

AANA Learn Frequently Asked Questions

Experiencing difficulty? Please review the following FAQ before contacting our technical support team.

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Class A Credit Questions

Where do I go to access a course I just purchased?

You will find all the courses you are currently enrolled in on your AANA Learn homepage or www.aanalearn.com. Once you log in, go to My Class A and Class B to view the course you have purchased.

Where do I go to purchase courses or view the catalog of courses?

You will find all Class A courses on www.aanalearn.com. Click on a course you are interested in and click "add to cart." Then proceed to checkout. You can either log in prior to purchasing or at the time you proceed to checkout.

How do I get a receipt for the course I purchased?

Please send an email to aanalearn@ana.com.

I am a member (and or an associate member), do I receive a special price for Class A credit courses?

Yes, on the main homepage at www.aanalearn.com all of the courses are listed. Under the course name you will see the member or student rate. At the point of purchase you will be required to log in. If at that time you do not see the member rate appear in your cart, please contact aanalearn@ana.com.

Additionally, in the "[Member Exclusives](#)" category there may be several courses that are free for members. These courses are provided to members through an educational grant with industry.

How do I search for a particular course?

There are several ways to search for a particular course in the new AANA Learn. If you have the name of the course, you can enter it in the search field, or you can use the categories listed under the main picture on the homepage to search.

How long do I have access to my course?

Each course has a unique expiration date. Please make sure to pay particular attention to this date. When you access a course you have purchased, the expiration date is listed in the course description. You must complete the course before the expiration date in order to receive your Class A CE credit. Once the course expires you will no longer have access to the course materials or receive the Class A CE credit(s) for the course.

Can I view courses on a Mac?

Yes, AANA Learn content runs using the Safari Internet browser but is more stable using Chrome or Firefox. All of these browsers are free to download.

Is AANA Learn mobile compatible with Apple- and Android-based devices?

Yes, the site is mobile responsive. Please note however, there is not a mobile application (app) offered via the Apple or Google Play stores. Please just enter AANA Learn.com into your browser on your device. Additionally, if you have any issues viewing the courses when using a mobile device please ensure your pop-up blockers are turned off.

Where can I find the Journal Courses?

Beginning September 1, 2016, all AANA Journal Courses can be found in the [Clinical Topics category and the Journal Courses category](#).

Can I save my post-test and finish it later?

Yes. We know that many of our learners access courses when they have a free moment and might be interrupted before completing. Please do not submit your post-test answers until you are completely finished. You are only allowed **one attempt** on the post-test.

How many times may I re-take a course post-test if I fail?

Every course in AANA Learn requires successful completion of a post-test. You will have only **one attempt** to pass the post-test for all modules on AANA Learn other than the CPC Modules ([please see the CPC section to understand the reattempt policy for the CPC Modules](#)). Regardless of the type of module or course on AANA Learn, the passing score for any exam is at least 80%. If you would like to retake the course post-test, you must repurchase the course. To repurchase the course, please email your request to aanalearn@aana.com so we can reset your account.

I have completed the evaluation and printed the certificate. Where do I go to ensure my Class A credits are on my transcript?

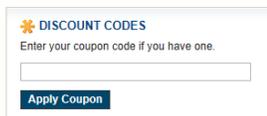
It could take between 5-15 min from the time of completing a course for the CE credits to appear on your AANA transcript. Log in at www.aana.com and go to “My CE” tab.

Discount Code (AANA Member Benefit) Questions

What are discount codes? And how do I use them?

Beginning September 1, 2016, all AANA members and associate (student) members will be provided one discount code which they can use up to six times to receive free CE. In the past, members would receive six free Journal Courses per year, now AANA is allowing members to select any six, 1-hour Class A CE credit courses from the entire catalog on AANA Learn including the AANA Journal Courses. The discount code for the 2016-2017 membership year is the word “MEMBER.” The code is case sensitive and must be entered in all caps. Please follow these steps to use a discount code:

1. Select a 1 Class A CE credit course (\$35 for members, \$21 for associate members) and place it in your cart.
2. Go to your cart (top right-hand corner of AANA Learn.com)
3. Log in
4. Make sure you are receiving the member price
5. Look for the discount code box on the bottom of the page.



6. Add the word MEMBER into the box
7. Click “Apply Coupon”
8. Your final price in the cart should now read \$0.00

Why can I not use a discount code for the CPC Modules?

Each of the four CPC Modules are more than 1 Class A CE credit hour in length, additionally AANA is already providing a deeply discounted price for members and associate members for the CPC Modules.

I cannot remember if I have used my discount codes for the year, how do I find out, and when do they expire?

Members will be able to use all six discount codes starting September 1, 2016-August 31, 2017. Please contact AANA Learn@aana.com to find out the status of your discount code usage.

Do I need to add all six courses to my cart at once in order to use the code?

No. You can add one or multiple courses to the cart at a time, not exceeding six 1 Class A CE credit courses. Be sure to enter the coupon code in the discount codes box and click “Apply Coupon” in order for the discount to be applied to your order.

I just renewed my membership, how long should it take until I can use the discount code?

Please allow a minimum of two hours before attempting to use a discount code.

I just added a two-hour Class A CE credit course to my cart, and I want to use two discount codes at checkout, is this possible?

No, discount codes can only be used for 1-hour Class A CE credit courses.

Class B Credit Questions:

When do I start tracking Class B?

If you click on “My CE” on www.aana.com, your transcript will show your next recertification cycle. If you recertify in 2016 or 2017, you will enter into the new NBCRNA CPC Program after you recertify and are eligible to accrue Class B credits. You may also want to visit: <http://cpc-facts.aana.com> for more information.

How do I know my next recertification date?

Your AANA Transcript will show this information. Log in at www.aana.com and go to “My CE.” You can also check your recertification date on the NBCRNA website at <https://portal.nbcna.com/>.

Should I have been tracking Class B in order to recertify for 2016 or 2017?

No. You have to start tracking Class B credits on or after the date you recertify for the next recertification cycle.

How do I submit a Class B credit through AANA Learn?

Step 1: Go to www.aanalearn.com.

Step 2: Login using your AANA username and password.

Step 3: Across the top of the page you will see a tab for “Class B Self Reporting.” Click on this tab.

Step 4: On the left-hand side of the page is a menu that says “Class B Learning” and there will be a link titled “+ Submit new learning.” Click on this link.

Step 5: Follow the steps on the page to enter a new Class B item.

Step 6: Click “submit.”

I made a mistake in entering/uploading a Class B item in AANA Learn, how do I fix it?

Step 1: Make sure you are logged into AANA Learn.com; if you are not logged in, go to www.aanalearn.com and login using your AANA username and password.

Step 2: Across the top of the page you will see a tab for “Class B Self Reporting.” Click on this tab.

Step 3: On the front homepage of “Class B Self Reporting” you will see all of the Class B items you have submitted to date.

Step 4: Find the item that you wish to fix.

Step 5: On the far right side of your screen you will see an “x” icon. Click on the “x” icon. This will delete the record entirely and you can now enter a new record.

Step 6: On the left-hand side of the page is a menu that says “Class B Learning” and there will be a link titled “+ Submit new learning.” Click on this link.

Step 7: Follow the steps on the page to enter a new Class B item

If you experience any problems during this process, please send an email to online-education@aana.com with your AANA Member ID, full name and the detail of your request. You will receive a response within a maximum of two business days.

I am trying to upload a document in a Class B Learning Activity, and I received an error message. What do I do?

Please make sure you are uploading the following file types: PDF, Word Document, Excel, Zip, JPG, or PNG. Please also make sure the file is not over 750 MB. If you are still experiencing problems please contact online-education@aana.com with your AANA Member ID, full name, and a description of the issue you are experiencing. You will receive a response within a maximum of two business days.

I have a certificate of completion with an AANA approved course number, what type of credit is it?

All AANA prior approved courses are Class A credit. CRNAs are required to obtain 60 Class A credits over a four-year recertification period. Excess Class A credit can be used to obtain your Class B credit requirements.

What is the difference between Class A and Class B credit?

Class A credit must have an assessment. Please visit: <http://cpc-facts.aana.com> for more information.

Provider questions - Do I report Class B credits on behalf of the CRNAs?

No, CRNAs must report their own individual Class B credit activities.

How many credits is my Class B activity worth?

Please refer them to the NBCRNA document with this detail at:

http://www.nbcrna.com/cpc/Documents/2016/CPC_Class_B_revised.pdf

CPC Core Modules:

What is the purpose of the CPC Core Modules?

The purpose of the modules is threefold:

- **To help CRNAs stay current in the four domains of anesthesia care**
 - Module 1: Airway Management Technique
 - Module 2: Applied Clinical Pharmacology
 - Module 3: Human Physiology and Pathophysiology
 - Module 4: Anesthesia Technology
- **To help CRNAs prepare for the CPC exam to be taken every eight years.** Each module will be linked to the content outline of the CPC exam and will include a formal assessment, such as multiple-choice questions.
- **To provide an exceptional source for CE credits.**

Most healthcare specialties utilize education modules as part of their recertification process. In the practice analysis that was undertaken to inform the development of the CPC program, the content areas for the core modules were identified by the nurse anesthetists who participated.

What is the cost of the CPC Core Modules?

For specific pricing please visit <http://shop.aana.com/cpc-modules.html>

Members and associate members can receive the special member and associate member standard discount or if a member or associate member adds all four CPC Core Modules to your cart at once to receive a **one-time-only bundled price at checkout of \$299**. Bundled pricing will only appear when you have logged in, and when all four CPC Core Modules have been added to your cart.

How many Class A CEs are there for the CPC Core Modules?

The Class A CEs is listed under each module <http://shop.aana.com/cpc-modules.html>.

Do any of the CPC Core Modules have Pharmacology credits?

Yes, Core Module 2 has 2.5 Pharm credits.

What is the refund policy on the CPC Core Modules?

No refunds are permitted if you purchase all four CPC Core Modules using the one-time members and associate members special bundled price. Additionally, no discount coupons can be used for the CPC Core Modules on AANA Learn.com

I failed the exam on one of the CPC Core Modules. What do I do next?

Unlike all other modules/courses on AANA Learn, for the CPC Modules, AANA will allow all users two opportunities per module to fully complete the CPC Core Modules on AANA Learn. Please contact AANALearn@aana.com to start the process. If you fail a post test after the second opportunity and wish to repurchase the module for a third attempt, you will need to repay for the module. If you are repurchasing one of the modules, the bundled price is not available, however members and associate members will still receive their special member discount of 30%. Please contact aanalearn@aana.com if you wish to repurchase or have questions.

I noticed that each CPC Core Module has a different expiration date and all will expire prior to the new CPC recertification year. What does that mean for me? Should I purchase them now or wait until new modules come out?

In an effort to ensure the modules stay up to date, AANA will be issuing new modules 1 and 3 every three years and new modules 2 and 4 every two years. This will ensure the modules are of the highest quality. During the new CPC four-year cycle you will only need to take the four modules **once**. Class A CE credits can always be earned for taking the CPC Core Modules therefore, it is optional whether you purchase the Core Modules more than once in the four-year cycle.

Please also keep in mind that completion of the CPC Modules are optional for the first four-year recertification cycle; after the first four years completion will be mandatory.

Contacts:

Monday and Friday, 8am-4pm CT:

Main Email: aanalearn@aana.com

CPC and Class B support questions only: online-education@aana.com

Toll-free telephone: 1-844-365-5075

For more information on the CPC program visit cpc-facts.aana.com. For more information on AANA Membership and how to become a member, visit <http://www.aana.com>