

REGISTRATION GUIDE

This guide outlines the process for accessing educational products and courses through OBIX P.O.E.T. (Perinatal Online Education and Training).

Please Note:

[Contact Us](#) if assistance is needed.

Products and courses may be taken on the following browsers and versions. Using other browsers will result in compatibility issues.

- **Chrome – recommended browser**
- Firefox

In some cases, the following browsers do not work as expected:

- Safari 8 and above -
- Edge

Accessing the educational products without compliance with the requirements below may result in the courses not functioning as designed:

- **Must be taken on a device with right-click mouse capability. Therefore, OBIX POET is incompatible with mobile devices (phone, tablet, iPad, etc.).**
- **Mac devices' trackpad must be right-click capable.**
- Highly recommend courses be taken on a Windows-based computer or laptop.
- Computer or laptop **must** have a sound card and speakers and/or the ability to support audio via headphones or earbuds.

STEP 1

To start using OBIX P.O.E.T., log in at www.obixpoet.com/login

In most mail programs, this should appear as a blue link that you can click on. If that does not work, cut and paste the URL address into your web browser.

STEP 2

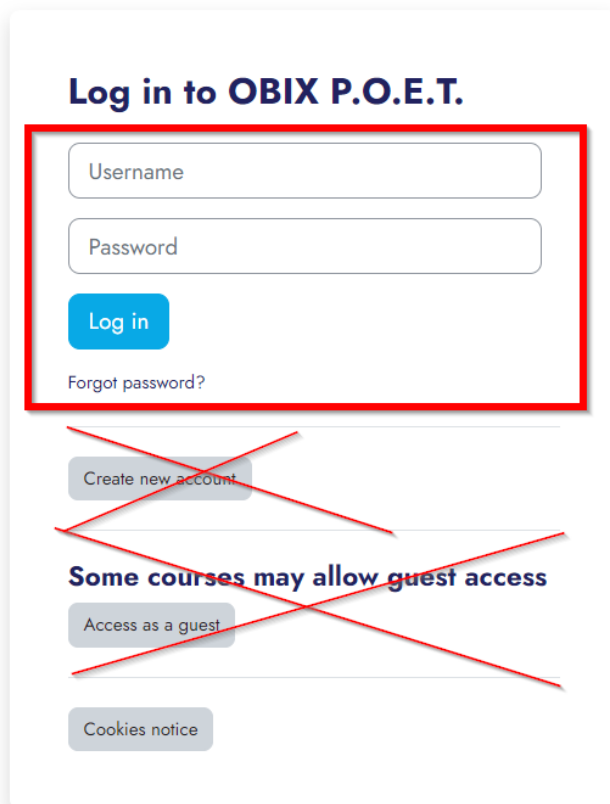
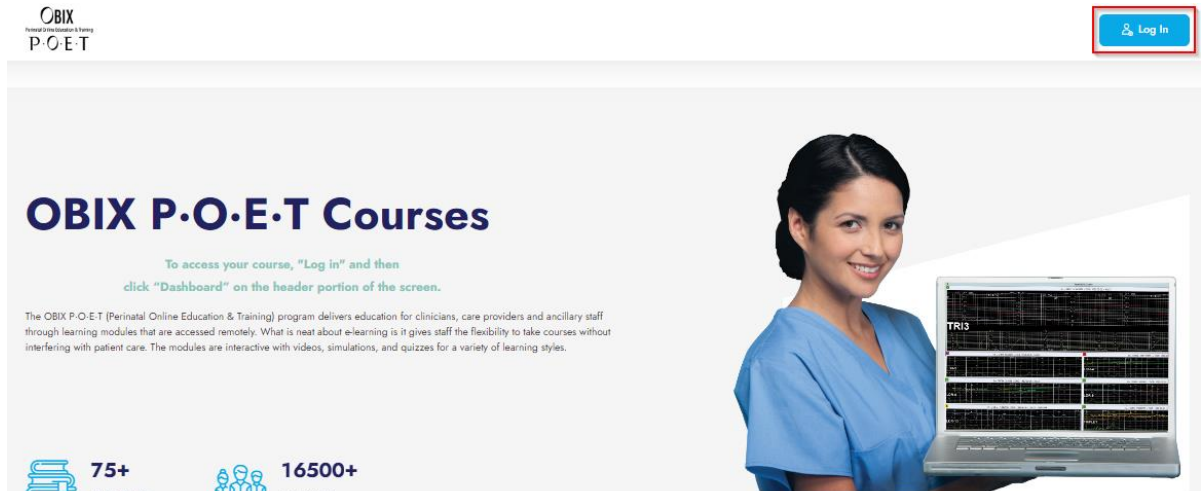
Click on the blue **Log In** button on the top right of the page. In the **Log in to OBIX P.O.E.T.** section, enter your email address and password into the corresponding fields and click Log in.

Your log in information is:

username: [[recipientemail]]

Temporary password: Obix_poet1

****NOTE:** The email address must match the email address the Hospital OBIX P.O.E.T. Facilitator provided to OBIX P.O.E.T., i.e., the same email address at which you received your registration email. Attempting to use a different email address or creating your own OBIX P.O.E.T. account will not allow access to the educational products.



The OBIX P.O.E.T. educational products can only be accessed through the **Log in to OBIX P.O.E.T.** section.

Please do NOT log in using the sections:

- **Is this your first time here?**
- **Some courses may allow guest access**

Helpful Hints:

- If you have an existing account in OBIX P.O.E.T., your previous password may not function. Use the password from your “Welcome to OBIX P.O.E.T.” email.
- Make sure there are no “blank spaces” before or after your username and password.
- If you have difficulty logging in, manual entry may work better than copy and paste.
- If the Username field is pre-populated, clear the field and re-enter your email address.
- If the password field is pre-populated, clear the field and re-enter your password.
- If you forgot your password, click **Forgot password?** and follow the prompts.

Your username is your registered email address.

- If you do not receive an email within a few minutes, please check your spam or junk folder.
- If the email is not received, [Contact Us](#).

Log in to OBIX P.O.E.T.

Username

Password

Log in

Forgot password?

To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.

Search by username

Username

Search

Search by email address

Email address

Search

Please enter your new password below, then save changes.

Set password

Username **10learner@obix.com**

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 special character(s) such as *, -, or #

New password

New password (again)

Save changes Cancel

Required

STEP 3

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You may be required to change your password when you log in for the first time.

- Enter the password “Obix_poet1” in the **Current password** field.
- Select and enter a new password in the **New password** and **New password (again)** fields.
- The password must meet the following criteria:
 - At least eight (8) characters
 - At least one (1) numerical digit
 - At least one (1) lowercase letter
 - At least one (1) uppercase letter
 - At least one (1) special character - such as * _ or #
- Click **Save changes**
- Click **Continue**

You must change your password to proceed. ×

Change password

Username Your email address

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 special character(s) such as as *, -, or #

Current password ❗

New password ❗

New password (again) ❗

Save changes

❗ Required

STEP 4

Review the “OBIX Online Terms of Use and IT Policy” and click **By continuing to the course you acknowledge review of the OBIX Online Terms of Use and IT Policy** at the bottom of the screen to accept the terms and continue.

Using other browsers or browsers below the required versions above will result in compatibility issues. Taking the course without compliance to the above requirements may result in the course not functioning as designed.
Note: OBIX P.O.E.T. courses should be taken when learners are free from patient care.

By continuing to the course you acknowledge review of the OBIX Online Terms of Use and IT Policy.

Click **Dashboard** on the header portion of the screen. Your Course(s) is displayed. Please be aware that there may be more than one course in your Product. Courses must be completed in the order displayed.

STEP 5

Once your product (all courses displayed) is complete, you will be asked to complete a Feedback Survey Form. Upon submission of the Feedback Survey, you will receive an email with a link to your certificate.

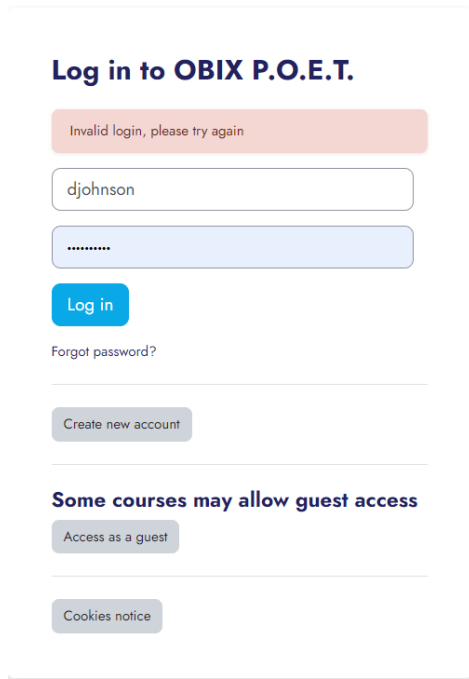
If you do not receive the certificate email, refer to the **Troubleshooting Guide** below.

Your certificate can also be accessed from your OBIX P.O.E.T. Dashboard under the **My Certificates** tab.

TROUBLESHOOTING GUIDE

This guide aims to outline and mitigate common errors encountered when logging in or taking courses in OBIX P.O.E.T.

1. LOGIN SCREEN: Invalid login, please try again



The screenshot shows the login interface for OBIX P.O.E.T. At the top, it says "Log in to OBIX P.O.E.T." Below this is a red error message box that reads "Invalid login, please try again". There are two input fields: the first contains the username "djohnson" and the second contains a masked password ".....". A blue "Log in" button is positioned below the password field. Underneath the button is a link for "Forgot password?". Further down, there is a "Create new account" button. Below that, a section titled "Some courses may allow guest access" includes an "Access as a guest" button. At the bottom, there is a "Cookies notice" button.

This issue may result from:

- Entering an incorrect username or password
- Entering an email address that does not match the email provided by your Hospital OBIX P.O.E.T. Facilitator
- Entering an email address not existing in the OBIX P.O.E.T. system.
- A suspended account due to a substantial delay between receiving the registration email and the initial P.O.E.T. log in attempt.
- Being enrolled in a new training course for existing OBIX P.O.E.T. users

Possible remedies:

- Verify that you are using the login information stated in your "Welcome to OBIX P.O.E.T." email.

Enter username and password in the "Log in to OBIX P.O.E.T." section of the Login screen.

- Do NOT log in using the "Create account" option.
- Enter username and password information again to correct for any possible typos that may have occurred in prior attempts.
 - If you have difficulty, manual entry may work better than copy and paste.
- Make sure there are no "blank spaces" before or after your username and password.
- If the Username field is pre-populated, clear the field and re-enter your email address.
- If the password field is pre-populated, clear the field and re-enter your password.
- If you forgot your password, click on **Forgot password?** and follow the prompts.

- Your username is your registered email address.
- If you do not receive an email within a few minutes, please check your spam or junk folder.
- If the email is not there, [Contact Us](#).
- If you have an existing account and a new training course was added to your learning, your previous password may not function. Please log in with the temporary password of Obix_poet1 and then update the password as prompted.
- At times, your OBIX P.O.E.T. account may need to be reset. If the above remedies do not work, [Contact Us](#). The more information you send regarding the issue, the better we can troubleshoot. Screenshots are very helpful.

2. ACCOUNT REGISTRATION EMAIL WAS NOT RECEIVED

This issue may result from:

- Your OBIX P.O.E.T. account was set up with an incorrect email address.
- The hospital's IT department blocked emails from OBIX P.O.E.T.

Possible remedies are as follows:

- Verify with your Hospital OBIX P.O.E.T. Facilitator that the email address provided to OBIX P.O.E.T. is correct.
- Check your spam/junk folder or do a general email search for "obixpoet@obix.com" to locate the "Welcome to OBIX P.O.E.T." registration email.
- Verify with the facility's IT department:
 - You are allowed to receive emails from obixpoet@obix.com.
 - The emails are not getting "quarantined" because of a firewall or blacklist.

If the above steps do not resolve the issue, [Contact Us](#). The more information you send about the issue, the better we can troubleshoot. Screenshots are very helpful.

3. LOG IN SUCCESSFUL, BUT PRODUCT IS NOT VISIBLE

This issue may result from:

- Not accessing the Dashboard once logged into OBIX P.O.E.T.
- Having multiple user accounts in OBIX P.O.E.T., such as a user account for hospital-required education courses and a personal account for continuing education courses.

Possible remedies are as follows:

- Once logged in to OBIX P.O.E.T., click **Dashboard** on the header portion of the screen.
- If you have multiple user accounts in OBIX P.O.E.T., try logging in with your alternate username and password.
- If your education product(s) is not displayed, [Contact Us](#) or call (888)-869-3658.

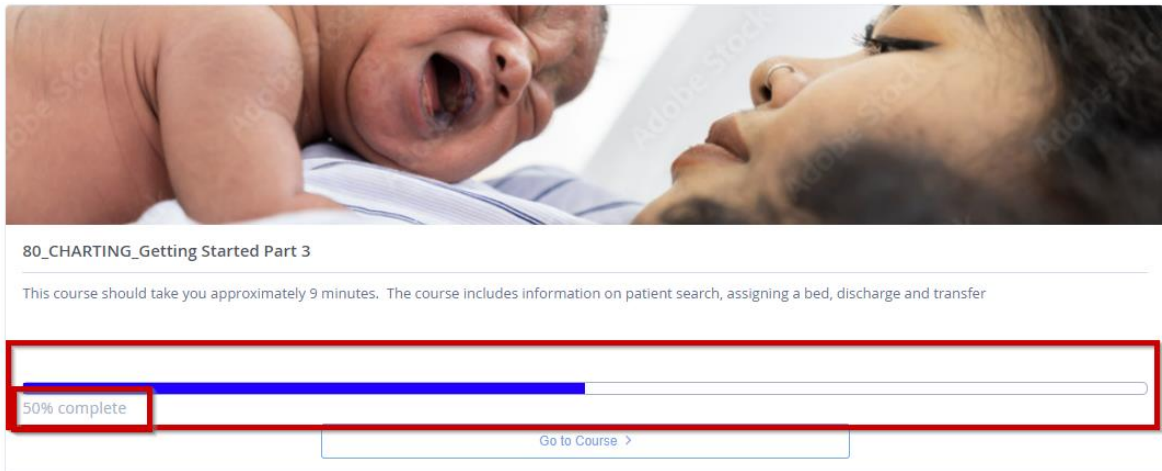
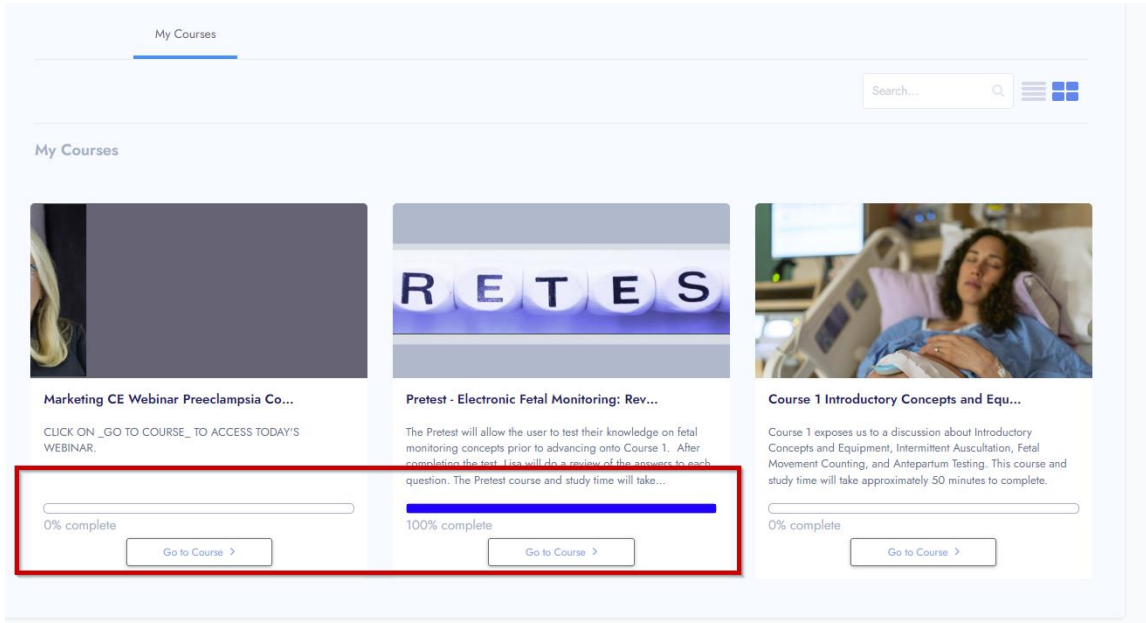
4. RECEIVING EMAIL TO COMPLETE COURSE, YET I BELIEVE THE COURSE IS COMPLETE

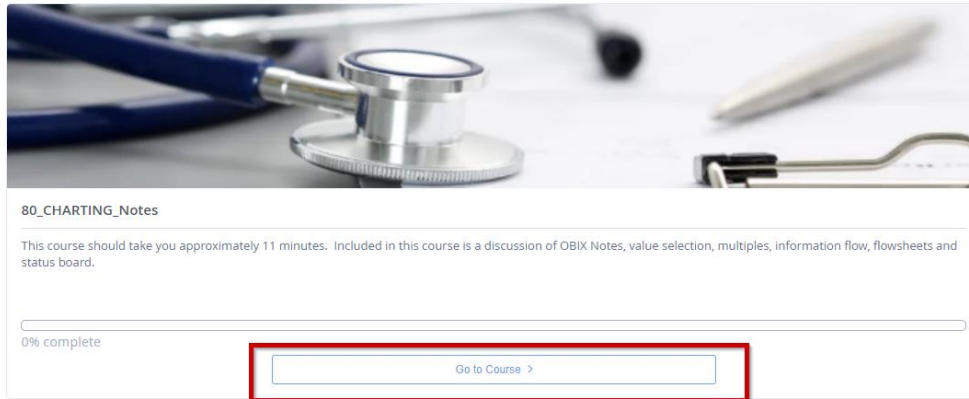
This issue may result from:

- One or more courses in the product are NOT complete.
- Feedback Survey is NOT complete.

Possible remedies are as follows:

- View your course and feedback status:
 - Log in to OBIX P.O.E.T. and view your Dashboard.
 - Review the progress bar for each course and the Feedback Survey.
 - For incomplete courses, click **Go to Course** and complete all the lessons in the course.
 - For an incomplete Feedback Survey, click **Go to Course**, complete all the survey questions, and submit the survey.
 - If all courses and the Feedback Survey are displaying as 100% complete, [Contact Us](#) or call (888)-869-3658.





5. CERTIFICATE OF COMPLETION NOT RECEIVED

Once your Feedback Survey has been submitted, your certificate of completion will be generated. The certificate can be accessed in two ways:

1. The certificate will be emailed to you. The certificate is accessed through a link in the email. Once the link is clicked, the certificate will be downloaded to your computer.
2. From your OBIX P.O.E.T. Dashboard, select the “**My Certificates**” tab. Click on the desired certificate to view, download, or print. Note – My Certificates access applies to certificates earned after January 1, 2023.

This issue may result from:

- Feedback Survey is incomplete.
- Your email server filters/blocks the certificate email.
- Your IT department does not allow downloadable links for security reasons.

Possible remedies are as follows:

- Check the completion status of the Feedback survey from your OBIX P.O.E.T. Dashboard.
 - If the Feedback Survey is incomplete, click **Go to Course**, answer the questions, and submit the survey.
- Check your email inbox for the account used to access OBIX P.O.E.T.
- Check your spam/junk folder.
- Search your email for “obixpoet@obix.com”
- Search your email for the subject line: “Congratulations, here is your certificate!”
- Check your Downloads folder.
- Contact your IT department to determine if downloads from emails are blocked.

Certificates earned after January 1, 2023, can be accessed, and downloaded from the OBIX P.O.E.T. Dashboard:

1. Log in to OBIX P.O.E.T.
2. Navigate to your Dashboard.
3. Click the **My Certificates** Tab
4. Click **Go to Certificate**
5. Download or print your certificate.

If you cannot obtain your certificate after following the above steps, [Contact Us](#) or call (888)-869-3658.

