

CONNECT RESOURCE

Quick Start Guide for the Relias Platform

Everything you need to know about the Learner role

ACCESSING YOUR ACCOUNT

To assess your Relias Platform Training account, go to your organization's training website by typing the URL (site address) into the address bar of your web browser.

For example: <https://YourOrgName.training.reliaslearning.com>

You can also login in on the universal log in page: <https://login.reliaslearning.com>. You may be asked for your Organization URL or Organization ID here, to route you to the correct profile. If you do not know the organization URL, please click "Don't know organization URL?" to access the username and password page.

If you are not familiar with the log in process, or need further assistance, there are several resources available in the How-to-Manual.

You may read our [login help article](#), or the [reset your password article](#) in the **Getting Started in Your Learner Role** section.

The Relias Platform is designed to work on any Windows Operating System. Relias officially supports Microsoft Edge and Google Chrome. Earlier version of Google Chrome or Microsoft Edge may work well for general function but are not officially supported. **Google Chrome is recommended for optimal performance.**

To see if your installed software meets Relias Platform's system requirements, click on the **+View System Requirements** link below the Log In box to view Recommended v. Supported software. To upgrade your software, click on the link in the Supported column.

RELIAS

User Name

Password

[Request Help](#)

[Change Site Language](#)

[View System Requirements](#)

System Requirements ×

Status	Supported	Detected
Web Browser	Edge, Chrome	Edge 96 ✓
Adobe Reader	Version 9+	Chrome PDF Viewer ✓

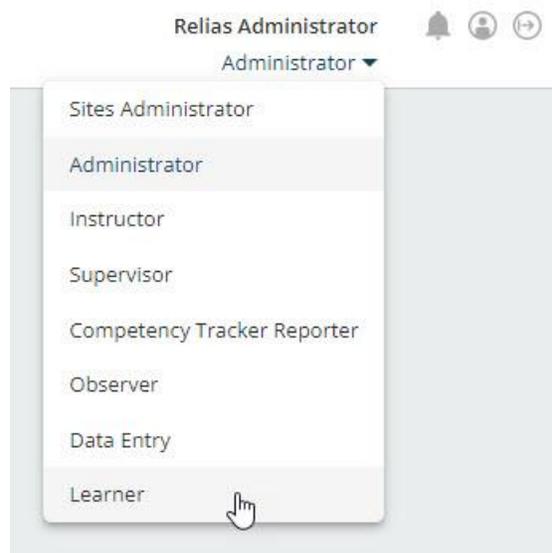
- ✓ Will work in all situations
- ! Not officially supported
- ✘ May cause problems on certain features

[Change Site Language](#) [View System Requirements](#)

The Learner Role is the role you will use to complete all course assignments. Everyone has a Learner role, even if you are a Supervisor, Instructor, or Administrator in the Relias Platform.

Once you have successfully logged into your Relias training site, the Relias Platform will apply the highest permissions you have. In other words, if you are a Supervisor, you will default to your Supervisor role immediately upon log in.

To access your Learner role, you will simply toggle using the drop down at the top right of your Relias site, next to the person icon.

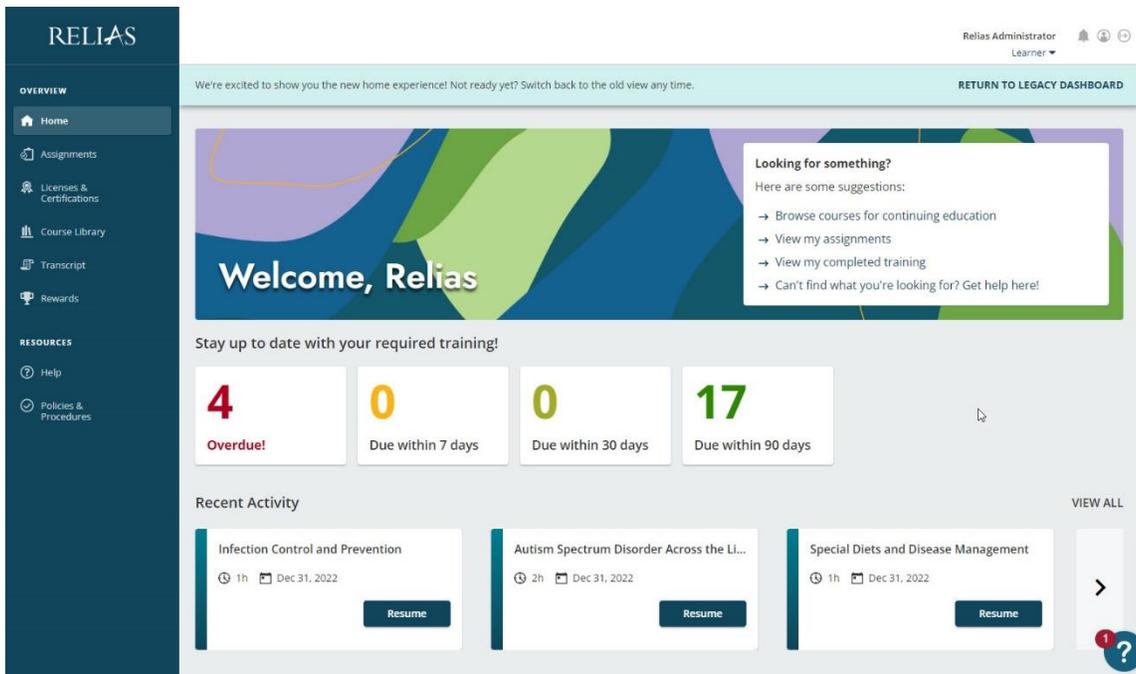


UNDERSTANDING THE INTERFACE

Home

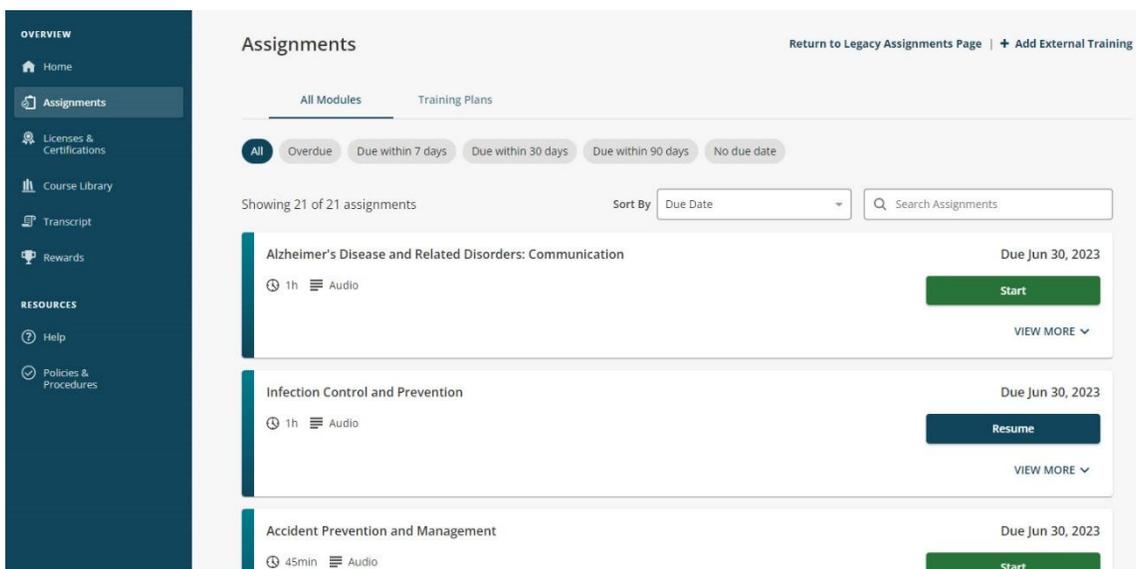
The Home page highlights relevant information and links to help you stay in compliance with your training. Once logged in, you will see a personalized welcome message in the Home page along with a few helpful features.

Stay up to date with your required training by seeing the number of assignments that are overdue or coming due soon with the **Due Date Widget**. Clicking on one of the tiles will open the Assignments page filtered to the modules within that due date range. The **Recent Activity Widget** allows you to resume modules you have already started. Click the arrow to scroll through the widget and click View More to go the Assignments page.



Assignments

The [Assignments page](#) is the main screen you will use for accessing training within the Relias Platform.



All Modules – This view contains assigned and elective coursework that have not been completed yet. You can filter your assignments by selecting one of the following options.

- All
- Overdue
- Due within 7 days
- Due within 30 days
- Due within 90 days
- No due date

In addition, the Sort By drop-down will order your assignments by earliest due date or alphabetical by title, and a Search bar will help you find assignments by title or key words.

Training Plans – This view contains incomplete assigned coursework grouped by training plans. Training Plans are groups of trainings that have been assigned to you by your organization.

If your company has enabled [External Training](#), you can add external training records at the top of the Assignments tab.

Searching & Enrolling in Elective Coursework

If you wish to take an online course or live training that is not assigned to you, click **Course Library** from the navigation menu.

Important - If you do not have Course Library on your navigation menu the Browse Course Library option, it means your organization has disabled that feature. Please contact your organization's Relias Administrator.

You may search by any combination of course filters including Keywords, Licenses & Certifications, Board Name, Profession, Module Type, Created By, and any custom search filters your organization has created. The Keyword search will return all courses that contain the entered keyword(s) in either the course title or description. All search filter options are available under the **Filters** section.

If you have previously entered your professional license or certification information into the **Licenses & Certifications** tab in the Relias Platform, you will be able to filter and search for Continuing Education (CE) courses according to the license or certification you entered. The **My Licenses & Certifications** filter will provide your entries and allow you to search for courses based on your professional license or certification.

If you have not entered in your professional license or certification, you are still able to search for CE courses by choosing an accrediting body under the **Board Name** section.

The screenshot shows a user interface for a course library. On the left is a dark blue navigation sidebar with options like Home, Assignments, Licenses & Certifications, Course Library (highlighted), Transcript, Rewards, Help, and Policies & Procedures. The main content area is divided into a 'Filters' section on the left and a list of courses on the right. The 'Filters' section includes 'My Licenses & Certifications' with checkboxes for 'Registered Nurse - North Carolina' and 'Registered Nurse (RN) - Florida', and a 'Board Name' dropdown menu currently showing 'ACA - American Correctional Association'. The course list includes:

- AIRS: Inclusions and Exclusions** (1h, Text) with an 'Enroll' button.
- Pennsylvania Child Abuse Recognition and Reporting** (3h, Text) with an 'Enroll' button.
- The Legal Aspects of Documentation** (1h 15min, Text) with an 'Enroll' button.
- Prevention, Identification, and Reporting of Dependent Adult Abuse** (1h, Text) with an 'Enroll' button.

To enroll in your chosen elective training, click the “Enroll” button. Elective coursework will appear at the bottom of your **Assignments** page. Elective trainings do not have due dates and may be completed at any time.

The screenshot shows a search results page for the 'Course Library'. At the top, there are navigation links for 'Back to Assignments' and 'Return to Legacy Search', and a search bar with the text 'Search Course Library'. Below the search bar, it indicates 'Showing 1 - 25 of 262 results' and a 'Sort By' dropdown set to 'Relevance'. The 'Filters' section on the left shows 'My Licenses & Certifications' with a count of 1, and 'Registered Nurse - North Carolina' selected. The course list includes:

- Managing the Patient with Thoracic Trauma** (1h, Text) with an 'Enroll' button.
- Managing the Patient After Transplant with Co-Morbidities** (1h, Text) with an 'Enroll' button highlighted by a red box.
- Tuberculosis Overview** (1h, Text) with an 'Enroll' button.
- Chest Pain in the Emergency Department** with an 'Enroll' button.

Transcript

From the Transcript page, you can access your completed assignment information directly and will have the same options to search for course titles, filter your transcript, access certificates or files, or print your transcript. On this page, the Print Transcript button is in the top right.

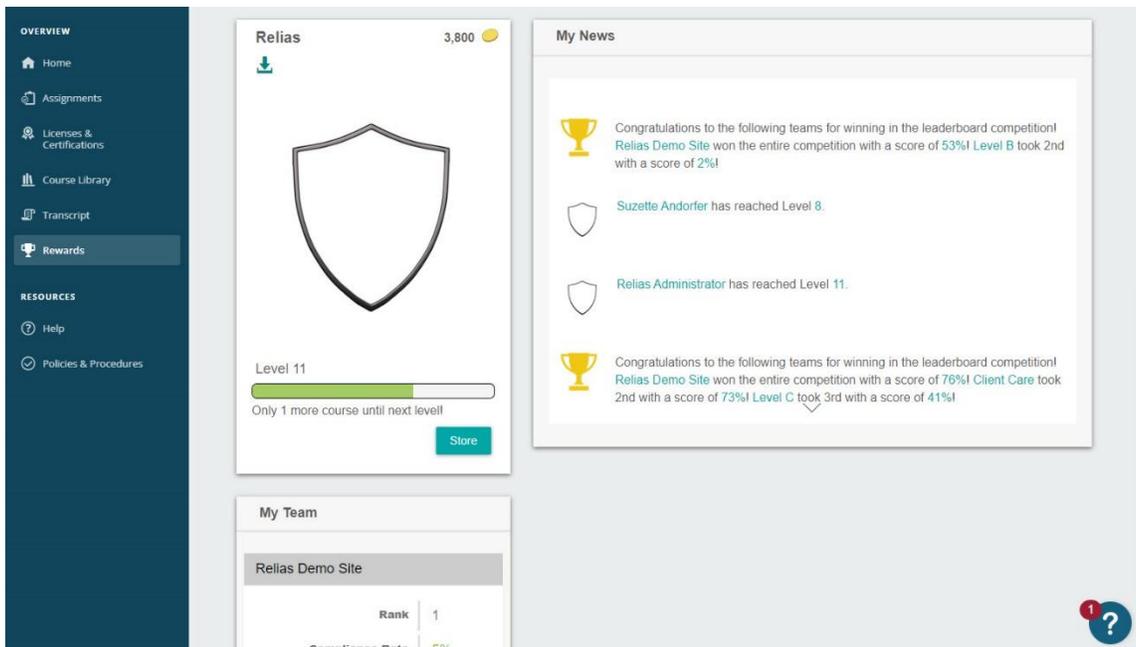
The screenshot displays the 'Transcript' page. On the left is a dark blue sidebar with navigation links: OVERVIEW, Home, Assignments, Licenses & Certifications, Course Library, Transcript (highlighted), Rewards, RESOURCES, Help, and Policies & Procedures. The main content area has a title 'Transcript' and a green 'Print Transcript' button in the top right. Below the title is a search bar 'Search Completed Assignments' and a 'Filter by' section with '+ Filter' and 'Clear' buttons. The filter section includes dropdowns for 'Type' (set to 'All Types'), 'Date Type' (set to 'Completed on Range'), and 'Certificates' (set to 'All Licenses & Certificates'). There are also 'Date Range' and 'Specify Dates...' dropdowns, and 'From' and 'To' date input fields with calendar icons. Below the filters is a table with the following data:

Title	Brain Sparks	Grade	Due Date	Completed
A Culture-Centered Approach to Recovery 1 hour	N/A	100%	9/2/2022	9/1/2022
A First Look Into Integrated Care for Primary Care Staff 1.25 hours	0%	100%		4/23/2021
ABA in Schools: Ethics and Supervision 1 hour	N/A	100%	4/30/2021	4/22/2021
Administering IV Heparin	N/A	Met	5/7/2021	5/6/2021
Advanced Marketing Skills 3 hours	N/A	98%	4/27/2021	4/23/2021

At the bottom of the table, there is a partially visible row: 'Advanced Medical Techniques: Part 1'. A red notification bubble with a question mark is visible in the bottom right corner of the page.

Rewards

If your organization has enabled [gamification](#), you will see your crest with total coins earned under Rewards. You can also access your Store to redeem your coins and gift others. The My News section will allow learners to see updates made by fellow colleagues and share achievements. Team Leaderboard will also be visible here if enabled.



Licenses & Certifications

It is important to add your professional license or certification to your Relias Platform account.

Adding your license information to your profile is important for the following reasons:

1. It allows you to search for CE courses according to your professional license or certification
2. It ensures you will be able to filter your completions in the Transcript tab and access the correct certificate of completion for your completed CE training
3. Relias does assist with reporting CE completions to certain accrediting bodies. To take advantage of direct reporting, your professional license or certification information, including professional license number and renewal date, **must be entered into the system correctly at the time of your course completion.**

Adding Your License or Certification

To add your professional license or certification into your Relias Platform account, select [the Licenses & Certifications](#) tab located in the left navigation bar. On the My Licenses and Certifications page, click the "+ Add My License or Certification" button and fill out the required fields. Once your professional license or certification information has been selected and properly filled out, the Relias Platform will display the board name and various CEU resources at the bottom of that page.

If you do not have a professional license or certification, please select 'General Staff / Other' in the Professional Role dropdown.

State & License or Certification

Professional Role *
Nursing Professionals

State/Province *
North Carolina

License/Certification *
Registered Nurse

License or Certification Details

Total Hours Required: 24
Total Online Hours Accepted: 24

Renewal Period *
24 months

Reminder:
8 weeks

Professional Number (License/Certification/Membership) *
RN1234567

Next Renewal Date *
12/31/2022

- Board Name: North Carolina Board of Nursing
- Accepted CEU Approval: ANCC - American Nurses Credentialing Center
- Board Website: <http://www.ncbon.com/>
- CEU Regulations: <https://www.ncbon.com/licensure-listing-continuing-competence-continuing-competence-requirements>

Cancel Save

These displayed CE resources correspond to your license or certification and can be accessed at any time in the future as well. You can view the Board Name, Accepted CEU Approval, Board's Website, and links to the Board's CE Regulation site. To display this information again later, click "edit" to display the details for the license or certification entry.

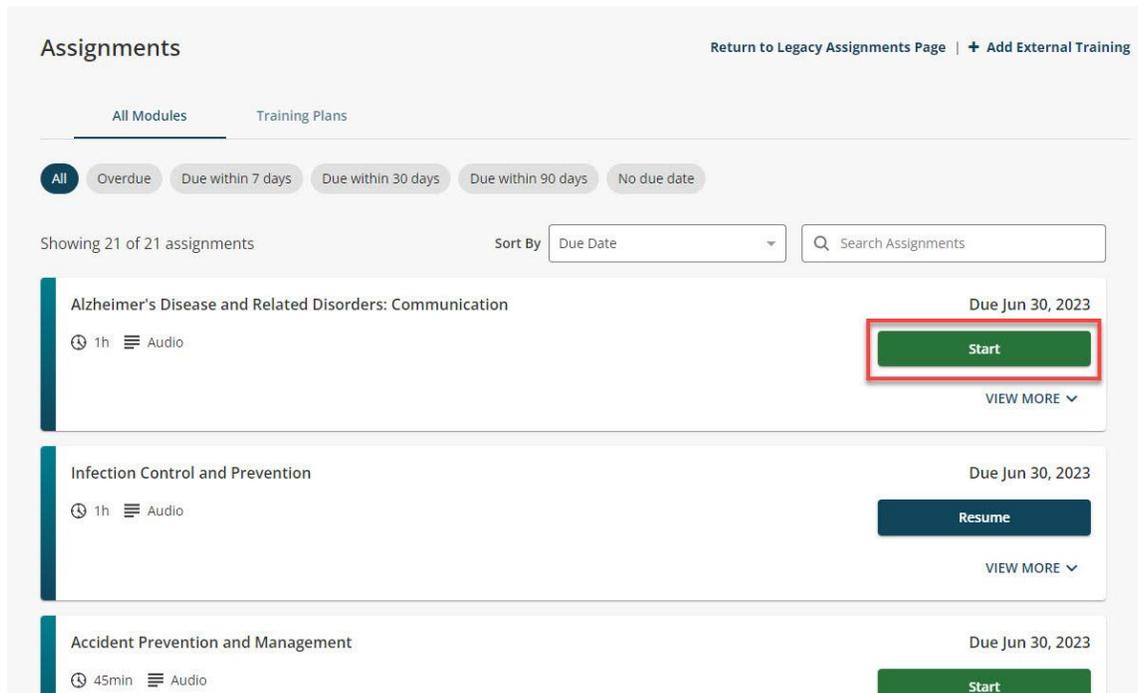
My Licenses & Certifications

+ Add My License or Certification

State/Province	Type	Number	Renewal	Renewal Period	Hours	Reminder	
Florida	Registered Nurse (RN)	LPN12345	12/31/2022	12 month(s)		4 Weeks	Edit
North Carolina	Registered Nurse	RN1234567	12/31/2022	24 month(s)	24.00	8 Weeks	Edit

Navigating Through an Online Course

To access an online course, click on the green 'Start' button or click on the course title from your Assignments tab.

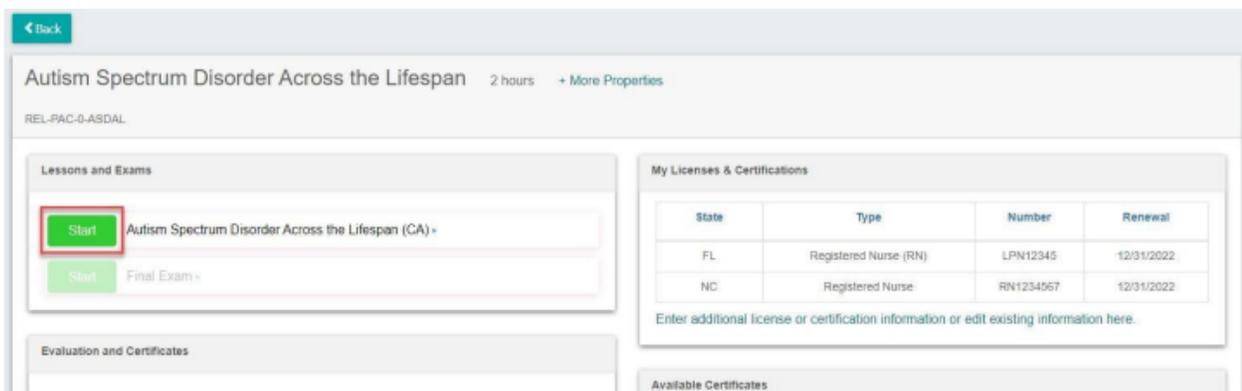


The screenshot shows the 'Assignments' page with the following elements:

- Page title: Assignments
- Navigation: Return to Legacy Assignments Page | + Add External Training
- Filter tabs: All Modules, Training Plans
- Filter buttons: All (selected), Overdue, Due within 7 days, Due within 30 days, Due within 90 days, No due date
- Display: Showing 21 of 21 assignments
- Sort By: Due Date
- Search: Search Assignments
- Assignment 1: Alzheimer's Disease and Related Disorders: Communication (1h, Audio) with a green 'Start' button highlighted by a red box and 'VIEW MORE' link.
- Assignment 2: Infection Control and Prevention (1h, Audio) with a dark blue 'Resume' button and 'VIEW MORE' link.
- Assignment 3: Accident Prevention and Management (45min, Audio) with a green 'Start' button.

Next, you will be presented with the course content which is broken down into a lesson, exam, and an evaluation. There may be multiples of each.

To access a course lesson, select the Start (or Continue) button to launch the course content. Once you have finished a lesson, you may proceed to the next section until you have completed all parts of the course. There are many courses that are programmed to have the exam unlock only after the lesson has been completed in full.



To print a certificate, you must successfully complete the final exam and course evaluation. Completing and passing the final exam may qualify your course as “complete” but will not allow you to print the completion certificate.

Printing Continuing Education Certificates & Certificates of Completion

There are common conditions that will need to be met in order to print the certificate:

1. The course evaluation must be complete for all Relias owned courses and/or courses carrying accreditation (in some cases, courses developed by your organization may not require an evaluation).
2. Upon selecting the module’s certificate icon from your transcript page, the “Certificate Information” section must be filled out, even for a generic or “NO CE” certificate of completion.
3. You will be required to enter any professional credentials, including Professional Role/State/License or Certification into the Licenses & Certifications tab. Applicants or currently licensed individuals must complete this step to match any certificates carrying accreditation.
4. To populate the certificate on your screen for printing, you must disable your pop- up blocker

To begin the selection for your certificate, click on **Transcript** from the menu on the left-hand navigation bar. From your **Transcript**, you can see all completed coursework, including the course title, final exam grade, due date, and completed date. The certificate icon located beside the course title allows you to print a certificate for that course.

Transcript Print Transcript

Search Completed Assignments

Filter by + Filter Clear

Type: All Types
 Date Type: Completed on Range
 Certificates: All Licenses & Certificates

Date Range: Specify Dates...
 From:
 To:

Title	BrainSparks	Grade	Due Date	Completed
A First Look Into Integrated Care for Primary Care Staff 1.25 hours	0%	100%		4/23/2021

If you need to print a certificate for a course and have not completed the course evaluation, you will see a “Complete Evaluation” button that will take you to the course evaluation. Please note that Relias requires you to complete a course evaluation to obtain any type of completion certificate (CE or No CE).

Caregivers Core Values and Teamwork 1 hour	N/A	100%	12/31/2019	1/22/2020
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Complete Evaluation

If you do not have your professional credentials added to your Relias profile, you are encouraged to click the “Manage License(s)/ Certifications” link and fill out required license or certification information.

Print Certificate

Certificate Information Manage License(s)/Certification(s)

License(s)/Certification(s)

Certificate(s) *

Print Certificate

Email Certificate

Download Certificate

Cancel

Next, click into the License(s)/Certification(s) field.

Print Certificate

Certificate Information Manage License(s)/Certification(s)

License(s)/Certification(s)

Nursing Professionals • Registered Nurse (RN) • Florida • LPN12345
Nursing Professionals • Registered Nurse • North Carolina • RN1234567

Click here to select which certificate(s) to print.

Print Certificate

Email Certificate

Download Certificate

Cancel

If the module carries any CE or Certificate approvals that are applicable to the professional credentials you have added to your account (under the Licenses & Certifications tab), any matching certificates will populate into the drop- down box. You will be able to select one or more available license(s) or certificate(s) from this list to release the attached certificates.

To show any applicable provider or approval number on your certificate, you must choose the correct professional License/Certification, and then corresponding Certificate fields as shown

If you do not have the required matching credentials, or if the course is not a qualifying CEU, you will not be able to print the CEU certificate.

Please Note: If you have been manually marked complete for a course, you will not be able to print out any certificates that carry eligible accreditation.

[← Back](#)

Print Certificate

Certificate Information Manage License(s)/Certification(s)

License(s)/Certification(s)

Click here to select your applicable license(s)/certification(s).

Certificate(s) *

Click here to select which certificate(s) to print.

Print Certificate

Email Certificate

Download Certificate

Cancel

Note: You were marked complete for this course by Relias Administrator so you are unable to print accredited certificates if applicable

Note: The certificate will appear in a pop-up window. Please disable any popup blockers before proceeding or hold down the CTRL key while clicking the Print Certificate button to bypass any blockers.

Why won't my certificate print out?

There are many reasons why a CE certificate may not be available. The module may not carry any accreditations related to your professional license or certification or may not hold any accreditations at all; the course may be assigned as part of your employment requirements or may be part of federal

or regulatory training assignment; or the module may have been manually marked complete by an Administrator. In any of these cases, a "Certificate of Completion (No CE credit)" certificate is available as documentation that you completed the assignment.

Certificate Information

[Manage License\(s\)/Certification\(s\)](#)

License(s)/Certification(s)

Nursing Professionals • Registered Nurse (RN) • Florida • RN1234567 ✕

Certificate(s) *

Certificate of Completion (no CE credit) ✕ American Nurses Credentialing Center ✕ Florida Board of Nursing ✕

Please note that you will only be able to print certificates approved for this module and your selected license(s)/certification(s).

Below the Certificate Information section, the Learner Information section will need filled out with the Learners home residence and email information. This is required by most accrediting bodies for Relias to release the CE or other qualifying accredited certificate.

The Learner will only be required to manually fill in this section once. Future access to this page will prompt the Relias Platform to auto-populate these fields with the last information entered. Any residence or email changes in the future can be updated by typing any new information into the applicable field(s).

Learner Information

Please verify that all information is correct.

Name *

Relias Administrator

Mailing Address *

123 Street Ln.

City *

Morrisville

State/Province *

NORTH CAROLINA

Zip/Postal Code *

12345

Phone Number *

9191234567

Email

reliasadministrator@companyemail.com

Once the Certificate and Learner Information has been completed, the certificate can be selected for Print, Email, Or Download.

- The Print Certificate and Email Certificate functions require the pop-up blocker is turned off from your browser.
- The Download Certificate function does not require you disable pop-ups and will simply save the certificate to the file of your choice on your device.

Print Certificate

Certificate Information

Manage License(s)/Certification(s)

License(s)/Certification(s)

Click here to select your applicable license(s)/certification(s).

Certificate(s) *

Click here to select which certificate(s) to print.

Print Certificate

Email Certificate

Download Certificate

Cancel

Emailing a certificate of completion will require a valid email address is entered in to the *Email field. The Learner's email may populate by default but can be overridden by typing an alternate email address in its place. In addition, multiple emails can be entered with a semicolon (;) separating each address. Click send when complete.

Please Note – The Relias Platform emails are sent by automation from noreply@alerts.reliaslearning.com.

If the email is not received in the inbox within a few minutes, the receiver is encouraged to check their spam or clutter folders.

Due to the heightened security features of some networks, it is recommended the Learner try a personal email address rather than a work email address if the certificate is still not received.

Email Certificate Cancel

This form will allow you to send yourself a certificate for this course.

Email *

Subject *

License(s)/Certification(s)

Certificate(s)

Send