

How to claim learner credit

For any method below, first create your portal account and complete all areas required on the profile. Portal accounts are free and can be created here via the website (<https://billingsclinic.cloud-cme.com/>) or through the CloudCME app.

Instructions below for self-claiming credit via:

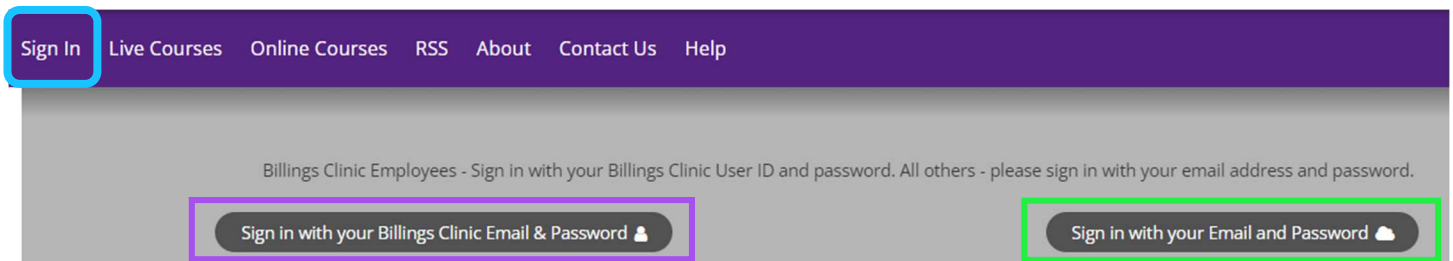
1. Online portal (page 1-2)
2. Mobile app (page 2-4)
3. SMS texting (page 4-5)

General things to know:

- Learners can record their attendance up to 60 minutes prior to the activity start, during the activity, or up to 72 hours after the activity ends.
- A profile must be completed and include a cell phone number as the primary number in order to use the text-in attendance function.
- Android and Apple operating systems may behave differently when using the CloudCME App. You may need to grant permission for the app to use your camera – this could be required each time or may only be required one time.

Online Portal - claim credit

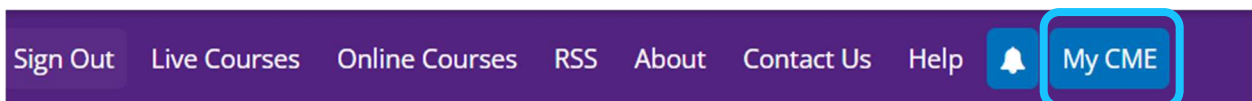
1. Visit <https://billingsclinic.cloud-cme.com/>
2. Click 'Sign In' and use the appropriate log in option.



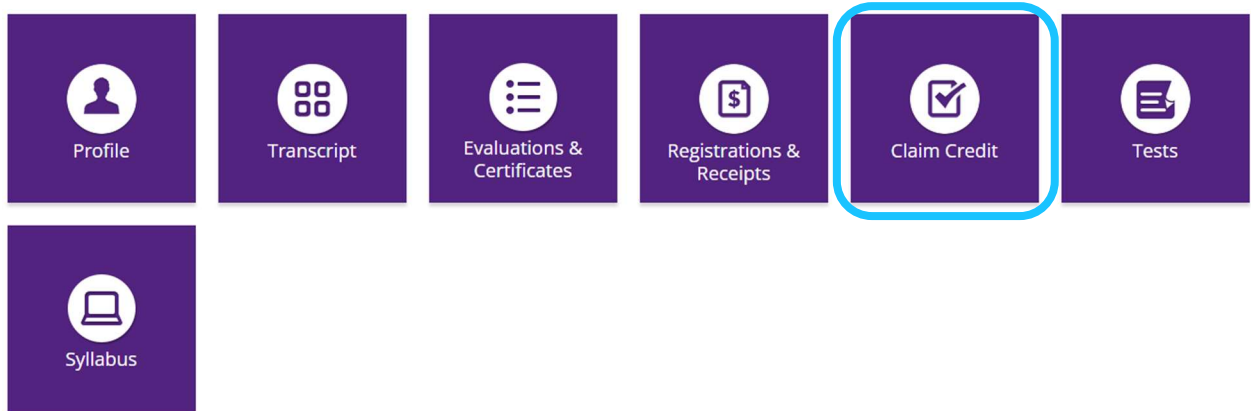
- a. **Billings Clinic** employees will utilize the option that appears on the left as outlined in the purple box.
- b. **Logan Health** employees and all other learners will utilize the option on the right and sign-in with their email and password.

Once signed in, your name will appear in the upper right corner of the screen.

3. Click the 'My CME' button.



4. Click the 'Claim Credit' button.



5. Enter the 4-digit Activity ID provided by activity coordinator and click the 'Submit Activity ID' button.

Claim Credit

Self-Claim Credits

To claim credits for an activity, enter the Activity ID (number) below and click Submit Activity ID.

Please Enter the Activity ID (number): *

Submit Activity ID

6. Complete any additional questions or fields.

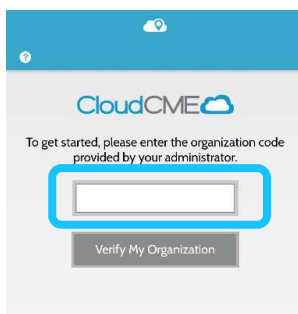
Cloud CME Mobile App

The CloudCME® Mobile App is available for Apple (iOS) and Android devices (Android OS).

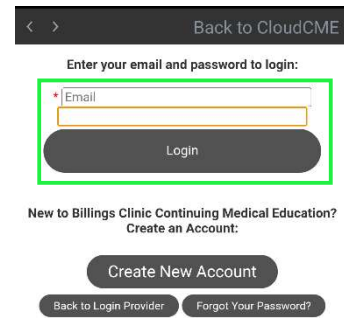
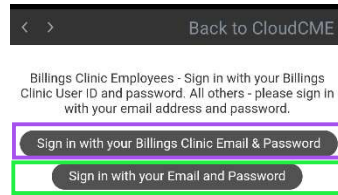
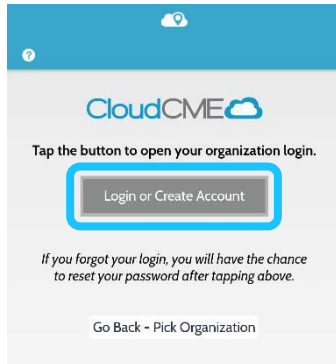
- Learners can record their attendance up to 60 minutes prior to the activity start, during the activity, or up to 72 hours after the activity ends.
- Android and Apple operating systems may behave differently when using the CloudCME App. You may need to grant permission for the app to use your camera – this could be required each time or may only be required one time.

CloudCME App setup

1. Download the CloudCME Mobile App
2. Open the app, use organization code "BillingsClinic" exactly as written



- Click 'Log-in or create account' button then select whichever option is correct and log in.



- Billings Clinic** employees will utilize the top option as outlined by the purple box. (middle image)
- Logan Health** employees and all other learners will utilize the lower option as outlined in the green box and sign-in with their email and password. (middle image and right image).

CloudCME App - Claim Credit

- Open the CloudCME App (see above)
- Log-in using whichever method applies (see above)

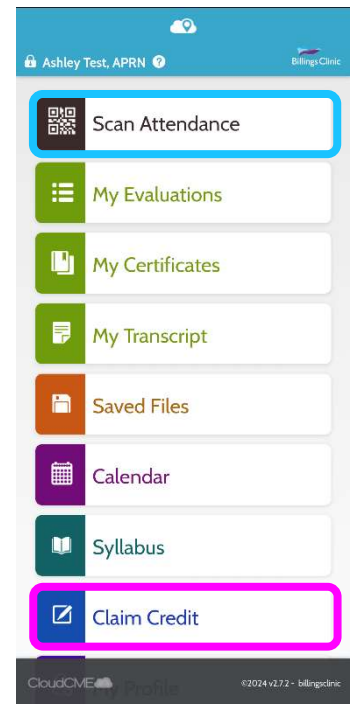
Option 1 – Claim Credit button (pink box)

- Scroll down the list of options to the "Claim Credit" button
- Click button and enter the 4-digit code supplied by the activity coordinator.

Option 2 – Scan QR code (blue box)

- Select 'Scan Attendance' on the menu. May have to allow camera permissions. (varies by operating system)
- Scan the QR code provided by activity coordinator.
****Must be in the app to scan the QR code. Will not log attendance if not in the app.**

- When logged in to the app and after clicking "Scan Attendance", the learner will and MUST receive the following message:
 "To scan an attendance QR code, position your phone in front of the QR code and tap Continue when you are ready. The scanner will open and when the code has been captured the scanner will automatically close. Please make sure the CloudCME app has permission to use the camera."
- If a user does not see the message above before scanning the code, they will receive an error. Once a scan is successful, it will be logged in the activity and user notes in the system.



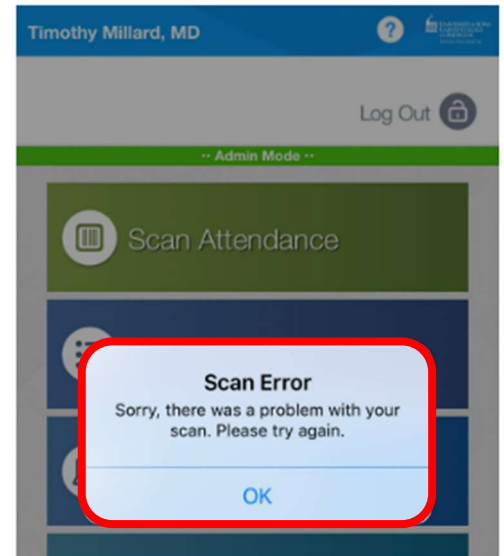
NOTE: Not all features of CloudCME® are available in the mobile app.

CloudCME app Troubleshooting:

A. I am getting a message saying "Scan Error - Sorry, there was a problem with your scan. Please try again."

- Check your phone's privacy settings for the camera. Settings - Privacy - Camera (iPhone) and make sure the slider is green. If not, the phone will not be able to use the camera to scan QR codes.
- Also check that the permissions for the CloudCME app include camera (QR scans), calendar (registered events), and storage (transcripts/certificates). Not all devices will allow all three options.

- Go to apps and notifications then look for the CloudCME® app.
- View the permissions for the app.



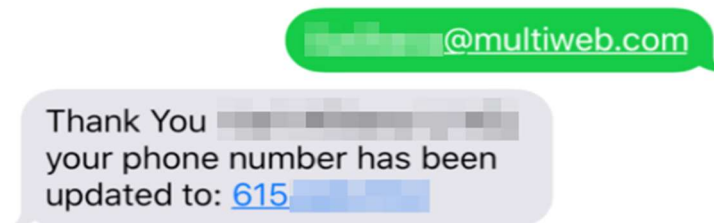
SMS Texting attendance

These instructions assume that you have an active account in CloudCME®. If you do not, please set up your account first.

- A profile must be completed and include a cell phone number as the primary number in order to use the text-in attendance function.
- Learners can record their attendance up to 60 minutes prior to the activity start, during the activity, or up to 72 hours after the activity ends.

1. Pair your mobile phone to your CloudCME® account. Text your email address as entered in your Profile to 1-833-664-1880 opt-in to the text message attendance program. You will receive a text message that your phone number has been updated. This is a one-time operation.

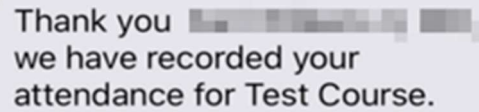
Example:



2. To record your attendance to an activity, text the 4-digit Activity Code that has been provided for your activity administrator. The code will change for each session within an accredited series.

- a. You will receive a text message that verifies activity attendance has been recorded.
 - i. You must text an SMS text message not an iMessage, if using iOS.

Example:

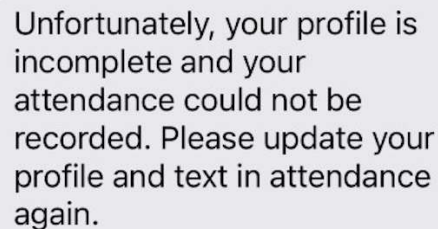


Thank you [REDACTED]
we have recorded your
attendance for Test Course.

SMS Texting Troubleshooting:

- A. You will receive an incomplete profile text message if you try to text your attendance and have a missing degree and/or profession in your profile. Please complete the fields in your CloudCME® profile before texting attendance.

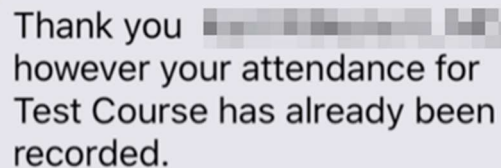
Example:



Unfortunately, your profile is incomplete and your attendance could not be recorded. Please update your profile and text in attendance again.

- B. You can only record attendance once to an activity. If you try to record attendance an additional time, you will receive the following text message.

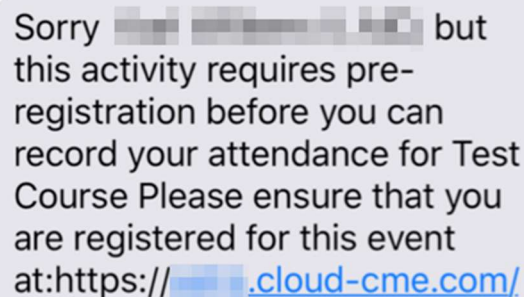
Example:



Thank you [REDACTED]
however your attendance for
Test Course has already been
recorded.

- C. If you attempt to record your attendance for an activity which requires registration and for which you are not registered, you will receive the following text message.

Example:



Sorry [REDACTED] but
this activity requires pre-
registration before you can
record your attendance for Test
Course Please ensure that you
are registered for this event
at:[https://\[REDACTED\].cloud-cme.com/](https://[REDACTED].cloud-cme.com/)