

American Board of Emergency Medicine

MyEMCert: Getting Started

FREQUENTLY ASKED QUESTIONS (FAQS)

These FAQs are designed to answer questions about navigating MyEMCert modules and platform.

- 1. Can I use a tablet or phone to complete the modules?** The MyEMCert platform is not designed for phones, tablets, or iPads. Although you may be able to access the platform, we recommend that you use a PC or laptop as images and questions may not display uniformly.
- 2. What if I am not getting my 2-factor code?** There can be delays in wireless carriers or email clients. If you do not receive your code within 30 seconds, try using your secondary authentication method (text or email).
- 3. There is a delay after I enter my authentication code. What should I do?** When you launch the MyEMCert portal, there may be about a 30-second delay. ABEM is verifying information about your certification expiration date and the modules you are able to take. *Do not press any keys or refresh your browser.*
- 4. How do I start the module?** Once in the MyEMCert portal, you should see a green "Start Module." Button. On the next screen, click the name of the module (e.g., abdominopelvic). Next you will click the button to "Start" or "Resume Module".
- 5. Why do I have to attest to the Honor Code every time I start a module?** MyEMCert modules are online and open book, but unlike LLSAs, the modules should be completed alone. Module content should not be copied or shared. Please read the policy and Key Messages at the end of the Honor Code before attesting. You will not be able to access the module without agreeing to the Honor Code.
- 6. Why is there a timer in the top right corner?** All modules are timed. The timer only runs while you are accessing the module. If the time runs out before you answer all the questions, only the questions answered will be scored.
- 7. When I am taking the module and hit the back button, nothing happens. Why?** MyEMCert modules allow for forward progression only. Once you confirm an answer, you cannot return to the question to review it or make changes.
- 8. I registered for another module, but I don't see it in the MyEMCert portal. What do I do?** Once you register for a new module, you will need to launch the MyEMCert portal again. Any new module registration will be sent to the MyEMCert portal each time you launch.

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