

Here are basic instructions and troubleshooting for the class.

Watch it separately or together:

Here are your considerations if you are signing up several people to take the class. First, you really only need one set of the handouts and checklists for each office, so if eight of y'all sign up and you only have one office, I'd just print one set of handouts. As far as watching the videos, either: 1) Everyone can watch the class separately; or 2) Everyone can watch the class together.

Separately, y'all just log into your separate accounts and go to the class, watch the videos, click "Click here in order to be able to get your certificate", click "submit", then print your certificate.

If y'all want to watch it together, what you can do is sign in on one person's name and everyone watch on that person's account. THEN, each person would have to create an account and log in separately in order to get an individual certificate. You'd then go to "Click here in order to be able to get your certificate", click "submit", then go to the next step to print your certificate.

When you're done with the videos:

Once y'all are done with the videos, get together and complete the forms in the handout, plus the other forms. Place them in your HIPAA and OSHA notebook, as indicated. This is all part of the class. When y'all are done with this, I want your documentation for the year to be done, also.

With the HIPAA risk assessment, the HIPAA folks want us to do regular risk assessments; I would do the annual one as a group at this meeting to make sure that your office is careful with patient information, then do the monthly ones at your monthly meeting (or just pick a date...it only takes a couple of minutes). You want to show that you're constantly evaluating your policies and procedures to ensure that patient information is as safe as possible.

In the handout, go to the last page and get two copies of the "Record of Employee training..." page. Fill them both out and place one in your OSHA notebook and one in your HIPAA notebook.

How to sign up from my website:

Once you decide to take the class, click on the link on my website, which will take you to a page with a bunch of daisies and it says the name of the course and the cost underneath. Next to the cost, it says "register now". If you want to register only one person, click "register now". If you want to sign up several people, click the box underneath "register now" that says "more options". Click "multiseat registration". Fill in how many seats you need.

Where it says, "How do you want your codes generated?", choose "single-one code for all seats". It's easier.

PLEASE MAKE SURE YOU ARE SURE ABOUT THE MULTISEAT CLASSES AND HOW MANY YOU WANT. For some reason, they are not yet refunding multiseat registrations, so please keep that in mind before you pay. If there's ever an issue, email me and we'll get stuff worked out.

They will send you an email with a voucher to access the classes.

To redeem the Voucher for Multiseat registration (If you pay for several people at once):

Once you pay, you will receive an email with vouchers to access the classes.

Copy the link for the voucher and send the link to each student.

The student will then click the voucher link you provided, then can either log in (if she has an account) or create an account.

Then Click the Redeem this voucher button to take the course.

Helpful Hints:

If you want to watch part of it then come back later, just log out of digital chalk. When you want to come back, just go back to the link, or just go to <https://laneykay.digitalchalk.com/dc/guest/login> and log into your account. It'll take you to the "dashboard" and you can continue from where you were.

Don't go to "Click here in order to be able to get your certificate" and then click "submit" unless you are totally done with the class. Once you click "submit", you have completed the class and all you can do is print your certificate. It won't let you back in to view the videos.

If you are unable to get back into the class and you haven't hit submit, here are a few things to try:

- Log out and then log back in;
- Switch browsers (if you were using Chrome, try Internet Explorer, etc.) and then log in again;
- Reboot your computer;
- Clear the cookies in your browser (Google it if you don't know how to do it).

If you still can't get it to work, Digital Chalk's technical support number is (877) 321-2451 and select option #2. They also have a FAQ section that is pretty helpful, as well: <http://support.digitalchalk.com/support/solutions/folders/96979>

If you every have problems getting your certificate or forms, contact me at laney@laneykay.com and I'll get you whatever you need, so don't worry about it!

Thanks! Laney