

IUSM CME Online Education Program through “Canvas”

FAQs

Course Enrollment Questions

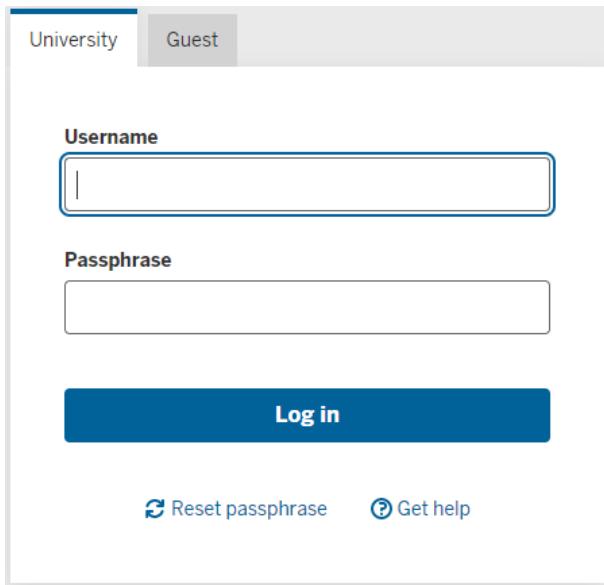
- If I encounter any issues with my guest account, who can help me?
For security reasons, IU Client Support is the **ONLY** entity who can assist with any IU Guest Account related issues. You can contact IU Client Support directly 24/7 by calling 317-274-4357, and once you hear the automated voice Press 2. It usually only takes a few minutes to connect. Please tell them that you are calling about an IU Guest Account issue.
- What is an IU Guest Account?
An IU Guest Account is the login option for those who are not affiliated with IU.
- Do I need an IU Guest Account in order to enroll in a course?
Yes. You will already have one if you have taken courses with the IU Canvas learning platform.
- How do I create an IU Guest Account? [Create IU Guest Account](#)
- If I already have an IU Guest Account, do I need to create a new one to access a new course?
No. Once you have an IU Guest Account, you can use the same account to access all IU Canvas courses.
- Will my IU Guest Account expire?
No. Once you have created your IU Guest Account, you can continue to use this same login indefinitely.
- What do I do if I forgot my IU Guest Account password?
If you have forgotten your IU Guest Account password, please visit: [Forgot Guest Password](#)
- I already have an IU Guest Account, but I see that you now have a login process using a social provider (Facebook, Google, Microsoft). Can I add one to my existing IU Guest account to make login easier?
Yes, if the email address associated with your social account is the same email address you used to create your IU Guest account.
 - Please visit: [About IU Guest Accounts](#)

- Once you are on this page, click on the “Add another login type to an existing IU Guest account.”
- I already have an IU Guest Account, but when I attempt to log in, it gives me an error. What should I do?
There may be one of several issues occurring (incorrect password, internet browser issues etc.) For the quickest and most efficient resolution, please contact IU Client Support directly 24/7 by calling 317-274-4357, once you hear the automated voice Press 2. It usually only takes a few minutes to connect. Please tell them that you are calling about an IU Guest Account.

Login to IU Guest Account

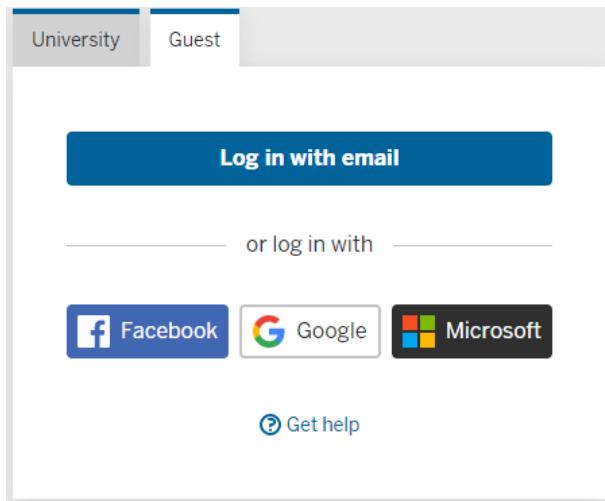
- How do I log into my IU Guest Account? [IU Canvas](#)

Once here, you will see the page image below.



The image shows a login page for an IU Guest account. At the top, there are two tabs: "University" and "Guest", with "Guest" being the active tab. Below the tabs is a "Username" field, which is currently empty. Underneath it is a "Passphrase" field, also empty. At the bottom of the form is a large blue "Log in" button. Below the button, there are two links: "Reset passphrase" and "Get help".

Then click on the “Guest” tab, which will direct you to the page shown below. From there, you can log in with your email address or use a social login.



IF YOU DO NOT HAVE AN IU GUEST ACCOUNT, on the home page look for the box that says, "Not affiliated with Indiana University?" Click on the button that says, "Guest account." If you have any questions, please visit: [About IU Guest Accounts](#)

Other Questions

- If I need to leave the course prior to finishing, how do I get back in?
 - Please note which module you are in.
 - Depending on when you come back or how long you are inactive, you may need to log back in for security reasons.
 - Once you are back in, click the module on the homepage image you were working on when you left. (All modules need to be completed in sequential order, so if you click on a module and you have not completed the previous one[s], it will provide you with the link[s] that you need to complete.)
- What do I need to do to earn my CE credit?
Complete pre-and post-quiz for each module (where applicable), and post-course evaluation in CloudCME.
- When will my CE credit be awarded?
CE credit is processed and awarded manually. Once you have completed the course and taken the learner survey containing the CE evaluation, please allow 60 days for CE/CME credit to be awarded.
- How will I know that the credit has been awarded?
You will receive an email from IUSM CE with a transcript showing proof of your participation. We do not provide certificates for completion.

- Who do I contact if I have questions, concerns or want to provide feedback regarding the content of the Canvas course?

Please contact Kimbre Zahn, MD, the course director for the Advanced Musculoskeletal Ultrasound Program, at kzahn1@iuhealth.org