HEALTHCARE INTERACTIVE®

How to Access the **Administrative** Portal & Administrative Tools

CARES® Dementia Basics™ 4-Hour Online Training and Certification Program
1-Year Single Site License (any one individual location)

Purchase History	Renew	Status	Expiration Date	🔑 Product Key	Main Menu Exam	Usage	📄 User Reports	Group Training	👤 Admin Tools
1 View Receipts	2 Renew	3 Active	4 12/31/2022	5 Login: → ELB95	6 Exam Options	7 40	8 View Report	9 Manage	10 Manage Users

1. **Purchase History**
   - Click view Receipts to view past purchases.
2. **Renew**
   - Click Renew to renew your license in one easy step.
3. **Status**
   - Green active means that your current product key is active and will work if you are not out of users. A red expired or inactive means your product key will not work.
4. **Expiration**
   - This date shows when your product key expires.
5. **Product Key**
   - Give this code to your staff members to complete their CARES® training.
6. **Exam Options**
   - This is where you can change your CARES® Dementia Certification exam options. You can make the exam required, optional, or not available to users of your program(s).
     - ▪ Note Florida, Struthers, and Greenhouse programs do not have this option.
7. **Usage**
   - If you have a limited user license, this is a good way to monitor how many licenses you have used on your license.
8. **User Reports**
   - Click View Reports to view each staff member's training progress.
   - Export reports to excel for ease of viewing and filtering.
   - Print user training certificates and user certification certificates.
9. **Group Training**
   - Set up new users that have gone through a Group Training session.
     - ▪ For Group Training instructions please visit: www.hcinteractive.com/FAQ#GroupTraining
   - Update a user's module completion status
10. **Admin Tools → Manage Users**
    - Merge Users
      - ▪ Combine user accounts
    - Archive Users
      - ▪ Archive past staff member accounts to keep their records off administrative reports.
    - Update User Data
      - ▪ Change or update the spelling of a user's name