Table of Contents

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

Page **1** of **16**

This guide outlines the process for accessing educational products and courses through OBIX P.O.E.T. (Perinatal Online Education and Training) and troubleshooting tips.

If you have questions or need assistance, please use the **Contact Us** form or call 1-888-869-3658.

1. DEVICE AND BROWSER INFORMATION

1.1 DEVICE REQUIREMENTS

1. We highly recommend that the education courses be on a **Windows-based computer or laptop**.
2. Computer or laptop **must** have a sound card and speakers and/or the ability to support audio via headphones or earbuds.
3. The course(s) must be taken on a device with **right-click capability**.
   - The trackpad on Mac devices must be capable of right-clicking.
4. The education courses are incompatible with mobile devices (phones, tablets, iPads, etc.).

1.2 BROWSER REQUIREMENTS

The education courses may be taken on the following browsers and versions. Using other browsers may result in compatibility issues.

- **Chrome – recommended browser**
- Firefox

In some cases, the following browsers do not work as expected:

- Safari 8 and above
- Edge

2. TIPS FOR BEST USER EXPERIENCE

Accessing the educational course(s) without compliance with the requirements below may result in the course(s) not functioning as designed.

1. OBIX P.O.E.T. education courses contain high-resolution videos. For the best user experience, do the following:
   1. Clear your browser's cache.
   2. Ensure no browser tabs are open except the tab for viewing this course.
2. The best practice is to complete each lesson before exiting.
   1. If a lesson is not completed before exiting, all lesson progress will be lost, and the entire lesson must be repeated.
   2. Each item listed under the course is a lesson.

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

Page **2** of **16**

3. ACCESSING COURSEWORK IN OBIX P.O.E.T.

3.1 LOGGING IN

1. To start using OBIX P.O.E.T., log in at www.obixpoet.com/login

   In most mail programs, this should appear as a blue link that you can click on. If that does not work, copy and paste the URL address into your web browser.

2. Click on the blue **Log In** button in the top-right corner of the page. In the **Log in to OBIX P.O.E.T.** section, enter your email address and password into the corresponding fields and click **Log in**.

   Your login information is -
   Username: [recipient's email]
   Temporary password: Obix$poet4

   NOTE: The email address must match the email address the Hospital OBIX P.O.E.T. Facilitator provided to OBIX P.O.E.T., i.e., the same email address at which you received your registration email. Attempting to use a different email address or creating your own OBIX P.O.E.T. account will not allow access to the educational products.

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.
Page **3** of **16**
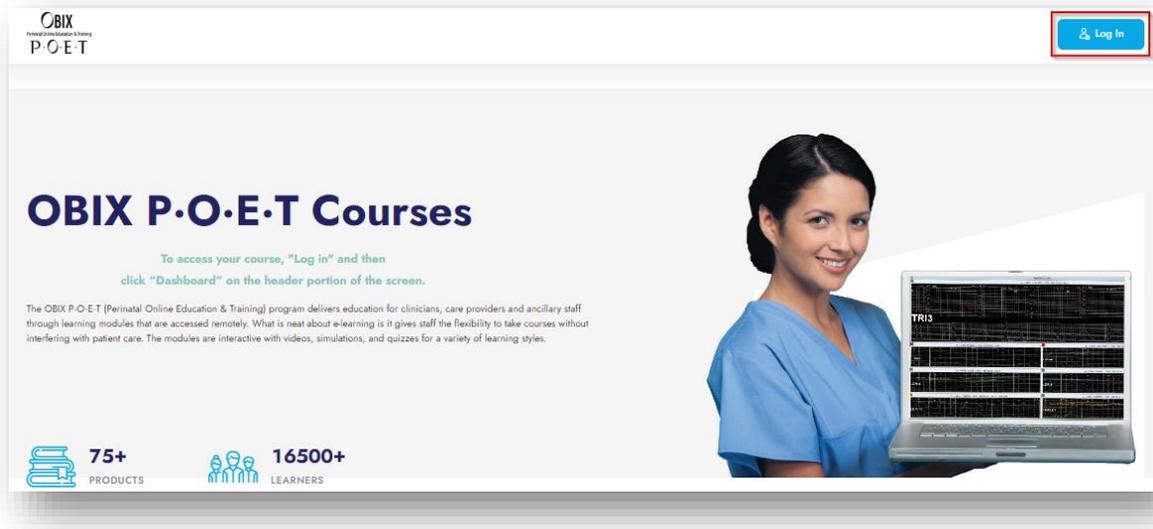
3. The OBIX P.O.E.T. educational products can only be accessed through the **Log in to OBIX P.O.E.T.** section.
Please do NOT log in using the sections:
    - Create new account
    - Some courses may allow guest access – Access as a guest

3.2 LOG IN TIPS

1. If you have an existing account in OBIX P.O.E.T., your previous password may not function. Use the password from your "Welcome to OBIX P.O.E.T." email.
2. Make sure there are no blank spaces before or after your username and password.
3. Type in your email and password instead of using the copy and paste functions.

LM-200 ● Dec 2024 ● www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

Page **4** of **16**

4. If the Username and/or Password fields are pre-populated, clear the fields and re-type the login information.
5. If you forgot your password, click **Forgot password?** and follow the prompts.
   a. Your username is your registered email address.
   b. If you do not receive an email within a few minutes, please check your spam or junk folder.
   c. If you cannot locate the email, use the **Contact Us** form or call 1-888-869-3658 for assistance.

6. You may be required to change your password when you first log in.
   a. Enter the password **Obix$poet4** in the **Current password** field.
   b. Select and enter a new password in the **New password** and **New password (again)** fields.
   c. The password must meet the following criteria:
      i. At least eight (8) characters
      ii. At least one (1) numerical digit
      iii. At least one (1) lowercase letter
      iv. At least one (1) uppercase letter
      v. At least one (1) special character - such as * _ or #
   d. Click **Save changes**.
   e. Click **Continue** to access your Dashboard.

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

Page **5** of **16**

3.3 REVIEW AND ACCEPT POLICY NOTICES

1. Review the "OBIX Online Terms of Use and IT Policy"
2. At the bottom of the policy, click the **By continuing to the course you acknowledge review of the OBIX Online Terms of Use and IT Policy** button to accept the terms.

> By continuing to the course you acknowledge review of the OBIX Online Terms of Use, Privacy and IT Policies.

3.4 ACCESS COURSEWORK

1. Click **Dashboard** on the header portion of the screen to display your coursework.
   a. Note that there may be more than one course in your assigned online education.
   b. Courses must be completed in the order displayed.

3.5 COMPLETE COURSEWORK

1. After completing all your courses, return to the Dashboard and complete the Feedback Survey.
   a. Upon completing and submitting the Feedback Survey, you will receive an email with a link to your certificate. Your certificate can also be accessed from your OBIX P.O.E.T. Dashboard under the **My Certificates** tab.
   b. If you do not receive the certificate email and/or cannot access your certificate from the My Certificates tab, refer to the FAQs and Troubleshooting Guide section.

4. FAQS AND TROUBLESHOOTING GUIDE

This guide aims to outline and mitigate common errors encountered when logging in or taking courses in OBIX P.O.E.T.

4.1 HOW LONG WILL THE OBIX P.O.E.T. COURSE TAKE TO COMPLETE?

The time to complete the OBIX P.O.E.T. education courses depends on the system configuration at your facility and your job title.

On average, you should expect the following time frames for educational training:

For new OBIX software installations and onboarding:
- LDRN/ RN Other – 2 hours
- Clinic RN – 1.5 hours
- Provider – 30 minutes
- Administrator – 25 minutes
- Ancillary staff – 35 minutes

For OBIX software upgrades:
- RN – 30 minutes

For OBIX BeCA installations:
- RN – 20 to 30 minutes

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.
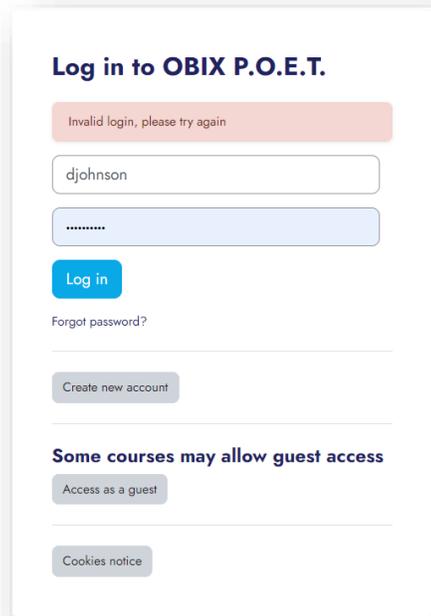
Page **6** of **16**

For OBIX CE Accredited Products:
- EFM: Review and Certification Preparation Course – 6 to 8 hours

For OBIX CE Accredited Webinars:
- 1.25 hours per Webinar session

4.2 WHY AM I GETTING AN ERROR MESSAGE ON THE LOGIN SCREEN: "INVALID LOGIN, PLEASE TRY AGAIN"?

This issue may result from the following:
- Entering an incorrect username or password.
- Entering an email address that does not match the email provided by your Hospital OBIX P.O.E.T. Facilitator.
- Entering an email address that does not exist in the OBIX P.O.E.T. system.
- Having a suspended account due to a substantial delay between receiving the registration email and the initial P.O.E.T. log in attempt.
- Being enrolled in a new training course for existing OBIX P.O.E.T. users.

Possible remedies:
- Verify that you are using the login information stated in your "Welcome to OBIX P.O.E.T." email.
    - If you have not received the welcome email:
        - Check your spam folder
        - Notify your manager
- Enter username and password in the **Log in to OBIX P.O.E.T.** section of the Login screen.
    - **DO NOT** log in using the **Create new account** or **Some courses may allow guest access** sections on the Login screen.
    - Enter username and password information again to correct for any possible typos that may have occurred in prior attempts.
    - Type in your email and password instead of using the copy and paste functions.

OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

- If the Username and/or Password fields are pre-populated, clear the fields and re-type the login information.
- Make no blank spaces before or after your username and password.
- Clear the cache on your computer.
- If you forgot your password, click on **Forgot password?** and follow the prompts.
    - Your username is your registered email address.
    - If you do not receive an email within a few minutes, please check your spam or junk folder.
    - If the email is not received or located, use the **Contact Us** form or call 1-888-869-3658 for assistance.
- If you have an existing OBIX P.O.E.T. account and a new education course was added to your learning, your previous password will not function. Please log in with the temporary password of **Obix$poet4** and then update the password as prompted.
- At times, your OBIX P.O.E.T. account may need to be reset.

If the above remedies do not work, use the **Contact Us** form or call 1-888-869-3658 for assistance. The more information you send regarding the issue, the better we can troubleshoot. Screenshots are very helpful.

4.3 I DID NOT RECEIVE THE WELCOME TO OBIX REGISTRATION EMAIL. WHAT DO I DO?

This issue may result from the following:
- Your OBIX P.O.E.T. account was set up with an incorrect email address.
- The hospital's IT department blocked emails from OBIX P.O.E.T.

Possible remedies:
- Verify with your Hospital OBIX P.O.E.T. Facilitator that the email address provided to OBIX P.O.E.T. is correct.
- Check your spam/junk folder or do a general email search for obixpoet@obix.com to locate the "Welcome to OBIX P.O.E.T." or "Welcome to OBIX CE Accredited Webinars" registration email.
- Verify with your facility's IT department that:
    - You are allowed to receive emails from obixpoet@obix.com.
    - The emails are not getting quarantined due to a firewall or blacklist.

If the above steps do not resolve the issue, use the **Contact Us** form or call 1-888-869-3658 for assistance. The more information you send about the issue, the better we can troubleshoot. Screenshots are very helpful.

4.4 I AM LOGGED INTO OBIX P.O.E.T., BUT MY EDUCATION COURSEWORK IS NOT VISIBLE.

This issue may result from the following:
- Not accessing the Dashboard once logged into OBIX P.O.E.T.
- Having multiple user accounts in OBIX P.O.E.T., such as a user account for hospital-required education courses and a personal account for continuing education courses.

Possible remedies:
- Once logged in to OBIX P.O.E.T., click **Dashboard** on the header portion of the screen.
- If you have multiple user accounts in OBIX P.O.E.T., try logging in with your alternate

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

Page **8** of **16**

username and password.

If your education coursework is not displaying, use the **Contact Us** form or call 1-888-869-3658 for assistance.

4.5 MY UNIT MANAGER INFORMED ME TO DO THE OBIX P.O.E.T. ONLINE EDUCATION. HOW DO I GET THE TRAINING COURSEWORK?

OBIX P.O.E.T. education is available during OBIX installation/upgrades, OBIX BeCA installations, or onboarding new staff. To access the education courses, you must have authorization from your unit manager. Please contact your unit manager to request access to OBIX P.O.E.T.

Once we receive the education request, we will create your OBIX P.O.E.T. account and assign your facility-specific coursework. You will receive a "Welcome to OBIX P.O.E.T." email from obixpoet@obix.com. This email contains your login information and instructions on accessing your coursework.

Please **do NOT create your own account** in OBIX P.O.E.T. Your account must be created by the Learning Management group.

4.6 MY COURSE IS NOT FUNCTIONING WELL; I AM GETTING MESSAGES THAT I MAY HAVE INTERNET ISSUES.
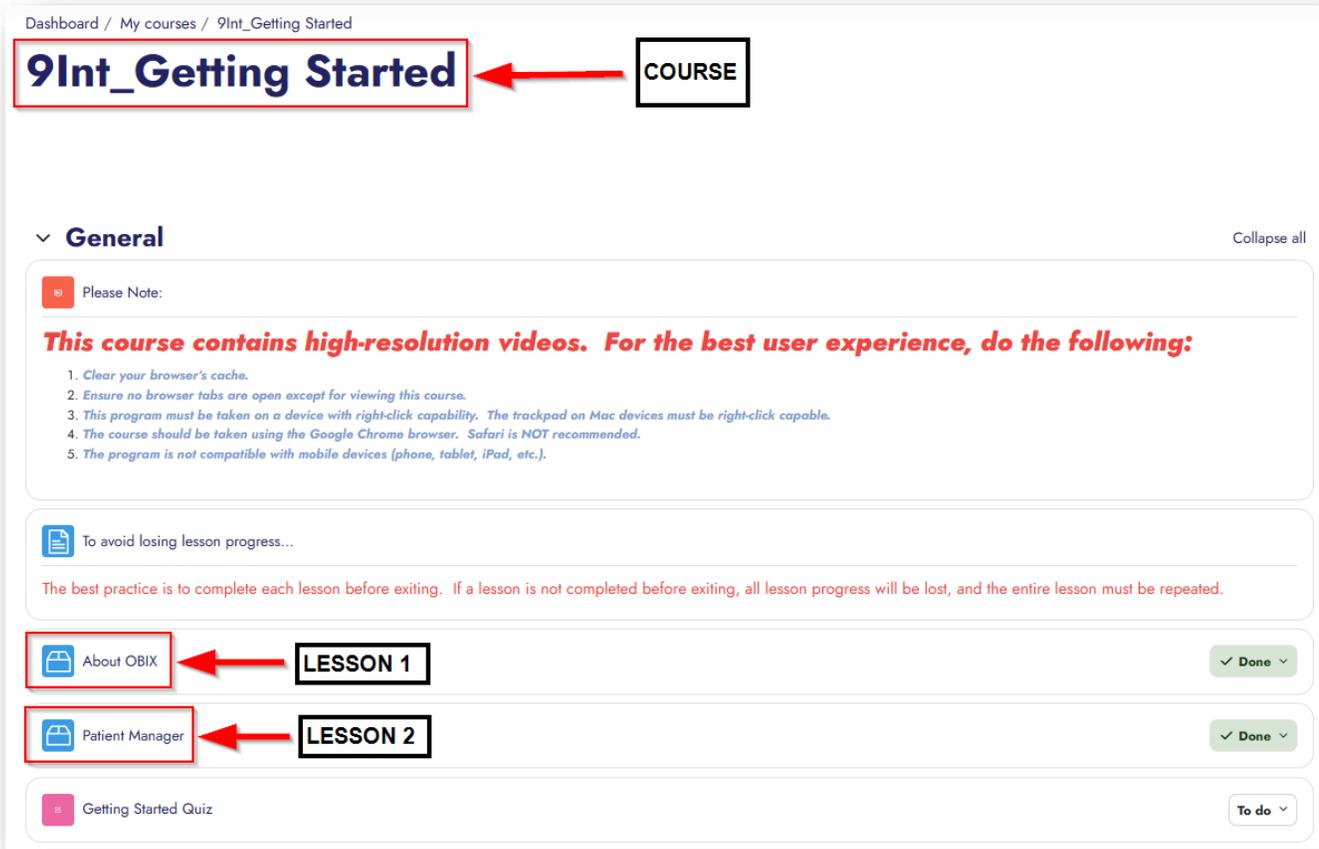
OBIX P.O.E.T. education courses contain high-resolution videos. For the best user experience, do the following:
1. Clear your browser's cache.
2. Ensure no browser tabs are open except the tab for viewing the online education course.
3. Use a recommended browser: Google Chrome
4. Use a recommended device: a Windows computer/laptop
5. Refer to the **Device and Browser Information** section for additional suggestions.

4.7 I STOPPED MY LESSON, AND WHEN I RETURNED, MY LESSON PROGRESS WAS NOT SAVED.

The best practice is to complete each lesson before exiting.
1. If a lesson is not completed before exiting, all lesson progress will be lost, and the entire lesson must be repeated.
2. Each item listed under the course is a lesson.

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

Page **9** of **16**

4.8 WHY DO I RECEIVE AN EMAIL TO COMPLETE OBIX P.O.E.T. COURSES WHEN MY COURSEWORK IS COMPLETE?

This issue may result from the following:
- One or more courses in the online education are NOT 100% complete.
- The Feedback Survey is NOT complete.

Possible remedies:
- View % complete statuses for your course(s) and feedback survey:
  - Log in to OBIX P.O.E.T. and view your Dashboard.
  - Review the progress bar for each course and the Feedback Survey.
    - Each course and the Feedback Survey should be 100% complete.
    - Only the Resources course does not have a % complete requirement.
  - For incomplete courses, click **Go to Course** and view/watch any incomplete lessons in the course.
  - For an incomplete Feedback Survey, click **Go to Course**, complete all the survey questions, and submit the survey.

If all courses and the Feedback Survey are displaying as 100% complete, use the **Contact Us** form or call 1-888-869-3658 for assistance.

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

Page **10** of **16**

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

Page **11** of **16**
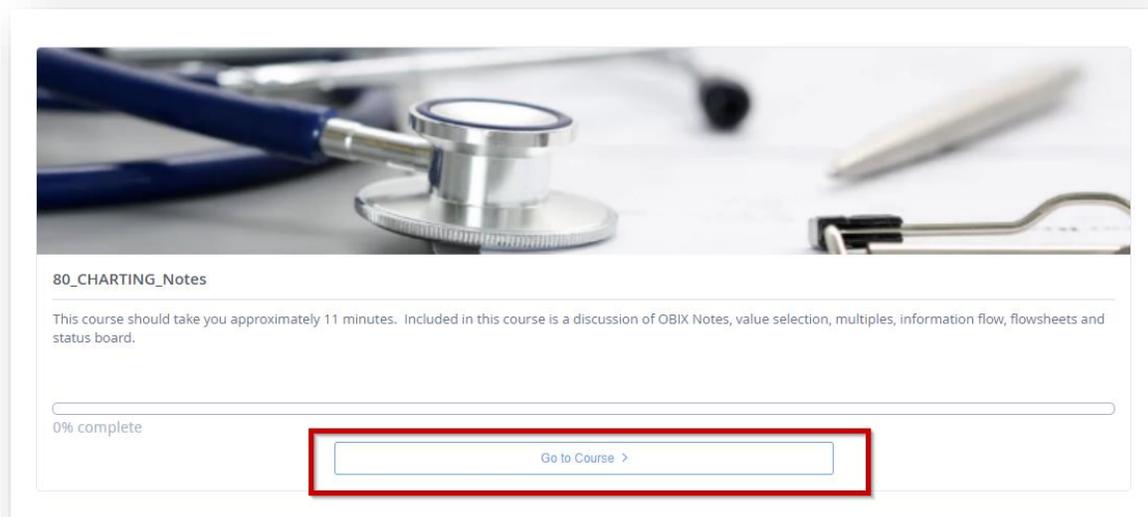
4.9 I FINISHED MY ONLINE EDUCATION BUT DID NOT RECEIVE MY CERTIFICATE OF COMPLETION.

Once your coursework is complete and your Feedback Survey has been submitted, your certificate of completion will be generated. The certificate can be accessed in two ways:

1. The certificate will be emailed to you. You may access it through a link in the email. Once you click the link, the certificate will be downloaded to your computer.
2. *From your OBIX P.O.E.T. Dashboard, select the **My Certificates** tab. Click on the desired certificate to view, download, or print.*
   *Note – The **My Certificates** access applies to certificates earned after January 1, 2023.*

This issue may result from the following:
- The Feedback Survey is incomplete.
- Your email server filters/blocks the certificate email.
- Your IT department does not allow downloadable links for security reasons.

Possible remedies:
- Check the % complete status of the Feedback Survey from your OBIX P.O.E.T. Dashboard.
  - If the Feedback Survey is not 100% complete, click **Go to Course**, answer the survey questions, and submit the survey.
- Check your email inbox for the account used to access OBIX P.O.E.T.
- Check your spam/junk folder.
- Search your email for obixpoet@obix.com
- Search your email for the subject line: "Congratulations, here is your certificate!"
- Check your Downloads folder.
- Contact your IT department to determine if downloads from emails are blocked.

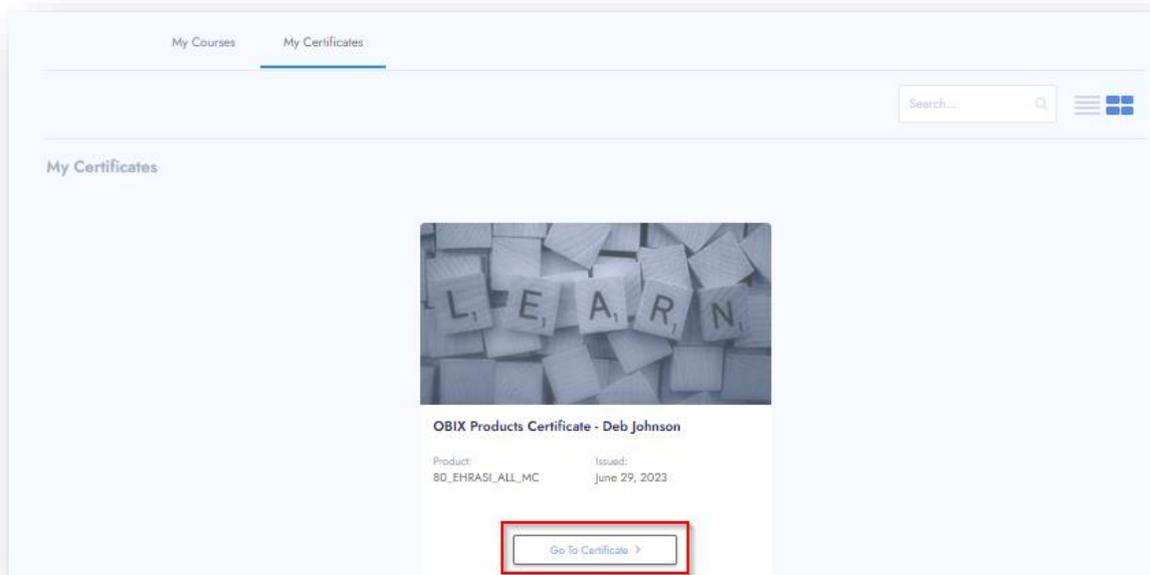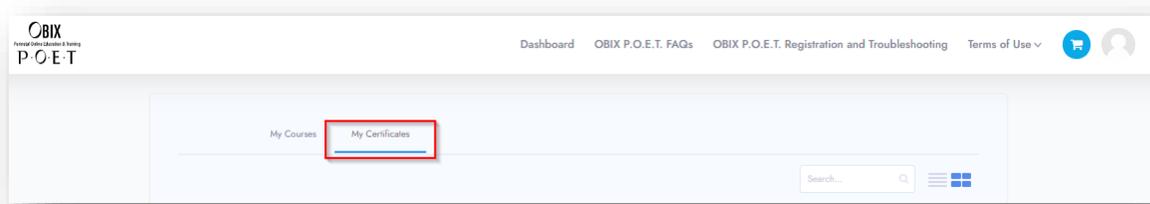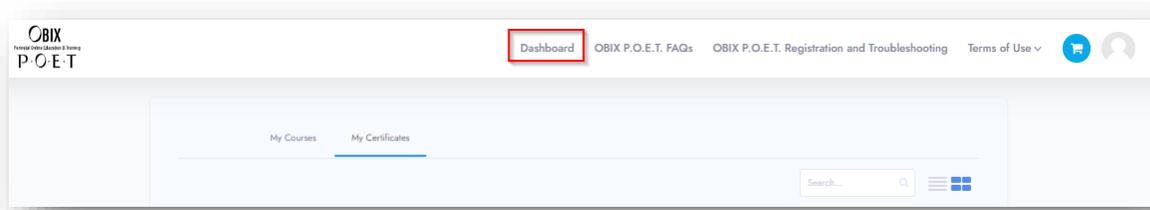**Certificates earned after January 1, 2023, can be accessed and downloaded from the OBIX P.O.E.T. Dashboard:**
1. Log in to OBIX P.O.E.T.

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

Page **12** of **16**

2. Navigate to your Dashboard.
3. Click the **My Certificates** Tab.
4. Click **Go to Certificate.**
5. Download or print your certificate.

Certificates earned BEFORE January 1, 2023:
1. Please use the **Contact Us** form and request a copy of your certificate.

If you need help obtaining your certificate after following the above steps, use the **Contact Us** form or call 1-888-869-3658.

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

Page **13** of **16**

4.10   CE WEBINAR ISSUES

4.10.1   I AM TRYING TO ACCESS THE CE WEBINAR AND RECEIVED THE MESSAGE "CAN'T START OR JOIN THE WEBINAR. WEBINAR HAS NOT YET STARTED."

This issue may result from:
- Trying to access the CE Webinar too early or when not scheduled.
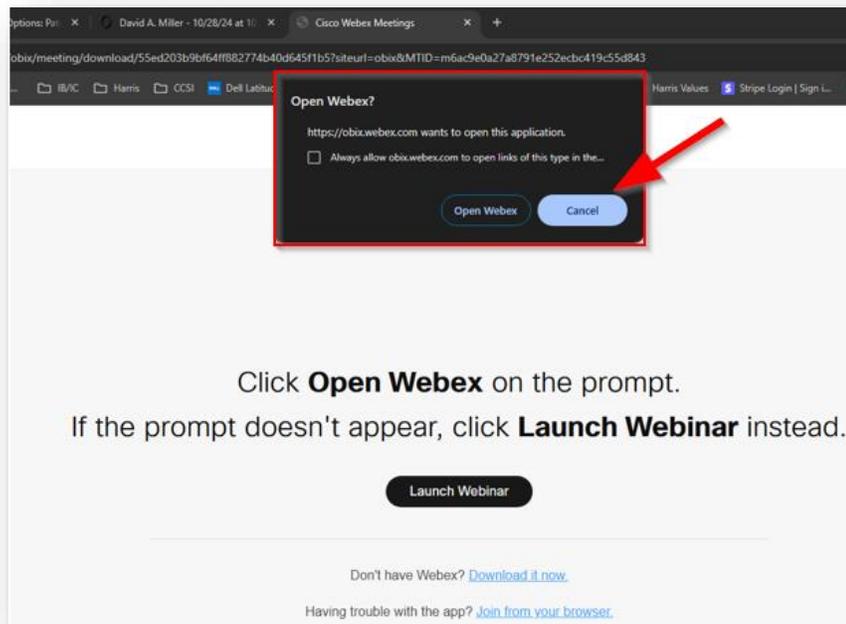- Being in a time zone other than the **CENTRAL** time zone.

Possible remedies:
- The webinar sessions open 30 minutes before the scheduled session start time.
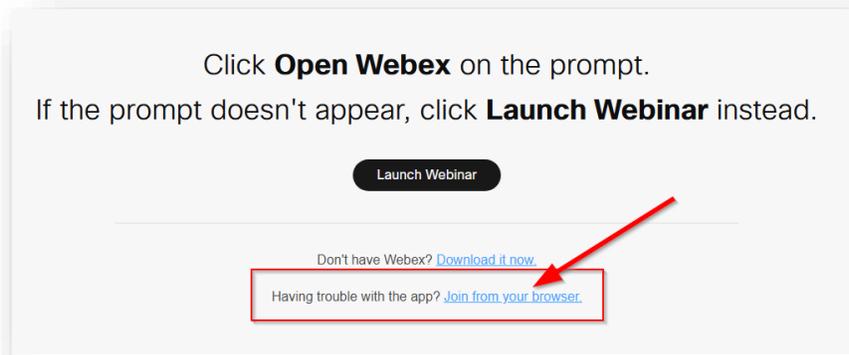- All webinar session times are listed in **CENTRAL TIME**.

4.10.2   I DON'T KNOW HOW TO JOIN WEBEX ONCE I CLICK ON THE "JOIN TODAY'S OBIX CE WEBINAR SESSION" LINK.

Once you click on the JOIN link, a new browser tab for Cisco Webex Meetings will open.

1. If you receive the "**Open Webex?**" pop-up window, click Cancel.

2. Select "**Having trouble with the app?** Join from your browser."

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

Page **14** of **16**

Click **Open Webex** on the prompt.
If the prompt doesn't appear, click **Launch Webinar** instead.

3. Complete the Webex **Enter your information** section
   - Enter your first and last name and hospital email address.
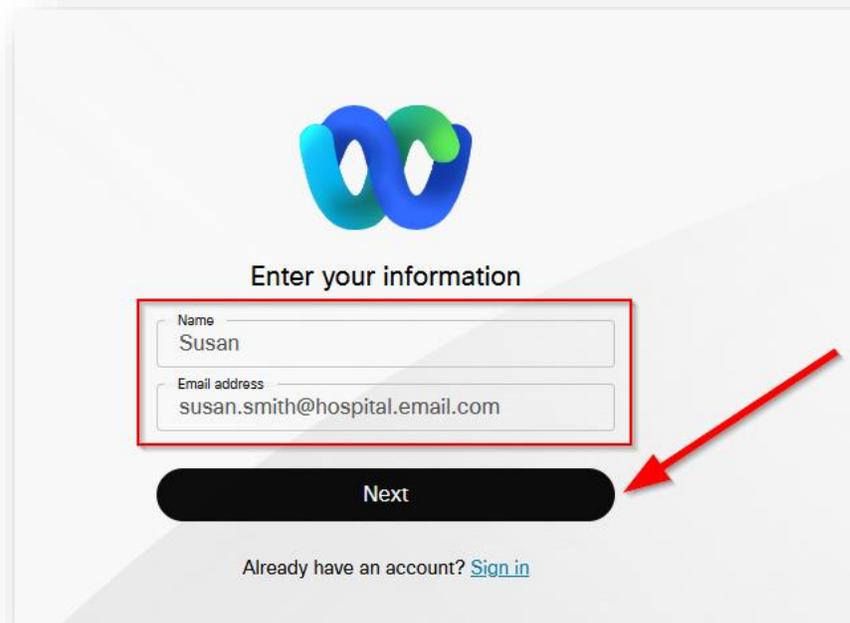
4. Click on the **Next** button
   - The Webex session will open 30 minutes before the scheduled webinar start time.
   - Please note: **all CE Webinar session times are based on the CENTRAL Time Zone.**

4.10.3 **I DON'T KNOW HOW TO GET BACK TO THE LIST OF STEPS FOR THE CE WEBINAR OR HOW TO RETURN TO MY LIST OF COURSES.**

1. To navigate to the list of Steps while in the CE Webinar course,
   a. Click on **General** in the breadcrumb bar to return to the list of Steps for the selected CE Webinar.

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.

Page **15** of **16**

2. To return to your list of courses in OBIX P.O.E.T.:
   a. Click on **Dashboard** in the breadcrumb bar to return to your course list

LM-200 • Dec 2024 • www.obix.com
OBIX and OBIX BeCA are registered trademarks of Clinical Computer Systems, Inc.
Page **16** of **16**