

How to Receive Credit

The process to claim CME/CE credit through Beaumont differs according to the type of event attended. *It is the participant's responsibility to self-claim credits within the specified time frame.* Specific instructions are provided at each CME/CE-approved activity/meeting on how to receive credit.

Live Course (in-person or virtual)

Specific instructions are provided at the beginning of the course regarding the process to receive credit. Typically, participants are required to sign-in/log-in, text-in the assigned 5-digit code, and complete an online evaluation; some events may require a post-test be completed prior to the evaluation. Refer to the CME/CE information provided at the event for specific details.

- ▶ **Text the assigned 5-digit code to 833-256-8390**
 - The text message notifies the CME/CE portal that you were in attendance at the activity and activates the assigned evaluation form. The code must be sent via text message within 24 hours following the end of the meeting. If the text message is not sent within the allotted time, CME staff will activate the post-test/evaluation using the sign-in/log-in sheet.

- ▶ **Complete the post-test and/or evaluation** at <https://beaumont.cloud-cme.com> > **Sign In** > select **My CME** > select **Evaluations & Certificates**. A transcript of credit is available to print, download, or email upon completion of the evaluation. Unless otherwise stated on the CE handout, there is a 2-week window to complete the online evaluation and claim credit.

See *Troubleshooting* section on reverse side for common text reply messages.

Need Assistance? CHEcme@corewellhealth.org

Troubleshooting

 | The following are common error messages received when texting in attendance:

User not found in system, text your email to update your cell phone number in the system.

User not found in system. This message indicates that the user does not have an existing account – OR – the user has not paired their phone yet. To pair their phone they will need to text their email address (only the email address and no other information) to the SMS exchange number for your organization. After texting your email address, if you have an existing account, you will receive the message 'Thank you [Your Name], your phone number has been updated to: [Your Mobile Number].' You can now successfully use text messaging to record your attendance; you must re-text the meeting code to officially record your credits.

Successfully recording attendance. When you have successfully recorded your attendance, you will receive the following confirmation message.

Thank you [Your Name], we have recorded your attendance for [Activity Name].

Sorry [Your Name], your attendance for [Activity Name] could not be recorded – you can only record 60 minutes prior to, during or 1440 minutes after the activity has completed.

Fraud Prevention - you cannot record attendance via SMS text messaging outside the meeting times. Attendance can only be recorded during the allowed time period for activities which is 60 minutes before, during and 24 hours after the start and end times for the meeting. If the activity has a monetary registration fee, you must be pre-registered in order to text your attendance. 'Sorry [Your Name], but this activity requires pre-registration before you can record your attendance for [Activity Name].'

This message indicates that your phone is blocking "short code" text messages. This is often seen with individuals who use T-Mobile as their phone carrier. To resolve the issue, contact your mobile phone carrier and ask them to **activate short code text messaging**.

Service Access Denied

[entered code] is not an activity id or activity code for an activity in the CloudCME system. Please find the activity id or code for the activity you are trying to register for and try again.

Incorrect code entered. This message is received if additional text is included with the code. For example, if the activity code is 803, but the text is entered as 803* or if the activity code is 19493, but the text is entered as "attended 19493". Note, only the provided 5-digit numerical code should be listed in the text message. Do not include other words, symbols, spaces, etc. when texting the code.

This message is received if an incorrect CME code is entered.

Sorry, that activity ID does not exist