Ultrasound for Surgeons: The Basic Course, 2nd Edition
Frequently Asked Questions

Buying the CD-ROM | CME Certificate | Expiration Date | Forms Submission | Internet Connection |
Serial Number | CME Test | Program Installation | Return to Program at Later time | Technical Support |

Q. I bought a CD-ROM, can I share it with another person after I have completed the course?
A. NO. Each learner must purchase and use their individually authenticated CD-ROM. Why, because each CD-ROM has a serial number exclusive only to that learner.

Q. I am a Resident Coordinator, can I buy multiple CD-ROMs at once then distribute them to the residents?
A. YES, you may purchase multiple CD-ROMs, as long as each learner uses their own individually authenticated CD-ROM. Please contact the E-Learning Team at *elearning@facs.org*, for additional information.

Q. How do I print out the CME Certificate for practicing surgeons or the Certificate of Completion for residents?
A. You will be able to print out the certificate only if you are connected to the Internet and after you have completed the entire course by viewing all the main course sections, passing each of the three CME tests with a minimum of 80% score, and submitting the course evaluation form.

Q. If I am not a resident, but I am an allied health professional can I still get a Certificate of Completion?
A. YES. Check the button on the evaluation form at the end of the course to indicate, **"Yes"**, you are a resident (we know you are not, but this will provide you with your Certificate of Completion).

Q: Is it possible to get a duplicate copy of my certificate?
A: YES. ACS Members can get a duplicate copy from their CME Transcript on the ACS Portal at www.efacs.org. Non-Members can request a duplicate copy by emailing: mycme@facs.org.

Q. The CD-ROM has an expiration date on it. Does this mean the CD-ROM no longer works after this date has passed?
A. The CD-ROM does not expire; the expiration date is required ACCME information.

Q. How is the course evaluation form submitted?
A. The course evaluation form may be submitted online or by fax/mail, you must be connected to the Internet to submit online.

Q. Do I need to be connected to the Internet to install the program and work on the CD-ROM?
A. YES, you will need to be connected to the Internet to first install and properly authenticate the CD-ROM. This authentication only needs to occur the first time on a computer for the user. While reviewing the course material, you do not need to be connected to the Internet.

Q: How do I authenticate the CD-ROM?
A: Existing ACS Members, use your Membership ID and password, along with the CD-ROM Serial Number. For Non-Members, enter the username (your email address) and password (your last name) you were issued when you purchased the CD-ROM and the Serial Number. Click on *'Authenticate CD- ROM on this Computer'* (an Internet connection is required to authenticate the CD-ROM.)

Q. Where is the serial number located, which is needed to activate the CD-ROM?
A. The serial number to activate the CD-ROM is located on the sticker on the back of the CD-ROM case.

Q. Do I need to review all material to take the CME Test?
A. YES, you must review all the main course content. It is divided into the following main course sections:
- Physics of Ultrasound
- Instrumentation and Knobology
- Scanning Techniques, including Clinical Examples

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Q. How do I access the CME Tests?
A: CME tests are not accessible until all of the content of the corresponding section has been viewed. As each CME test becomes available, it will become accessible directly from the main menu. All three CME tests must be completed and passed to earn CME credit. The three CME tests are:
* CME Test (1 of 3): Physics of Ultrasound
* CME Test (2 of 3): Instrumentation and Knobology
* CME Test (3 of 3): Scanning Techniques, also covers Clinical Examples

Q. Where do I locate the CME Test?
A. The CME Test is located within the program. If the test button does not highlight, you have not viewed the entire corresponding main course section. Return to the main course section and continue reviewing content until all has been reviewed completely.

Q. How many attempts will I have to take the CME Test?
A. You will have as many attempts to achieve the minimum passing score of 80%.

Q. How do I ensure I have installed the program correctly?
A. The course software does not require any installation. No program files are copied to your computer. The CD-ROM must not be removed while the course is running.

On most Windows computers, the course will run immediately when the CD-ROM is inserted into your computer. If the computer's CD auto-play feature is disabled, the course software will need to be run manually. To do this, navigate to your computer's CD-ROM drive, and then double click on the "Ultrasound for Surgeons" icon to launch the course.

On Apple computers, the course can be started by navigating to the computer's CD-ROM drive and then double-clicking on the "Ultrasound for Surgeons" icon.

Q. I want to continue with the program at a later time or perhaps use a different computer, can I do this?
A. YES, when you re-start the program you may continue where you left off; or you can start the program over. Also, you can install the CD-ROM on more than one computer; however, when using the CD-ROM on a different computer you must be connected to the Internet to authenticate the CD-ROM, and enter the exact information used when initializing the program the first time.

Q. I am having difficulty accessing the program. What can I do?
A. If you are having problems accessing the course, make sure you have a valid username and password (make sure you have the correct serial number ready). Furthermore, if you have difficulty using the program, you may be on a networking system with security firewalls preventing the program to connect to the Internet. Additionally, you may need to turn off any antivirus programs or other open applications. If you fail to connect to the Internet due to firewall issues at your location, you can either contact your local network manager to make a network exception in order for you to run this CD-ROM or you can switch to another computer where you can connect to the Internet.

Q. Will this CD-ROM work on Apple computers? What should I be aware of?
A. YES, it should run on Apple computers. You should be aware of the fact that it is best to use Apple computers with an operation system of Macintosh® OS X 10.4 or later. In addition, the Web browser should be Firefox® 2 or Safari™ 2 or later.

Q. Who do I contact for technical support?
A. For additional information please contact the E-Learning Team at the American College of Surgeons *elearning@facs.org*, or call toll free: 866-475-4696 or 312-202-5400. (9am-5pm CST, Mon-Fri)

You may also contact Content Management Corporation, call toll free: 888-711-1138 Ext. 241 (9am-5pm EST, Mon-Fri) or email: support@cmcgc.com