OBIX P.O.E.T. FAQs

1. Who can sign up for education courses on OBIX P.O.E.T.?

OBIX P.O.E.T. education is available during an OBIX installation/upgrade, OBIX BeCA installation, or onboarding of new staff. To access the education products, you must have authorization from your unit manager. Please contact your unit manager requesting access to OBIX P.O.E.T. or contact obixpoet@obix.com.

- For information on accessing OBIX CE Accredited Webinars, email obixcare@obix.com
- For information on accessing OBIX CE Accredited Products, email obixpoet@obix.com

2. How long will the OBIX P.O.E.T. course take to complete?

The length of time to complete the OBIX education products depends on the configuration of the system at your facility and your job title.

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

For new OBIX software installations:
- RN – 2 hours
- Provider - 30 minutes
- Administrator - 20 minutes
- Ancillary staff – 30 minutes

For OBIX software upgrades:
- RN – 30 minutes

For OBIX BeCA installations:
- RN – 20–40 minutes

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

3. Why am I getting an error message on the LOGIN SCREEN: "Invalid login, please try again"?
This issue may result from:
- 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
- Entering the username and password in the wrong section of the Login screen
- 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

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Possible remedies:
- Verify you are using the login information stated in your "Welcome to OBIX P.O.E.T." email.
- 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, which may have occurred in prior attempts.
    - If you have difficulty, manual entry may work better than copy and paste.
- Make sure there are no "blank spaces" before or after your username and password.
- If you forgot your password, please 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 there, **Contact Us.**
- If you have an existing OBIX P.O.E.T. account and a new training course was added to your learning, your previous password may not function. Please log in with the password of Obix_poet1, 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, **Contact Us.** The more information you send regarding your issue, the better we can troubleshoot. Screenshots are very helpful.

4. I did not receive my account registration email. What do I do?
This issue may result from:
- Your OBIX P.O.E.T. account was setup with an incorrect email address.
- Emails from OBIX P.O.E.T. are blocked by the hospital's IT department.

Possible remedies are as follows:
- 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.com" to attempt to locate the "Welcome to OBIX P.O.E.T." registration email.
- Verify with the facility's IT department:
    - You are allowed to receive emails from obixpoet.com.
    - The emails are not getting "quarantined" because of a firewall or blacklist.

If the above steps do not resolve the issue, Contact Us. The more information you send regarding your issue, the better we can troubleshoot. Screenshots are very helpful.

5. **Why am I receiving an email to complete the course, when my course is already complete?**
    This issue may result from:
- One or more courses in the product are NOT complete
- Feedback Survey is NOT complete

    Possible remedies are as follows:
- View your course and feedback status:
    - Log into OBIX P.O.E.T. and view your Dashboard

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- o Review the progress bar for each course and the Feedback Survey
- o For incomplete courses, click **Go to Course** and complete all the lessons in the course.
- o For an incomplete Feedback Survey, click **Go to Course**, complete all the survey questions, and submit the survey.
- o If all courses are displaying as 100% complete, **Contact Us** or call (888)-869-3658.

6. **I finished my course, but where is my Certificate of Completion?**

Once your coursework is complete and your Feedback Survey has been submitted, your certificate of completion will be emailed to you. The certificate is accessed through a link in the email. Once the link is clicked, the certificate will be downloaded to your computer.

This issue may result from:
- Certificate email is filtered by your email server
- Your IT department does not allow downloadable links for security reasons
- Feedback Survey is NOT completed

Possible remedies are as follows:
- 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.com"
- Search your email for subject line: "Congratulations, here is your certificate!"
- Check your Downloads folder
- Contact your IT department to determine if downloads from emails are blocked
- Check the completion status of the Feedback survey from your OBIX P.O.E.T. Dashboard.
  - o For an incomplete Feedback Survey, click **Go to Course**, complete all the survey questions, and submit the survey.

You may also access and download your certificate from the OBIX P.O.E.T. Dashboard:
1. Log into OBIX P.O.E.T.
2. Navigate to your Dashboard
3. Click the **My Certificates** Tab
4. Click **Go to Certificate**
5. Download or print your certificate

If you are not able to obtain your certificate after following the above steps, **Contact Us** or call (888)-869-3658.

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