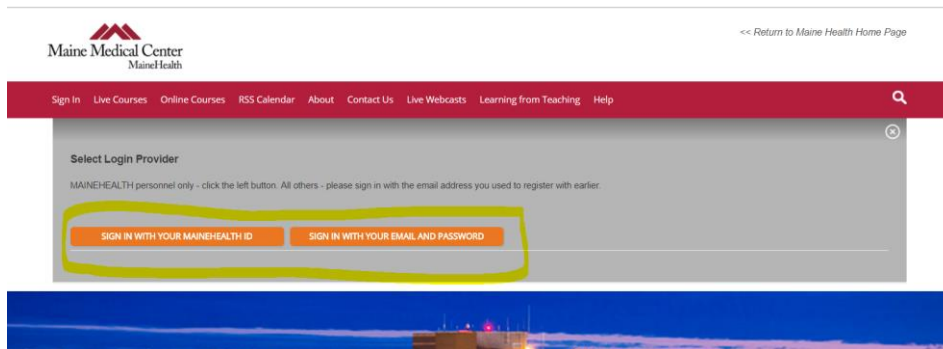


# MaineHealth

## CloudCME FAQ

### Logging In

Click '**Sign In**' under the Maine Medical Center logo (URL: [mainehealth.cloud-cme.com](http://mainehealth.cloud-cme.com)). If you have a Maine Medical center email, and are *not* on a shared device, select "sign in with your MaineHealthID" (see image below).



If you are not using a MaineHealth email address, select "sign in with your email and password".

**NOTE:** For non-MaineHealth administrators, their email address is used as a username and their password is "default". The password can then be changed in your profile.

**If you're locked out of the CME portal:** After a certain number of failed attempts to login, your account will be locked. MaineHealth CME staff can assist you with unlocking your account by emailing [mededuc@mmc.org](mailto:mededuc@mmc.org).

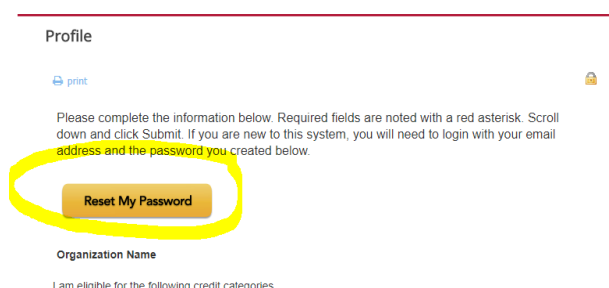
### Updating Your Profile

To update your profile, including email address, contact information, etc.:

- Click '**Sign In**' (under the Maine Medical logo) to **log in** to the Portal (see above for assistance with logging in).
- Click on the orange '**My CME**' button to the right (button will appear once successfully logged in).
- Click on '**Profile**' and update any information.

**NOTE:** All users, logging in for the first time, will be prompted to fill out their degree. If "other" is selected, a degree will need to be entered in their Other Degree field.

**Password:** To change your password if not using your MaineHealth ID, navigate to your Profile and select "Reset My Password".



## Mobile Application

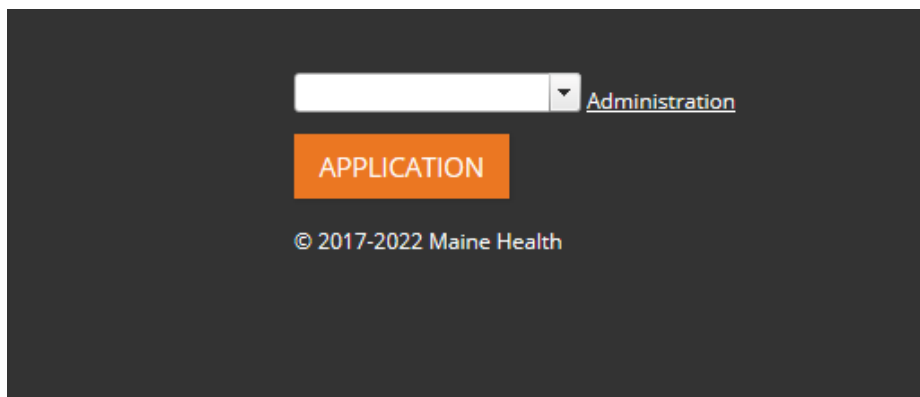
Use the mobile application to claim credits, complete evaluations, access presentation slides, view credit transcripts and more!

Download the free **CloudCME®** mobile app from the [App store](#) (Apple devices) or [Google Play](#) (Android devices). The organization code is **mainehealth**. Login with the same email address and password used for the online CME portal.

## Administration Portal

### Getting to the Administration Page

Scroll to the bottom of any page, and select the white “administration” link



The home page is where various stats and notifications are posted.

### Viewing Your Activities

Navigate to “Activities” and then “Activity Manager”



The Activity Manager Screen is where you can:

- Change any events dates and times
- Change titles (particularly in regularly scheduled series for reflecting the topic discussed)

In order to find your event, use the search feature (shown below next to the unchecked “All” button) to find your activity. If you cannot find your activity, please contact [Rachael](#) to assist you.

**Always change dates, times, and titles before recording attendance, otherwise you will have to repeat the process.**

The screenshot shows the top section of the Activities Manager interface. On the left is a blue sidebar with 'Activities' and 'Reports' icons. To the right, there's a search bar with a dropdown arrow. Below the search bar are filters: 'Type' with a '-- Select --' dropdown, and 'Start Date' set to '2/20/2012'. On the far right, there are checkboxes for 'All' (unchecked) and 'Parents Only' (checked), followed by a help icon.

If editing a Regularly Scheduled Series, you (almost) always want to edit the *child* event. A parent event appears in red, usually with a pencil (or sometimes calendar icon) next to it. The child event is underneath the parent event, in blue, and generally with the structure “Event Name-Date”

The screenshot shows a table of activities. A red arrow points from a callout box to a parent event row. Another red arrow points from a callout box to a child event row. The table has columns for ID, Starts, Ends, Name, Activity Code, and Description.

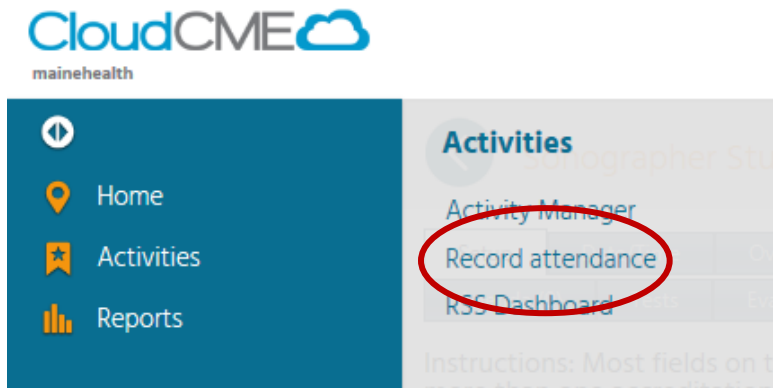
ID	Starts	Ends	Name	Activity Code	Description
59531			Provider Coaching Program		
59523			Multitask Test		
59528	3/3/2018 9:37:29 AM	3/3/2018 10:37:29 AM	Multitask Test - 3/3/2018	59523	
59529	3/10/2018 9:37:29 AM	3/10/2018 10:37:29 AM	Multitask Test - 3/10/2018	59523	
59485		23	Summer Lecture Series (Pulmonary & Critical Care Medicine) 2018		
59426		0	Advances in Young Hearing and Hyperbarics		
59424		0	MaineHealth Physician Leadership Development Fellowship (LDF): Communication & Interpersonal Skills 2/9-2/10/2018		

## Recording Attendance

Once your activity is correctly named and dated, you can go in to record attendance. The “record attendance” screen is where you can:

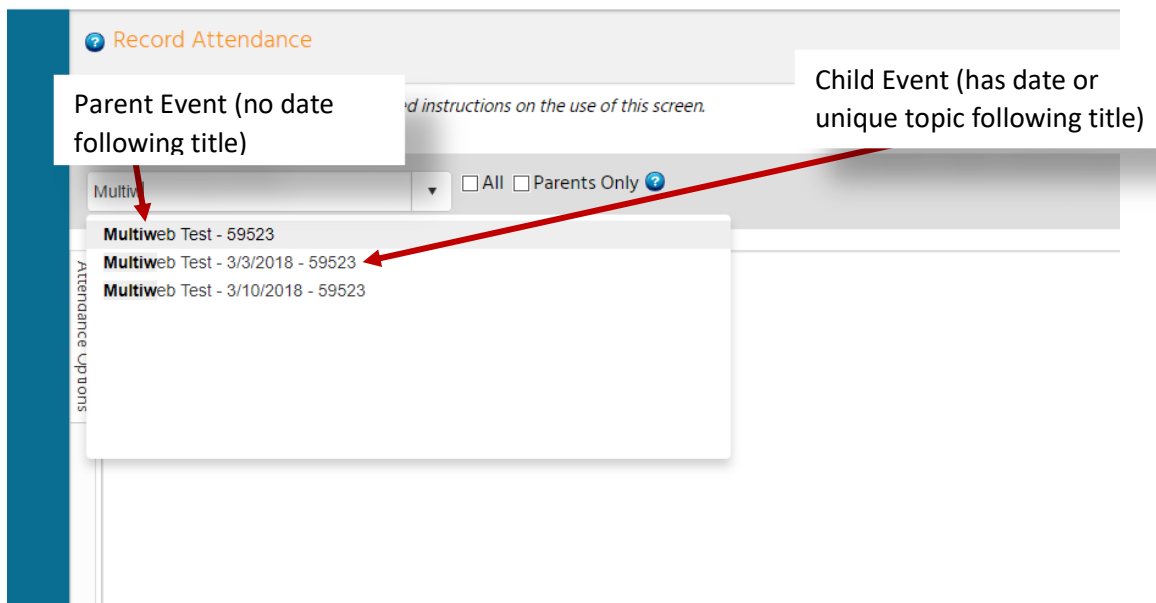
- Mark attendance for events and RSS
- View and email transcripts and certificates.

To navigate to the “Record attendance” screen, click Activities then “Record Attendance” (see image below).



From there, similarly as you searched for your activity in the Activity Manager, Search for the RSS you are looking to record attendance.

If this is the **FIRST** time you are recording attendance for an event, you will need to build a roster (note; this is only for the first time you enter attendance in for each event, for example once per Journal Club, Clinical Conference etc.). Building a roster can be done by navigating to the parent event in your series, identified by not having a date following the title (see example below).



Under your Parent Event is where you build your roster. This “roster” then is brought into each of your child activities automatically.

Rosters can be built one of two ways:

- Searching by an attendees last name
- Doing an import via excel

**NOTE:** When building out your parent roster, always unselect “auto-award credits for added users” (see image below).

Uncheck “Auto-Award Credits” when building roster

Multitask Test - 59523 ☐ All ☐ Parents Only

Attendance Options:

Credits activity awards:

- ☒ Non-Physician Attendance
- ☒ AMA PRA Category 1 Credits™

Attendance Date: 2/28/2018 Credit: 1

No credits recorded for this activity yet.

Add Users:

- ☒ Auto-Award Credits for Added Users

Lookup & Add Existing User:

Add New Attendee To System

Bulk Import: ☐  Select

Upload File

Export XLS Save Attendance Remove Credits Remove Attendees Save Layout Reset

Select	Last, First	User ID	Degree	User Credit Eligibility	Transcript	Type	CECreditCategoryID	Hours Claimed	Credit Date
No records to display.									

**If building a roster based on a last name lookup**, use the “Lookup & Add User” search tool. If the attendee is not already in the system (you search their last name and they don’t appear) you need to add them to the system. You can do so by selecting “Add New Attendee to System.”

When adding a new attendee to system, you will need:

- Their first and last name
- Their email address
- Their degree
- Their credit eligibility (either AMA PRA Category 1 for a MD or DO, or Non-Physician Attendance)

**If building a roster through a bulk import**, use the “bulk import” option below “add new attendee to system.” There are specific requirements for the data that is imported, and must be done precisely or your data will fail to load or load incorrectly. For assistance in using the bulk import feature, please contact [Rachael](#).

After either using last name lookup or bulk import, your event should have a list of names, all in white without credits awarded:

Test - 59523 ☐ All ☐ Parents Only

Options:

activity awards:

- ☒ Physician Attendance
- ☒ AMA Category 1 Credits™

Date: 2/28/2018 Credit: 1

recorded for this activity yet.

Auto-Award Credits for Added Users

Use Existing User:  Click here to add new user

Add New Attendee To System

Bulk Import: ☐  Select

Export XLS Save Attendance Remove Credits Remove Attendees Save Layout Reset

Select	Last, First	User ID	Degree	User Credit Eligibility	Transcript	Type	CECreditCategoryID	Hours Claimed	Credit Date
<input type="checkbox"/>	Click here to add new user	37		Non-Physician Attendance	Transcript		0	0.00	Remove Credit
<input type="checkbox"/>	Click here to add new user	38	MD	Non-Physician Attendance	Transcript		0	0.00	Remove Credit
<input type="checkbox"/>	Click here to add new user	152		Non-Physician Attendance	Transcript		0	0.00	Remove Credit

To record attendance for a specific date, you want to navigate to the child event (the one with a specific date listed next to it). You should notice that the same list of names built in the parent event are carried over.

Instructions: Click the help icon for detailed instructions on the use of this screen

Multitweb Test - 3/3/2018 - 59523 ☐ All ☐ Parents Only

**Child event (with date or title) and list of same attendees**

**Activity Options:**

Credits this activity awards:

- ☒ Non-Physician Attendance
- ☒ AMA PRA Category 1 Credits™

Attendance Date: 3/3/2018 Credit: 1

No credits recorded for this activity yet.

**Add Users:**

☐ Auto-Award Credits for Added Users

Lookup & Add Existing User: Clisham, Kelley-Anne

☒ Bulk Import:

Select	Last, First	User ID	Degree	User Credit Eligibility	Transcript	Type	CE Credit Category ID	Hours Claimed	Credit Date	
<input type="checkbox"/>								0	0.00	<a href="#">Remove Credit</a>
<input type="checkbox"/>								0	0.00	<a href="#">Remove Credit</a>
<input type="checkbox"/>	Silvano, Rachael	152		Non-Physician Attendance	Transcript			0	0.00	<a href="#">Remove Credit</a>

**Date of the event for attendance**

To mark attendance, check off the name of those who you have recorded as attended, then click “save attendance” at the top of the screen.

Once attendance has been saved, attendees who were marked will show up as blue in the portal:

**Record Attendance (Total:3, Attended:0 No Attendance:3)**

Instructions: Click the help icon for detailed instructions on the use of this screen

Multitweb Test - 3/3/2018 - 59523 ☐ All ☐ Parents Only

**Activity Options:**

Credits this activity awards:

- ☒ Non-Physician Attendance
- ☒ AMA PRA Category 1 Credits™

Attendance Date: 3/3/2018 Credit: 1

No credits recorded for this activity yet.

**Add Users:**

☒ Auto-Award Credits for Added Users

Lookup & Add Existing User:

Select	Last, First	User ID	Degree	User Credit Eligibility	Transcript	Type	CE Credit Category ID	Hours Claimed	Credit Date	
<input checked="" type="checkbox"/>	Clisham, Kelley-Anne	37		Non-Physician Attendance	Transcript			1.00	3/3/2018	<a href="#">Remove Credit</a>
<input checked="" type="checkbox"/>	Rose, Elizabeth	36	MPH	Non-Physician Attendance	Transcript			1.00	3/3/2018	<a href="#">Remove Credit</a>
<input type="checkbox"/>	Silvano, Rachael	152		Non-Physician Attendance	Transcript			0		<a href="#">Remove Credit</a>

**Blue for attendance, white for non-attendance**

Once your attendance has been saved, you can either exit the application, or enter in additional attendance by selecting the RSS and date that you are next recording.

Questions? Please reach out to either the Medical Education Email at [mededuc@mmc.org](mailto:mededuc@mmc.org) or Rachael, CME Program Coordinator, at [rsilvano@mmc.org](mailto:rsilvano@mmc.org)

Thank you!