

Attendees/Faculty/Staff FAQs

Question: How do I login with my JHED ID?

Click **Sign In** (upper left hand corner). Select the login provider **Sign in with your Hopkins JHED ID**. If you have a valid JHED ID but cannot login, please send an email to cmtechsupport@jhmi.edu. Please include your name, your email address and your JHED ID so we can link your JHED ID to your member profile. Please do not create a new profile.

Question: How do I login if I am not a Johns Hopkins employee?

Click **Sign In** (upper left hand corner). Select the login provider **Sign in with your email and password**. Your email address would be your login name. If you have not setup an account or do not know or remember your login credentials, please use the **Forgot Password** option to reset your password.

Question: How do I download the CloudCME App and what is the organization code?

For iPhone users, visit the Apple App store and search CloudCME or click [here](#).

For Android users, visit the Google Play App store and search CloudCME or click here.

Click the **Install** button and if prompted, accept the **End User License Agreement**. Once installed, click **Open** then proceed to the login instructions. You will be asked to enter an organization code, please enter **Hopkinscme** and login.

Question: How do I register for a JHU CME course?

Live Courses – To register for a live CME activity, click the **Live Courses** tab located at the top of the homepage. Use the quick search bar (upper right hand corner) to search for activities of interest. Click the **Register** button under the activity description and follow the prompts.

If a link to a separate course website is provided in the registration directions, please click that link and register on the website provided.

RSS Activities – No pre-registration is required for these activities. Your attendance is recorded via texting the activity code or claiming credit in CloudCME.

Online Courses - To register for an online CME activity, click the **Online Courses** tab located at the top of the homepage. Use the quick search bar (upper right hand corner) to search for activities of interest. Click the **Details** button and follow the instructions outlining how to access the activity.

Question: Will I receive a confirmation and receipt of my payment?

You will receive a confirmation by email within 24 hours. Your receipt is included in your confirmation email. You may also access your receipt by logging in and clicking the blue box for **Registrations & Receipts** under the **My CME** tab.

Question: How do I create a new account?

Click the yellow **Sign Up Now** button located at the top right of the homepage. Follow the prompts to complete your profile.

Question: How do I update my profile?

Sign in with your email address and password or JHED ID and password, if you are a Johns Hopkins employee. Once signed in, click on the yellow **MY CME** button (upper right hand corner). Click on the blue box for **Profile**.

Question: How do I get directions to Johns Hopkins?

Please click [here](#) for directions to Johns Hopkins.

Question: How do I get directions to the meeting location?

Click the **Live Courses** tab located at the top of the homepage. Use the quick search bar (upper right hand corner) to search for the activity. Click the blue **Details** button for meeting location information. This information can also be found in the activity brochure.

Question: Where do I park at Johns Hopkins?

Please click [here](#) for parking instructions.

Question: What hotels are near Johns Hopkins?

Please click here for Baltimore hotels.

Question: How do I download the course brochure?

You may download the course brochure by clicking the blue **Brochure** tab in the activity details page.

Question: How do I download a syllabus?

Once registered, you may download the syllabus by logging in, clicking the yellow **My CME** button and clicking the blue box for **Syllabus**.

Question: How do I view and/or download my transcript?

You may view and/or download your transcript by logging in, clicking the yellow **My CME** button and clicking the blue box for **Transcript**.

You may also add documentation, transcripts, etc. that you would like to append to your overall transcript so you have it all in one place. Click the **Upload** button located in your **Transcript** tab to upload a PDF, Microsoft Word, or Microsoft Excel file that will be autoappended to the end of your transcript file.

Question: How do I contact the Office of Continuing Medical Education?

General information: 410-955-2959

Registration Confirmation: 410-502-9636

Email: cmenet@jhmi.edu

Question: How do I record my attendance?

Live Courses: Please check in at the registration desk upon arrival to pick up and scan your name badge. You will also be asked to sign in on the sign in sheet.

Online Courses: Once registered, your attendance has been recorded. You have until the activity expiration date to complete the course.

For Regularly Scheduled Series (RSS) Activities: There are three ways to record your attendance for RSS activities.

Before you begin,

- First, if you have an active CloudCME® account, skip to instructions #1 - 3 below.
- Secondly, if you have never attended a JHU CME activity and/or received a certificate/credits, please set up a JHU CloudCME® user profile. Go to <https://hopkinscme.cloud-cme.com> and click on the Sign Up Now button in the middle of the page. Follow the instructions to complete your profile.
 - o Please note, attendance and devices are not recognized without a JHU CloudCME® user profile/account.
 - o Do Not create a secondary account using a different email address if you have previously completed a user profile in JHU CloudCME®. Instead, click on the Sign In tab located in the top left ribbon to sign in.
 - o If you have forgotten your password, Sign In and click on Reset Your Password.
- Finally, if this is the first time texting your attendance, you must first have a JHU CloudCME account. Then pair your mobile device to your JHU CloudCME® account.
 - o Text your CloudCME® profile email address to (844) 980-1555. You will receive a text notification indicating your device has been updated/paired or instructions on how to proceed.
 - o Once your account is paired to your mobile device, follow the instructions recording your attendance below.

1. **Via text message*** – A distinct Activity Code will be provided before each RSS activity. Text the code from your paired mobile device (see instructions above) to (844) 980-1555. You will receive a return text confirming your attendance has been recorded or further instructions.

2. **Via web*** – Go to <https://hopkinscme.cloud-cme.com> and click **Sign In** (upper left hand corner). Once signed in, you will see your name in the top right of the page. Then, click the yellow **My CME** button and choose the blue box **Claim Credit**. Enter the Activity ID number in the **Event ID** box. Click **Submit**.

3. **Via mobile app*** – in your browser, search **CloudCME® check in** or **CloudCME®** mobile app and download to your Apple or Android device(s). Sign in and click on the **Claim Credit** button to enter the Event ID number. Then click **“Verify Event ID”** and **“Submit”**.

***PLEASE NOTE:** Attendance can only be recorded 15 minutes prior to the activity start time, during the activity, and up to 8 hour after the activity concludes. Please contact the RSS division at cme.rss@jhmi.edu if you need assistance.

Question: How do I attest to my credit(s)?

Live Courses – Click **Sign In** (upper left hand corner) and sign in with your email address and password or JHED ID and password, if you are a Johns Hopkins employee. Once signed in, click the yellow **My CME** button. Click the blue box for **Evaluation and Certificates** and complete the evaluation. Upon completion of the evaluation, the learner must attest to the number of hours in attendance. Credits earned will be added to the learner’s transcript and immediately available for print. **The last day to access the evaluation and attest to your credits is 45 calendar days post activity.**

RSS Activities – Click **Sign In** (upper left hand corner) and click the **My CME** button. Click the blue box for **Claim Credit**. Enter the activity ID number in the Event ID box and complete the remaining questions. Click **Submit**.

Online Courses – A post-test will be conducted at the conclusion of the activity. A grade of at least 75% within three attempts is needed to receive CME credit. An online evaluation will be available to attendees to evaluate the activity and individual presentations and to identify future educational needs. Upon completion of the evaluation, the learner must attest to the number of hours in attendance. Credits earned will be added to the learner’s transcript and immediately available for print.

Question: How do I submit a Tuition Remission Form?

Johns Hopkins University full-time faculty and staff can utilize professional development tuition remission for their registration fee. There are no limits to the amount of CME tuition remission you submit and no funds are directly procured from your department unless you do not attend. Activity directors are not eligible to submit for the CME activity they plan. Instructions for Tuition Remission can be found at the following link:

<http://www.hopkinscme.edu/migration/TRinstructions.html>

The Office of Continuing Medical Education is not responsible for the tuition remission program. The tuition remission policies and procedures are administered by the Benefits Office at Johns Hopkins University.