



Course FAQs

I've purchased the classes, but when I return it wants me to buy again. Now what?

Once you return to the **online learning portal**, please log in. Once you log in, you will see a "My Content" button at the top. Click this button and you will see your courses available for viewing.

I've completed the course: When do I get my certificate?

Log in to the **online learning portal**. Once there, click the "Education" button at the top, then click the "Certificate" button and all certificates received will be available for download.

If your certificate is only showing 75% complete, check that all components for the course have green check marks. See screen shot below. If they do not have all green check marks, you will need to complete the missing items. If all have green check marks, complete the evaluation again and submit and it should refresh the certificate screen.

The screenshot shows a web browser window displaying the Kentucky Nurses Association Online Learning Portal. The browser address bar shows the URL: kna.scivelearningcenter.com/mvsite/MVCourse.aspx?curriculumID=10137&sessionID=250621. The page header includes a welcome message for Kimberly and navigation links: HOME, BUY MANDATORY CE, BUY COURSES, BUY CONFERENCE SESSIONS, KENTUCKY-NURSES.ORG, 365 SPONSORS, MY CONTENT, EDUCATION, CERTIFICATES, and REDEEM VOUCHER. The main content area is titled "Nurse Suicide Prevention" and includes a "Course Description" section with the text: "Using evidence-based approaches, Kentucky Nurses Action Coalition experts offer practical methods for nurses to prevent nurse suicide and identify systems of care and best practices to save lives." Below the description are three instructor bios with photos: Julie Marfell, DNP, APRN, FNP-BC, FAANP; Paul Norrod, DrPH, M.Div., MA-C, RN; and Lee Anne Walmsley, PhD, MSN, RN. The left sidebar shows a progress checklist for the course: Course Description (checked), Instructions (checked), Demographic Evaluation (checked), Watch Now (checked), Complete Evaluation (checked), and Course Complete (checked).



Do you automatically report to CE Broker?

We do not automatically report to CE Broker. You will need to self-report.

What if I'm having trouble purchasing the classes or when completing the classes?

If you have any technical trouble with your log in or purchase, please clear your cache on your web browser and try again. It has also been reported that the classes are not friendly for viewing on Microsoft Edge or Safari, so please utilize Firefox or Google Chrome if possible.

Are the classes available in a paper format?

The classes offered by the KNA are only available online.