User Manual
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Tutorials

- Please view our tutorials by clicking the following two links.
- How to Create Your Free Personal Profile: https://youtu.be/Tmwp2vEWLK0
- How to Take a Course Using Your Recert Subscription: https://youtu.be/kyGuiTztoZI

Viewing Your Recert Dashboard

1. After you log in via psglearning.com or jblearning.com, click the RECERT tab on the My Account page.

![Recert Dashboard](image)

This will take you to the Recert Dashboard, which displays your progress towards recertification.
In the example above, “Tim” has completed 7% of his required hours, or 3.5 out of 50 hours required for his New Hampshire AEMT recertification. Note that hours can be fulfilled either online or in-person, although there is a limit to how many hours you can receive from online training. For example, 28.50 of Tim’s 50 recertification hours can be completed online.

**Note:** It is up to you to complete the training necessary to meet your individual recertification requirements, as they often vary by state, region, and agency.

Both in-person and online Courses are available via the Jones & Bartlett Learning Public Safety Group’s Recert course library. All in-person courses are CAPCE F5 certified and are offered in the VILT (Virtual Instructor Led Training) format. All online courses are CAPCE F3 certified and can be taken as self-paced online modules. You can also use the built-in tracking tool to track your progress for Non-Recert courses. A Non-Recert course is any course or activity that helps to fulfill your recertification requirements for instance seminars offered by your agency etc.
Adding a Certification

When you first set up your account, you must indicate on the My Profile screen what certifications you hold so that Recert can keep track of your progress based on the recertification model you select.

1. On the My Account page, click the RECERT tab and then click My Profile.
2. Under CERTIFICATION(S), click Add New Certification. A CERTIFICATION form appears at the bottom of the screen.
3. Enter the following information. Note: that fields marked with an asterisk (*) are required:
   - **Licensing State**: This is the state where you practice or hold a license/certificate. If you are stationed outside of the country, you may select Outside U.S. at the bottom of the list. Note that you can practice in multiple states, and if you do, you have to add a new certification for each of your states.
   - **Personnel Type**: Select EMT, AEMT, or Paramedic.
   - **NREMT Certification**: Select Yes if you have an NREMT Registry #.
   - **Recertification Model**: Select the appropriate model.
   - **State Certification/License**: Enter your state or national license number.
     - **Expiration Date**: Enter your state or national license expiration date.
   - **NREMT Registration# (if applicable)**: Enter your NREMT Registration number.
     - **Expiration Date**: Enter your NREMT Registration’s expiration date.
   - **Recertification Cycle Start Date**: This is the date for which Recert will begin to track your progress.
   - **Recertification Deadline**: This is the date by which you must complete your recertification.
   - **Employer ID(s)**: A sales rep should have set up an employer ID for your employer. You must enter this number so that your employer can view your progress towards recertification. If you work for multiple employers, add their employer IDs by clicking Add.
4. When you have finished filling out the CERTIFICATION section, click Save Certification. If you have an additional certification, click Add New Certification and repeat steps 3 and 4.
Associating Your Account with an Employer ID

When you set up your certification, you have the option to associate your certification with an Employer ID.

1. Under CERTIFICATION(S), click **Add New Certification**. A CERTIFICATION form appears at the bottom of the screen.
2. Add the number your employer gave you to the “Employer ID” field.

2. See **Adding a Certification** for more.

Individuals: Using Recert to Track Your Recertification Progress

Prehospital recertification requirements are constantly evolving and can be difficult to track. **Recert** is an online continuing education service designed to make meeting prehospital recertification requirements more efficient. **Recert** offers engaging courseware mapped to a personalized recertification roadmap. User-friendly dashboards help you manage your professional portfolio, while keeping you focused on what’s important—your training.

Acquiring a Recert Course

1. From the **Recert** Dashboard, click the **Schedule & Add a Course** tab.
2. Under SUGGESTED RECERT COURSES, click the **Category** dropdown to select a different value.
For example, if you select Airway/Respiration/Ventilation, you will see a list of Online and In-person courses offered in this category.

**Note:** You may need to scroll down to see all the courses in the selected category.

We are constantly reviewing our content to ensure it is current and meets the needs of our users. This process results in adding new courses and retiring outdated ones. You will see a message next to the course name when a course has been marked to retire. If you have already started the course, you can complete the course as normal and earn your CAPCE credit.

**Acquiring an In-person Course**

In-person courses can be purchased individually or as part of a package, where applicable.

1. Click **View** next to the course name. An information page for the Recert course opens in a new tab. The page displays course’s description, ISBN, and cost.
2. Click **Add to Cart**.
3. Click **Checkout**.
4. Fill out the fields on the Checkout - Customer Information screen.
5. Click **Continue**.
6. Choose a payment method. Note: that you can use credit card or a purchase order.
7. Enter the information, and then click **Use this payment method**.
8. Review the Order Summary screen, and then click **Complete checkout**.
The course should now appear in the PRODUCTS tab of the My Account screen.

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**Acquiring an Online Course with a Recert Subscription**

If you have a **Recert** subscription, follow these steps:

1. Click the **View** button. An information page for the **Recert** course opens in a new browser tab. The page displays course’s description, ISBN, and cost.

**Note:** As a **Recert** subscriber, you will not be charged for any **Recert** courses that you add to your account.

2. Click **Add to Cart**.
3. Click **Checkout**.

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4. Enter your login information (username and password) on the Checkout Options screen.
5. Click **Submit**.
6. The Checkout - Customer Information screen displays a message indicating that you are a **Recert** subscriber. Click the checkbox to the left of the course(s) that you want to add to your account.
7. Click **Add to My Account**.
The course should now appear in the PRODUCTS tab of the My Account screen.

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**Acquiring an Online Course without a Recert Subscription**

If you don’t have a **Recert** subscription and plan to purchase individual **Recert** courses, follow these steps:

1. Click **View** next to the course name. A product page for the **Recert** course opens in a new tab. The page displays course’s description, ISBN, and cost.
2. Click **Add to Cart**.
3. Click **Checkout**.
4. Fill out the fields on the Checkout - Customer Information screen.
5. Click **Continue**.
6. Choose a payment method. Note: that you can use credit card or a purchase order.
7. Enter the information, and then click **Use this payment method**.
8. Review the Order Summary screen, and then click **Complete checkout**.
The course should now appear in the PRODUCTS tab of the My Account screen.

**Taking a Recert Course**
Taking a **Recert** course involves successfully completing the following three steps:
1. Complete the CE (Continuing Education) Activity.
2. Submit the Posttest.
3. Submit the CAPCE Survey.
1. To start the course, click the course name on the PRODUCTS tab of the My Account screen, and then click the LAUNCH button.

2. Click Launch to launch the CE Activity.
   a. For Online courses, Click Launch Module. When you have finished the CE activity, you’ll see a Module Completed screen. Click Close Module, and then click OK to confirm that you want to close the module. A green checkmark appears next to the CE Activity. You can’t launch the Posttest until you’ve completed the CE Activity.
   b. For In-person courses, you will need to select one of the available timeslots to register for the virtual session. You will receive an email confirmation once you register. Prior to the start of the virtual session, you will receive email notifications to remind you of the upcoming session. Upon successful completion of the virtual session, your instructor will provide you with a password that you will need to unlock the next step of the course i.e. the Posttest.
3. To launch the Posttest, click **Launch**.
4. Click **Attempt Assessment Now**. Note for In-person courses, you will be prompted to enter the password provided by your instructor during the virtual session.
5. Answer the questions, clicking **Next** to move through the test.
6. Click **Submit all and finish**.
   a. If your attempt has been unsuccessful, you will have the option to view the items you answered correctly and incorrectly.
   b. Once you have successfully passed the posttest, a green checkmark appears to the right of the Posttest.

**Note:** You can’t launch the CAPCE Survey until you’ve done the Posttest.

7. Click **Launch** to the right of the CAPCE Survey.
8. Click **Answer the questions**.
9. Respond to the questions in the Survey.
10. Click **Continue** to return to the Dashboard and assign your hours.

**Note:** Course hours will not display in your dashboard until you complete all three steps. If the Recert course satisfies a topic with a skills component, skills verification must be uploaded as well. The course hours for In-person Recert courses are currently not shown in the Recert Plan tab – this is a forthcoming feature. You can however, see the course completions in your Schedule & Completed Courses tabs.
Adding a Non-Recert Course

1. To add a non-Recert course, from the Recert Dashboard, click the Schedule & Add a Course tab.

2. To the right of SCHEDULE, click the ADD A NON-RECERT COURSE button. A dialog box opens, where you can enter details about the course.

3. In the Add a Non-Recert Course section, fill in the following fields. Note: that fields marked with an asterisk (*) are required.
   - Course Name*
   - Duration*
   - Start Date*
   - Start Time
   - End Time
   - Instructor

4. In the Address Details section, provide the course’s location (if desired) and any additional document pertaining to the course.

5. In the Course Details section, click the Category list arrow and select a category—for example, Cardiovascular.

Note: The Recert interface is contextual, which means the categories and topics that display will vary based on the state and certification information in your profile. In the example shown below, the category and the topic lists are based on recertification requirements for a New Hampshire AEMT NCCP 2016 recertification.
6. Click the Topic list arrow and then select a topic. Once you select a Topic, Recert displays the following message: Recertification requirements may vary by state, region, or agency. You are responsible for confirming that specific continuing education courses and activities satisfy your requirements.

**Note:** It’s your responsibility to confirm which continuing education courses meet your individual recertification requirements, as they may vary by state, region, or agency.

7. Enter the Hours Fulfilled, which is the number of continuing education hours you would like to designate for the selected topic.

**Warning** If you type a number greater than the maximum required fulfilled hours for a topic, Recert displays a warning message.

8. Select the Course Type: either In-Person or Online.
9. Click the Add New Topic button. The entered topic appears at the bottom of the dialog box.

10. To add another topic to the course, repeat steps 5 through 9, above.
11. Repeat until you have entered all of the desired course details (categories and topics).
12. Click the Save button.

Note: that at this point, you have only scheduled the course. You have not indicated that you have completed the course.

13. To mark a course as complete, click the **MARK AS COMPLETE** button.

14. You can alternatively mark a course as complete within the Edit a Non-Recert Course screen. Click **Edit** on the top right corner of the course.
15. In the Edit a Non-Recert Course screen, click the **Mark as Complete** check box.
16. At the bottom of the dialog box, click the Save button.
17. Once you mark an employer assigned course as complete, you may add a completion certificate. If your employer has added a completion certificate on your behalf, you may view it.

Note: Some recertification requirements require verification of skills competency. For these topics (with a skills component), you need to upload proof that you have demonstrated competency in the related skill before the course hours will display in your Recert dashboard. If a non-Recert course is used to fulfill a topic with a skills component, marking the non-Recert course as complete is not sufficient. You must also upload a skills verification sheet.
Uploading Skills Verification

For topics with a skills component, you will need to upload proof of skills competency before the completed course hours will display in your Recert dashboard. This applies to hours from both non-Recert as well as Recert courses.

1. From the Dashboard, click the Recert Plan tab to display your recertification progress.
2. Expand the category and topic for the course you just added by clicking the plus sign to the left of each level until the topics are displayed. Topics for which you have not yet provided proof of skills competency are flagged with the words “Skills need to be uploaded.” In the example below, Cardiac Arrest and Pediatric Cardiac Arrest still need proof of completion. Topics that have been completed are flagged with a trophy icon. In the example below, the Stroke topic is 100% complete.

3. Click the topic name for any topic that has a Skills need to be uploaded message.

Recert displays a dialog box that allows you to upload proof that you have demonstrated competency in the skill. If you have the necessary digital file, skip to step 6.

4. Click Download Skill Template to download a PDF file that you can print and have signed by your training officer or medical director.
5. Scan or take a picture of the proof of skills competency and store it on your computer.
6. Click the Upload Skill button.
7. In the Open dialog box, select the file and then click Open. Recert displays a message indicating that the file has been uploaded successfully and changes the Course status to Completed.
Obtaining Proof of Course Completion

Recert provides two types of course completion proof: a CAPCE certificate if the course is a CAPCE-approved course, and a completion card for all courses. You may obtain proof of course completion in the following ways.

Obtaining a CAPCE Certificate

Once you have completed a course and uploaded skills verification (if required), you can obtain a certificate indicating that the requirements for that topic have been completed.

You can download and print a CAPCE certificate by doing the following:

1. Navigate to the “Completed Recert Courses” tab.
2. Click to download a CAPCE Certificate.

Obtaining a Completion Card

You can download and print a completion card by doing the following:

1. Navigate to the “Completed Recert Courses” tab.
2. Click to download a Completion Card.
### EMS Recertification Courses

<table>
<thead>
<tr>
<th>Course</th>
<th>Date Completed</th>
<th>Certificate</th>
<th>Total Hours</th>
<th>Applied Hours</th>
<th>Remaining Hours</th>
<th>Apply Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMS Culture of Safety (E&amp;L/GS)</td>
<td>12/15/2017</td>
<td>A COPY</td>
<td>0.5</td>
<td>0.0</td>
<td>0.5</td>
<td>0.5</td>
</tr>
<tr>
<td>Hemorrhage Control (E&amp;L/GS)</td>
<td>08/16/2017</td>
<td>A COPY</td>
<td>0.5</td>
<td>0.0</td>
<td>0.5</td>
<td>Apply Hours</td>
</tr>
<tr>
<td>Infectious Disease (E&amp;L/GS)</td>
<td>03/02/2018</td>
<td>A COPY</td>
<td>0.5</td>
<td>0.0</td>
<td>0.5</td>
<td>Apply Hours</td>
</tr>
</tbody>
</table>

### Other Courses

<table>
<thead>
<tr>
<th>Course</th>
<th>Date Completed</th>
<th>Certificate</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firefighter Safety (NFPA 1001)</td>
<td>01/25/2019</td>
<td>A COPY</td>
<td>100.0</td>
</tr>
</tbody>
</table>
Applying Hours

After you have completed a **Recert** course, **Recert** displays a notification about applying hours.

1. Go to the Completed Recert Courses tab.
2. Click **Apply Hours** next to the course.

3. The Dashboard displays a grid of Topics that you can choose from to assign the hours based on your recertification model.
   **Note** currently hours for In-person Recert courses cannot be applied – this is a forthcoming feature.
4. Click the plus sign(s) to adjust the hours in half-hour increments to the topic(s) of your choice. Then click **APPLY HOURS**.

**Recert** may display a message that explains that recertification requirements may vary by state, region, or agency. It’s your responsibility to determine what specific courses and activities will satisfy your requirements. **Recert** may also display a message that explains that you will need to upload a valid skill verification form that has been reviewed by your training officer or medical director to receive actual credit for topic with a skills component.

**Note:** that although you’ve assigned hours, you may not yet see them listed on this screen. If the topic has a skills component, you must upload a skill verification form in order for any assigned hours to be counted and to display on this screen.

**CAPCE Data Reporting**

As of 1/10/19 **Recert** started reporting all CAPCE accredited course completions to CAPCE’s Accreditation Management System (AMS) in real-time. The AMS system then sends this information to the National Registry of EMT’s (NREMT). This allows you to access the course completion information in your NREMT account within a few hours. This was previously a quarterly process.
Employers: Using Recert to Track Your Employees

As an employer, you can use Recert to track your own recertification as well as the recertification progress of your employees.

1. Log in to your account and click the RECERT tab.
2. Click the arrow to the right of “View as” and then click Employer, if necessary.

To see your employees in various certification models, select the Type and Certificate ID. A list of employees corresponding to the selected certification will be displayed.

3. If you have a large number of employees in the selected certification model, you can use the Search to look for the employee by name.

Note the course hours for In-person Recert courses are currently not shown in the Recert Plan – this is a forthcoming feature. You can however, see these completed courses in the Assigned Courses and Apply Employee Hours tabs.

4. The Portfolio link next to the employee name allows you to download a PDF document that provides a comprehensive record of that employee’s course completions including In-person and Online courses.

5. Click the plus sign (+) to the left of an employee’s name to see the details of his or her progress.
Assigning Employer Status to an Employee

You can make an Employee an Employer by granting that employee Employer permissions.

1. Go to Employer Tools, to the left of the Dashboard.

**Note:** Click the minus sign (−) to hide the details.
2. Select the employee(s)
3. Click the Promote to Employer button.

To remove the Employer status for an employee, select the employee and click the Demote to Employee button.

Assigning a Course to Employees
1. When logged into Recert as an employer, click Assign Courses in the middle tab.
2. On the left-hand side, choose the course you want to assign.
3. Click Assign Course.
4. Select the deadline date and the employee(s) you want to take the course or Select All Employees.
   a. If all employees have the same deadline, click Save.
   b. If a subset of the employee(s) have a different deadline, click Save and then click Edit/Assign course button to set additional dates.
5. The assigned employees receive an email and see a notification at the top of their Recert Dashboards, the next time they login.
We are constantly reviewing our content to ensure it is current and meets the needs of our users. This process results in adding new courses and retiring outdated ones. You will see a message next to the course name, when a course has been marked to retire. Please note any employee that has started the course will still be able to complete the course and earn their CAPCE credit.

**Edit Course Details & Assignments**

For Non-Recert courses you may edit the course details,
1. Navigate to the “Assign Courses” tab.
2. Click the “Edit” button associated with the course you want to edit.

To edit the employee assignment,
1. Navigate to the “Assign Courses” tab.
2. Click the “Edit/Assign Course” button associated with the course you want to edit.
Upload Completion Certificate

For Non-Recert courses you may add a completion certificate on behalf of the employee.

1. Navigate to the “Assign Courses” tab.
2. Click the “Edit/Assign Course” button then select “Upload Completion Certificate”. **Note** as an employer you can remove or replace any completion certificates uploaded by your employees. Employees have read-only access to the certificates added by you.
Remove Course Assignments

To remove an assigned course,

1. Navigate to the “Assign Courses” tab.
2. Click the “X” to the right of the course title you want to remove. Removing a course will unassign it from the employees and unapply the corresponding hours from the employee’s model. **Note** the remove option is only available for Non-Recert courses and for those Recert courses that have not been completed by an assigned employee.
Add Employer Content to Non-Recert Courses

Employers can add their own content to Non-Recert courses. The following information can be added when creating or editing a non-Recert course.

1. Click the course in the “Assign Courses” tab.
2. In the Additional Details section, you may add:
   a. **Link**: A hyperlink to the course content, such as a YouTube video or a Google Doc.
   b. **Notes**: More information and instructions about the course.
   c. **Attachments**: Various attachments pertaining to the course. Attachments may include documents, slides, spreadsheets, calendar files (e.g. iCal), images, videos etc. The total size of all attachments for the course should not exceed 100 MB and each individual attachment should be less than 20 MB.
CAPCE Data Reporting

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