

DIRECTIONS TO VIEW THE WEBCAST

Please note if the program is NOT available at this time, you will receive a reminder email once the program is available.

Please note **expiration dates vary** depending on the program you purchased. Go to: <http://education.rbclimited.com/store.php> - click on "**Show Details**" under the program you purchased to see the expiration terms. If you purchased the program, you can login to your account, click on "**View purchase history**" and view the "**Expires on**" column. Please note if there is NO date listed, you have to view the program in order for the system to begin the expiration period.

1. Go to: <http://education.rbclimited.com>
2. Click on the "**View a purchase Webcast using a Passcode**" option.
3. You will have 3 different methods of accessing the program.

Individual / Single Viewer:

- Select this method if you purchased this Education Program and will be the sole viewer.

Staff Viewers:

- Select this method if your agency purchased this program.
**If you have multiple staff that want to view the program individually and receive a Certificate, have them select this method. If the program you purchased offers CE's, you MUST select this option in order to receive a CE Certificate.*

Group Viewers:

- Select this method if there are multiple people viewing this Education Program at the same time.

4. Enter your "**Education Program Passcode**". (THE PASSCODE IS ON YOUR CONFIRMATION EMAIL).
 - Please note this is NOT the password used to register or access your account.
5. Click on the "**Click here for the Handouts**" link to download the materials in advance of viewing the program.
 - If you do NOT see the "Click here for the handouts" link, the handouts are not available at this time. Check back closer to the Date Available for the program.
6. Click "**View Webcast**".
 - If you do NOT see the "View Webcast" link, then the program is not available. Check your confirmation email for the Date Available.
7. Click on the "**Take Survey**" link after viewing the program and click Continue.
 - The survey is only 10 questions.
8. Print or Download your certificate – Click on the "**Attendance Certificate**" link or the "**CE Certificate**" link (if applicable).
 - In order to receive a certificate, you must login under the "Staff Viewers" or "Individual/Single Viewer" options and receive a 3 digit personal access code.)

ADMINISTRATOR PLEASE NOTE

If you want to be able to see what staff has viewed the webcast program, make sure to tell your staff to choose the “STAFF VIEWERS” option and check “First Time Users Box”. They will need the 3 digit personal access code if they want a Certificate.

ADMINISTRATOR DIRECTIONS TO SEE WHAT STAFF HAVE VIEWED THE PROGRAM.

- Go to: <http://education.rbclimited.com>
- Click on “**Access your account**”
- Enter your “**Email address and “Password**” that you created when you purchased the program. *If you forgot your password, click on the “**Forgot Password**” and you will receive an email with your password.*
- Click “**Sign In**”.
- Click on “**View purchase history**”
- Click on the “**Details**” link – the last column to your right.
 - *If it says “No details available” – that means NO staff have viewed the program at this time.
 - *If you see your staff listed – that means they have accessed the program. A 3 digit code will be next to each staff person’s name.
 - *The Pre and Post test is only for CE credits.

Thank you for your interest in our programs!

We value your feedback and hope that you find this program useful.

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