Frequently Asked Questions

Training Module: https://chop.cloud-cme.com/act31

If you have any questions, please reach out to Act31@chop.edu.

1. How do I create a CloudCME account?
2. How do I reset my password?
3. I was logged out of CloudCME, how do I navigate back to the course?
4. I did not complete the license renewal form after completing the module, how do I access it?
5. What should I do if I complete the training but do not receive my certificate?
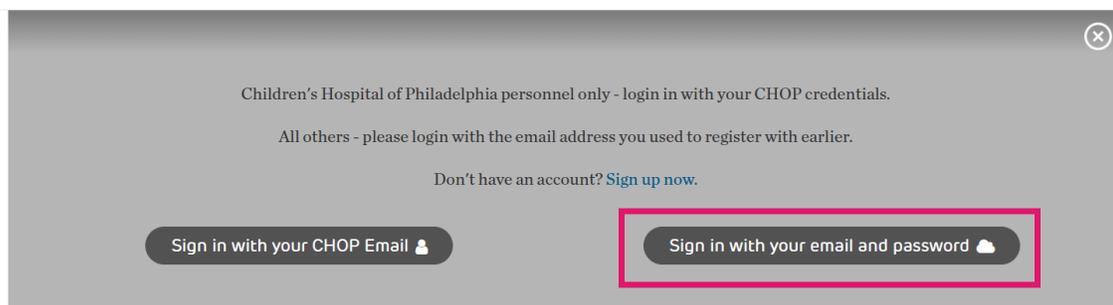6. What do I do if I do not have an SSN?

1. How do I create a CloudCME Account?

<u>Non-CHOP Account:</u>

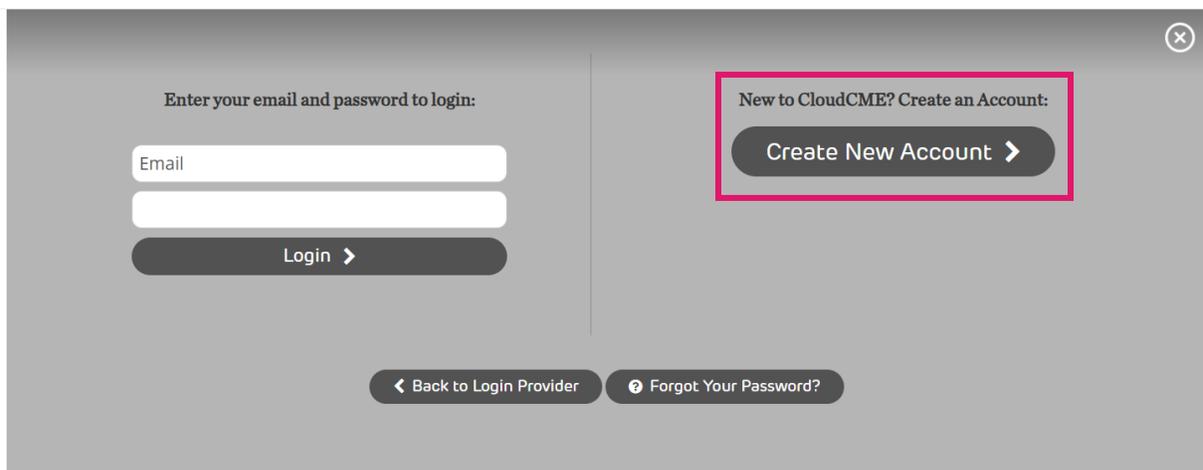*Step 1:* Go to https://chop.cloud-cme.com/default.aspx. Click **Sign In.**

SIGN IN	LIVE COURSES	ONLINE EDUCATION	PEDIATRIC GRAND ROUNDS	PODCASTS	CONTACT US	HELP

Step 2: Click the **Sign in with your Email and Password** button.

SIGN IN   LIVE COURSES   ONLINE EDUCATION   PEDIATRIC GRAND ROUNDS   PODCASTS   CONTACT US   HELP

Children's Hospital of Philadelphia personnel only - login in with your CHOP credentials.

All others - please login with the email address you used to register with earlier.

Don't have an account? Sign up now.

Sign in with your CHOP Email 👤   Sign in with your email and password ☁

Step 3: Click the **Create New Account** button.

Enter your email and password to login:

Email

Login ›

New to CloudCME? Create an Account:

Create New Account ›

‹ Back to Login Provider   ❓ Forgot Your Password?

Step 4: Enter your information and check the **User Agreement** checkbox at the bottom. (All fields are required)

CHOP Employee Account:

Step 1: Select **Sign in with your CHOP Email**.

Children's Hospital of Philadelphia personnel only - login in with your CHOP credentials.

All others - please login with the email address you used to register with earlier.

Don't have an account? Sign up now.

Sign in with your CHOP Email 👤   Sign in with your email and password ☁

Step 2: You will be redirected to CHOP'S internal SSO login page. Enter your CHOP employee credentials (email and password).

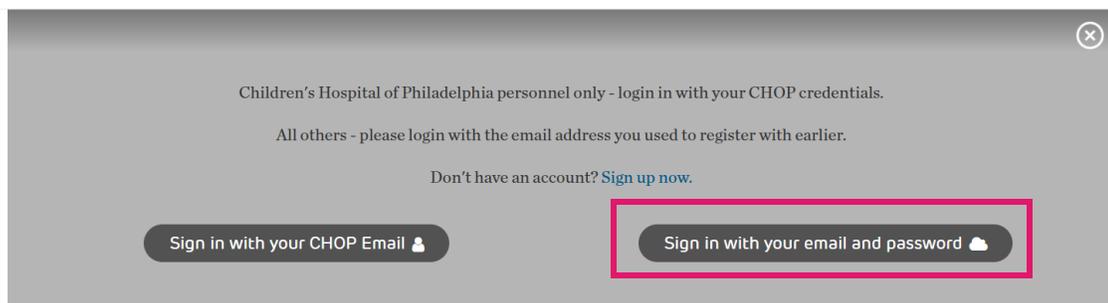*Step 3*: After successfully logging in, you will be redirected to the CloudCME homepage and automatically logged in.

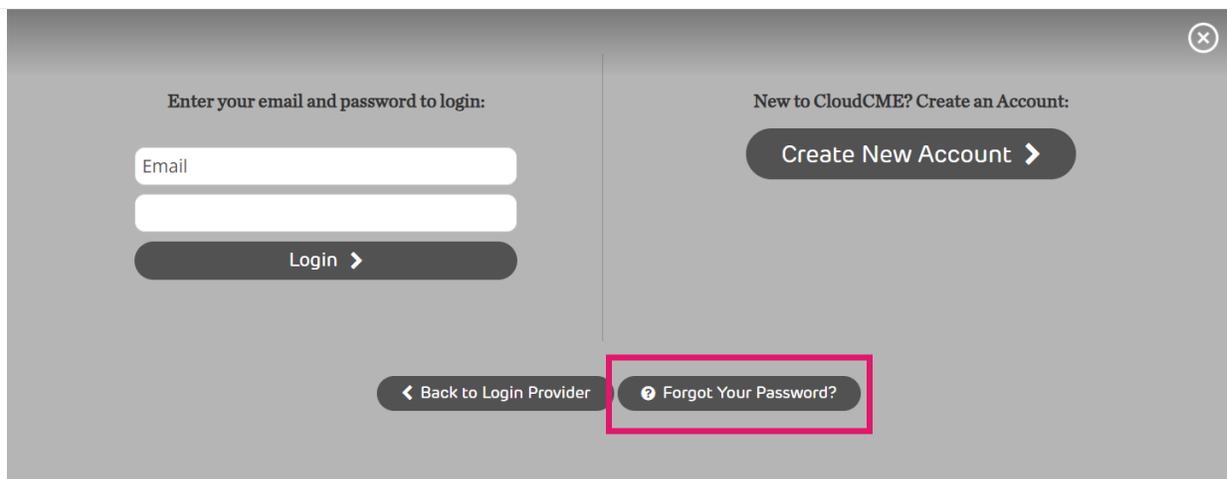## 2. How do I reset my password?

<u>Non-CHOP Account:</u>

Step 1: Go to https://chop.cloud-cme.com/default.aspx. Click **Sign In.**
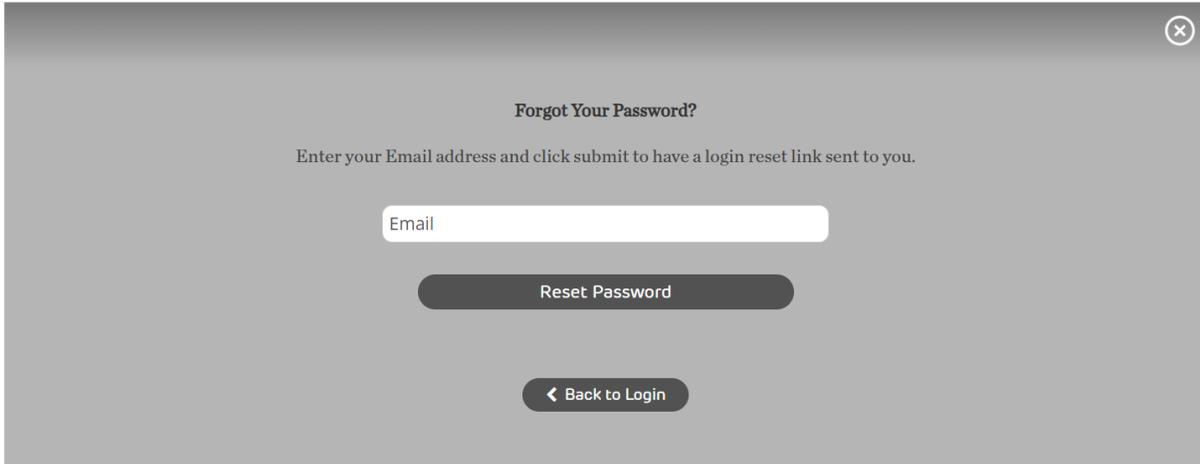

Step 2: Click the **Sign in with your Email and Password** button.

Step 3: Click the **Forgot Your Password?** button**.**

Step 4: Enter your email address and click the **Reset Password** button to have a login reset link sent to you.

3. I was logged out of CloudCME, how do I navigate back to the course?

Step 1: Sign in and click **MY CME**.

Step 2: Click **Registrations and Receipts**. Find and click the activity name and you will be directed back to the course page.

4. I did not complete the license renewal form after completing the module, how do I access it?

Step 1: Email Act31@chop.edu. We will check that you have fully completed the module and provide the form link to you.

5. What should I do if I complete the training but do not receive my certificate?

Step 1: Make sure that you have completed both the attestation and evaluation for the course. You can check under the **Content** tab of the activity page or under **Test** and **Evaluation and Certificates** under **MYCME**.

Step 2: If both are completed and you still have not received your certificate, email Act31@chop.edu.

6. What do I do if I do not have an SSN?

Step 1: Complete the training and on the license renewal form, **enter 0000** (four zeros) in the SSN field.

Step 2: Download and fill out the SSN Waiver Form and make sure all information is correct.

Step 3: Email the completed waiver form to Act31@chop.edu.