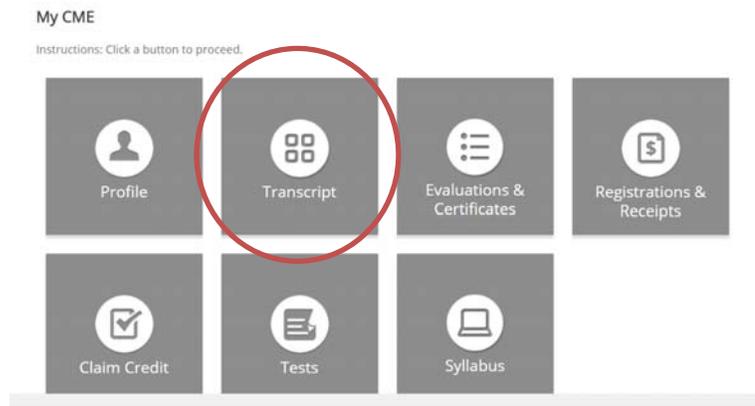# CloudCME FAQs

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 log into CloudCME with their OPID (OhioHealth ID).

I am not a physician nor do I need CME credit, should I still claim credit?

Yes, many of the meetings, courses, etc. that offer CME are transitioning towards an electronic sign in process. 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.

Next, choose a date range then the transcript can be downloadable to save or sent to an email address. Associates could provide a transcript during their annual review with their supervision to show engagement within OhioHealth.

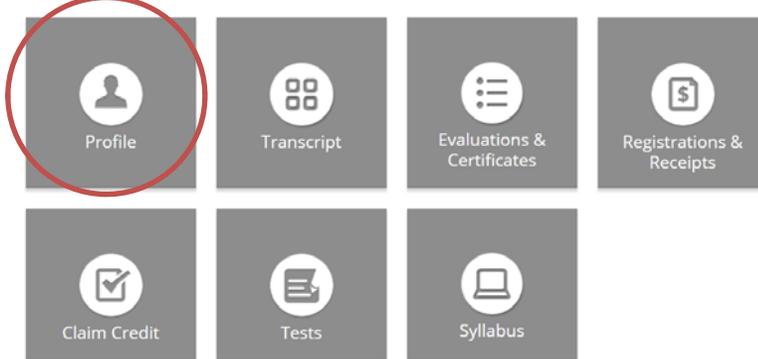| 1413 | OH Oncology Clinical Guidance Council | Live Activity | 1 | |
	4/5/2018 OH Oncology Clinical Guidance Council - 4/5/2018			2.00
1377	OH Critical Care Clinical Guidance Council	Live Activity	1	
	4/25/2018 OH Critical Care Clinical Guidance Council - 4/25/2018			2.00
2877	OH System Glycemic Care Committee	Live Activity	1	
	5/3/2018 OH System Glycemic Care Committee - 5/3/2018			1.50
1352	OH Main OhioHealth Clinical Guidance Council	Live Activity	1	
	5/10/2018 OH Main OhioHealth Clinical Guidance Council - 5/10/2018			1.50
2892	OH Cerebrovascular Subcommittee	Live Activity	1	
	5/15/2018 OH Cerebrovascular Subcommittee - 5/15/2018			1.50
1580	The Second Biennial OhioHealth Acute Cardiac and Vascular Symposium	Live Activity	1	
	5/18/2018 General Session			5.75
1513	OH Nephrology Clinical Guidance Council	Live Activity	1	
	5/21/2018 Nephrology Clinical Guidance Council - 5/21/2018			1.50
1394	OH Hospital Medicine Clinical Guidance Council	Live Activity	1	
	5/24/2018 Hospital Medicine Clinical Guidance Council - 5/24/2018			1.50
			Total:	**22.25**

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

Your credit eligibility may be set for "non-physician" credit. To check your credit eligibility, log into your CloudCME account and to your profile. Your profile is accessible through the orange "My CME" button on the desktop version of CloudCME.

Your profile cannot be updated through the CloudCME mobile app at this time. It is recommended that you update your profile on a desktop computer.

Next, click on the profile icon then you can choose the appropriate credit eligibility options. MD's should choose AMA PRA Category 1 Credits, DO's should choose both American Osteopathic Association 1-A and 1-B credit, etc. All other participants should choose non-physician option.

To correct credit types for past activities, contact a CME team member at CME@ohiohealth.com.

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 a member of the CME team at cme@ohiohealth.com.

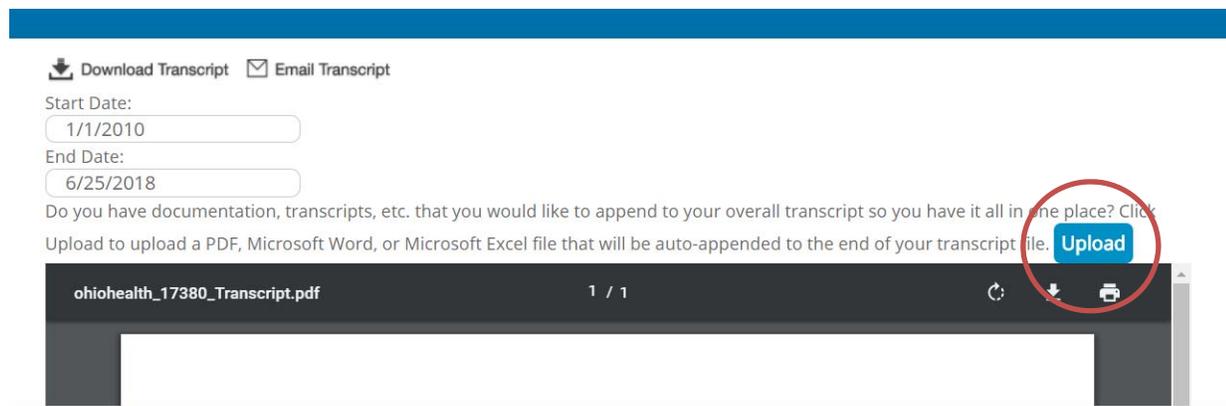## Where do I find the activity ID?

You should be provided with the activity ID on the handout/agenda, or a slide the day of the activity. If you are unable to locate the activity ID, please email the CME department at cme@ohiohealth.com for assistance.

I tried claiming CME 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."

Participants may claim credit 30 minutes prior, during or 30 minutes after the scheduled meeting time. Please note, it is not 30 minutes after the activity is over. There are many times that speakers or a meeting exceeded the scheduled time but credit can only be claimed 30 minutes after the SCHEDULED meeting time. Participants that missed the window to claim credit may contact the CME team at CME@ohiohealth.com.

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

Yes, under "My CME" then "Transcripts" there is a blue "Upload" icon.

Any documents uploaded will be placed behind the transcript. However, this option is only available after you have attended an OhioHealth activity and have a transcript available.

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

The organization code is OhioHealth.

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

Log 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!

Where do I access the evaluation form?

If there is an evaluation form to complete, you will be able to access it by selecting "My CME" then evaluations and certificates.

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.

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 logging out of the CloudCME app and logging back into your account. If this does not resolve the problem then contact the CME team at CME@ohiohealth.com.

OhioHealth
BELIEVE IN WE™