

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

Empowering Caregivers Through Education

HealthCare Interactive, Inc.

8800 West Highway 7 | Suite 331 | Minneapolis, MN | 55426

Phone: 952-928-7722 | Fax: 1-866-896-9151

www.hcinteractive.com