

CME On Demand FAQ

For best results, make sure your web browser is updated to the latest version. Aspirus runs all of its programs through [Internet Explorer](#), but [Google Chrome](#) and [Mozilla Firefox](#) are other options. These browsers are free for all operating systems and update automatically.

Below is a list of frequently asked questions:

- [The video keeps stopping. What should I do?](#)
- [Where is the post test and/or course evaluation?](#)
- [Where can I find a copy of the PowerPoint slides?](#)
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The video keeps stopping. What should I do?

Replay issues can occur for many reasons that are typically not within our control. If you are experiencing stopping issues, please try the following:

- Ensure that your browser is an up to date version of Internet Explorer, Firefox, or Chrome. Some older browsers could produce error messages or not display the content correctly.
- Close down all other browser windows while attempting to view the lecture.
- Start the video, pause it, and let it remain paused for several minutes to allow for more buffering time.

Where is the post test and/or course evaluation?

After watching the presentation, simply close the tab on which you just watched the video. Having been in a new tab, this should bring you back to the quiz page.

Once you have returned to the quiz page, the Evaluation form can be accessed through the link at the very top of the page. Otherwise, if you click the “back” button (the arrow pointing left at the very top left of your computer screen), it will bring you back to the *CME On Demand* page, where the Evaluation Form can be found under the presenter’s last name.

Where can I find a copy of the PowerPoint slides?

Once at the quiz page for the presentation you have chosen, click the “back” button (the arrow pointing to the left at the very top left of your computer screen), and it will bring you back to the *CME On Demand* page. The PowerPoint Handout can be found listed under the presenter’s last name as a PDF. The sign-in and evaluation forms are also available on this page.

Can I download the video?

Unfortunately, Aspirus does not allow for its videos to be downloaded. They are uploaded through our internal server, and are not accessible from just a YouTube search. The link from the *CME On Demand* page to the presenter's video should be accessible from any computer, anywhere. If you are having trouble viewing the video, please contact cme@aspirus.org.

I've finished watching the video and I've completed the quiz. When will I receive CME credit?

Make sure you've completed all information in the quiz (if you've missed anything, you should be prompted to fill in the missing information) and both the sign-in and evaluation forms. Send them to the CME/CPD Office located at:

Aspirus Wausau Hospital
Room 1-359 (Medical Library)
333 Pine Ridge Blvd
Wausau, WI 54401

or send them via fax to 715.847.2183 or through email at cme@aspirus.org. Once we have received all completed forms and your completed quiz, within 24 hours we will send you your score and whether or not you received CME credit. You must complete 2/3 answers correctly in order to receive CME credit for this activity.

How much CME credit will I receive?

All of our *CME On Demand* presentations are worth 1 *AMA PRA Category 1 Credit*[™]. In order to receive CME credit, you must complete 2/3 quiz answers correctly and have all information and materials returned to the CME/CPD Office.

If you have further questions regarding *CME On Demand*, please call 715.847.2184 or email cme@aspirus.org.