



East Tennessee
Health Information Network

etHIN Education Portal User Guide

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East Tennessee Health Information Network

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www.ethin.org

etHIN Education Portal User Guide

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Please contact the etHIN Help Desk for assistance.

Monday-Friday 8:00 a.m. – 5:00 p.m. Eastern

865-691-8433, ext. 1

After Hours and Weekends, please email us: HelpDesk@ethin.org

www.ethin.org

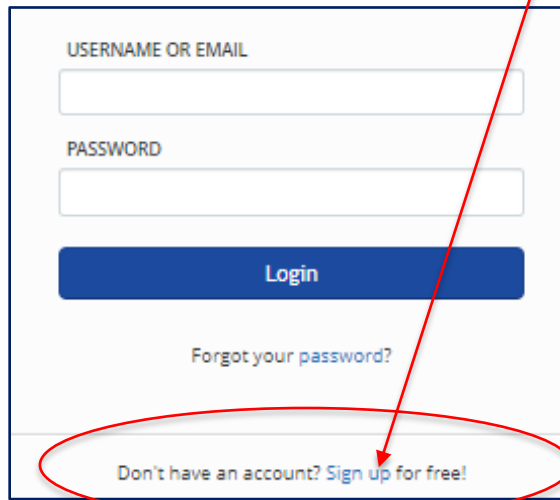
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Getting Started

1. Go to www.ethin.org.
2. In the **For Providers** dropdown menu, click on the **Resources** link.
3. Under **Training Resources**, click on eHIP Compliance Training, which is one of the trainings listed under **etHIN Education Portal**.

Create Your Account

1. To create your etHIN Education Portal account, click the **Sign Up for Free** link on the Login page.



USERNAME OR EMAIL

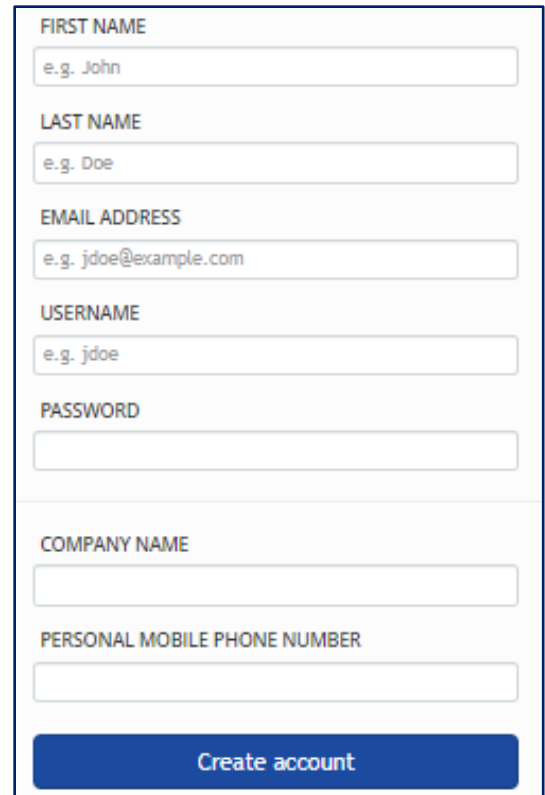
PASSWORD

Login

[Forgot your password?](#)

Don't have an account? [Sign up for free!](#)

2. Enter the requested information. When finished, click the **Create account** button.



FIRST NAME

LAST NAME

EMAIL ADDRESS

USERNAME

PASSWORD

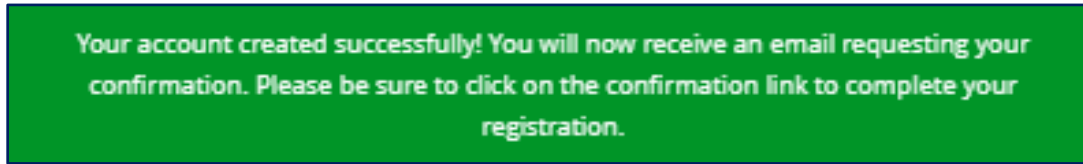
COMPANY NAME

PERSONAL MOBILE PHONE NUMBER

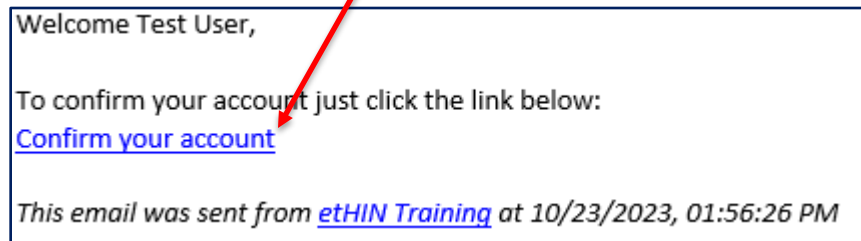
Create account

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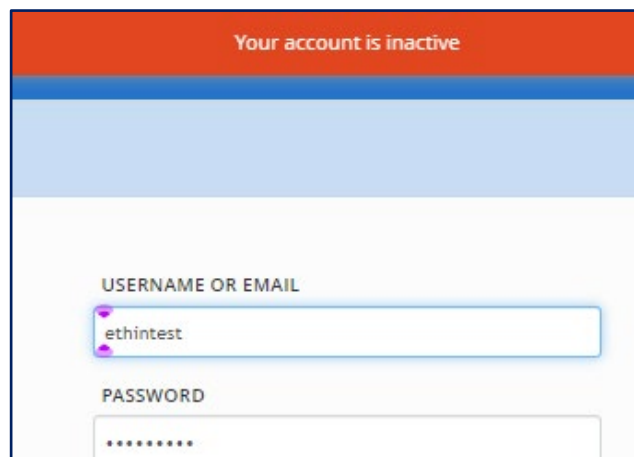
3. You will see this green pop-up window at the top of your screen that says your account was created. An email has been automatically sent to the email address you entered.



4. Go to your email and **click the Confirm your account link** to activate your training account.



5. If you don't see the email, please check your Junk/Spam folder. If you didn't receive the email, please contact our HelpDesk at 865-691-8433, ext 1 or email HelpDesk@ethin.org so we can assist you.
6. If you attempt to log in before clicking the link in the email, you will see **'Your account is inactive'** at the top of the login screen. Just go to the authentication email and click the link to activate your account.



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Login to the Education Portal from the etHIN Website

There are two ways to log into the Education Portal.

1. Go to www.ethin.org.
2. Click on the **Compliance Training** button at the top of the page.

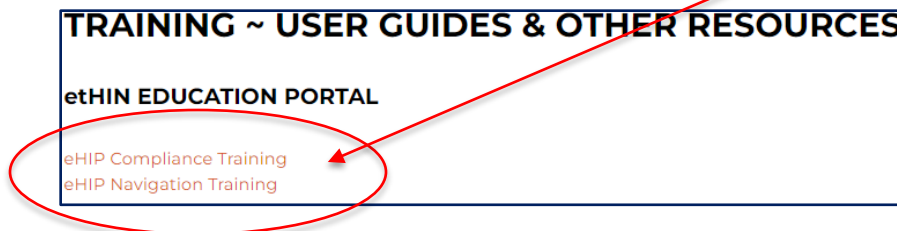


You can also login using the following method:

1. Go to www.ethin.org.
2. In the **Healthcare Providers** dropdown menu, click on the **Resource Library** link.

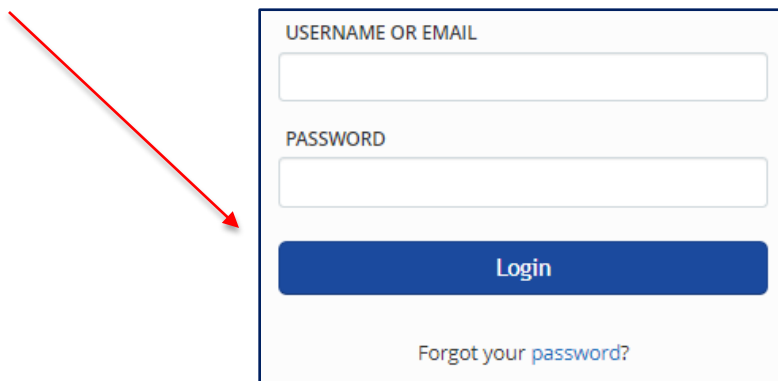


3. Under **Training - User Guides and Other Resources**, there is a list of training modules to select from under the **etHIN Education Portal** heading. **Click the training you wish to complete.**



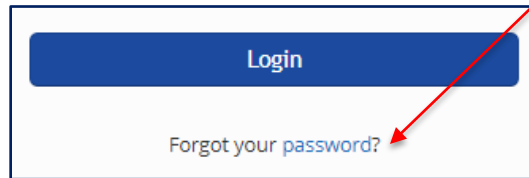
When you arrive at the login page, **enter the Username or Email and Password** that you used to create your account on the screen shown below.

3. Click **Login**.



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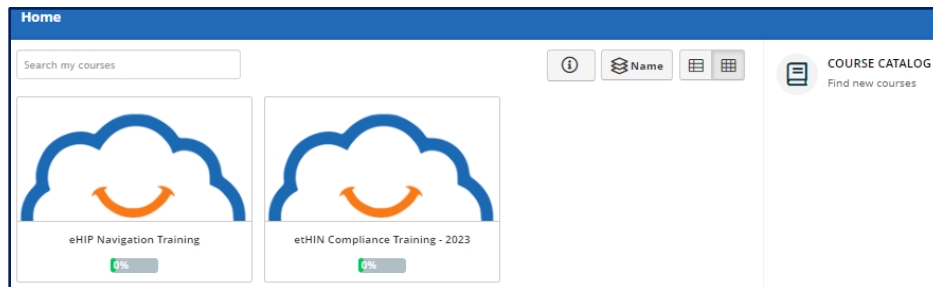
4. **If you don't remember your password when logging in**, click **Forgot your password** and follow the instructions. You should automatically receive an email containing a link to reset your password.



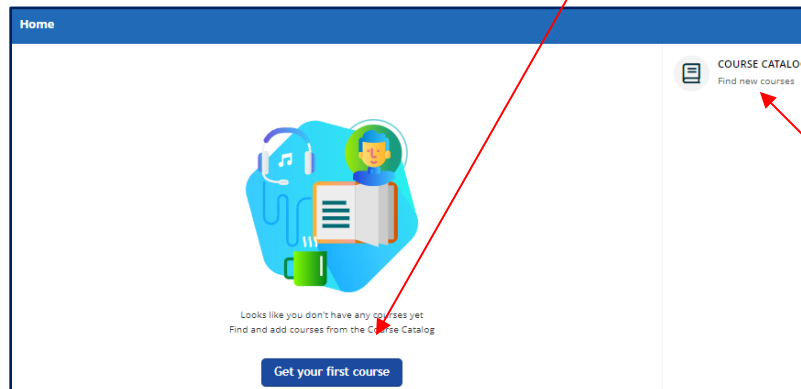
5. **If you don't receive the automated password reset email**, please contact HelpDesk@ethin.org or call us at 865-691-8433, ext. 1.

Locate Your Training

1. When you login, you will be at your **Home** screen where you will see the courses that have been assigned to you. **Click on a training to begin that course.** If the course has a quiz, you must pass the quiz to successfully complete the course.



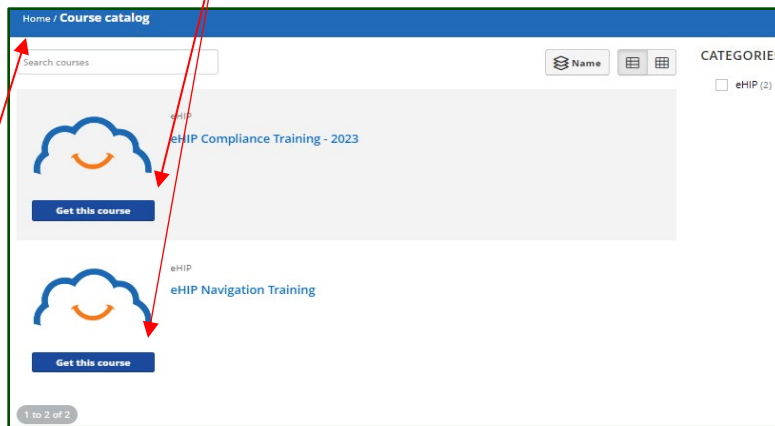
2. **If you do not see courses listed on your Home page**, click **Get your first course**, then select the courses you want to complete.



You may also click on **Course Catalog** at the top right to see a list of available courses.

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- eHIP users should click **Get this Course** for both the eHIP Compliance Training and eHIP Navigation Training courses.



- Click **Home** at the top of the page to go back to the screen where you will select and begin your courses as described in # 1 above.

Completing the Quiz

Most training modules contain a short quiz. If the module you are completing has a quiz, it will be at the end of the training. You must score 80 or higher for your training to be complete.

You are allowed three attempts to complete the quiz. If you do not pass the quiz on the third attempt, the quiz will be automatically locked. **Please email HelpDesk@ethin.org, or call us at 865-691-8433, ext. 1, and we will unlock the quiz so you can complete the training.**

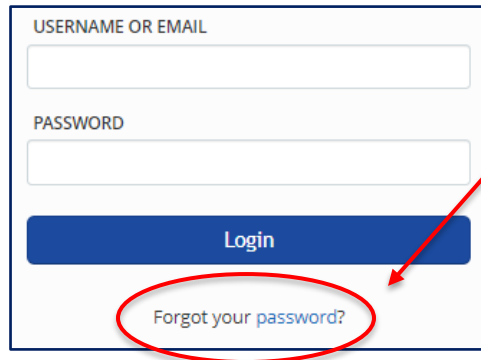
Certificate of Completion (Printing Optional)

After you complete your training and the exam, you will receive an email with a Certificate of Completion attached for your records. **Printing the certificate is not required by etHIN.**

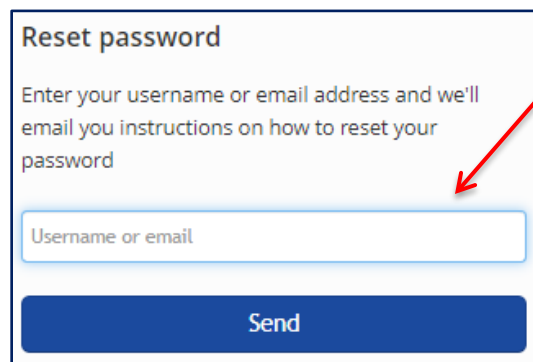
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Forgotten or Want to Change Your Password?

If you've forgotten or would like to change your password, click **Forgot your password** on the Education Portal login page.



The following screen will appear. Enter your education portal username or email in the blank field, then click **Send**.



A password reset email is automatically sent to that email address. Follow the instructions in the email to set a new password and access your account. **NOTE:** For security reasons, the password reset link will remain active for up to 20 minutes and will then expire.

If you no longer have access to the email address you used to create your account, please call the etHIN Help Desk, and we will help you reset your password and get logged in.

Questions or Need Help?

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