

## 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 sign-in or register, visit [www.avelecare.com/avelearn/](http://www.avelecare.com/avelearn/).

### **Do I have to pay for an AVELearn account?**

No. You can create an AVELearn account free of cost by registering for the site. To register, visit [www.avelecare.com/avelearn/](http://www.avelecare.com/avelearn/).

### **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.

## AVELearn Account

### **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.

### **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".

## Education & 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 virtual live training (webinars)?

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.

### Will there be a transcript of my education completions?

Within your AVELearn 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?

Completion certificates will be stored within AVELearn. Credit certificates will be emailed to you.

## Notifications

### I haven't received my welcome email to complete my registration.

Please provide your IT admin with the IP whitelist document to make sure that you receive all emails from AVELearn. This document can be accessed [here](#).

### Will I receive any notifications from AVELearn?

Email notifications will be sent to you:

- 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](mailto:education@avelecare.com) to be put on the AVELearn email list.