CloudCME Frequently Asked Questions

Do I need a CloudCME account to register for an activity?	Yes, you must have an active CloudCME account prior to registering for an upcoming activity. If you do not have a CloudCME account, it will prompt you to create one prior to registration. *After creating an account, you may need to refresh the webpage and log back in to register.*
Can I access CloudCME on my mobile device?	Yes! Follow these instructions to download and begin using the CloudCME app: 1. Download the **CloudCME Mobile App** 2. Enter the organization code: **Childrensmercy** 3. Login using your conference credentials (email and password)  You can find the activities, agendas, handouts, complete activity evaluations, view your profile, access certificates and more on the app.
How do I log my attendance for an activity?	1. Text the **activity code** provided during the activity to **855-966-4664**. 2. You will receive a confirmation text message when your attendance has been recorded ***First Time Texting Attendance?*** **Step 1:** On your phone, create a new contact for CloudCME • Name=CloudCME • Phone number= **855-966-4664** **Step 2:** Text your CloudCME account email to **855-966-4664**. *(This is the email you use to log in to CloudCME.)* • If successful, you will receive a confirmation text. This completes the one-time setup required for texting attendance. **Step 3:** A numerical activity code will be provided at the start and end of the activity. **Step 4:** Text the activity code to the CloudCME contact to record your attendance **Step 5:** You will receive a confirmation text confirming your attendance.
Why am I getting an error message (or no message) when I try to log attendance?	Error messages when trying to log attendance typically occur due to one or more of the following: • The activity code you are texting is incorrect → confirm the code and try again • Your phone number is not set up to text for attendance → follow directions above and/or confirm you have the correct contact information stored in your phone • It is outside the attendance window for the activity (attendance can be logged from 1 hour before the activity starts until 2 hours after the activity ends) → please make sure to log attendance within the window for your next activity • Your name and/or phone number is associated with more than one CloudCME account → submit a CloudCME Support Request Form to have the accounts merged
How do I complete an activity evaluation?	An activity evaluation is required to earn continuing education credit. Upon recording attendance, you will be emailed a link to complete the activity evaluation. You can also access it anytime by logging in > My CME > Evaluations & Certificates (be sure to adjust the date range to view all available evaluations). Please complete the activity evaluation by the specific deadline. Once your evaluation is submitted, continuing education credit will be added to your CloudCME profile.

How long does it take for credit to appear in my account?	Credit is automatically applied after all completion requirements are met (e.g., attendance, full participation, evaluation submission by the deadline, and any additional requirements for the activity).
Where can I find my certificate after an activity?	Certificates are available on all **CloudCME** platforms after completing activity evaluations. • CloudCME Mobile App > My Certificates • CloudCME Website > My CME > Evaluations & Certificates Certificates are only available in your account for up to 3 months, so be sure to download, save, and/or print!
Where can I find my transcript?	Your transcript is available at any time on all **CloudCME** platforms. • CloudCME Mobile App > My Transcript • CloudCME Website > My CME > Transcript From there you can download, print, or email your transcript and choose the desired date range. Total credits appear in the Credit Summary on page 1. Individual credit types are listed separately on the following pages.
Why am I not receiving the correct type of credit?	Your profile must be accurate with all required information for the system to provide your specified credit type. Please go log into **CloudCME** > My CME > Profile to review and update all necessary information including but not limited to profession, organization, primary address, phone, credentials, state licenses, etc.
Can I keep my CloudCME account if I go to a new organization?	Yes, and we highly recommend you do so! Submit a request through the **CloudCME Support Request Form** to have your email address and organization updated in your account. Doing so maintains your transcript and all continuing education hours claimed. DO NOT create a new account with the new email address.
How do I get help with CloudCME questions or issues?	Submit a request through the **CloudCME Support Request Form** for assistance.