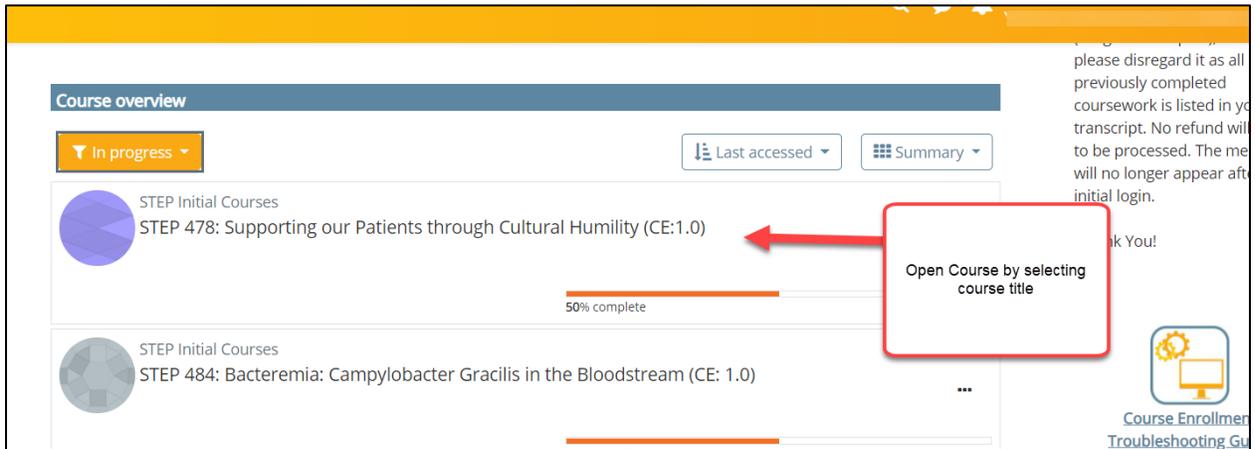


## Course Completion Troubleshooting

The final completion criteria for AMT courses are the generation of the completion certificate. There are times when this may not automatically generate causing a course to stay as “In Progress.” This process applies to our STEP, Webinars, and select Online CE courses.

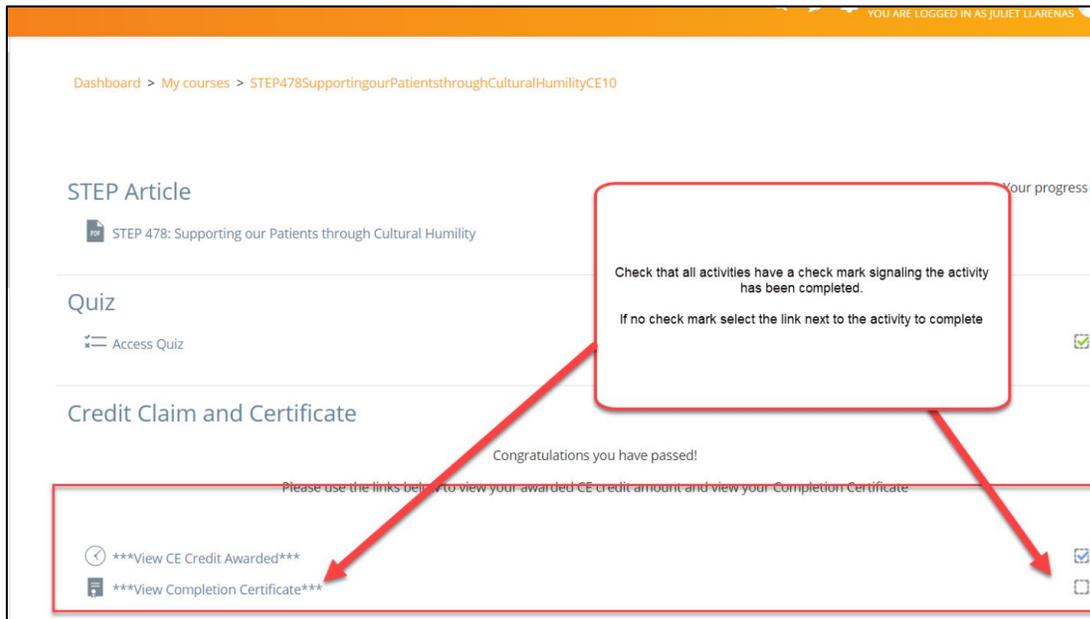
Directions to complete course.

1. Open the course page from the user Dashboard



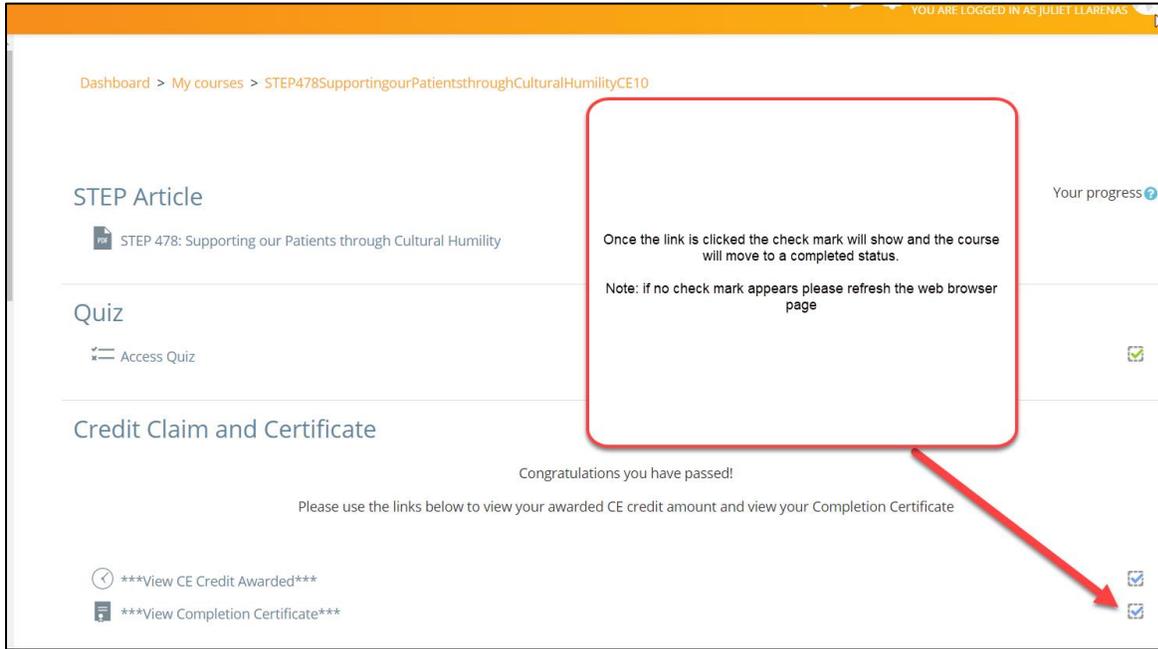
The screenshot shows the 'Course overview' section of the user dashboard. It lists two courses under 'STEP Initial Courses'. The first course is 'STEP 478: Supporting our Patients through Cultural Humility (CE:1.0)' with a 50% completion progress bar. A red box highlights the course title, and a red arrow points to it from a text box that says 'Open Course by selecting course title'. The second course is 'STEP 484: Bacteremia: Campylobacter Gracilis in the Bloodstream (CE: 1.0)'. There is also a 'Course Enrollment Troubleshooting Guide' icon in the bottom right corner.

2. Review the course activities to see if any are missing the green or blue check mark. A missing check mark will indicate that an activity is not complete. If there is no check mark select the activity that corresponds with the empty check box.



The screenshot shows the course activity page for 'STEP 478: Supporting our Patients through Cultural Humility'. It includes sections for 'STEP Article', 'Quiz', and 'Credit Claim and Certificate'. A red box highlights the 'Credit Claim and Certificate' section, which contains the text 'Congratulations you have passed!' and 'Please use the links below to view your awarded CE credit amount and view your Completion Certificate'. Below this text are two links: '\*\*\*View CE Credit Awarded\*\*\*' and '\*\*\*View Completion Certificate\*\*\*'. A text box above the links says 'Check that all activities have a check mark signaling the activity has been completed. If no check mark select the link next to the activity to complete'. Arrows point from the text box to the two links.

- The activity should be complete and a corresponding check mark will appear. Note: If no check mark appears please refresh the web browser page.



Dashboard > My courses > STEP478SupportingourPatientsthroughCulturalHumilityCE10

YOU ARE LOGGED IN AS JUIBET LLARENAS

STEP Article

STEP 478: Supporting our Patients through Cultural Humility

Quiz

Access Quiz

Credit Claim and Certificate

Congratulations you have passed!

Please use the links below to view your awarded CE credit amount and view your Completion Certificate

\*\*\*View CE Credit Awarded\*\*\*

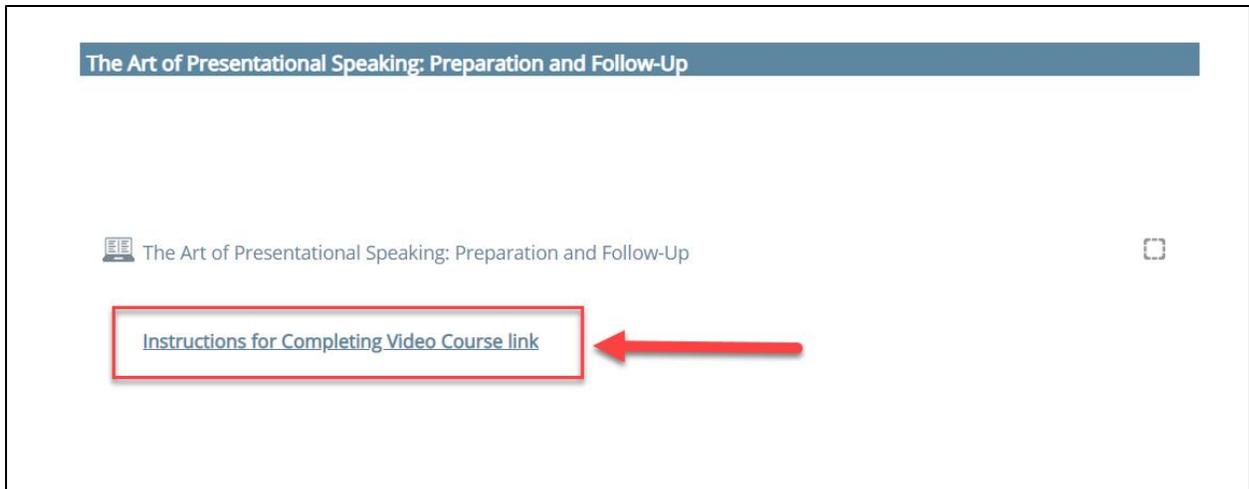
\*\*\*View Completion Certificate\*\*\*

Your progress

Once the link is clicked the check mark will show and the course will move to a completed status.

Note: if no check mark appears please refresh the web browser page

If you have followed these instructions and the course remains as “In Progress” please check to see if the course is a video course. These courses will have additional steps for successful completion. The documentation will be found within the course.



The Art of Presentational Speaking: Preparation and Follow-Up

The Art of Presentational Speaking: Preparation and Follow-Up

[Instructions for Completing Video Course link](#)