

## **Wiley Health Learning FAQs**

### **I forgot my password; how can I log in?**

To log in, you will need your email address and password. If you click the “forgot password” link, you can enter in your email address, answer the security question, and a temporary password will be sent to you to log in. You can also change your password under the “My Account” tab.

### **The “forgot password” link is not working; how can I receive my login details?**

Please contact [cme@wiley.com](mailto:cme@wiley.com) if you are experiencing difficulty with the “forgot password” link. If you have not previously logged into Wiley Health Learning to complete activities, you may have recently received an email containing instructions for logging in.

### **I changed my email, however I still have to log in with my old account information; can this be updated?**

Please contact [cme@wiley.com](mailto:cme@wiley.com) to update your login details to your current email.

### **Where can I access my certificates for activities I’ve completed on WHL?**

Copies of your certificates for completed activities are accessible under the “Completed Activities” tab. Download your certificate by clicking the thumbnail icon to the right of the activity listing.

### **I need to request a copy of a certificate for an activity completed prior to 2011.**

Records of past activities prior to the year 2011 are kept on file by the accredited provider. Please contact [cme@wiley.com](mailto:cme@wiley.com) for further information and the project manager will soon be in touch with the certificate you need.

### **My certificate information is incorrect; can it be changed?**

Please ensure that your profile information is up to date with your required name and professional designation information; accessed through the “My Account” tab. If you need to regenerate a certificate, please contact [cme@wiley.com](mailto:cme@wiley.com) for further information.

**I completed the activity, however my certificate is not generating.**

Your certificate may not generate right away. If your certificate has not generated in 24 hours please contact [cme@wiley.com](mailto:cme@wiley.com) for further information.

**How can I find the credit value or relevant credit types of an activity?**

By clicking the “view details” page for an activity, and you may read activity information in advance of registering, including credits, objectives, pricing (if applicable) disclosure statements, and more. This information is also presented on each “Activity Overview” page.

**Where can I see all available activities for a particular program?**

By using the “Browse by” tab, you can filter activities by organization, practice interest, or publication. Activities can also be found using the site search bar.

**I am experiencing an error when trying to complete an Assessment.**

If you are experiencing an error when completing an activity post-test or evaluation, please contact [cme@wiley.com](mailto:cme@wiley.com) for further information. Be sure to note the program and activity you are trying to complete.

**I am unable to open the activity contents; how can I access?**

Please make sure the device you are working on currently matches the site's listed hardware/software requirements within the “Activity Overview” tab. If your problem persists, please contact [cme@wiley.com](mailto:cme@wiley.com) for further information. Be sure to note the program and activity you are trying to complete.

**How do I access activity contents hosted on Wiley Online Library?**

Several programs may require additional access to view activity contents online, such as personal or institutional subscription access, society membership access, or pay-per-view individual downloads. Please refer to the program's “Get Access” section on Wiley Online Library for additional details.

**The activity contents being linked to are incorrect; how can I access?**

If you are experiencing an error in accessing the activity contents, please contact [cme@wiley.com](mailto:cme@wiley.com) for further information. Be sure to note the program and activity you are trying to complete.

**My activity fee is incorrect, how can I change it so the correct price is listed?**

Several programs offer varying price rates based on your registration data. To ensure you are registering for the correct price point, be sure to update your account information under the “My Account” tab. If you experience any difficulties in adjusting, please contact [cme@wiley.com](mailto:cme@wiley.com) for further information. Be sure to note the program and activity you are trying to complete.

**I purchased the wrong activity and would like to request a refund to apply payment to another activity.**

Please contact [cme@wiley.com](mailto:cme@wiley.com) for further information. Be sure to note the program and activity you are participating in, and the activity you wish to be refunded.

**Where can I locate my receipts for purchased activities?**

Each of your transaction receipts can be accessed and downloaded from your “My Account” tab under the “Receipts” heading.

**I am unable to purchase an activity. When clicking on the activity I receive an error message stating there is an “existing pending transaction entry” for the activity with no way to continue.**

If your access to Wiley Health Learning has timed out, or your browser window was closed prior to completing your activity purchase, your activity registration may have become locked. To complete your transaction, delete the activity from under your “My Activities in progress” tab and re-register.