INSTITUTE FOR
HEALTHCARE
IMPROVEMENT

Instructions for Obtaining
Continuing Education Certificates

Thank you for attending our recent event. Please follow these steps to receive your certificate. *Note: You must individually enroll in the event if you've completed a **group** session. If you've already enrolled individually and completed the event, you may skip ahead to Part 2.*

PART 1: Enroll - ALL participants who wish to receive continuing education credits, MUST ENROLL.
1. **If attending an event with:**
   a. **Individual enrollment (seminar, nursing call, conference)** - enroll PRIOR to the event or up to 30 days after the event and skip to PART 2 below.
   b. **Group participation with one key contact (Web&ACTION, Expedition, satellite broadcast)** - key contact enrolls PRIOR to the event. Participants enroll after the event.
2. **Complete the event** and **receive the passcode** distributed to participants at the end of the event.
3. **Within 30 days** of the event**, log in/register** at www.IHI.org.
4. Choose **IHI Offerings** in the dark blue bar across the top and navigate to the event you completed. (Find Forum Satellite Broadcasts under **Conferences** and other group events under **Virtual Programs**.)
5. Click the **Enroll** button to the right. On the "Select Attendee" screen, indicate that you are enrolling yourself.
6. On the "Select Rate" page, **enter the passcode** that you received at the end of the event (no additional costs).
7. Continue through the process and click on the **"Complete Enrollment"** at the end. Retain your order number for your records.

PART 2: Receiving Your Certificate
1. **Within 30 days** of the event, go to http://www.IHI.org and log in.
2. **Click on My IHI** in the upper right and then **My Enrollments and Certificates in the left menu**.
3. Under the event name, click on **"Evaluation & Continuing Education."**
4. After the event, when the surveys have been posted by IHI, you will reach a screen with instructions to proceed.
5. **Select the credit type** you would like to receive, and then **click "Submit."**
6. Complete **the online survey(s)**.
7. When all surveys are completed, **click the blue "Generate Certificate" button**, and you're done!

Reprinting Certificates: Although the initial evaluation and generation of a certificate must take place during the first 30 days, participants may print duplicate certificates at any time (go to My IHI > My Enrollments and Certificates and click "Evaluation & Continuing Education" under the event name).