

## Recommendations for Subscribing Organizations

- We recommend posting these instructions on your institution’s website to minimize inquiries to our help desk.
  - Access to this course is for staff, students and faculty only. For other affiliated learners, a decision maker at your organization should seek direct access to the course by filling out the forms (<https://form.jotform.com/citiprogram/covid-19-back-to-campus-request>).
- Remind learners that they must complete this course by midnight September 30, 2020 (course closes October 1, 2020).

Your institution has now added the “**COVID-19: Back to Campus (Fall 2020)**” course to their curriculum and access completion information.

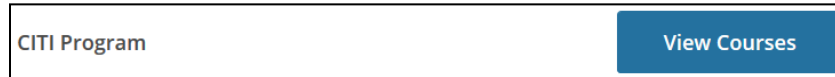
1. You must have a CITI Program account to access the course. If you, as a learner, do not have a CITI Program account please follow these instructions to register:  
<https://support.citiprogram.org/s/article/updated-guide-to-getting-started>

2. Here is how your learners can access the course:

- a. Visit [www.citiprogram.org](http://www.citiprogram.org) and log into your account.



- b. Click on “View Courses” next to your institution’s name from your Main Menu page.



- c. Click on “Add a course” below the Learner Tools section.



- d. Locate the “**COVID-19: Back to Campus (Fall 2020)**” course (location may vary per your institutions curriculum questions).

3. Follow these steps to retrieve your Completion Record after you have completed the course: <https://support.citiprogram.org/s/article/how-do-i-access-my-completion-certificate-2019-10-24-17-54-24>

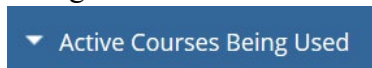
## Admin Instructions

If you are an Administrator (with Admin Access for the COVID-19 course), you can view member records by following these steps:

- Clicking on the “Admin” tab at the top of your CITI account



- Click on your institution name.
- Navigate to “Active Courses Being Used” to view record data in a table format.



- Or click on the link “Completion Report data by time and group” under the Download Reports section to run a report (with different parameters).



## Recommendations

- Provide instructions to your learners hosted on your website, directing them to CITI. Adding screenshots of your institutions curriculum questions to your instructions hosted on your site can be beneficial in directing the learner step by step.
- Email the desired learners who need to access this course with the same instructions.
- Provide CITI Support your desired placement of this new course within your Curriculum Questions.
- You can have this course included in your institutions **Automated Download** reports (if you have purchased this service). More information on this service can be found here:
  - <https://support.citiprogram.org/s/article/automated-download-service-2019-10-24-17-54-24>
- **Single Sign On (SSO)**: If your institution uses a Single Sign On service, they can log in via your site’s credentials to access their CITI Program account. If not, please view the benefits of utilizing this service:
  - <https://support.citiprogram.org/s/article/single-sign-on-ss-for-subscriber-organizations-2019-10-24-17-54-24>

- <https://support.citiprogram.org/s/article/single-sign-on-sso-and-shibboleth-technical-specs-2019-10-24-17-54-24>