



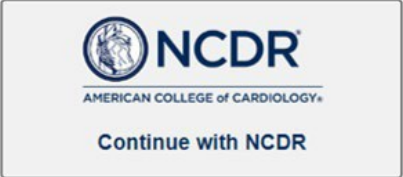
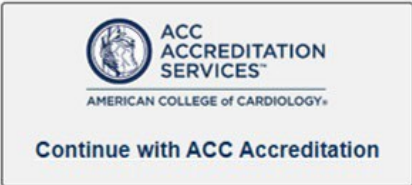
FAQs

How do I access the QII Learning Center?

1. Go to <https://qiilearningcenter.acc.org/Public/FederatedSSO/NCDR.aspx>

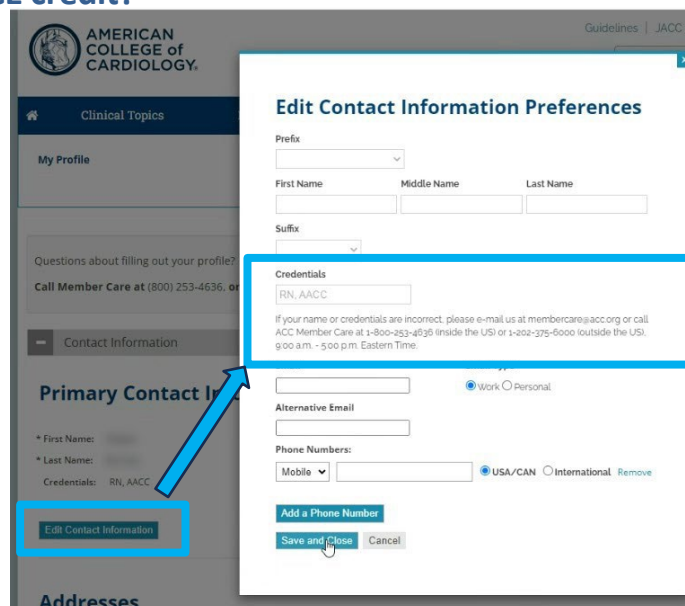
Note: Bookmark webpage for quick and easy access.

2. Select how you would like to login: **NCDR** or **ACC Accreditation Services**

	
Login using your Participant ID, Username or Email address, and Password.	Login using your Username and Password.
Select a Registry.	Navigate to the left menu – Click ‘Additional Resources’ then click on ‘QII Learning Center’ tab.
Navigate to the left menu – Click ‘Resources’ then click on ‘Learning Center.’	Click Here to Access the QII Learning Center above the logo.
Click Here to Access the QII Learning Center above the logo.	If you are unsure if you have access to the Learning Center, use the Contact Us Form .
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How do I update my credentials so I can receive CE credit?

1. Go to www.acc.org
2. Click **Log in to MyACC** in the top right corner of the window.
3. Enter your email address (recommended) or Username and Password.
 - Click I forgot my password if you do not remember your password.
4. Once logged in, go to **MyACC** at the top right corner of the window.
5. Select **My Profile**
 - a. Review the information listed under ‘Primary Contact Information.’
 - b. Follow instructions for support information.



If your name or credentials are incorrect, please email membercare@acc.org or call ACC Member Care at 1-800-253-4636 inside the US or 1-202-375-6000 outside the US, 9:00am – 5:00pm Eastern Time.



What are the different types of courses available in the QII Learning Center?

The QII Learning Center includes multiple course types, such as:

- NCDR CE Options
- NCDR Non-CE Options
- NCDR Case Scenarios
- Quality Summit
- Accreditation
- ACPC Quality Network

Can I save the course videos to watch later?

You cannot download course lessons to save and watch later, however you can select the ♥ to add any course to your Favorites for quick access to the course at a later time under [My Favorites](#).

You can download the PDF slides for the NCDR Case Scenarios by clicking on ☁ which is located directly below the mp4 video.

Can I go back and watch something I missed?

Yes! You can go back and watch the course lessons as needed.

Where can I find the Newly Released/Featured Courses?

The newly released/featured courses are listed at the top carousel banner on the home page of the QII Learning Center.

Why can't I hear audio?

Check that the computer you are using has speakers. Check your volume controls. There are three areas you may find volume controls:

- Player volume: Look for the volume icon inside the Player.
- Computer volume: Adjust the volume slider and confirm that Mute is not selected.
- External computer speakers (optional): Your speakers may have a volume control dial or knob that you can use to increase or decrease the volume level.

Can I claim a Certificate of Participation in addition to my certificate of CE credit?

Yes.

How do I claim Credit and/or a Certificate of Participation?

To claim your educational credits in the Learning Center for approved CE courses, you must first complete all required learning activities within a single course. After the completion of the course, complete the Feedback Survey and go to the Claim Credit section on the menu. Once in the Claim Credit section, click on the number of credits you have earned and click the Claim button.



Your Educational Resource for Learning You Need. *When You Need It.*



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Is there a deadline for claiming CE credit?

Yes, the deadline to claim credit and/or certificate of participation for each course varies and is determined based on the course release date. This information is listed under the 'Credit and Course Evaluation' section of the Front Matter section. It is also listed under 'Term of Approval.' We strongly recommend that evaluations and credit claims be submitted immediately following your participation in the activity.

Why do I need to complete the evaluation to receive CE credit?

Your feedback from this American College of Cardiology (ACC) educational course will help us to better target ACC educational initiatives and efforts to support you and your future learning needs.

How do I access my Transcript to view all my CE credits?

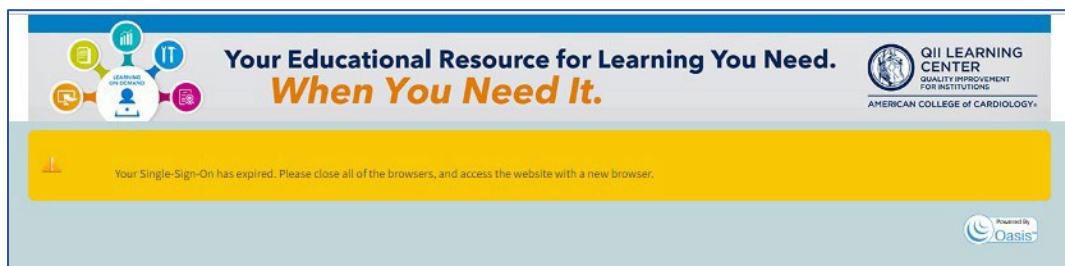
1. Go to www.acc.org
2. Click **Log in to MyACC** in the top right corner of the window.
3. Enter your email address (recommended) or Username and Password.
 - Click **I forgot my password** if you do not remember your password.
4. Once logged in, go to **MyACC** at the top right corner of the window.
5. Click **My Transcript**

Who do I contact for assistance?

If you experience any issues with the QII Learning Center, please use the [Contact Us Form](#).

How to access the QII Learning Center when your Single Sign-On has expired.

If you receive a message stating that your Single Sign-On has expired, you will need to first clear your cookies/cache before you are able to access the Learning Center, using the following steps.



If you continue to have issues, please use the [Contact Us Form](#).





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Click on the appropriate link below based on the browser you are using for instructions on how to clear cache and cookies.

 Google Chrome Web browser	How to clear cache & cookies in Google Chrome: https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop
 Microsoft Edge Web browser	How to manage and clear your cache and cookies: https://www.microsoft.com/en-us/edge/learning-center/how-to-manage-and-clear-your-cache-and-cookies?form=MA13I2
	How to delete cookies in Microsoft Edge: https://support.microsoft.com/en-us/microsoft-edge/delete-cookies-in-microsoft-edge-63947406-40ac-c3b8-57b9-2a946a29ae09#:~:text=Delete%20all%20cookies,-In%20Edge%2C%20select&text=Select%20Settings%20%3E%20Privacy%2C%20search%2C,and%20then%20select%20Cle