



A Course Provider's Guide To The

**ARELLO–IDECC**

**COURSE MANAGEMENT SYSTEM**

*Version 2.0 - October 2005*

*We recommend printing this resource and then using it as a reference while you examine the new course management system online. The instructions listed here supercede those found in older application documents.*

## INTRODUCTION

The development of the ARELLO-IDECC online course management system (CMS) represents a substantial commitment by ARELLO-IDECC to ensure courses are certified and processed in a timely manner.

The purpose of the CMS is to allow providers to do all of the following through a convenient web-based interface:

- submit new courses for certification
- recertify and track currently certified courses
- check on the status of course reviews
- archive communications with course reviewers
- allow review fees to be paid with a credit card

By using the CMS to submit courses for certification, your organization may save up to two weeks or more when certifying courses. In the future, all providers should use the CMS to submit, recertify and collaborate with reviewers about courses in the review process. If you have questions about how to use the CMS, please do not hesitate to contact us.

Below you will find instructions on how to access the CMS and manage your ARELLO-IDECC Certified courses. The CMS has been designed to be intuitive. However, to help users, this document will provide some “best practices” on how to use its features. If at anytime you have questions about the CMS, do not hesitate to contact us.

## LOGGING INTO THE CMS

You can access the CMS by visiting the appropriate site ([WWW.ARELLO.NET](http://WWW.ARELLO.NET) or [WWW.IDECC.ORG](http://WWW.IDECC.ORG)) and clicking “Log In” link on the navigation bar or other location on the main page.

The CMS has been securely designed to allow providers to login by choosing the name of the organization and entering a password. If you forget the password, the official contact on file with ARELLO-IDECC can be emailed the password. Simply click “Email me my password”, enter your email address on file and the password will be immediately sent to that address. If your organization’s name is not listed in the drop down menu, please contact us via telephone or email so we can setup your account.

## THE PROVIDER’S CONTROL PANEL

The provider’s control panel is the first screen you will see after successfully logging in. Here you will find:

- **your organization’s information profile** that you can modify. If the address, telephone number or other information about your organization changes, you can make the applicable changes here. You cannot modify your organization’s name. If you wish to change your organization’s name, please contact us and our staff will make the modification.
- **your currently pending submissions\* and how to create a new submission.** This area displays a course or group of courses that are currently being considered for certification. You can also press “New Submission” if you wish to submit a course for certification. This will start a five step wizard that will take you through the process of making your submission.

- **your submission\* history.** These are submissions that have been certified. Here you can go back and look at past documentation or discussion threads that were made as a part of a particular submission for certification. Click “*Certified Courses*” if you would like to see a list of courses currently certified by your organization. While viewing your certified courses, you may also choose to show where each of your certified courses is approved for credit. Press “*Modify*” next to each course to indicate where your courses have been approved by regulatory agencies for credit. This assists students who come to the ARELLO-IDECC web site looking for courses approved in a particular jurisdiction(s). Submission documentation made prior to September 2004 will not be listed in the CMS.

*\*A submission is a course or a group of courses of an identical delivery method being submitted for certification. Courses of differing delivery methods cannot be apart of the same submission.*

## VIEWING A SUBMISSION

From the provider’s control panel, if you have pending submissions, you can press “*View*” next to the appropriate submission to view the courses, files and discussion threads that relate to the submission.

- **Courses** – this area displays the courses that are a part of the submission. You can not add or remove courses from a submission without contacting ARELLO-IDECC.
- **Submission Specific Files** – this area displays what documents (files) have been uploaded that are a part of your submission that are unique to the submission (or courses in the submission). This is where you would upload your course application, time study participant forms (primary providers only) and instructor qualifications forms. These are the three main documents reviewers need to proceed with a course review. If you have other supporting documents, you can upload them here but the total size of the submission files cannot exceed five megabytes (5 mb). If your submission documentation exceeds five megabytes, you will need to mail a CDROM containing your extra documents. If you have course ware such as a CDROM for a CBT(CDROM) based course, do not upload those files to the CMS but When mailing your documentation on CD or other courseware, you should use the “*Media Mailing Instructions*” link at the top of the View Submission page. **IMPORTANT** - Do not mail any of your documentation to ARELLO-IDECC headquarters (doing so will result in a delay in certification), use the *Media Mailing Instructions* to mail them directly to our review team. These instructions supercede what you may find in older applications.)
- **Common Provider Files** – This area has been added in the latest revisions to the CMS. Common provider files are files that are not specific to a particular course but are “common” among many different courses the provider may submit. For example, if you have one instructor for your courses, simply upload their credentials to the common provider files area and then on future submissions, they will be there for our consideration. Using this area will reduce redundancy in submission documentation. Please do not place documentation that is specific to a particular course in this area. For example, you would NOT want to place a course outline in the common provider files area as it is unique to a particular course.
- **Discussion Area** – All communications about course reviews will be facilitated here. This discussion feature also has integrated email functionality, so when you or course reviewers make a post or reply in the discussion area, email messages containing the content of the message are sent automatically to the review team and your organizations official contact. Providers should make every attempt to ensure all communications be facilitated through the CMS. We are not responsible for communications offered outside of this system. ARELLO-IDECC understands that spam and other network connectivity issues have made email increasingly undependable for important communications. Providers will now be able to check the discussion area for the most recent discussion posts without having to depend on their email. If your email service has been out, or you feel you should have received a communications from a reviewer, you may login to the CMS, click on the appropriate submission and view the last discussion item posted. You may also make review process status requests in the discussion area. The review team will receive your request and respond appropriately. This will eliminate the need for reviewers or

providers to search through “sent items folders” in email programs for communications may or may not have been made.

**CAUTION:** For security purposes, your online session will timeout after twenty minutes of inactivity. So if you begin to type a message, and wait twenty minutes, then attempt to send the message, the system may ask you to log in again, and your message could get lost.

## **PAYING BY CREDIT CARD OR CHECK**

ARELLO-IDECC now provides the option to choose whether you want to pay course review fees by credit card. You also may still pay by check. You can make your preference during the process of creating a new submission. If you have over ten courses to certify, we would request you pay by check, although paying by credit card is still an option.

The only item you will ever need to send to ARELLO-IDECC Headquarters is a check for the appropriate course review fees. All supporting documentation (excluding payment for review fees) can be sent directly to the review team bypassing ARELLO’s Montgomery, Alabama office.

## **IMPORTANT POINTS TO REMEMBER**


**Hard copy supplemental documentation** (documentation other than the application, time study participants form and instructor qualification forms) – should be kept to a minimum. When you send hardcopy documentation, delays result due to shipping and additional processing time.

**You cannot create a submission with courses offered via different delivery methods** – For example, if you have ten courses to certify and five of them use an Internet delivery method and the remaining five use a CBT (CDROM) delivery method, you would need to make two separate submissions. You may place each of the five Internet courses on a single application, and the five CBT courses on an additional application. So for these two submissions, you would have a separate application for each submission. Please do not submit multiple applications for courses taught via the same delivery method in a single submission. These instructions supercede what you may find in older application documents. Review fees still apply for each course submitted regardless of how many are contained on a single application.

**Use the CMS discussion feature to log communications** – The purpose of the CMS is to streamline communications. Messages sent to reviewers outside the CMS regarding a particular submission may not be logged and could lead to moderate delays. It may also lead to an incomplete record of what has been done or requested for a particular submission.

**What if I have hard copy documents to send that aren’t available electronically?** – After you create your new submission, you should upload just the basic documents (application, time study participant forms, instructor qualifications forms) so the reviewers can get right to work with the required electronic documents. Then use the “*Media Mailing Instructions*” link at the top of the View Submission page to send your hardcopy material directly to the reviewer. Do not send these to ARELLO-IDECC Headquarters or a delay will result.

**Can I still send my applications and documentation via email (the old fashioned way)?** – Unfortunately, no. Application files must be sent electronically via the CMS.

**What if I need help?** – ARELLO-IDECC staff is available to help. Office hours for support are from 8:30 a.m. to 4:00 p.m. CST Monday-Friday. You can also press the question mark  icon in the CMS to get help or an explanation on a particular feature of the CMS.