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