

## Clinic CE Subscription - Frequently Asked Questions

**1. How does the Subscription work?**

After making a purchase, you will receive a welcome letter via email the next business day with the coupon code and instructions. The code can be used to waive the purchase price of qualified IJCAHPO courses. You may only share this code with current Clinic Staff at one location.

**2. Are there additional fees for the courses after we purchase the subscription?**

No. After your annual fee is paid, there are no additional charges for the courses included in the subscription plan.

**3. Is the subscription valid for a calendar year (January to December)?**

No. The subscription is good for one year from the date of purchase.

**4. Where is the list of over 220 courses that are included with the subscription?**

[Click here](#) for a complete list (allow 30-60 seconds for the list to load on EyeCareMarketplace).

**5. My clinic has three office locations. Do I need a subscription for each location?**

Yes. If your clinic has multiple locations, each location needs its own subscription. Multi-site discounts are available.

**6. Can a clinic manager see who is using the coupon code?**

Yes. Clinic managers are given access through their IJCAHPO account to see who is using the coupon code to purchase courses.

**7. Can ophthalmic photographers, orthoptists, and ophthalmic nurses gain CECs through the subscription?**

Yes. There are courses available for those groups. [Click here](#) for a complete list.

**8. Do I need an IJCAHPO account to use the subscription?**

Yes. You already have an account if you have attended any IJCAHPO events or have been certified by IJCAHPO. If you forgot your account information [click here](#). *Please do not create a new account if you already have one as any CE credits earned remain in your original account and won't automatically transfer to your new account.*

**9. Do all clinic staff need to take courses on the same computer?**

No. They can take the courses anywhere with an internet connection. If you do happen to use a shared computer, be sure to log out of your IJCAHPO account and close your browser when you are done. For information about supported browsers, refer to the [EyeCareCE FAQs](#).

**10. Can technicians continue using the clinic's coupon code even after their employment ends?**

No. Coupon codes are unique to the clinic and are only for that clinic's staff. If someone uses a coupon code improperly, the credits will be removed from their account.

**11. Can the administrator be changed on the subscription after it is purchased?**

Yes, please contact IJCAHPO at 800-284-3937 and select prompt 6.

**12. I selected a course but the coupon code will not work. What should I do?**

- A. Check to make sure you've entered the coupon code exactly as it appears in the email that came from IJCAHPO.
- B. Make sure the course is subscription eligible. There are over 220 courses available with your subscription, however some courses on the website are not subscription eligible. [Click here](#) for a complete list of Clinic CE Subscription courses.
- C. Check the expiration date on the email. It could be that it is time for your clinic to renew its subscription.

**13. Does the subscription automatically renew?**

No. Clinics wanting to renew their subscription should simply [purchase a new subscription](#).

**14. How long does it take for the CE credits I earned to post to my account?**

CE credits will appear in your account transcript within 24 hours.

**15. I took the course but the credit is not in my account. Did I miss something?**

At the end of each course, to earn the credit you must successfully complete the quiz with a passing grade and complete the curriculum evaluation. **If you closed out of the course before completing those items, the credit will not appear in your account.** To fix it, go to "My Courses", re-launch the course, pass the quiz, and complete the curriculum evaluation. The credit will appear on your account transcript within 24 hours.

For more details and answers to additional questions, please refer to the [EyeCareCE FAQ](#).

Need additional help? Email us at: [subscriptions@jcahpo.org](mailto:subscriptions@jcahpo.org)