

# FREQUENTLY ASKED QUESTIONS FOR AAOS CME COURSES

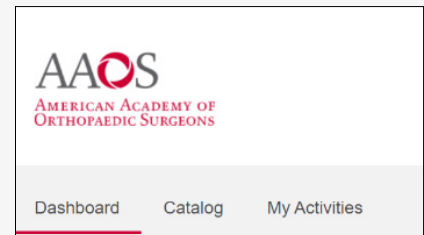
## What is learn.aaos.org?

[learn.aaos.org](https://learn.aaos.org) is a Learning Management System (LMS) which will house all the information you will need for your course including:

- Course Schedule
- CME Information
- Faculty Information
- Live Streaming Link (for virtual courses)
- Course Replay (for recorded courses)
- Handouts
- Course Evaluation

## How do I access learn.aaos.org?

1. Go to [learn.aaos.org](https://learn.aaos.org) and log in with your AAOS username and password.
2. Click “My Activities” in the top column.
3. Find your course and click “Launch”



## How do I access a virtual course?

If your course is being offered virtually, a “Live Stream” tab will appear on the day of the course. The Course Specialist will send instructions to join the meeting one day before the live course date.

## When will I receive instructions about my course?

Typically, course information is sent out one week before the course date, unless otherwise noted on the course website. One day before the course date, you will receive a reminder and further instructions regarding the course. Contact Customer Service if you are not receiving these emails regarding your course at 800-626-6726.

# FREQUENTLY ASKED QUESTIONS FOR AAOS CME COURSES

## Do I need to download Zoom to join a virtual course?

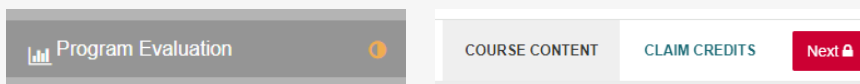
While it is not required, we recommend that you have Zoom downloaded and installed on your computer for the best possible user experience. You can create a free account here: [Download Zoom](#)

If you are new to Zoom, we recommend you read through this [Zoom FAQs](#) document on the Zoom website.

## How do I claim my CME credits?

Once you have reviewed the course content at [learn.aaos.org](#), including the live course (or recording) and pre-recorded content, complete the Course Evaluation. This is located at the bottom of the lefthand menu, as seen here.

Submit the evaluation and click the “Claim Credits” button in the top right corner.



## I received an error message. What should I do?

If you see an error message like this, click the blue “Return to home page” link. This will send you back to the correct page. If you continue to see this message, contact an Academy staff member to assist you further.

**The system has encountered an unexpected error.  
Error reference code: QanezegujuSy-web2**

[<< Return to home page](#)

# FREQUENTLY ASKED QUESTIONS FOR AAOS CME COURSES

## Why don't I see a menu on the left side of my screen?

After you launch the course, you should have a menu along the left side of your screen. If you don't see a menu, you should see a small icon with three parallel lines in the top left corner. Click this to open the menu.



## When will the course replay be available?

If your course is being recorded, the un-edited replay should be available within one business day. In approximately 2 weeks, the course will be edited and divided into individual lectures for easy navigation. You will receive an email from your course specialist when the edited version is available. Check the Welcome tab for more details about your specific course.

## The course disappeared from the My Activities list. Where did it go?

In Progress Completed Certificates Expired

After completing the evaluation and claiming your credits, the course will move from the "In Progress" tab to the "Recently Completed" tab.

## Where can I get a CME Certificate?

After completing the evaluation and claiming your credits, the course will move from the "In Progress" tab to the "Recently Completed" tab. The course listing will now include a "Certificate" button. Click to download your certificate.

The screenshot shows the 'Completed' tab selected in the navigation bar. Below the navigation bar is a search bar with a magnifying glass icon. To the right of the search bar is a red button labeled 'Download Transcript'. Below the search bar is a table with the following columns: Title, Credits, and Completion. The table contains one row with the following data:

Title	Credits	Completion
Improve Your IME/QME Reports – Five Steps to Success for the Independent Medical Examination (IME) / Qualified Medical Evaluator (QME) Reports	5.5 CME	0%

Below the table are three buttons: 'VIEW', 'LAUNCH', and 'CERTIFICATES'.

# FREQUENTLY ASKED QUESTIONS FOR AAOS CME COURSES

## Can I download the handouts?

Yes! All handouts can be downloaded. You can either click the download button at the top of your screen, or right-click on the document and select “save as”. This will allow you to save the file to your computer.



## Can I download the videos?

Videos are not downloadable.

## How long do I have access to the course content?

Most AAOS courses are available for 60 days. Please check the Welcome tab for the expiration date of your course.

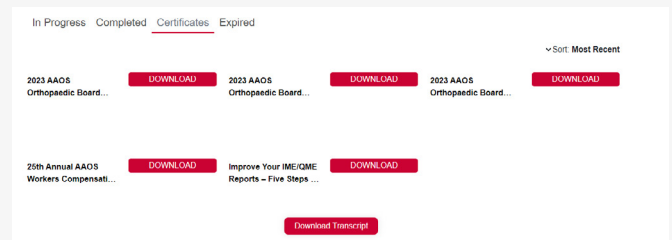
## Where can I find the faculty list, faculty disclosures, and faculty FDA Clearance information?

You can find the faculty list on the course website, under the “Faculty” tab. Once the course launches you may find the faculty list, faculty disclosures, and faculty FDA Clearance on the Course launch page. Click the “Introduction” tab, then click the “Faculty” tab.

# FREQUENTLY ASKED QUESTIONS FOR AAOS CME COURSES

## Where can I download my transcript?

You can click the “Certificates” button and then click “Download Transcript”. You may also go to <https://transcripts.aaos.org/> to find your transcript.



## I don't see the course I registered for on my Dashboard or My Activities list. What do I do?

In some cases the Course you have registered for may be listed at the end of your “My Activities” list. Check the last page of your “My Activities” list. Once you launch for the first time, it will move to the top of your list.

## I need to modify my registration, what do I do?

You may contact Customer Service to make modifications to your registration at 800-626-6726.