University of Idaho
WWAMI Medical Education

Office of Continuing
Health and Medical
Profession Education

**HOW-TO | Troubleshoot
Missing Credit**

If you think you are missing credit, please walk through the cases and solutions below. These are the same steps our office will take to verify what might be affecting your credit. If none of them fit your situation, please contact us at wwami-ce@uidaho.edu

Case 1: I am missing my credit/certificate for a course or actiivty.

A. Are you sure you claimed credit?

Credit and certificates are not awarded automatically. If you didn't complete an evaluation or quiz and actively claim your credit, then you more than likely never completed the course or activity. Certificates are awarded at the end of the claiming credit process.

Solution: Return to the course or activity page and claim credit by following the instructions provided below:

Visit our homepage and click on **My Account**: UID WWAMI Medical Education | (uidaho.edu).
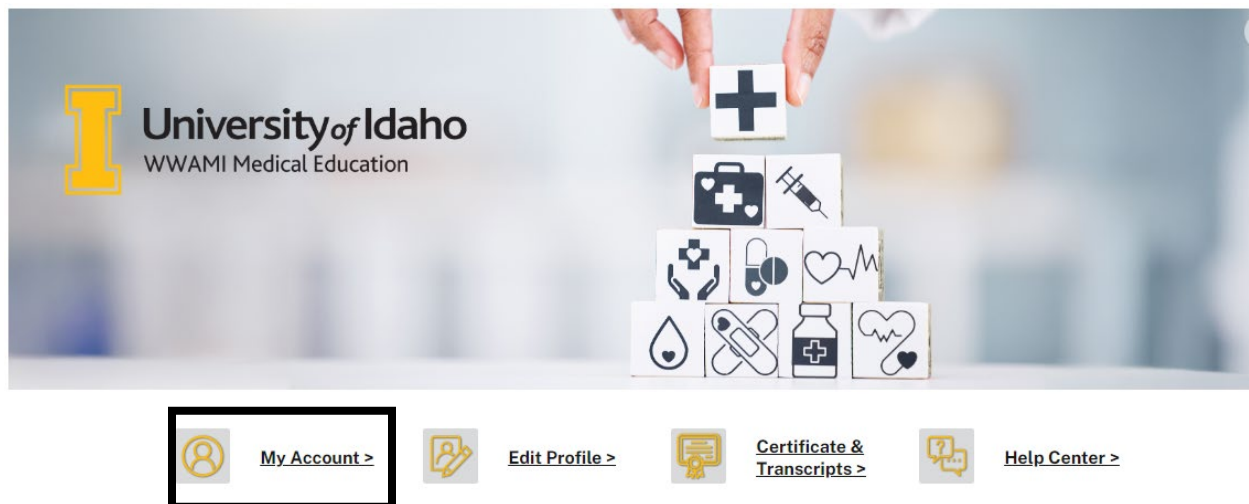
If you are not logged in, you will be prompted to do so. Once logged in, you will be re-routed to your My Account page. On this screen, select the **My activities** tab.

- **Completed Activities:** These are the activities for which you have claimed credit and successfully completed. You can download certificates for these activities from this screen.
- **Pending Activities:** These are courses or activities that you have enrolled in but have not yet completed or claimed credit for.

In the **Pending activities** tab, select that activity that you would like to complete. Then click on the **Take course** button and then **Start or Resume course**. Complete any of the required activities to claim credit and complete that activity.

B. Are you looking for your certificate in the right place?

If you did claim credit, perhaps you're just looking in the wrong spot!

Solution: Once logged into our website, go to **My Account** (see instructions above), click **My Activities** and you should be on a tab called **Completed Activities**.

To find the certificate pertaining to the live/enduring activity, sort the table or simply search for it by inputting the activity name (or part of it) in the **Title** field and clicking **Apply**.

NEED FURTHER ASSISTANCE?

For additional questions and assistance, contact us at: wwami-ce@uidaho.edu