CloudCME® FAQs

I am not employed by OhioHealth; can I still use CloudCME®?

Yes, all you need is an email address and anyone can create a CloudCME® account. OhioHealth associates can sign into CloudCME® with their OPID (OhioHealth ID) or with an OhioHealth email address.

I am not a physician and don't need CME credit, should I still claim credit?

Yes, by claiming credit, you are ensuring that your attendance is documented. CloudCME® account holders can access their transcript at any time, which shows all the activities where credit was claimed. Associates may provide a transcript during their annual review with their supervision to show engagement within OhioHealth.

How do I download the CloudCME® mobile app?

The mobile app is available in the App Store and on Google Play.

I am trying to sign into the CloudCME® app but I am being asked for an organization code.

The organization code is **OhioHealth**.

My CloudCME® transcript has my CME listed as non-physician credit. How do I correct this?

Your credit eligibility is determined by your selected Degree and Profession. To update this information, sign into your CloudCME® account and access your profile. Your profile is accessible through the orange *My CME* button on the website or the purple *Profile* button in the mobile app.

I cannot remember my CloudCME® password and I have been locked out of my account. Now what?

The only way to unlock your account is by contacting the team overseeing the activity:

+ Care Management: Megan.Murphy-Young@ohiohealth.com and Elaine.Vogel@ohiohealth.com
+ CME: CME@ohiohealth.com
+ Pharmacy: PharmacyCE@ohiohealth.com
+ Rehab: RehabEducation@ohiohealth.com

Where do I find the activity ID?

You should be provided with the activity ID on a handout, agenda or slide the day of the activity. If you are unable to locate the activity ID, please email the team overseeing the activity:

+ Care Management: Megan.Murphy-Young@ohiohealth.com and Elaine.Vogel@ohiohealth.com
+ CME: CME@ohiohealth.com
+ Pharmacy: PharmacyCE@ohiohealth.com
+ Rehab: RehabEducation@ohiohealth.com

I tried claiming credit but I was unable to and I received the following message, "Outside Meeting Times: sorry, you can only claim credit during the event timeframe."

The window to claim credit depends on the activity:

+ For CME, Pharmacy and Rehab activities: 30 minutes prior, during, or up to 24 hours after the scheduled activity time
+ For Care Management activities: 5 minutes prior, during, or up to 90 minutes after the scheduled activity time

Please note that the scheduled activity time is not when the activity ends. There are many instances when speakers or an activity exceeds the scheduled time. Participants that miss the window to claim credit should contact the team overseeing the activity:

+ Care Management: Megan.Murphy-Young@ohiohealth.com and Elaine.Vogel@ohiohealth.com
+ CME: CME@ohiohealth.com
+ Pharmacy: PharmacyCE@ohiohealth.com
+ Rehab: RehabEducation@ohiohealth.com

I have attended several continuing education events outside of OhioHealth. Is there a way to keep all my related documents in CloudCME®?

Yes, there are two options.

+ Upload them under *My CME,* then *Transcripts* using the blue *Upload* icon. Any documents uploaded will be placed behind the transcript. However, this option is only available after you have attended at least one OhioHealth activity and have a transcript available.
+ Add external credits under *My CME*, then *External Credits*. For more information, please review the External Credits Tip Sheet.

I am unable to claim credit by texting the activity ID.

Sign into your CloudCME® profile to ensure your mobile phone number is listed. Next, you must pair your mobile phone number to your CloudCME® account by texting the email address associated with your CloudCME® account to (614) 412.1138. You will receive a text confirming the accounts are paired. This is a one-time process!

For more information, please review the Texting Attendance Tip Sheet.

Where do I access the evaluation form?

If there is an evaluation form to complete, you can access it by selecting *My CME* and then *Evaluations & Certificates* on the website or the green *Evaluations* button in the mobile app.

How do I access my certificate?

You will only be able to access your certificate if you have completed the evaluation form for the individual activity. You can access them by selecting *My CME* and then *Evaluations & Certificates* on the website or the green *Certificates* button in the mobile app.

I am using the CloudCME® mobile app to complete a disclosure statement to speak at an upcoming course. I do not see the orange *Faculty* icon as directed by the instructions.

Try signing out of the CloudCME® app and signing back into your account. If this does not resolve the problem then contact the team overseeing the activity:

+ Care Management: Megan.Murphy-Young@ohiohealth.com and Elaine.Vogel@ohiohealth.com
+ CME: CME@ohiohealth.com
+ Pharmacy: PharmacyCE@ohiohealth.com
+ Rehab: RehabEducation@ohiohealth.com

I am viewing the activity schedule, but I can't access any of the presentation slides.

Presentation slides and handouts are only available after the speaker(s) have agreed to allow us to publish them. Documents that have been published are accessible in the Syllabus. You can access this by selecting *My CME* and then *Syllabus* on the website or the teal *Syllabus* button in the mobile app.

For more information, please review the Accessing the Syllabus Tip Sheet.

How do I register for an activity?

Registering for an activity can be done through the CloudCME® website or mobile. For detailed information, please review the Registration Tip Sheet.

OhioHealth

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