

iCARE ~ internal Compliance and Regulatory Education User Reminders (Updated 11/15/2010)

Accessing iCare

iCare can be accessed either through:

- o www.healthstream.com/hlc/cmmf or
- o via the CMMF Portal page under Non-SSO Applications "Other Applications" to iCare link or
- o via www.cmmc.org Website, (Link on left side) click on "Resources" then "Staff Resources". "iCARE" link is on right side of screen, follow the instructions on page.

System Requirement Recommendations:

Internet Browser:	MS Internet Explorer 6.0 or above
Operating System:	Microsoft Windows 2000 or above
Popup Blocking:	Disabled
Cookies:	Enabled
JavaScript:	Enabled
Screen Resolution:	1024 x 768 pixels or above
Adobe Flash:	7.5.1 or above

The link below will help you with a browser check to see if your browser settings are correct.


<http://www.healthstream.com/browsercheck>

This will help you check your browser settings.

Log in as a Student:

- o Enter your **User ID** (the first six letters of your last name in lower case with the last four digits of your social security number (for example, June Pelletier SS# 004-88-9542 would have a User ID of pellet9542).
- o If your last name does not have at least six letters, please use your whole last name (for example, Smith would be smith and the last 4 numbers of social security number).
- o If your last name has periods/spaces/hyphens/apostrophes, each are counted as one of the 6 characters considered but not used. (for example St. Cyr would be stcy and the last four numbers of social security number).
- o If you are a student or a contracted employee, ids are determined without your social security number and are individually emailed to each student/contracted employee.
- o Enter **Password** (your entire last name lower case). We recommend that you change your password after the initial log in.

HealthStream

 Login

User ID:

Password:

[Password Reminder](#)
If you have forgotten your password and have a password reminder, enter your user ID and click the link above to view it.

Login Instructions
For Employees: To log in as a student, please enter your **User ID** (the first six letters of your last name with the last four digits of your SSN# - Ex: John Pelletier SSN# 004-88-9542 would have a user id of pellet9542). **Password** equals your last name. We recommend that you change your password after the initial log in.

For Non-Employees: Use individually provided ID from Education Department.

To Change Your Password or If You Have Forgotten Your Password

Users are to go to the My Profile Tab and under My Personal Options select Manage Account Information. At that point, password can be re-entered and confirmed then saved.

Help Feature for Students

A [Help ?](#) Icon is available on each student screen for gaining supplemental information (upper right hand corner).

Taking a Pre-Assessment Test (PA) ("Test Out" Option versus Course Lesson Completion)

- Courses offering the PA option will be indicated with (PA) after the Course Name.
- If you pass, then you don't need to take the course. If you don't pass, you take the course lessons and post-exam. 80% is Passing!
- You must stay in the PA and complete it. The test is not scored until all questions are answered. You must exit the exam to receive credit. If you fail the PA, you will be prompted to go through the lessons before you can complete the exam.
- PAs cannot be taken again; however, the lessons can be taken again.

Need Help

Please Contact: Information Services Help Desk (24 Hour Assistance) 207-795-2259 or submit a request via the portal and the CMMF Helpdesk Link.