. The sidebar menu is the same, but the 'Practice Your Skills' option is now selected. The main content area displays 'Page 1 of 1' and a section titled 'Assessment Options'. Below this section, there is a text box that says 'Use the options below to fine tune your practice assessment.' and a 'fns/essential skills/es' logo. There are four questions with dropdown menus for selection:

- What type of assessment would you like to take? (Please choose an option)
- How would you like to receive feedback? (Please choose an option)
- Please choose an area of practice. (Please choose an option)
- Please choose a module section. (Please choose an option)

All practice assessments can be taken as either an Authentic Diagnostic Assessment or an Authentic Assessment. *See Taking Assessments* for an explanation of the types of assessment.

You can choose to have feedback either after each question or when you've completed the assessment.

Practice assessments are defined by their Area of Practice: **Adult, Child, Mental Health, or Midwifery & Neonate.**

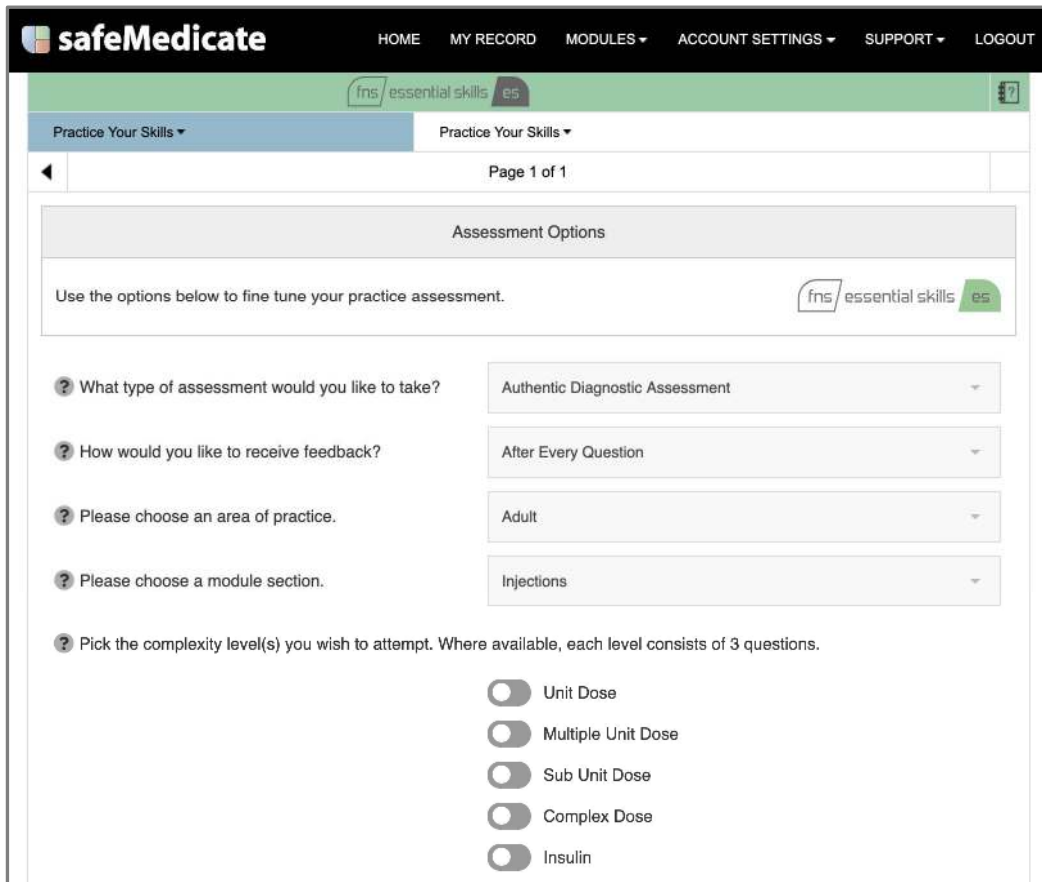
Options for module sections vary depending on the module.

FNS Essential Skills - Tablets & Capsules, Liquid Medicines, Injections, I.V. Infusions

FNS Bodyweight & Body Surface Area Calculations - Liquid Medicines, Injections, I.V. Infusions

FNS Injectable Medicines Therapy - Slow I.V. Injections, Intermittent Infusions, Continuous Infusions

Once an area of practice and module section have been selected, options for complexity levels appear. These options vary depending on your previous selections.

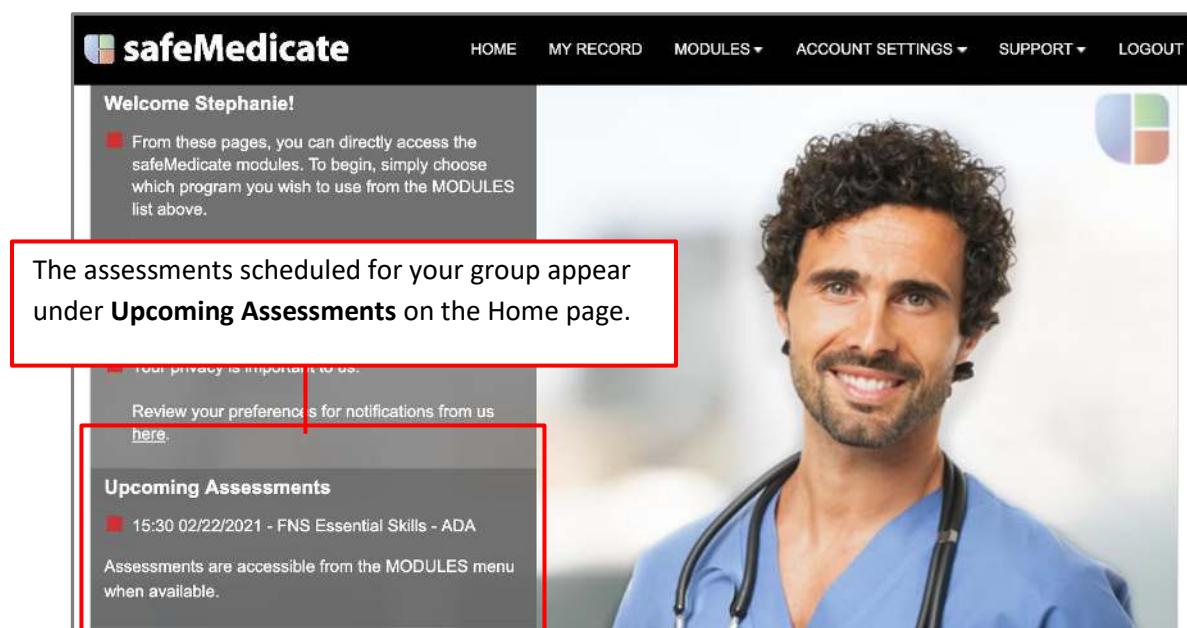


The screenshot shows the 'safeMedicate' interface for selecting assessment options. The top navigation bar includes links for HOME, MY RECORD, MODULES, ACCOUNT SETTINGS, SUPPORT, and LOGOUT. Below the navigation bar, the page is titled 'Practice Your Skills' and shows 'Page 1 of 1'. The main section is 'Assessment Options' with the instruction: 'Use the options below to fine tune your practice assessment.' The options are as follows:

- What type of assessment would you like to take?** Authentic Diagnostic Assessment (dropdown)
- How would you like to receive feedback?** After Every Question (dropdown)
- Please choose an area of practice.** Adult (dropdown)
- Please choose a module section.** Injections (dropdown)
- Pick the complexity level(s) you wish to attempt. Where available, each level consists of 3 questions.**
 - ☐ Unit Dose
 - ☐ Multiple Unit Dose
 - ☐ Sub Unit Dose
 - ☐ Complex Dose
 - ☐ Insulin

Taking Assessments

When an assessment is available, the type of assessment and the initial time the assessment is available appears on your Home page under **Upcoming Assessments**, which displays up to the next three scheduled assessments.



NOTE: all formal assessments are scheduled by a faculty member or administrator and are specific to your Year, Cohort, and Group. If you're unable to see an assessment, you may be in the incorrect Year, Cohort, and Group and need to contact your administrator.

Types of Assessments

All assessments are scheduled by your faculty or administrator and include a Time and Date when they become available, the Duration in minutes you'll have to complete the assessment, and an area and/or level of study, and a specified number of questions.

safeMedicate includes three basic types of assessments:

The Foundation Numeracy assessment evaluates your basic skill in mathematics and is comprised of 40 multiple-choice questions covering Division, Multiplication, Converting Fractions to Decimals, Multiple Computation (Integers and Decimals) and Conversion of S.I. Units.

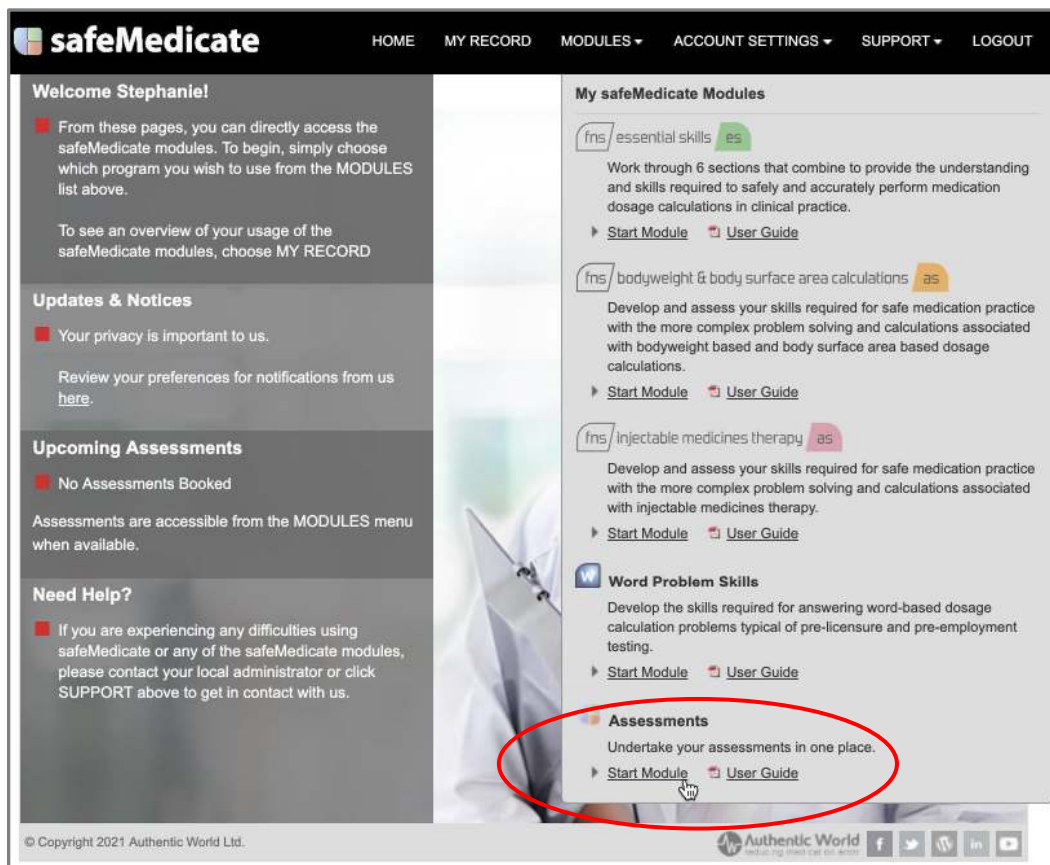
The Authentic Diagnostic Assessment requires you to complete the calculations onscreen using the preset formulas. As the name suggests, this assessment provides you with feedback on any errors you'd make in calculating the dosage so you can diagnose any repeated problems you're experiencing.

The Authentic Assessment replicates a clinical situation where the calculations are performed without the onscreen aid of the preset formulas.

Starting the Assessment

Assessments become available at the time scheduled by your faculty or administrator. This time appears on your Home page under **Upcoming Assessments** according to the 24-hour clock (i.e., military time) to the left of the date and the type of assessment.

From the **Modules** menu, click **Start Module** beneath the **Assessments** option.



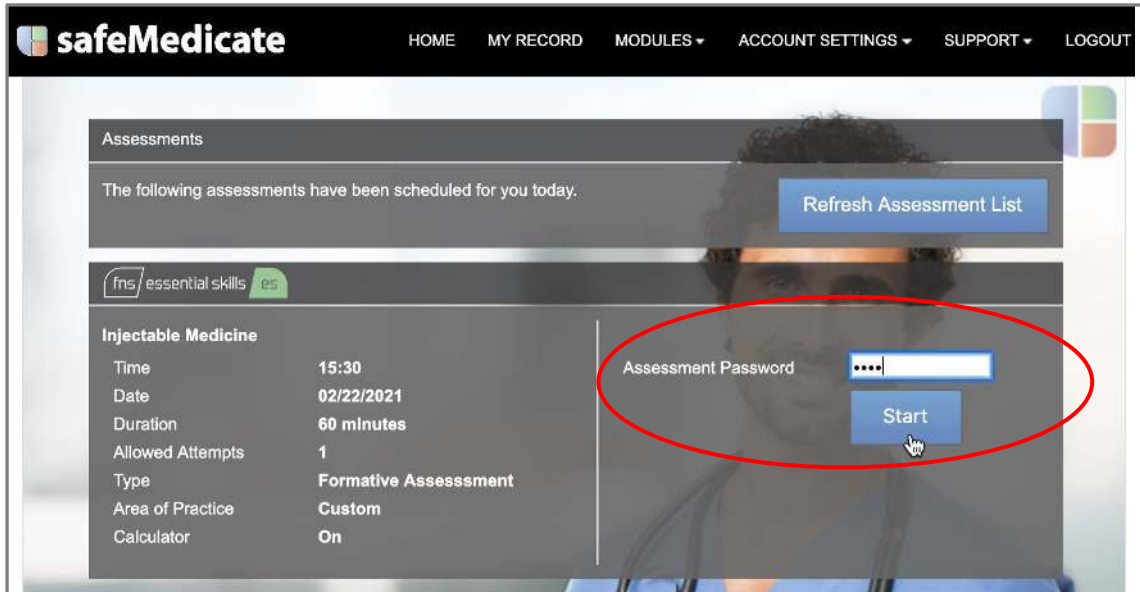
A page appears showing the assessments scheduled for your group on the current date.

In addition to the **Type** of assessment, this page provides:

- The **Time** and **Date** the assessment became available,
- The **Duration** in minutes you'll have to complete the assessment,
- The number of **Attempts** available, and
- The availability of the built-in **Calculator**,

In addition, if appropriate, the page informs you of the **Area of Practice** or any **Extra Time** that might have been provided.

Enter the **Assessment Password** and click **Start**.



safeMedicate HOME MY RECORD MODULES ACCOUNT SETTINGS SUPPORT LOGOUT

Assessments

The following assessments have been scheduled for you today. [Refresh Assessment List](#)

fns / essential skills es

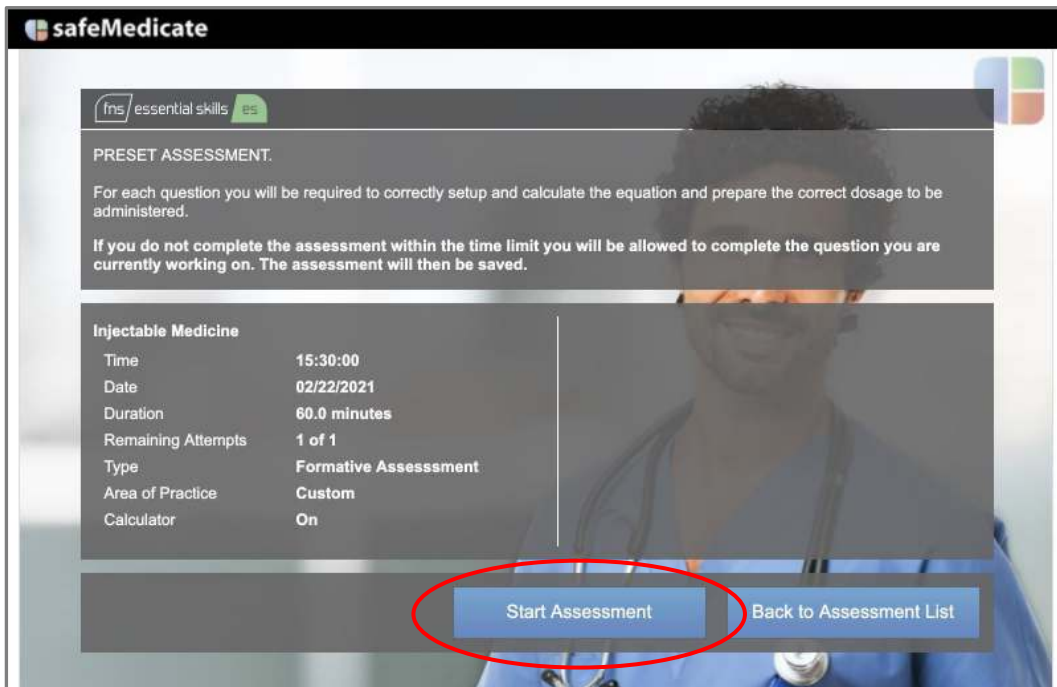
Injectable Medicine

Time	15:30
Date	02/22/2021
Duration	60 minutes
Allowed Attempts	1
Type	Formative Assessment
Area of Practice	Custom
Calculator	On

Assessment Password

[Start](#)

A page with a brief description of the assessment appears along with the basic assessment information also provided on the previous screen.



safeMedicate

fns / essential skills es

PRESET ASSESSMENT.

For each question you will be required to correctly setup and calculate the equation and prepare the correct dosage to be administered.

If you do not complete the assessment within the time limit you will be allowed to complete the question you are currently working on. The assessment will then be saved.

Injectable Medicine

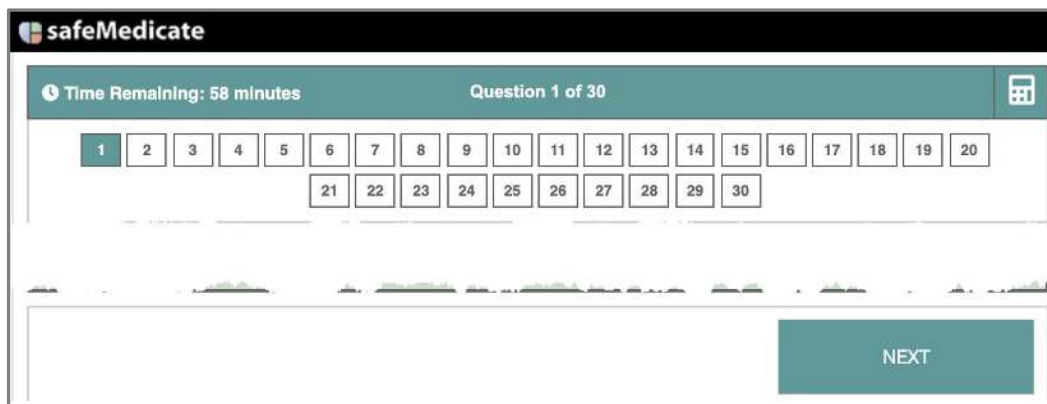
Time	15:30:00
Date	02/22/2021
Duration	60.0 minutes
Remaining Attempts	1 of 1
Type	Formative Assessment
Area of Practice	Custom
Calculator	On

[Start Assessment](#) [Back to Assessment List](#)

Once you click **Start Assessment**, the **Duration** time begins.

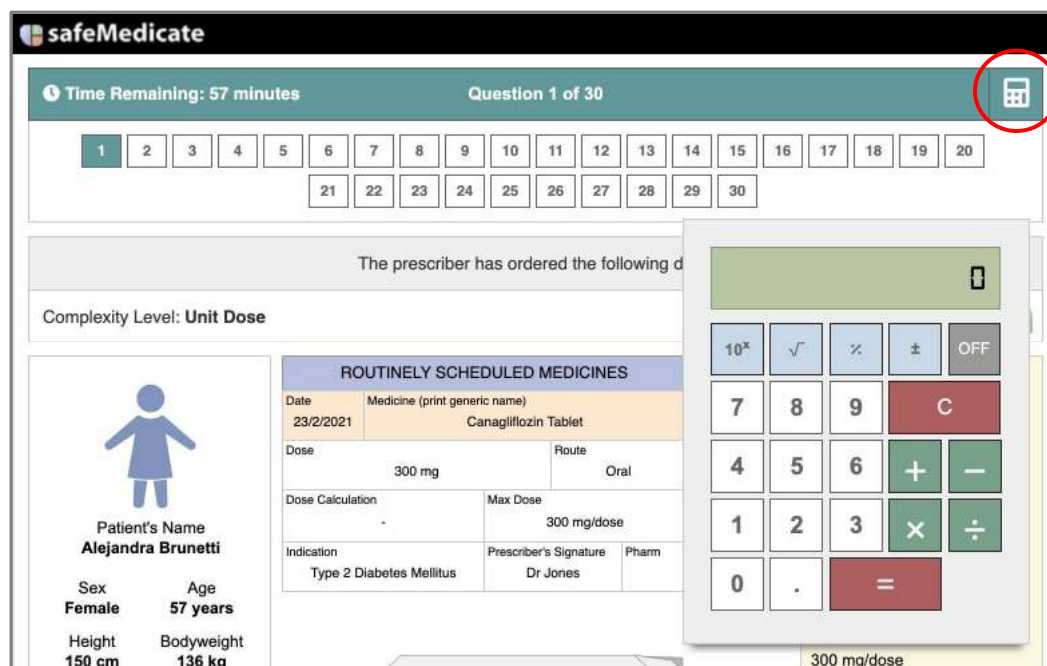
At the top of every page of the assessment is a bar showing the Time Remaining and a visual telling you the question you are on in the assessment.

At the bottom of every page is a button to move to the NEXT step.



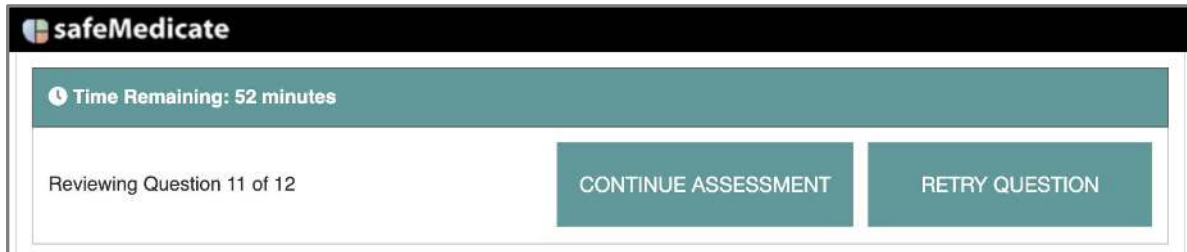
At the upper right of the Authentic Diagnostic Assessment and the Authentic Assessment is a Calculator icon. Click the icon to activate a calculator that can be used by clicking on the keys using your mouse.

NOTE: Your administrator may choose to make this inactive.



Reviewing a Previous Question

To return to a previous question, click the question number at the top of the page. The question appears with your response.



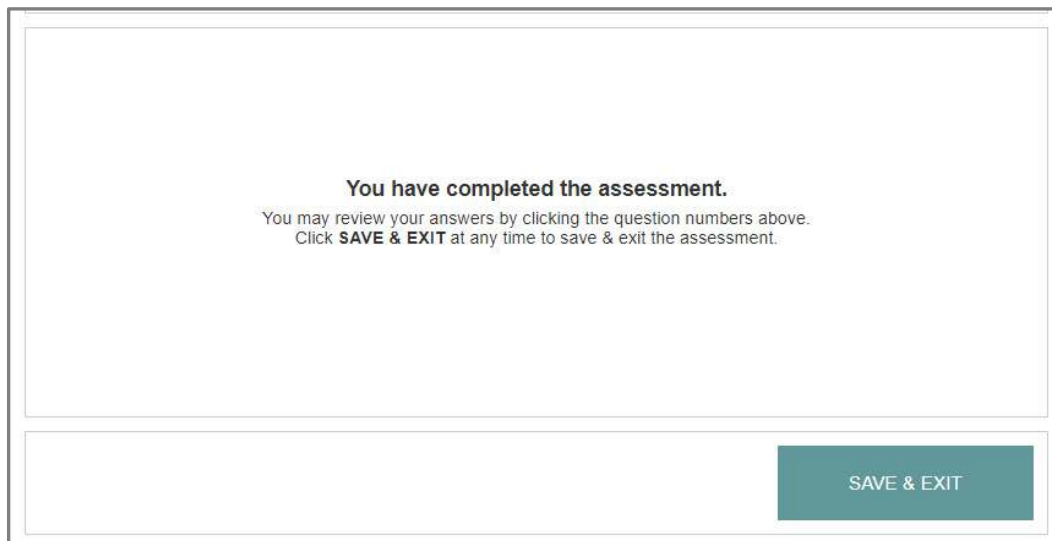
Click **RETRY QUESTION** to edit your response or **CONTINUE ASSESSMENT** to return to the previous screen.

NOTE: Once you've reviewed earlier questions, you must return to the last question to save the assessment with your changes.

Completing the Assessment

Once you've clicked **NEXT** on the last question, a page appears with a **SAVE & EXIT** button.

Click **SAVE & EXIT** to save and submit the assessment.

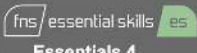
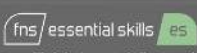


Viewing Assessment Results

To see the results of your assessment, click **My Record** on the main menu and open the Assessments node at the bottom of the page.

Your Assessment History appears. Click the assessment name whose results you wish to view.

NOTE: the assessments with a Lock icon cannot be viewed. Summative assessments, for example, are locked by default, but your administrator may unlock these at a later date.

Assessment History		
	Essentials 4	Formative Submitted on 02/23/2021 at 21:08
	Injectable Medicine	Formative Submitted on 02/22/2021 at 21:48
	Tablets and Capsules	Summative  Submitted on 02/21/2021 at 19:07

An Assessment Summary with the results of the selected assessment appears, displaying a list of all the questions on the assessment.

On the left of the list, the Domain and level of Difficulty are shown for each question.

On the right of Authentic Diagnostic Assessments is the accuracy you achieved in the Conceptual, Calculation, and Technical Measurement categories of each question.

Only the Technical Measure is determined in Authentic Assessments, so only this evaluation appears on the right.

Click the **Back to My Record** button to return to the My Record page.

safeMedicate													
HOME MY RECORD MODULES ACCOUNT SETTINGS SUPPORT LOGOUT													
FNS Essential Skills Back to My Record													
													
Name:		STEPHANIE UPCHURCH											
ID:		1025											
Submission Date:		02/25/2021											
Submission Time:		20:08											
Score:		16 / 16											
Question	Section	Level	Conceptual	Calculation	Conceptual	Calculation	Conceptual	Calculation	Conceptual	Calculation	Safety Check	Safety Check	Technical Measurement
1	TC	Unit Dose	✓	✓									✓
2	TC	Multiple Unit Dose	✓	✓									✓
3	TC	Sub Unit Dose	✓	✓									✓
4	TC	Conversion of S.I. Units	✓	✓									✓
5	TC	Complex Dose	✓	✓									✓
6	TC	Variable Dose - Warfarin											✓
KEY													
Module													
FNS Essential Skills													
FNS Advanced Skills - Bodyweight Calculations													
FNS Advanced Skills - Injectable Medicines Therapy													
FNS Advanced Skills - Prescribing & Practical Dosing Calculations													
Section													
TC: Tablets & Capsules													
LM: Liquid Medicines													
INJ: Injections													
IV: I.V. Infusions													
SLOW: Slow I.V. Infusions													
INT: Intermittent Infusions													
CON: Continuous Infusions													
PRI: Primary Healthcare Setting													
SEG: Secondary Healthcare Setting													

Correct responses are depicted with a green check (✓). A red ✗ marks errant responses.

To see the results of an individual question, click the view icon.

4	TC	Unit Dose	✓	✓										✓		👁
5	TC	Sub Unit Dose	✗	✗										✗		👁

The question appears, displaying both the correct answer and your answer.

FNS Essential Skills

Back to My Record

fns essential skills es

Name:

STEPHANIE UPCHURCH

ID:

1025

Submission Date:

02/23/2021

Submission Time:

21:08

Score:

86 / 90

Question 5

You answered this question INCORRECTLY ✗

The prescriber has ordered the following drug.

Complexity Level: Sub Unit Dose

fns essential skills es

ROUTINELY SCHEDULED MEDICINES

Date 2/23/2021

Drug Monograph

CORRECT ANSWER

DOSE / VOLUME CALCULATION

400 mg

800 mg

×

1 tab(s)

=

0.5 tab(s)

ADMINISTER THE CORRECT AMOUNT OF TABLETS

YOUR ANSWER

DOSE / VOLUME CALCULATION

CONCEPTUAL ✗

CALCULATION ✗

400 g

800 g

×

1 tab(s)

=

1 tab(s)

ADMINISTER THE CORRECT AMOUNT OF TABLETS

TECHNICAL MEASUREMENT ✗

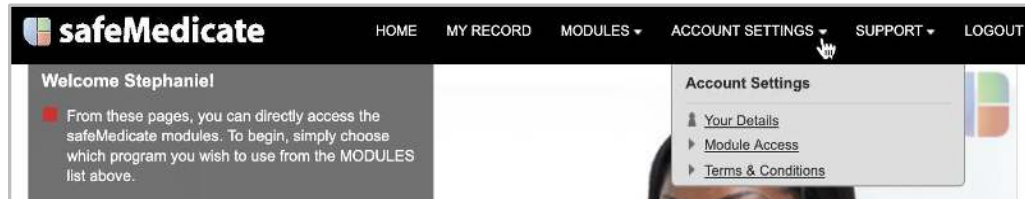
Click the double arrows to the left of the print icon to return to the Assessment Summary. Click the **Back to My Record** button to return to the My Record page.

Viewing and Modifying Your Account Settings

The Account Settings menu provides you with three options:

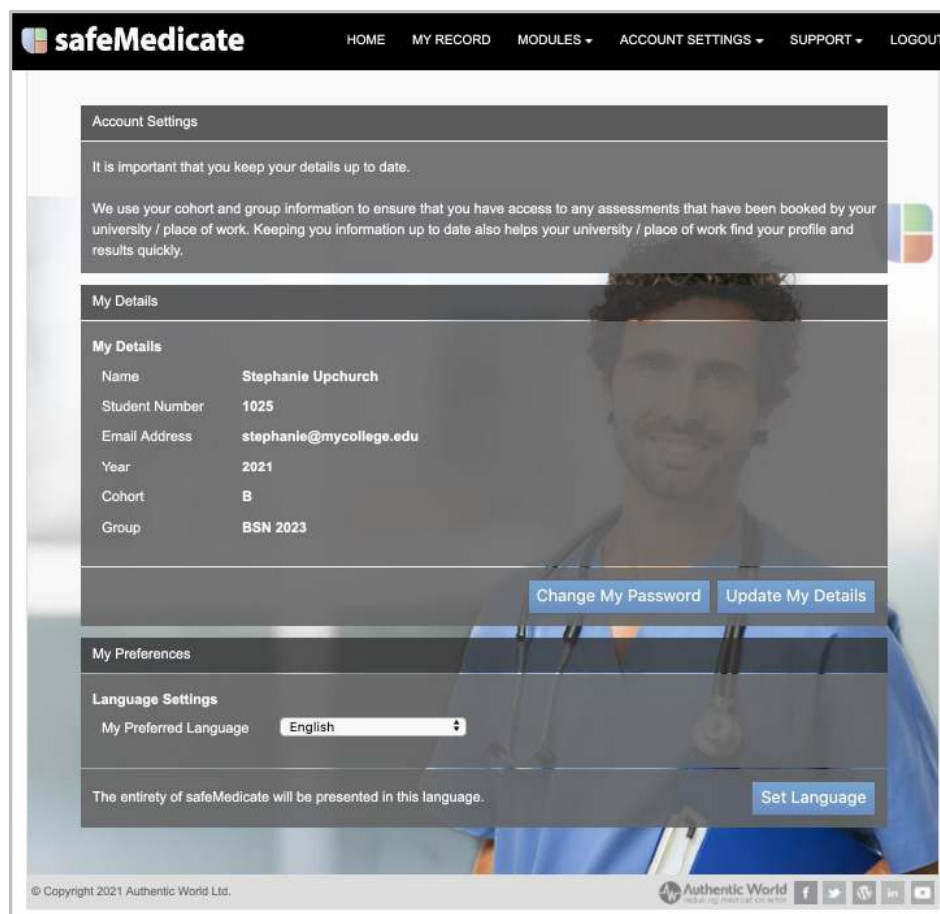
- **Your Details** – to view and change your basic details and password
- **Module Access** – to view and extend your license expiration date
- **Terms and Conditions** – to review the terms and conditions for using safeMedicate

To access these options, click **Account Settings** on the Main Menu.



Your Details

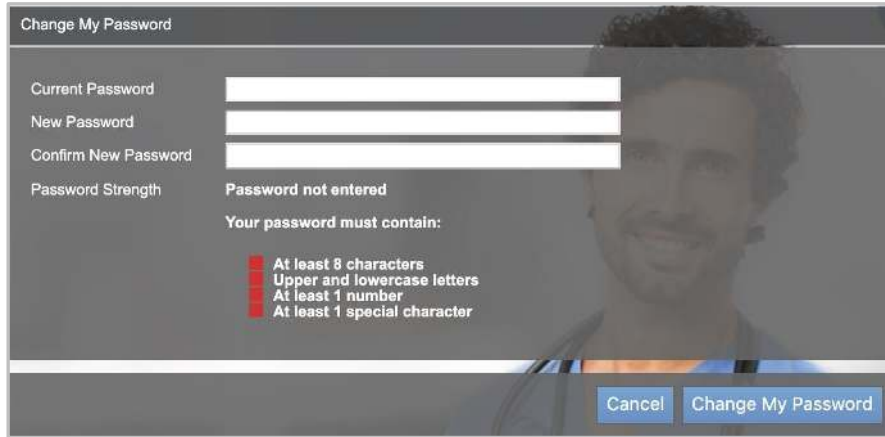
Selecting **Your Details** from the Account Settings menu opens a page displaying your basic details including your Year, Cohort, and Group as well as a My Preferences section with your Language choice.



Changing Your Password

To change your password:

1. Click the **Change My Password** button to open the Change My Password dialog.



The 'Change My Password' dialog box contains the following fields and instructions:

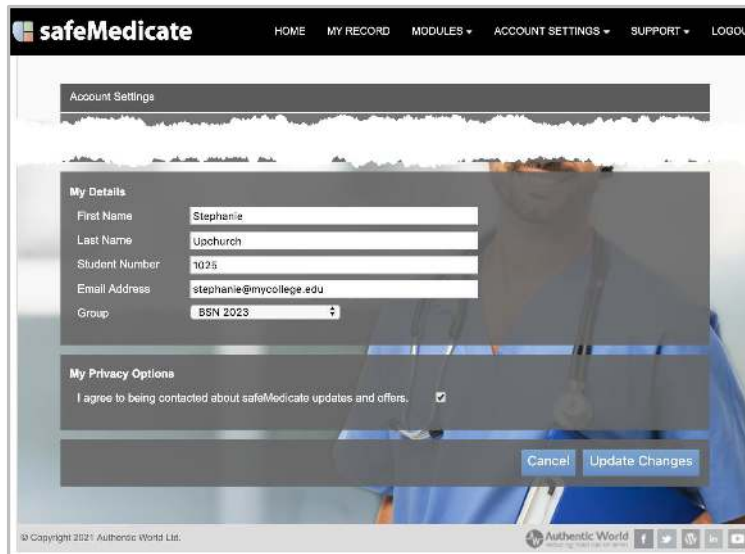
- Current Password:** A text input field.
- New Password:** A text input field.
- Confirm New Password:** A text input field.
- Password Strength:** A section indicating 'Password not entered' and listing requirements:
 - At least 8 characters
 - Upper and lowercase letters
 - At least 1 number
 - At least 1 special character
- Buttons:** 'Cancel' and 'Change My Password'.

2. Enter your Current Password.
3. Enter your New Password.
4. Enter your new password a second time to confirm.
5. Click the **Change My Password** button to save the new password.

Editing Your User Details

To update your user details such as your Name, Email Address, or Group:

Click the **Update My Details** button to open a page with editable fields and complete the needed changes before clicking the **Update Changes** button.

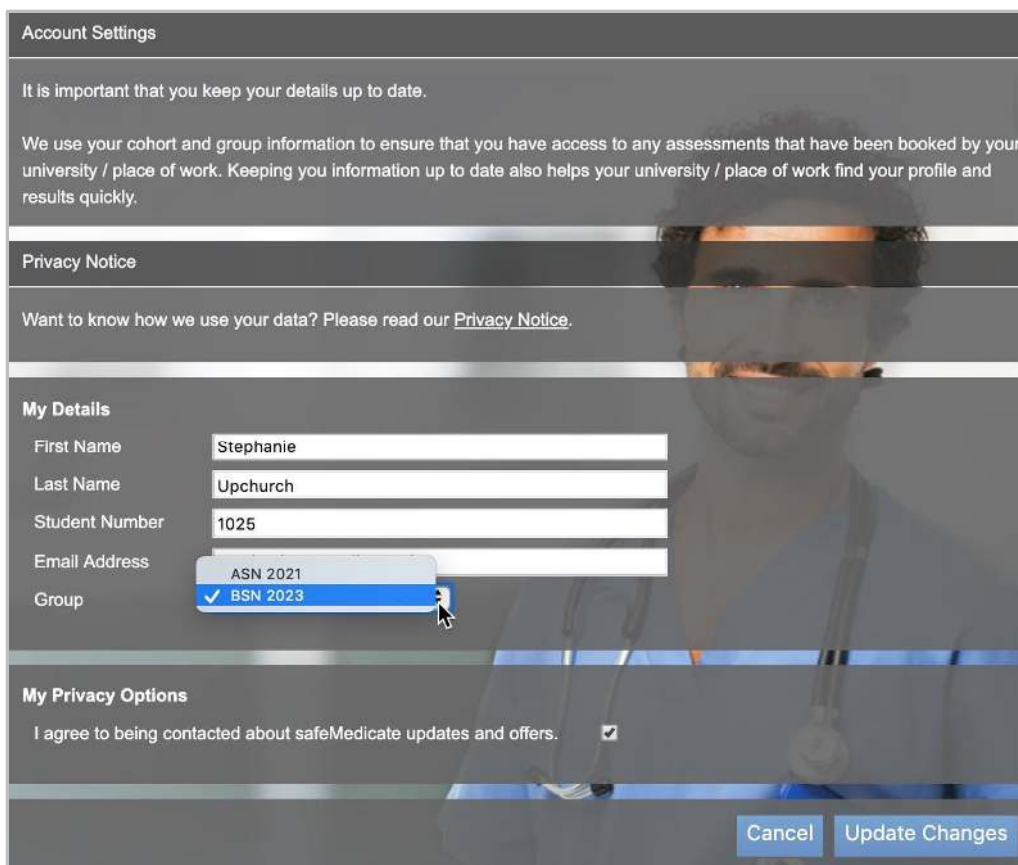


The 'Account Settings' page displays the following information and controls:

- Navigation Bar:** safeMedicate logo, HOME, MY RECORD, MODULES, ACCOUNT SETTINGS, SUPPORT, LOGOUT.
- My Details Section:**
 - First Name: Stephanie
 - Last Name: Uochurch
 - Student Number: 1025
 - Email Address: stephanie@mycollege.edu
 - Group: BSN 2023
- My Privacy Options:**
 - I agree to being contacted about safeMedicate updates and offers. ☒
- Buttons:** 'Cancel' and 'Update Changes'.
- Footer:** Copyright 2021 Authentic World Ltd. and Authentic World logo.

Remember that you use your Email Address to log in to safeMedicate, so be sure to enter and record the correct information.

Assessments are associated with your Year, Cohort, and Group, so be careful making changes to your **Group**. Groups are created specifically for your program and are available in the drop-down menu.



Account Settings

It is important that you keep your details up to date.

We use your cohort and group information to ensure that you have access to any assessments that have been booked by your university / place of work. Keeping your information up to date also helps your university / place of work find your profile and results quickly.

Privacy Notice

Want to know how we use your data? Please read our [Privacy Notice](#).

My Details

First Name	Stephanie
Last Name	Upchurch
Student Number	1025
Email Address	
Group	ASN 2021 ✓ BSN 2023

My Privacy Options

I agree to being contacted about safeMedicate updates and offers. ☒

Cancel Update Changes

NOTE: Only change your Group if asked to do so by your instructor or administrator.

Be sure to click **Update Changes** to save your changes.

Changing the Language

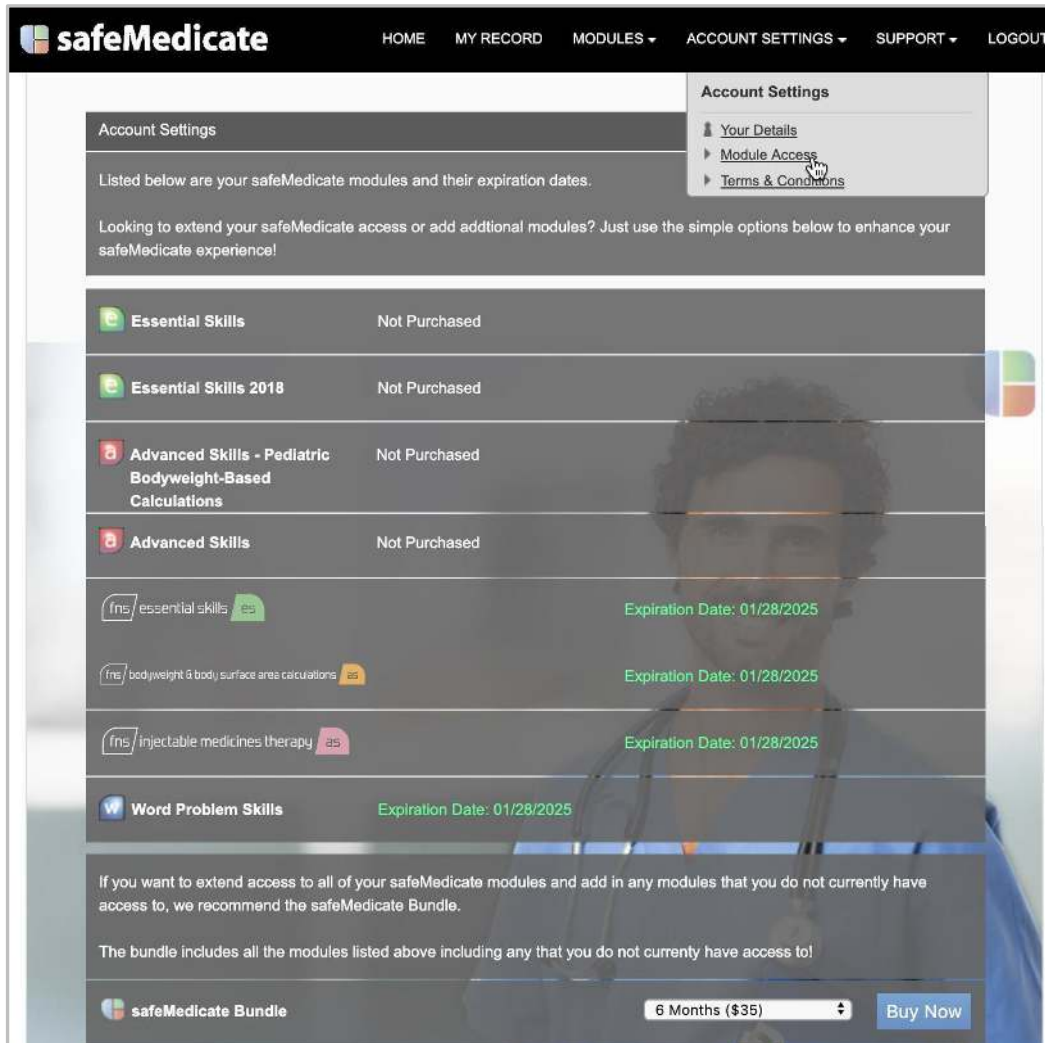
To change the language:

1. Select the language you want from the **My Preferred Language** drop-down menu.
2. Click **Set Language**.

Currently, the only language choices are **English** and **French Canadian**. To understand the changes to the application associated with the French Canadian choice better, *see Appendix A*.

Extending Your License

Selecting the **Module Access** option provides you with a list of your safeMedicate modules and their expiration dates.



If you wish to extend your access to the safeMedicate modules, select the length of extension you wish from the **safeMedicate Bundle** drop-down menu and click the **Buy Now** button.

Once you've clicked **Buy Now**, you're taken to the secure **PayPal** payment screen to complete your purchase. You can choose to pay using your PayPal account or complete the transaction as a Guest and use any major debit or credit card.

Terms and Conditions

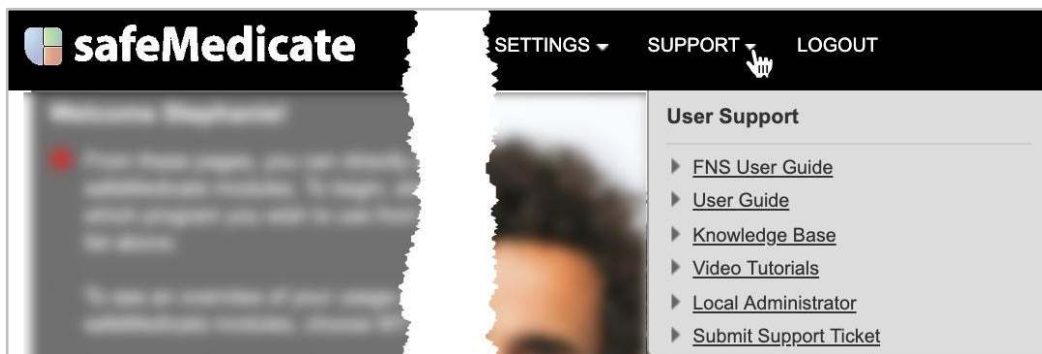
The **Terms and Conditions** menu item will open the screen shown below.

Click the **Download Terms & Conditions** link to download a copy of our *End User Terms and Conditions* in PDF format.

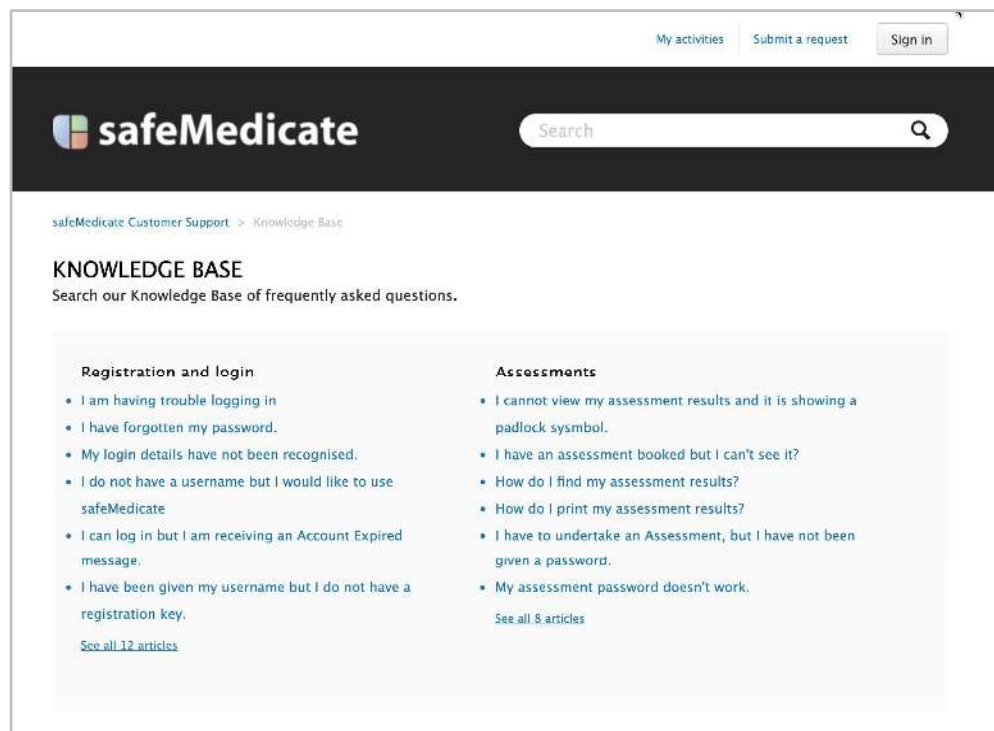
Locating Help

Though **safeMedicate** is easy to navigate, use, and administer, we offer several different ways to address any questions or concerns involving the application.

To access User Support, users choose an option from the **Support** menu.



Of course, new users should always be directed to this **User Guide** for help. In addition, safeMedicate offers an option to access a **Knowledge Base** with Frequently Asked Questions.



A series of **Video Tutorials** have also been created to describe many of the commonly used functions.

[My activities](#)
[Submit a request](#)
[Sign in](#)


safeMedicate

safeMedicate Customer Support > Video Tutorials | Show me ...

VIDEO TUTORIALS | SHOW ME ...

Learn how to get the most out of safeMedicate with our step-by-step tutorial videos. Use the video control options at the foot of the playback window to control the video quality to suit your monitor and download speeds.

Student/personal user support – if you have access to FNS modules • How to sit a proctored assessment • Orientation to the home page (part 1) • Working with the learning modules (part 2) • Understanding your personal record (part 3) • How to access your assessment results • How to submit a support ticket See all 14 articles	Administrator Support • How to monitor user engagement – group engagement • How to monitor user engagement – Institution engagement • How to extend a users module access • Accessing support features and how to submit a support ticket • Monitoring the engagement of an individual user • How to move users to a new group See all 18 articles
Essential Skills 2018 • How to test your device's compatibility • How to register your safeMedicate account • How to find features and functions within safeMedicate (Part 1) • How to access the learning modules (Part 2) • How to understand your 'Personal Record' (Part 3) • How to print your 'User Record' See all 17 articles	Essential Skills Basics (pre-2018) • How To Practice Your Skills (Pre 2018) • How to view module access • How to test your device's compatibility with safeMedicate • How to transfer your data • How to locate and take practice assessments

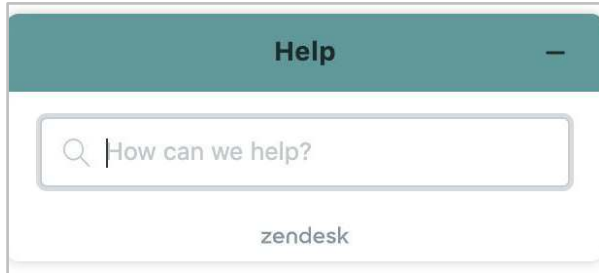
Contacting the Local Administrator

For users, their first contacts when encountering an issue are the local administrators, generally a faculty member or administrator at your organization. Local contacts are able to answer commonly asked questions and help users new to the program and unfamiliar with accessing the modules and taking assessments.

Contacting Customer Support

Should you need to contact Customer Support, click the **Submit Support Ticket** option.

Initially, the **Help** box appears with a Search field. Enter a key word to see if information exists in the Knowledge Base that may answer your question.



The screenshot shows a teal header bar with the word "Help" and a minus sign. Below it is a search input field with a magnifying glass icon and the placeholder text "How can we help?". At the bottom of the box, the word "zendesk" is visible.

If information in the Knowledge Base or the Video Tutorials matches your search work, links to possible solutions to the problem appear.

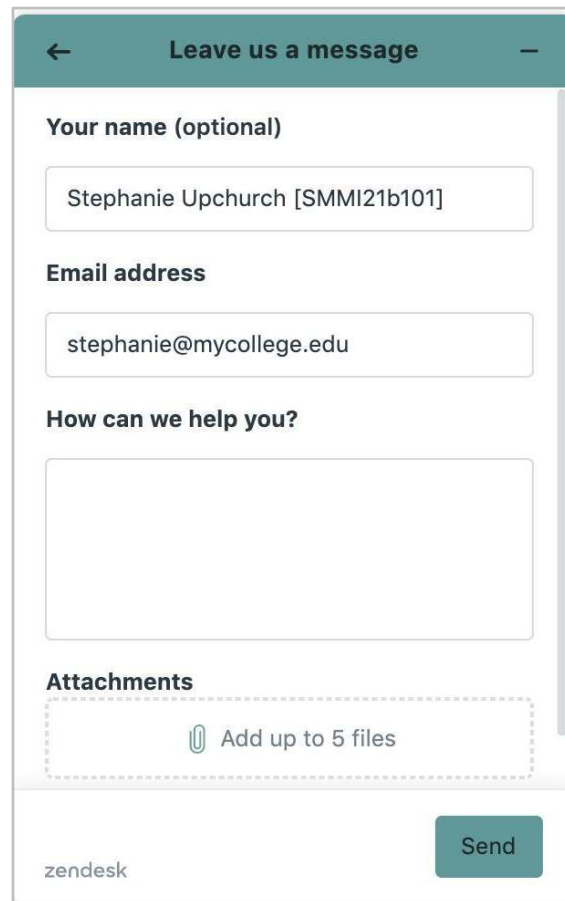
After this initial search, the box adds a **Leave Us a Message** button.

Click **Leave Us a Message** to open a form displaying your name and email address (available from your login information).

Describe your situation **beneath How can we help you?** Please include as much information as you can so that we can get a good understanding of the issue.

If appropriate, attach a file (such as a screenshot) in the **Attachments** section.

Click **Send**.



The screenshot shows a form titled "Leave us a message" with a teal header bar containing a back arrow and a minus sign. The form fields are:

- Your name (optional)**: A text input field containing "Stephanie Upchurch [SMMI21b101]".
- Email address**: A text input field containing "stephanie@mycollege.edu".
- How can we help you?**: A large text area for describing the issue.
- Attachments**: A section with a dashed border containing a paperclip icon and the text "Add up to 5 files".

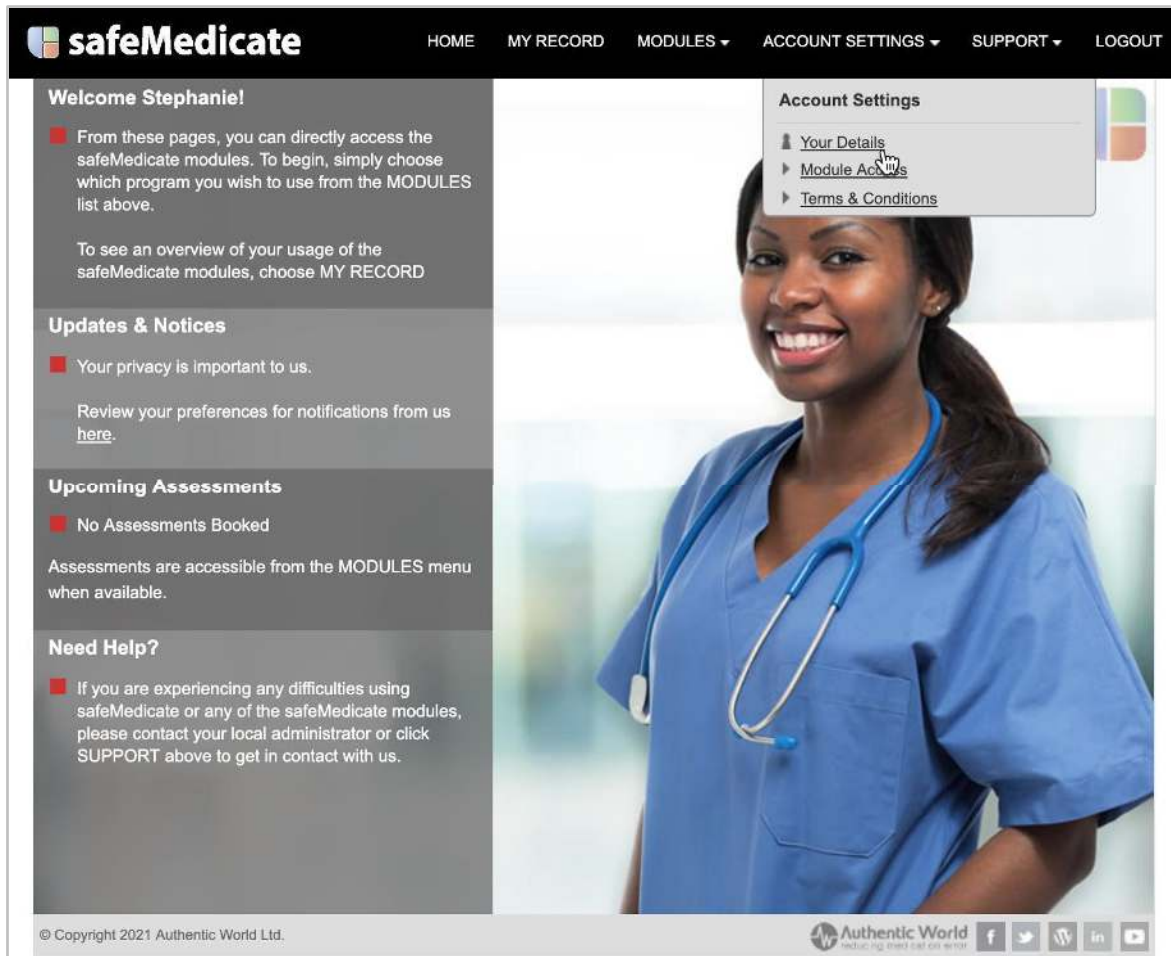
 At the bottom of the form, the word "zendesk" is on the left and a teal "Send" button is on the right.

Appendix A – Instructions for the French Canadian Option

Videos are now available with French Canadian captions with associated assessments in French Canadian.

To activate the French Canadian language preference:

1. Select **Your Details** from the **Account Settings** menu.



2. Under **My Preferences** toward the bottom select **French Canadian** from the **My Preferred Language** drop-down list.

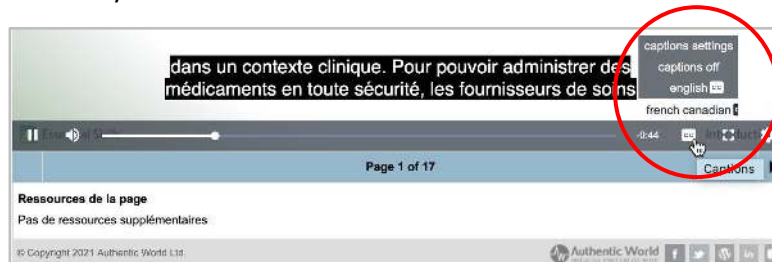


3. Click **Set Language** to save the language change. You can then return to the Home page.

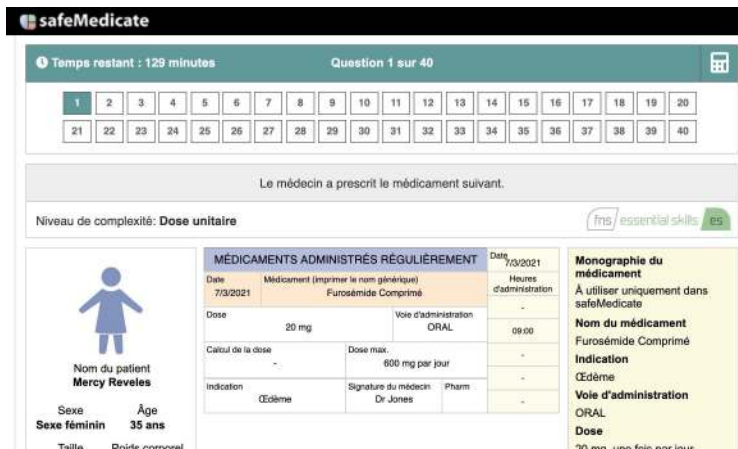
After you've set your preference, the **safeMedicate** menus are available in the selected language.



Users are also able to have the new language choice available on the videos as a closed captioning option. Click the Closed Captions icon and select **French Canadian** from the menu. Because the narration remains in English, users may also wish to mute the sound.



Once **French Canadian** has been chosen as a preference, assessments also appear in that language.



Appendix B – Instructions for Obtaining the CPD Certificate

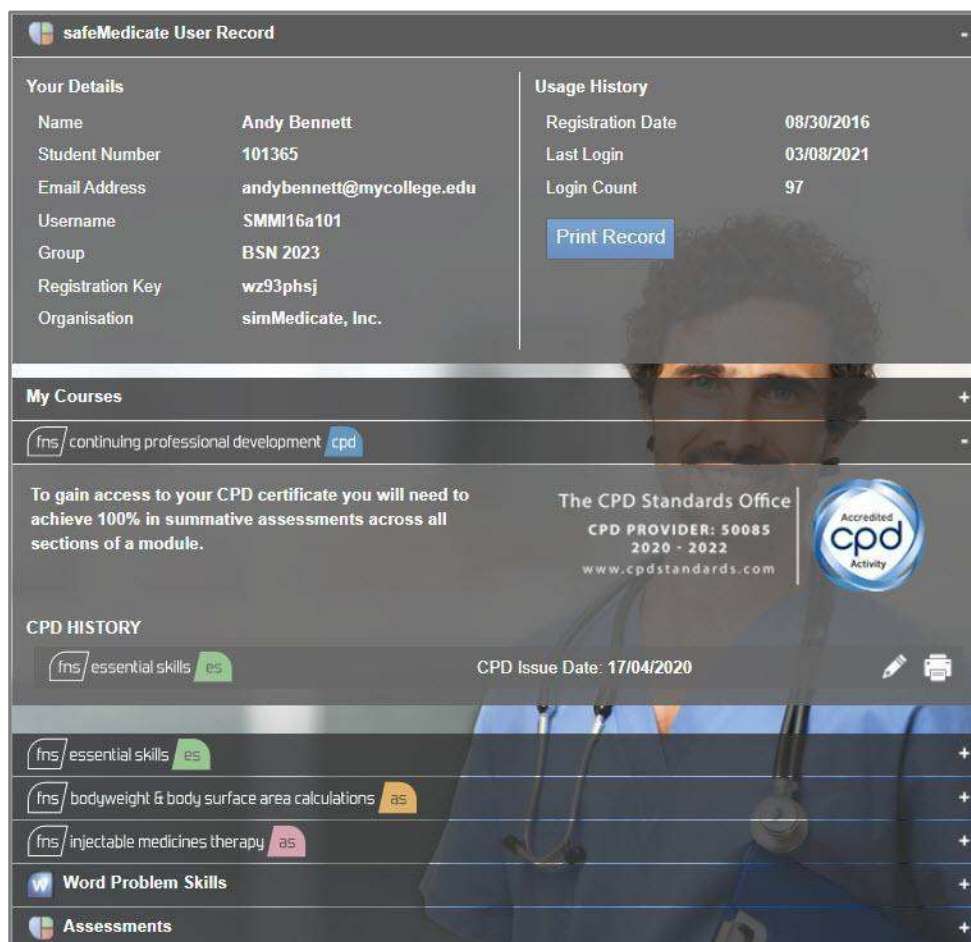
A Continuing Professional Development (CPD) Certificate is available to all those who:

1. Complete all the sections in a module at 100%
2. Pass a summative assessment administered by an overseeing administrator that includes all the medication domains in that module at 100%.

CPD hours for each module are:

- FNS Essential Skills – five (5.5) hours
- FNS Bodyweight & Body Surface Area Calculations – five (5) hours
- FNS Injectable Medicines – Five (5) hours

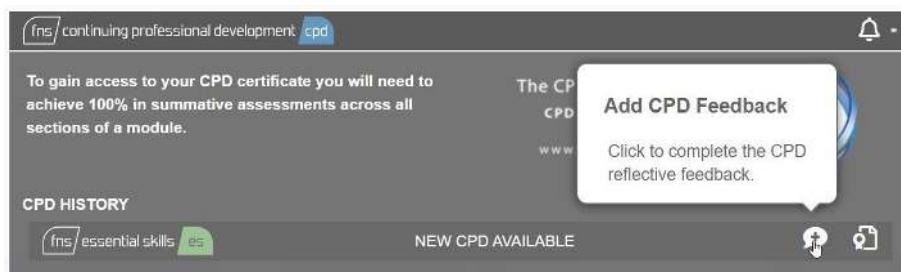
Your CPD History is accessed by selecting **My Record** and expanding the **FNS Continuing Professional Development** section.



The screenshot displays the 'safeMedicate User Record' interface. It is divided into several sections:

- Your Details:**
 - Name: Andy Bennett
 - Student Number: 101365
 - Email Address: andybennett@mycollege.edu
 - Username: SMMI16a101
 - Group: BSN 2023
 - Registration Key: wz93phsj
 - Organisation: simMedicate, Inc.
- Usage History:**
 - Registration Date: 08/30/2016
 - Last Login: 03/08/2021
 - Login Count: 97
 - A 'Print Record' button is located below this section.
- My Courses:**
 - A dropdown menu shows 'fns continuing professional development cpd'.
- CPD Information:**
 - Text: 'To gain access to your CPD certificate you will need to achieve 100% in summative assessments across all sections of a module.'
 - The CPD Standards Office logo and text: 'CPD PROVIDER: 50085 2020 - 2022 www.cpdstandards.com'.
 - A circular 'Accredited cpd Activity' logo.
- CPD HISTORY:**
 - A dropdown menu shows 'fns essential skills es'.
 - CPD Issue Date: 17/04/2020
 - A list of completed modules with progress indicators:
 - fns essential skills es (green)
 - fns bodyweight & body surface area calculations as (yellow)
 - fns injectable medicines therapy as (pink)
 - Word Problem Skills (blue)
 - Assessments (blue)

You're provided an option to complete a survey regarding **safeMedicate**.



To skip or delay providing feedback, click the Certificate icon.

Click the Print icon to create a PDF of the certificate.

The certificate is two pages long and includes a breakdown of the assessment.



Since CEU hours are generally controlled by each state's Board of Nursing, you'll need to contact your CEU provider with the certificate to get credit within the United States. A CPD hour is the European equivalent to a CEU.

Appendix C – Frequently Asked Questions

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.

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.

Where is the assessment I was assigned?

- Assessments are scheduled by your local faculty administrator and appear when scheduled 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 specific year, cohort, and group. 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.

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.

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 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 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.

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.