

## NAVIGATING THE LEARNING MANAGEMENT SYSTEM (LMS)

It's best to use Google Chrome, Firefox, or Safari when logging into the LMS - avoid using VPNs. You must log in using the same email address/username that is linked to your registration. Please use the "Reset Password" link if you don't know your password. Any questions, [contact the IHIMA Central Office](#).

**\*\*View webinars in LMS first\*\* Do not log into the LMS first. Click into the webinar you'd like to view and see the description, speaker, etc., then "Click HERE to register for this webinar". After your purchase is complete, you will be redirected back to the LMS to log in and view your video.\*\***

**CEU INFORMATION:** CE credits will be applied to your online IHIMA member profile *after* you view the recording in full and complete the evaluation. To access your CEU report, go to "My CEUs" under the **Members** menu on the [IHIMA website](#) and log in. (IHIMA members – your username for the IHIMA website is your email address associated with your [AHIMA profile](#)) There, you can download or print a PDF report. CEUs will remain in your IHIMA profile indefinitely. AHIMA CEUs are also accepted by AAPC! Check eligibility on the [AAPC website](#).

**NOTE:** Go to IHIMA's Event FAQs by [CLICKING HERE](#) to find more information about registering for IHIMA events and managing your IHIMA profile.

---

## Table of Contents

<a href="#">I cannot access the online education content and/or my video will not play</a>	2
<a href="#">I logged in but where do I find my courses?</a>	2
<a href="#">Why does it say "register" when I already registered?</a>	2
<a href="#">Why are the courses I purchased not appearing under "MY COURSES"?</a>	3
<a href="#">Where is my CEU certificate?</a>	3
<a href="#">Why are my IHIMA CEUS not appearing in my CEU Center on the AHIMA website?</a>	3
<a href="#">I am missing CEUs in my profile after listening to the content in full.</a>	4
<a href="#">Are IHIMA online courses and webinars eligible for AAPC CEUs?</a>	4

---

## [I cannot access the online education content and/or my video will not play](#)

If you are unable to access content, look in the upper right-hand corner of that screen. It should say MY ACCOUNT if you are logged in. If it says LOGIN, you are not logged into the Learning Management System (LMS) and must do so in order to access the webinar/course. Click LOGIN to log yourself in and try accessing it again.

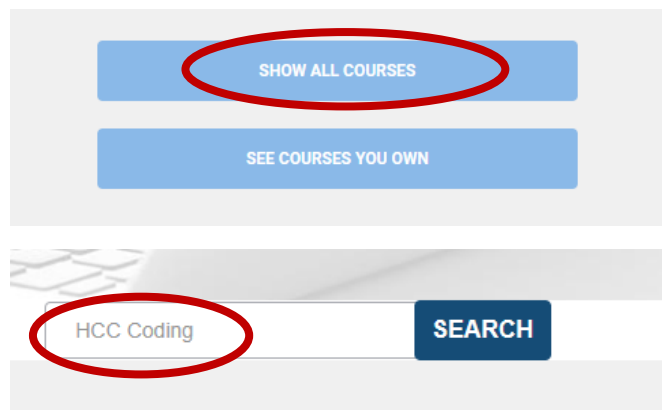
**Note:** You must log in using the same email address/username that is linked to your registration. Use the "Reset Password" link if you don't know your password. Suggested web browsers to use: Google Chrome, Firefox or Safari.



---

## [I logged in but where do I find my courses?](#)

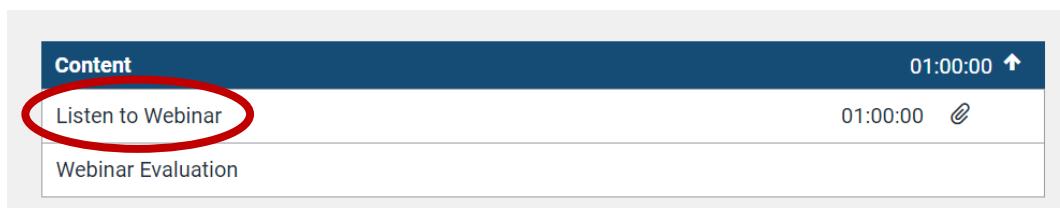
After logging in, it may take you back to the main screen of the Learning Management System (LMS). If so, click on "Show All Courses" and search for your course in the search box. NOTE: click "Details" on the purchased course or webinar to begin.



---

## [Why does it say "register" when I already registered?](#)

If you have already registered for this webinar or course, you do **not** need to register again. Simply click the content link ("Listen to Webinar") located under the registration link to access the handouts and watch the video.



## [Why are the courses I purchased not appearing under "MY COURSES"?](#)

Online courses and webinars won't appear under "MY COURSES" until you actually begin. Access your online education by clicking [HERE](https://ihima.mclms.net/en/) (https://ihima.mclms.net/en/). Then, click on the module you purchased to begin.

## [Where is my CEU certificate?](#)

IHIMA does not provide paper CEU certificates anymore since everything is now online. AHIMA does not require paper CEU certificates – only "documentation" in case you are audited. You can view/print a report of your earned CEUs by visiting your profile on the IHIMA website: [www.ihima.org](http://www.ihima.org). Click "**My CEUs**" under the **Members** menu. After logging in, you can export or print a PDF report of the CEUs you've earned with IHIMA.

\*For accurate results, filter by AHIMA or AAPC (on the left) or it will display a total of both the AHIMA and AAPC hours.

\*Your CEUs will remain in your IHIMA profile for your reference indefinitely.

The screenshot shows the 'Continuing Education Tracking' page. At the top right is a 'RETURN' button. Below it, there are 'SORT' and 'EXPORT PDF' buttons. A red arrow labeled '#4' points to the 'EXPORT PDF' button. On the left side, there are 'Filter Credits' options: 'APPLY FILTERS' and 'RESET FILTERS'. A red arrow labeled '#3' points to the 'APPLY FILTERS' button. Below that, there are 'Date Range' filters with 'Choose a start date' and 'Choose an end date' fields. A red arrow labeled '#2' points to the 'Date Range' section. At the bottom left, there are 'Category' filters: '(None)', 'AAPC', and 'AHIMA' (which is selected). A red arrow labeled '#1' points to the 'AHIMA' category. The main content area shows a list of CEUs with the following details:

Hours total: 13 Event / Session total: 13	
Date Range	3/21/2022 - 3/21/2022
Event / Session	Just Follow the Numbers - the Right Numbers
Hours	1
Category	AHIMA
Added By	Admin
Location	
Instructor	
Expiration	
Description	
Date Range	3/21/2022 - 3/21/2022
Event / Session	Communicating for Success: Working Together for Better Results
Hours	1
Category	AHIMA
Added By	Admin
Location	
Instructor	
Expiration	

## [Why are my IHIMA CEUs not appearing in my CEU Center on the AHIMA website?](#)

The IHIMA website is not connected to AHIMA's CEU Center. Therefore, you need to manually enter IHIMA CEUs in your AHIMA CEU Center. Enter the entire event as one entry for example: "IHIMA 2022 Annual Meeting" and the TOTAL number of CEUs you earned. Then, you can reference the detail on IHIMA's website if needed.

---

[I am missing CEUs in my profile after listening to the content in full.](#)

Did you watch at least 90% of the video **and** complete the evaluation? This will prevent your CEUs from automatically applying to your IHIMA profile. If this is the case, please email [centraloffice@ihima.org](mailto:centraloffice@ihima.org) for further directions.

---

[Are IHIMA online courses and webinars eligible for AAPC CEUs?](#)

AHIMA CEUs are also accepted by the AAPC! Currently, AAPC does not accept AHIMA CEUs for specialty required CEUs. Check eligibility on the [AAPC website](#).

---