

# Welcome to Diabetes Educational Services Online University

## www.Diabetes-Education-University.com

### Getting Started with Your Courses

#### 1. Log on to Diabetes-Education-University.com

Click the Login link on the top right of [Diabetes-Education-University.com](http://Diabetes-Education-University.com) homepage.

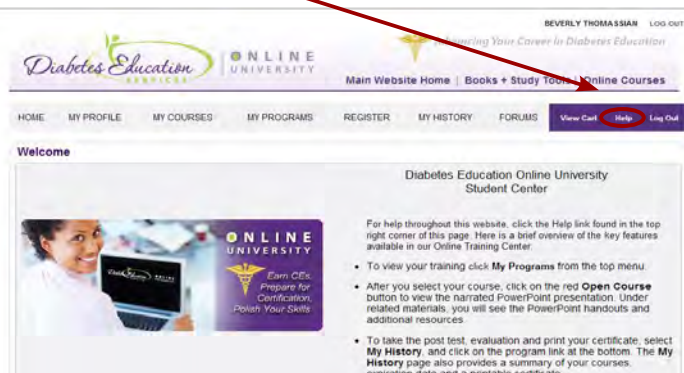


The login link can also be found on our [www.DiabetesEd.net](http://www.DiabetesEd.net) homepage. Look for the caduceus symbol in the upper-right.



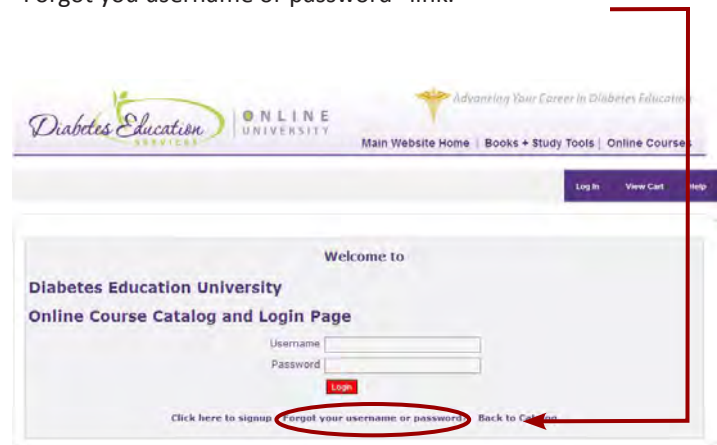
#### 3. Student Training Center Homepage

Once you are logged in, you will land at your Student Training Center Homepage. Your menu bar will be consistent throughout your Training Center, and you can always find the Help link at the top-right of the page.



#### 2. Username & Password

Your username will be the email address you used when you created your account. If you forget your password, use the "Forgot you username or password" link.



#### 4. The Menu Bar

- **My Profile:** is where you can change your personal information, or update your password.
- **My Courses:** It is best to view your courses through the **My Programs** or **My Transcripts** areas. (See sections below.)
- **My Programs:** displays a list of any course that was purchased as part of a bundle. You can open a course through here, as well.
- **Register:** will take you to our Main Course Catalog to purchase additional courses.
- **My History:** displays a list of any course you have purchased and its status. If the course has been completed, you will also have the option of seeing test answers, taking the survey, and printing the certificate.

**Help:** is located at the top of each webpage within your Student Training Center. This link will open our FAQ page with contact information if you should need additional help.

## 5. Taking a Course

Click on **My Programs** then on the individual course to begin your studies. From the **My Programs** page, you will be able to **open any of the courses**, review the **related materials**, see the **details** of each course, and review your **exam status**.

The **Related Materials** will vary from class to class. This is the area to find your PowerPoint handout. You can print the slides with room on the side to take notes as you go through the course.

The screenshot shows the course page for 'ca101 - Cancer and Diabetes 2011'. It includes sections for 'Course Details', 'Related Materials', 'Course Status', and 'Exam'. The 'Exam' section shows 'Exam Status: Eligible' and an 'Open Exam' button. A red arrow points from the 'Exam Status' section to the text below.

The **Exam Status** is listed on the bottom right of this screen

## 7. Podcasts - MP3 Audio files



Many of our courses have podcasts included in the Related Materials section of your course. Look for the Podcast symbol (above). Downloading a podcast to listen to on your phone or listening device varies depending on your device.

### iPhone:

- Log on to your course from your phone.
- Click on the podcast in the Related Materials section.
- The podcast should automatically open with Quicktime player.

### Android or other device:

- Open the Podcast from your computer (Chrome or Firefox work best)
  - Right-click on the Podcast window and choose "Save As", "Save Page As".
  - Save the MP3 file to your desktop.
  - Transfer the file to your phone or other listening device.
- \*Since every device has a different mode of transferring files, please refer to your user manual or contact your phone/device support for further instructions.

## 6. The Exam

Once you have taken the exam, you will be able to see the results, including any missed questions and the correct answers, from the **My History** page. Click the red **View** button next to the exam details. The correct answers will be in bold. From there, you can print the page if you choose to do so. Each question will have a green check (correct) or a red "x" (incorrect).

The screenshot shows the 'Student Exam Details' page for 'ca101 - Cancer and Diabetes 2011'. It includes a legend for question types: 'Incorrect Question' (red X), 'Correct Question' (green check), and 'Bold Text: Correct Answer'. The legend also shows 'Input Buttons & Boxes: Student Answer' and 'n/n Points Awarded / Points Possible'. The first question is 'Patients with diabetes started on steroids as part of chemotherapy, usually experience highest blood sugars:' with options 1) in the morning, 2) at bedtime, 3) between lunch and dinner, and 4) through out the night. The second question is 'Of the following, which factor is a suggested link between diabetes and cancer?' with options 1) Congestive heart failure and 2) Insulin resistance. The correct answer for the second question is 'Insulin resistance'.

## 8. Using an Apple IOS or Android device? There are Apps that can help!

Want to view your courses on your iPad or Android tablet?

The **Puffin Browser** allows flash content to be viewed on your IOS or Android device. We have tested the Puffin Browser, and it worked very well at the time of testing. Although we do not specifically endorse this product, it does offer the ability to view the courses from your tablet or phone. The cost was under \$5 at the time of our evaluation, with a free version available for iPad.

For our newer courses, which were recorded using either an MP4 or WMV file, we have placed the full course file in the Related Materials section. These open with Streaming Media Player on Android devices, or for IOS, please try the **OPlayer app** which allows a WMV to be played on the iPad. Please be aware that this is a very large download, so will take time and space to open.

## 9. Additional Help

If you have read through this document and our **Frequently Asked Questions (FAQ)**, and you still have questions, please contact us. We can help!

### Technical Support:

Contact our online support services team at Ziiva:

Phone - (866) 387-0633

Email – [Support@ziiva.com](mailto:Support@ziiva.com)

Support hours are 9:00 AM to 5:00 PM, Eastern Time, Monday through Friday, excluding federal holidays.

For more information about our courses, programs, and seminars, contact:

Susan at Diabetes Education Services: 530.893.8635

Email: [susan@diabetesed.net](mailto:susan@diabetesed.net)