## General

**What is AVELearn?** AVELearn is a learning platform Avel eCare offers to all partner sites. It contains free, evidence-based education, videos, resources, and virtual training calendar.

**Do I have to register each time I visit AVELearn?** No, you will only need to register one time. After that initial registration, you can use your email and password to sign-in.

**How do I access AVELearn?** To register, visit the main registration page at https://bit.ly/AVELearn_Register. After registration, AVELearn is accessible through the following URLhttps://bit.ly/AVELearn_signin. Save the URL as a favorite for easy access.

**If I had an account in the Avera CE Portal, do I have to create a new account in AVELearn?** Avera CE Portal profiles will not be moved to AVELearn. Avel eCare is transitioning all education from the Avera CE Portal to AVELearn. To access AVELearn education and resources, register for an AVELearn profile.

## Profile

**Do I have to pay for an AVELearn profile?** No. You can create an AVELearn profile free of cost by registering for the site. To register, visit the main registration page at https://bit.ly/AVELearn_Register.

**Who should take AVELearn courses?** Avel eCare invites any/all staff at its partner sites to explore, register and complete education within AVELearn.

**What type of education can I find on AVELearn?** Courses, videos, resources, and virtual training calendar. Categories of topics within AVELearn include clinical, regulatory, interpersonal skills, technical and Avel Services training. Some of the courses will offer continuing education credits.

**How do I update my AVELearn profile information?** On the My Learning page, view/edit your profile information by selecting the wheel icon in the bottom left corner of the screen. If you need to change your email address or any other information, please contact education@avelecare.com.

**What if I forget my Password?** Do not create an additional profile if you forget your password, instead reset your password. On the AVELearn login page, select, "Forgot your password" link beside the "Sign In" button. Use your username, which is your email address within the system. Select "Reset Password". You will receive an email with directions on resetting your password.

**How do I change my AVELearn password?** On the My Learning page, view/edit your profile information by selecting the wheel icon in the bottom left corner of the screen. Select "Change My Password". Type in Current password, new password and confirm password. Select "Save Changes".

## Live and Online Training

**How do I see what education topics are available on AVELearn?** After logging in to AVELearn, you will automatically be brought to the My Learning page. View available topics by selecting "Learning Library" from the top menu. Categories of courses will populate within the learning library. To search for a topic or specific course name, use the "Search" bar.

**Do I have to pay for AVELearn courses?** All AVELearn courses are free.

**Will AVELearn education have continuing education credits?** Within the learning library, courses with credits will include credit types in parentheses after the course title. You can search by credit types within the Learning Library using the credit type tags. Not all courses on AVELearn will have continuing education credits.

**Do I need to register for AVELearn live training?** To receive login information to the virtual live training, you must register for the session. Once registered, you will receive a confirmation email with attachment. Open and save the attachment on your online calendar.

**How often do courses get added/updated on AVELearn?** AVELearn courses and resources will be added regularly to the library. Additionally, already added courses will be reviewed at least annually to ensure evidence-based content is still up to date.

**Will there be a transcript of my education completions?** On your My Learning Page, select "Export Transcript" button. A new browser tab will automatically open and .zip file with your transcript will download.

**What if I lose my completion or credit certificates?** Certificates will be stored within AVELearn. You will be able to login and print another certificate as needed.

## Notifications

**Will I receive any notifications from AVELearn?** Notifications will be sent to your email for:

- First time creating a profile

- Password reset

- Live training registration
- Live training upcoming
- Live training session canceled
- Live training session waitlisted

**How do I start to receive notifications regarding new education from AVELearn?** Email education@avelecare.com to be put on the AVELearn email list.

## Avera CE Portal

**Will my AVELearn profile have my previously completed (Avera CE Portal) transcript and certificates?** Avera CE portal profiles, transcripts and certificates will not be moved over to AVELearn.

**What will happen to my Avera CE Portal profile?** You will continue to have an Avera CE Portal profile. To request your Avera CE Portal profile be removed, email continuingeducation@avera.org.

**How do I pull my transcript from the Avera CE Portal?** Log into your Avera CE Portal account (Avera Continuing Education (cloud-cme.com)). Select "My CE", then select "Transcript".

**How do I pull my credit certificates from the Avera CE Portal?** Log into your Avera CE Portal account (Avera Continuing Education (cloud-cme.com)). Select "My CE". Select "Evaluations and Certificates". Select the button under the "Certificates" column for the course certificates you would like to save and/or print.

**How do I stop receiving marketing emails from the Avera CE Portal?** Log into your Avera CE Portal account (Avera Continuing Education (cloud-cme.com)). Select "My CE". Select "Profile". Scroll to the "Email Opt-Out" section. Select the box next to the statement "I do NOT wish to receive emails regarding Avera's upcoming educational opportunities".