

OBIX P.O.E.T. FAQs

1. Who can sign up for OBIX system education courses on OBIX P.O.E.T.?

OBIX P.O.E.T. education is available during OBIX installation/upgrade, OBIX BeCA installation, or onboarding new staff. To access the education courses, you must have authorization from your unit manager. Please contact your unit manager to request access to OBIX P.O.E.T. or contact obixpoet@obix.com.

- For information on accessing OBIX CE Accredited Webinars, email obixcare@obix.com
- For information on accessing OBIX CE Accredited Products, email obixpoet@obix.com

2. How long will the OBIX P.O.E.T. course take to complete?

The time to complete the OBIX system education courses depends on the system configuration at your facility and your job title.

On average, you should expect the following time frames for educational training:

For new OBIX software installation and Onboarding:

- LDRN/ RN Other – 2 hours
- Clinic RN – 1.5 hours
- Provider – 30 minutes
- Administrator – 25 minutes
- Ancillary staff – 35 minutes

For OBIX software upgrades:

- RN – 30 minutes

For OBIX BeCA installations:

- RN – 20 to 30 minutes

For OBIX CE Accredited Products:

- EFM: Review and Certification Preparation – 6 to 8 hours

For OBIX CE Accredited Webinars:

- 1.25 hours per Webinar

3. Why am I getting an error message on the LOGIN SCREEN: “Invalid login, please try again”?

This issue may result from the following:

- Enter an incorrect username or password.
- Enter a blank space before or after the username and/or password.
- Enter an email address that does not match the email provided by your Hospital OBIX P.O.E.T. Facilitator.

- Enter an email address not existing in the OBIX P.O.E.T. system.
- Enter the username and password in the wrong section of the Login screen.
- Having a suspended account due to a substantial delay between receiving the registration email and the initial OBIX P.O.E.T. log-in attempt.
- Being enrolled in a new training course for existing OBIX P.O.E.T. users.

Possible remedies are as follows:

- Verify that you are using the login information stated in your “Welcome to OBIX P.O.E.T.” email.
 - If you have not received the Registration email:
 - Check your spam folder.
 - Notify your manager.
- Enter your username and password in the “Log in to OBIX P.O.E.T.” section of the Login screen.
 - **DO NOT** log in using the “Create new account” or “Some courses may allow guest access” sections on the Login screen.
 - Enter username and password information again to correct for any possible typos that may have occurred in prior attempts.
 - Manual username and password entry may work better than copying and pasting.
 - If the username/password fields are pre-populated, clear the fields and manually enter your login information.
 - Make sure there are no “blank spaces” before and/or after your username and password.
 - Delete the cache on your computer.
- If you forgot your password, please click on **Forgot password?** and follow the prompts.
 - Your username is your registered email address.
 - If you do not receive an email within a few minutes, please check your spam folder.
 - If the email is not there, please complete the [Contact Us](#) form.
- If you have an existing OBIX P.O.E.T. account and a new training course was added to your learning, your previous password may not function. Please log in with the temporary password of Obix_poet1 and then update the password when prompted.
- At times, your OBIX P.O.E.T. account may need to be reset.

Please complete the [Contact Us](#) form if the above steps do not resolve the issue. The more information you send, the better we can troubleshoot. Screenshots are very helpful.

4. I did not receive my account registration email. What do I do?

This issue may result from the following:

- Your OBIX P.O.E.T. account was set up with an incorrect email address.
- The facility’s IT department firewall is blocking emails from OBIX P.O.E.T.

Possible remedies are as follows:

- Verify with your Hospital OBIX P.O.E.T. Facilitator that the email address provided to OBIX P.O.E.T. is correct.
- Check your spam/junk folder or do a general email search for “obixpoet.com” to attempt to locate the “Welcome to OBIX P.O.E.T.” or “Welcome to OBIX CE Accredited Webinars” registration email.
- Verify with your facility’s IT department that:

- You are allowed to receive emails from obixpoet.com.
- The emails are not getting “quarantined” because of a firewall or blacklist.

Please complete the [Contact Us](#) form if the above steps do not resolve the issue. The more information you send, the better we can troubleshoot. Screenshots are very helpful.

5. Why am I receiving an email to complete the OBIX system education course when my course is already complete?

This issue may result from the following:

- One or more courses in the product are NOT 100% complete.
- The Feedback Survey is NOT complete.

Possible remedies are as follows:

- View your course and feedback status:
 - Log into OBIX P.O.E.T. and view your Dashboard.
 - Review the progress bar for each course and the Feedback Survey.
 - For incomplete courses, click **Go to Course** and complete all the lessons in the course.
 - For an incomplete Feedback Survey, click **Go to Course**, complete all the survey questions, and submit the survey.
 - If all courses are displaying as 100% complete, please complete the [Contact Us](#) form or call (888)-869-3658.

6. I finished my education course, but where is my Certificate of Completion?

Once your coursework is complete and your Feedback Survey has been submitted, your certificate of completion is generated. You can access the certificate by email or from the user dashboard.

Once the certificate is generated, OBIX P.O.E.T. will email you a link to access the certificate. Once you click the link, the certificate will be downloaded to your computer.

The certificate can also be viewed and downloaded from your OBIX P.O.E.T. Dashboard.

1. Log into OBIX P.O.E.T.
2. Navigate to your Dashboard.
3. Click the **My Certificates** Tab
4. Click **Go to Certificate**
5. View, download, or print your certificate.

If you do not receive the certificate in your email or see it in your Dashboard, it is possible you have yet to complete and submit the Feedback Survey.

Otherwise, this issue may result from the following:

- Your facility’s email server filters the certificate email.
- Your IT department is not allowing downloadable links for security reasons.

Possible remedies are as follows:

- Check your email inbox for the account used to access OBIX P.O.E.T.

- Check your spam/junk folder.
- Search your email for “obixpoet.com”.
- Search your email for the subject line: “Congratulations, here is your certificate!”
- Check your Downloads folder.
- Contact your IT department to determine if your facility blocks downloads from emails.
- Check the completion status of the Feedback survey from your OBIX P.O.E.T. Dashboard.
 - For an incomplete Feedback Survey, click **Go to Course**, complete all the survey questions, and submit the survey.

If you cannot obtain your certificate after attempting the above steps, please complete the [Contact Us](#) form or call (888)-869-3658.

7. My course is not functioning well; I keep getting messages that I may have internet issues.

This course contains high-resolution videos. For the best user experience, do the following:

- Clear your browser’s cache.
- Ensure no browser tabs are open except for viewing this course.
- Be sure that you are using a device that supports right-clicking. The trackpad on Mac devices must support right-clicking.
- Check that you are using appropriate applications. The course should be taken using the Google Chrome browser. Safari is NOT recommended.
- Ensure that you are using a compatible device. The program is incompatible with mobile devices (phone, tablet, iPad, etc.).

8. I stopped my lesson, and when I returned, my lesson progress was not tracked.

The best practice is to complete each lesson before exiting. If a lesson is not completed before exiting, all lesson progress will be lost, and the entire lesson must be repeated.