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HEALTHCARE INTERACTIVE®

- User Log in Instructions

Step 1: Log In

1. Go to: www.hcinteractive.com/login
   - Enter the following **"Product Key"** issued specifically for your site:
   - CARES® Dementia Basics™:
   - CARES® Serious Mental Illness™:
3. **Product Key Confirmation:** Click "Yes" if the site shown is where you work.
4. **User Account:**
   - First time in the program? Click the "**New User**" button and fill out the registration form.
   - Returning to the program? Click the "**Existing User**" button and enter your name. You do not need to complete the training in one session. You can come back to the training the program at any time as it automatically saves your progress.
5. **Disclaimer and Visitor Agreement:** Read the disclaimer and click the "I Agree" button.

Step 2: Complete the Program

1. **Start Program:** Click on each module, beginning with Module 1.
2. To complete a module, you must visit each screen in the module and meet the minimum time requirements.
3. Check your progress at any time by clicking the "View Course Progress" button on the Main Menu.
   - A **green check mark** means you have completed the module.
   - A **red X** means you have not completed the module. Double check that you have visited each screen in the module and met the minimum time requirements of the module.

Training Tips

- Take your time while completing this program
- Watch each of the video clips in their entirety
- Download free CARES® study guides from www.hcinteractive.com/worksheets.
  - Use these worksheets to take notes on each module during the program.
- Complete all interactive activities
- Don't rush from screen to screen

Step 3: Get Certified in CARES® Dementia Certification (Certification is Optional)

1. After you complete all required CARES® modules, you are eligible to take the CARES certification exam. Return to the main menu of the program click the "Take Certification Exam" button to be taken to the exam.
2. Certification is determined by each location and may be required, optional, or tuned off. Please check with your administrator to see if it is required or not.

Step 4: Print Your Certificate of Completion

1. When you have successfully completed all modules, you will be able to print your certificate of completion.
   - Simply click the "Print Completion Certificate" button on the Main Menu.
2. Can't print your completion certificate?
   - If you are unable to print your certificate, you have not completed each module and/or passed the exam.

Questions?

Call HealthCare Interactive (our training provider) at **(952) 928-7722** between 9:00 a.m. and 4:30 p.m., Monday through Friday Central time. You can also e-mail us at support@hcinteractive.com or chat with us, www.hcinteractive.com/chat during regular business hours.