FAQs

Click the link below the question for your answer:

How do I create an account?

1. *Creating an Education Account*

What if I forgot my Username or Password?

2. *Forgot either username or password*

Are there resources I can access without registering?

3. *Resources Not Requiring Registration*

What about education that requires registration?

4. *Education Requiring Registration*

How do I access the resources/courses I have registered for?

5. *Accessing Registered Education*

How do I access certificates for course I have completed?

6. All certificates can be accessed by clicking on "Transcripts/Achievements."

1. *Creating an Education Account*

Access the CHAP education account at https://education.chaplinq.org/

CHAP LinQ Account Partners

Accreditation partners with a CHAP LinQ account and user access to that account, may use their LinQ Username and Password to log in to the education page. Direct access can be achieved by clicking on "CHAP Education" at the top of the CHAP LinQ provider page. NOTE: Only those who have access to your provider information are able to use this method to access Education. Those who do not have access, must follow the directions for non-partner access below. If organization members of a CHAP-accredited agency are registering for an education offering with a price, please send an email to the following email address (education@chapinc.org?) to obtain a partner discount. Those who enter the education page with their CHAP LinQ login are already identified as partners and will automatically receive the partner discount.

Non-partner new account access to CHAP Education:

- Click on "Login" on the education home page at https://education.chaplinq.org/
- This will take the user to a login page and then click "create account".
- Complete the following information:
  - First and last name
  - Title
  - Email address
  - Phone number
  - Enter a username that you will remember.
  - Follow the instructions for creating a password.
  - Enter security code and click [Submit].
- An email will be sent that will verify the submitted email address and provide a link for you to activate the account.

CHAP Education Site Instructions

2. *Forgot either username or password*

- Click the "Login" button
- On the login page, click "forgot username" or "forgot password" to reset.
  - **Username:** enter the email address that was associated with the account.

  - The correct username will be sent to the email.

  - **Password**
    - Click on "forgot password".
    - Enter the email associated with the education account.

    - An email will be sent with a temporary password.
    - Enter the password and click "Sign in". You will see a screen to enter the temporary password and create your own new password.
    - Once completed, you may login with the new password.

3. *Resources Not Requiring Registration*

Note: to access any educational offerings on the education page, each user must login with their specific username and password. See section "Creating an education account" on page 1.
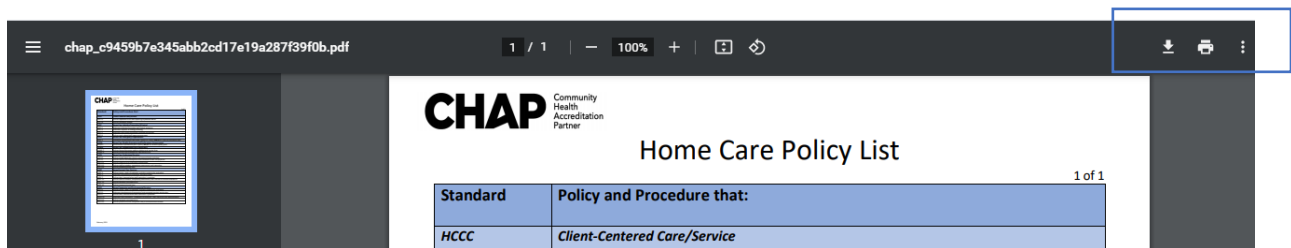
- Many single document files are included in the "Accreditation Resources" section that do not require registration. These are identified as downloadable.

- Clicking on the "Download" Tab will open the .pdf file.

- An option is present in the upper left-hand corner to either download the file.

- OR to print the document

4. *Education Requiring Registration*

Educational offerings requiring registration all require the user to login with their username and password.

To register for a product:
- Click on the education product title.
- Click on the title of the desired education.
- The product window will expand to show two tabs:
  -

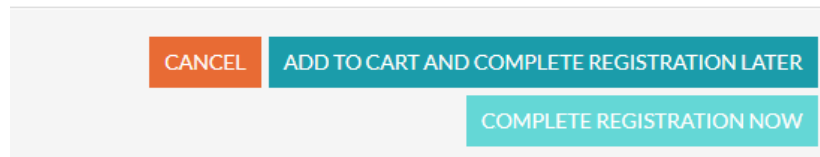   **CHAP 2019 Hospice Accreditation Intensive Web Series**
    Contains 23 Component(s), Includes Credits
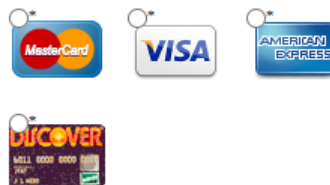
    Distance education in a blended learning format:

    REGISTER ($300)   MORE INFORMATION
- Clicking on "Register" will generate a pop up:

  - **Registration Options:**

    CANCEL   ADD TO CART AND COMPLETE REGISTRATION LATER
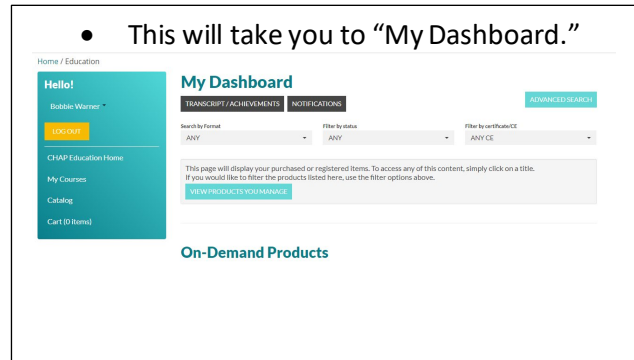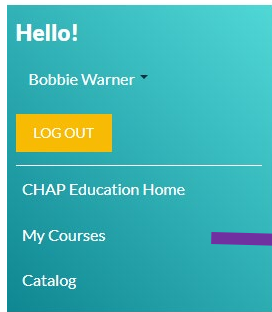
    COMPLETE REGISTRATION NOW
  - Choose "Add to cart and complete registration later" if you desire more than one product and/or you want to save the cart.
  - Choose "Complete Registration Now" to complete the purchasing process immediately.
- The registration page will open when you indicate readiness to register.
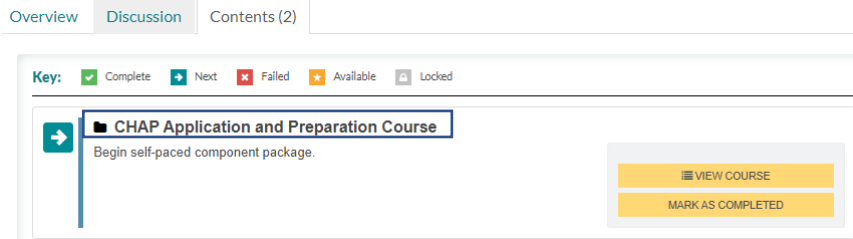- Complete the payment information (if applicable)
  - The system accepts

    MasterCard   VISA   AMERICAN EXPRESS

    DISCOVER

- Click the "Place My Order" Tab
- Please review the next section "Accessing Registered Education"
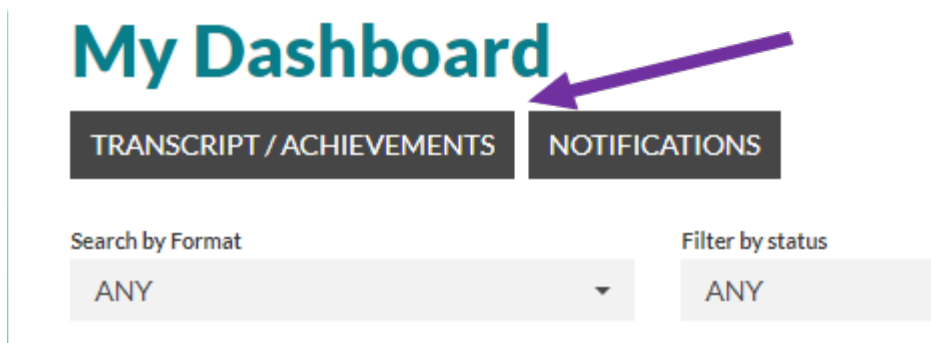
5. *Accessing Registered Education*

- Log into the education page at https://education.chaplinq.org/
- Click on "My Courses"

- This will take you to "My Dashboard."

- The product for which you registered should be in the listing.
- Click on the **Title** of the presentation for which you are already registered.
- This will open the education product. At a minimum, there will always be an overview and the contents of the course. Follow the guidance tabs on the right of the contents page to complete.

6. **All certificates can be accessed by clicking on "Transcripts/Achievements."**

- Certificates can be viewed and printed from this page.