

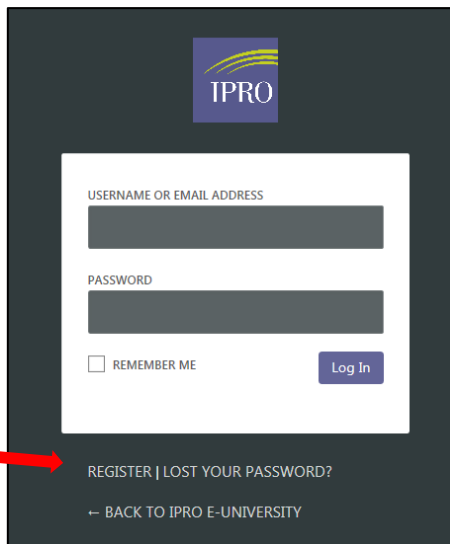
## What is E-University?

IPRO End Stage Renal Disease Network Program E-University is an online learning system that provides ESRD training for patients and professionals that align with the ESRD Network and CMS quality improvement goals. Once you have created a user account, you will <https://esrdlms.ipro.org> be able to take training courses, download supporting materials, and obtain a certificate of completion. Visit the website at <https://esrdlms.ipro.org> to get started.

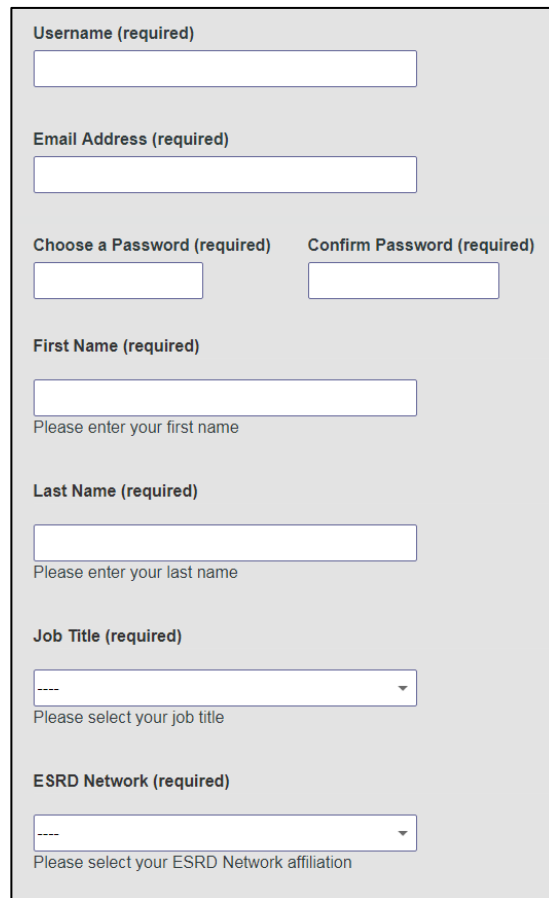
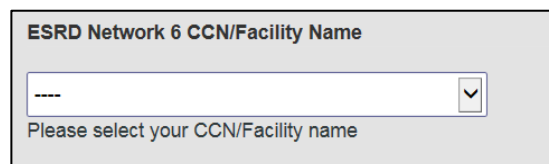
## How Do I Create an Account?

Each person should create their own unique account. Facility staff may assist patients with registering for their own personal account, however sharing user account information is strongly discouraged.

1. Click "Register" from the login screen



2. To create an account, you will need to enter the following information
  - a. Username (recommend this being the same as your email address)
  - b. Email Address
  - c. Choose a Password
  - d. Confirm Password
  - e. First Name
  - f. Last Name
  - g. Job Title
  - h. ESRD Network
  - i. ESRD Network CCN/Facility Name (This field will appear after you have selected your Network number. The CCN is the Medicare Provider Number. Your facility can give you the number and name of your facility as it is listed in the Medicare database.)

3. Review the Terms of Use and check the box that you agree to the Terms and Conditions
4. Click the Complete Sign Up Box, this will send a verification email to the email address you provided during registration

### Terms of Use

IPRO ESRD Network Program  
Peer Mentorship Training Program  
"Patients Helping Patients Learn About Kidney Care Choices"  
TERMS OF USE

I agree to these Terms and Conditions

**COMPLETE SIGN UP**

5. Next, you will need to activate your account via an email. Check your Inbox for an email from IPRO E-University titled "[IPRO E-University] Activate Your Account". To complete the activation of your account, click on the link provided in the email. The link will take you to the Activate your Account page and populate the Activation Key. Click the Activate Button on the screen.

6.

HOME COURSES LOGIN | REGISTER

IPRO  
Better healthcare.  
realized.

HOME / REGISTER

## Register

ACTIVATE YOUR ACCOUNT

You have successfully created your account! To begin using this site you will need to activate your account via the email we have just sent to your address.

HOME COURSES LOGIN | REGISTER

IPRO  
Better healthcare.  
realized.

## Activate your Account

Please provide a valid activation key.

Activation Key: vaOrY9CopNL4S7RcDN

**Activate**

7. Now that you have successfully enrolled, follow the instructions to review available courses.

HOME COURSES MY CERTIFICATES LOG OUT

IPRO  
Better healthcare.  
realized.

## Your enrollment was successful!

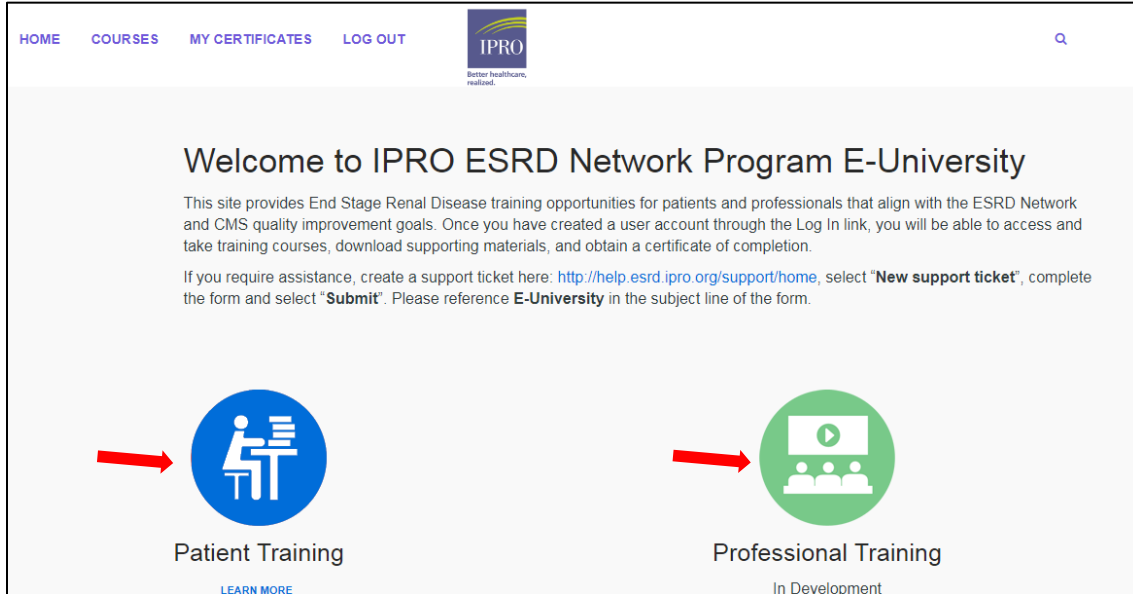
You can now begin taking courses, [click here to get started](#).

If you have any questions, contact us at [support@ipro.us](mailto:support@ipro.us).

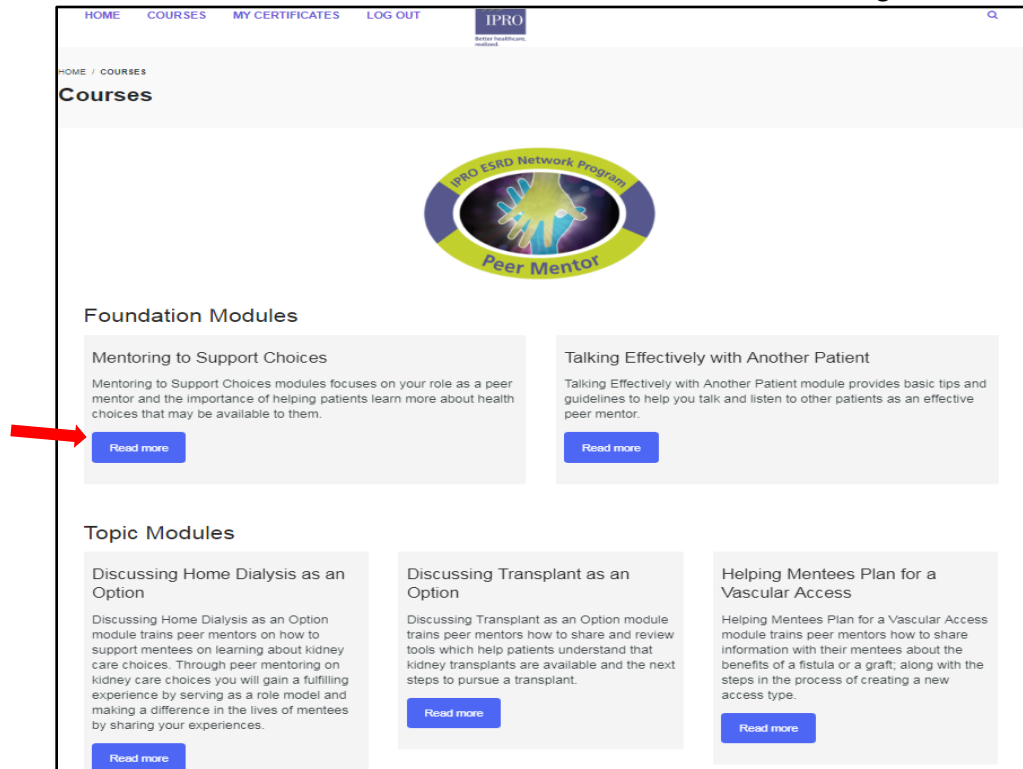
IPRO

## How Do I Review the Courses available on E-University?

1. Click on the “Home” button at the top of the page. Next, select if you would like to see Patient Training Topics or Professional Training Topics.



2. A list of available course topics will be displayed. Courses that are required before taking additional course are noted in each section. Select the “Read More” button to go to that topic course.



- The details of the training course will be displayed, including the approximate duration, a description of the content, progress tracker and any additional details. Click the Start Course button to review the instructions and begin taking the course.

The screenshot shows the course page for "Mentoring to Support Choices". The navigation bar includes "HOME", "COURSES", "MY CERTIFICATES", and "LOG OUT". The course title is "Mentoring to Support Choices" with a "START COURSE" button. A progress bar shows 0% completion. Below the button, there are options for "UNLIMITED ACCESS" and "COURSE CERTIFICATE". The main content area displays the course title, a breadcrumb "HOME / COURSE / MENTORING TO SUPPORT CHOICES", and the first module: "Module 1: Approximate Duration: 41 minutes". The module title is "Mentoring to Support Choices" and the description states: "When your kidneys stop working there are many choices to make. As a patient, being involved in making those choices is the number one way that you can live a better life. Your role as a peer mentor is to inform patients and help them better understand some of the important choices they will have to make."

## How Do I take a Course on E-University?

- Once you have selected the course you are interested in taking, click the Start Course button. If the course requires another course to be taken first it will be listed on the overview screen.

The screenshot shows the course page for "Talking Effectively with Another Patient". The navigation bar is the same as the previous screenshot. The course title is "Talking Effectively with Another Patient" with a "START COURSE" button. A progress bar shows 0% completion. Below the button, there is a message: "\* REQUIRES MENTORING TO SUPPORT CHOICES". Below this message, there are options for "UNLIMITED ACCESS" and "COURSE CERTIFICATE". The main content area displays the course title, a breadcrumb "HOME / COURSE / TALKING EFFECTIVELY WITH ANOTHER PATIENT", and the second module: "Module 2: Approximate Duration: 47 minutes". The module title is "Talking Effectively with Another Patient" and the description states: "Being a peer mentor can be one of the most rewarding roles you can have as a kidney patient. This educational presentation reviews some of the basic tips and guidelines to follow to help you become a good peer mentor. This module includes information on communication skills, medical confidentiality, and how to succeed in your role." Two red arrows point to the "START COURSE" button and the prerequisite message.

2. Review the general instructions and scroll to the bottom of the page, click the Start Course.

• Scroll down to the bottom of this page to Click 'Start Course'

• Use the menu on the right to track your progress as you take each course unit.

• As you complete each unit, be sure to click 'Mark Unit as Complete', then click 'Next Unit' as shown below:

**Note:** you will find these options listed at the bottom of the page, be sure to scroll all the way down.

0% Complete:

MODULE 2: TALKING EFFECTIVELY WITH ANOTHER PATIENT

TALKING EFFECTIVELY WITH ANOTHER PATIENT

QUIZ: TALKING EFFECTIVELY WITH ANOTHER PATIENT

BACK TO COURSE

FINISH COURSE

When you complete the quiz for each module in your course, you will be able to print your completion certificate.

**Reminder:** You must receive a score of 70% or higher to pass each Module Quiz and receive your Course Completion Certificate. You may retake the quiz as many times as needed to pass.

If you have any questions, contact your Instructor. You can also contact [support@ipro.us](mailto:support@ipro.us).

START COURSE

3. Click the play button to watch and listen to the training. If you would like to have printed training slides, click the Download PDF of the training slide deck. Once you have reviewed the training module, click the Next Quiz button.

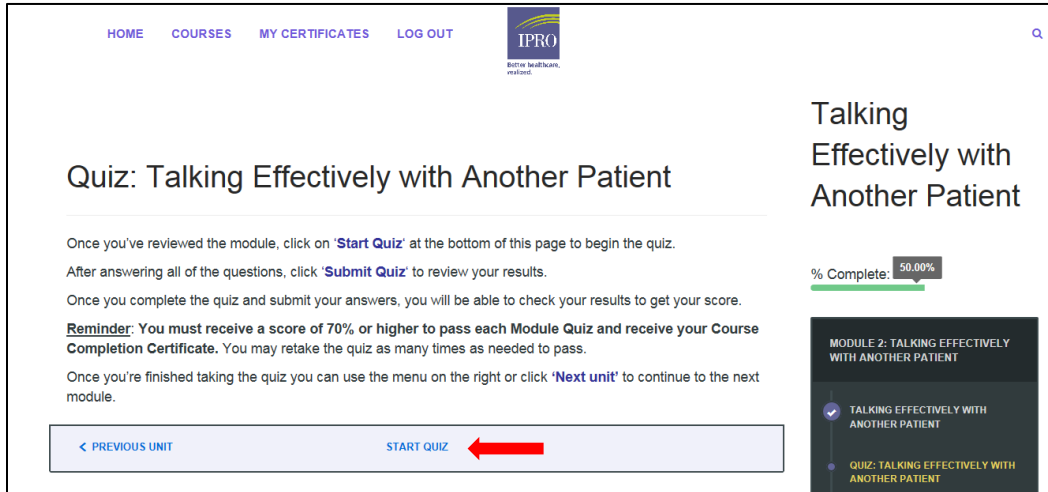
## Talking Effectively with Another Patient

Talking Effectively With Another Patient

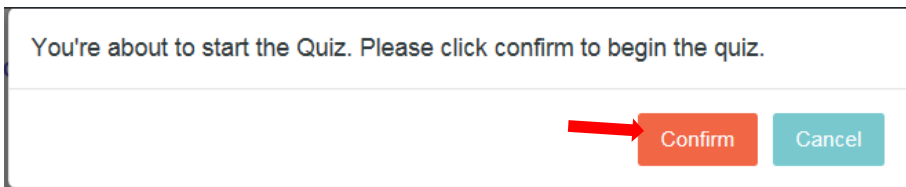
Download PDF: [Talking Effectively With Another Patient](#)

NEXT QUIZ

4. Click the Start Quiz link and click confirm on the next screen to begin the quiz.



The screenshot shows the quiz start page for 'Talking Effectively with Another Patient'. The page includes a navigation bar with 'HOME', 'COURSES', 'MY CERTIFICATES', and 'LOG OUT'. The main heading is 'Quiz: Talking Effectively with Another Patient'. Below the heading, there are instructions: 'Once you've reviewed the module, click on 'Start Quiz' at the bottom of this page to begin the quiz. After answering all of the questions, click 'Submit Quiz' to review your results. Once you complete the quiz and submit your answers, you will be able to check your results to get your score. **Reminder:** You must receive a score of 70% or higher to pass each Module Quiz and receive your Course Completion Certificate. You may retake the quiz as many times as needed to pass. Once you're finished taking the quiz you can use the menu on the right or click 'Next unit' to continue to the next module.' At the bottom, there is a navigation bar with '< PREVIOUS UNIT', 'START QUIZ', and 'NEXT UNIT'. A red arrow points to the 'START QUIZ' button. On the right side, there is a progress indicator showing '% Complete: 50.00%' and a sidebar menu with 'MODULE 2: TALKING EFFECTIVELY WITH ANOTHER PATIENT' and 'QUIZ: TALKING EFFECTIVELY WITH ANOTHER PATIENT'.



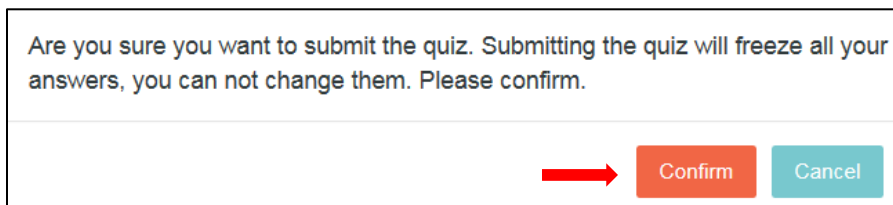
The dialog box contains the text: 'You're about to start the Quiz. Please click confirm to begin the quiz.' At the bottom right, there are two buttons: 'Confirm' (orange) and 'Cancel' (teal). A red arrow points to the 'Confirm' button.

5. Answer the Quiz questions, you must score a 70% or higher to complete the module, you can take the quiz as many times as you like. Once you have completed the quiz, click Submit Quiz. Next, click Confirm to submit the quiz.

**Helpful Hint:** Review your printed training slides to help answer the quiz questions.



The screenshot shows the quiz submission buttons: '< PREVIOUS UNIT', 'SUBMIT QUIZ', and 'SAVE QUIZ PROGRESS'. A red arrow points to the 'SUBMIT QUIZ' button.



The dialog box contains the text: 'Are you sure you want to submit the quiz. Submitting the quiz will freeze all your answers, you can not change them. Please confirm.' At the bottom right, there are two buttons: 'Confirm' (orange) and 'Cancel' (teal). A red arrow points to the 'Confirm' button.

- Review your quiz results for each question and the total results at the bottom of the page. If you scored below 70%, click the Retake Quiz button. If you passed, click the finish course button

## Quiz: Talking Effectively with Another Patient

**Talking Effectively with Another Patient**

**100%**

**% Complete:**

**CONGRATULATIONS ON SUCCESSFULLY COMPLETING THE MODULE 2 REVIEW QUIZ.**

Scroll to the bottom of this page to view your quiz results. If you scored below 70%, click **'Retake Quiz'**. Remember, you can retake the quiz as many times as needed to earn 100%, scroll to the bottom of the screen and click **'Retake Quiz'** to try the review quiz again.

If you scored 70% or higher, click **'My Certificates'** in the menu above to view/print your certificate.

**MODULE 2: TALKING EFFECTIVELY WITH ANOTHER PATIENT**

## Total Marks

**100 / 100**

Number of retakes : 0 out of 10

**RETAKE QUIZ**

- After clicking the Finish Course button you will have successfully completed the training course and will be able to view and print your certificate.

Foundation Modules, Patient Training

## Talking Effectively with Another Patient

HOME

CURRICULUM

**CONGRATULATIONS ! YOU'VE SUCCESSFULLY PASSED THE COURSE AND EARNED THE COURSE COMPLETION CERTIFICATE !** **VIEW CERTIFICATE**

**YOU'VE OBTAINED 100/100 IN COURSE TALKING EFFECTIVELY WITH ANOTHER PATIENT**

**You have completed the course:**

**Talking Effectively with Another Patient**

View and print your certificate by clicking **'View Certificate'**

**FINISHED COURSE**

**RETAKE COURSE**

**100%**

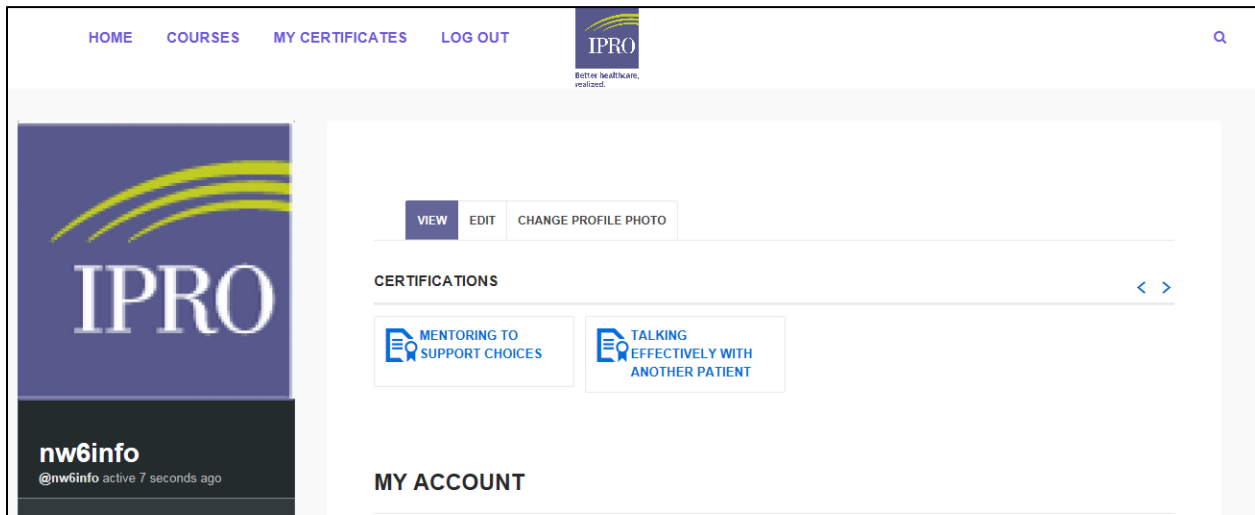
\* REQUIRES MENTORING TO SUPPORT CHOICES

UNLIMITED ACCESS

COURSE CERTIFICATE

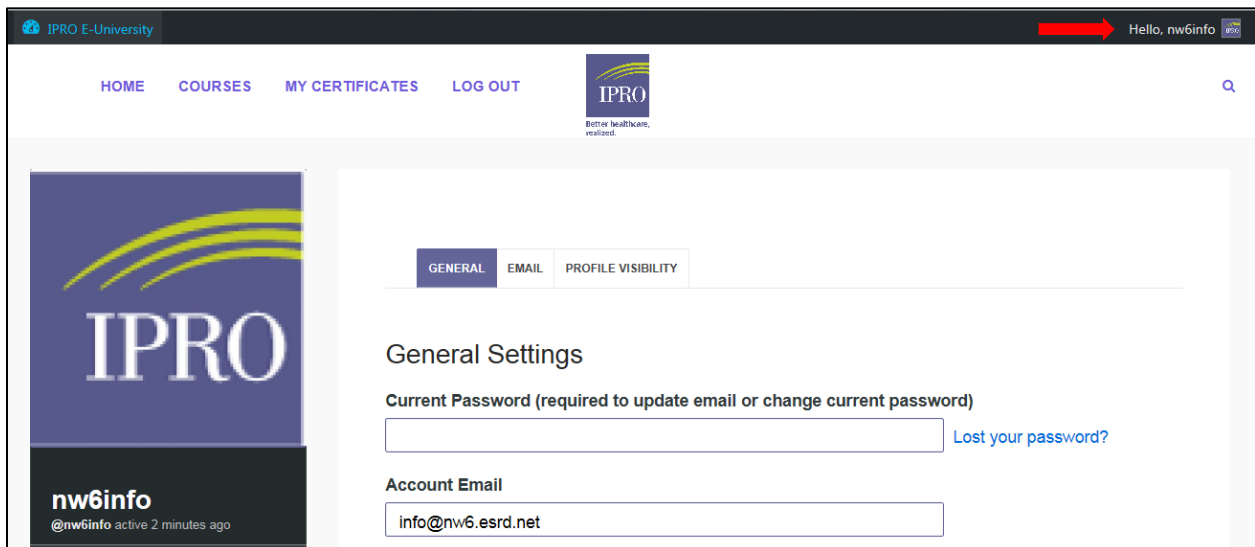
## Can I track my progress and print my certificates at a later time?

By Clicking on My Certificates, you can view and print all certificated earned through courses taken on E-University.



## If I change facilities, do I loose my training certificates?

No! Because you created an account for yourself, your certificates and training will follow you. You can update your personal information including email, name, and facility name under your profile. To access your profile information, click on your user name in the upper right corner of the screen.







### If I need assistance with E-University, who do I contact?

If you require assistance, create a support ticket here: <http://help.esrd.ipro.org/support/home>, select “**New support ticket**”, complete the form and select “**Submit**”. Please reference **E-University** in the subject line of the form.