How this Class Works
Within 2-3 business days of purchase, you will receive a Welcome email with details on accessing your account and instructions on using the portal. If you have not received an email within 3 business days, please contact elearningsupport@hcpro.com or call **HCPro customer service at (800) 650-6787.** Check your junk folder or spam folder for this email depending on the email filter settings of your organization.

Boot Camps are made up of a series of modules. Take the modules in the order they appear, as concepts in early courses are built on as the series progresses. We have provided study guides and additional handouts (if applicable) in the Resources tab of each module. Print or download these resources at any time during your access. You may view the presentations more than once to help reinforce learning.

After you have completed all modules in the Boot Camp, take the Final Exam (optional). This 50-question exam covers concepts from all lessons and requires an 80% score or higher.

A survey link is provided upon successful completion of the exam. Fill out the survey in its entirety to receive an email with a link to your *Certificate of Program Management Excellence*. You may need to check your junk folder or spam folder for this email depending on the email filter settings of your organization. Keep this email for your records.

Ask the Expert feature
Content-related questions can be sent through "Ask the Expert." You will be able to use this feature at any time during your access to the course and will typically receive a response to your question within 2-3 business days. Please be sure to reference the module and slide title to help our experts better understand your question.

Note that problems with accessing the course and/or other technical issues should be submitted through: elearningsupport@hcpro.com.

How long do I have to complete the course?
You'll have 60 days from your enrollment date to access and complete your Boot Camp (the enrollment date is the day you receive login information). Be sure to complete all lessons, pass the final exam, and download any desired materials during this time.

Other Materials
- A computer with speakers
- Copy of the current ACGME Common Program Requirements
- Copy of your current clinical specialty program requirements
- Copy of your program's calendar year (if available)
- Copy of the resident evaluation form
- Two highlighters of different colors

When it's time for you to get started...
Turn off your cell phone, close out of your email, and try to let others know you'll be unavailable during the time you've set aside so that you can focus your energies on listening and watching the lessons.

Technical Requirements
Using the most up-to-date software versions is recommended for viewing courses. The minimum system requirements are:
- Current version of Flash Player (http://www.adobe.com/go/getflash)
- Windows - Internet Explorer 10 or later, Firefox (latest version), Google Chrome (latest version), Opera 9.5 and later
- Macintosh - Safari (latest version), Firefox (latest version), Google Chrome (latest version)
- Mobile - Safari in Apple iOS 6 and later (performance may vary depending on hardware specs) *Note: Due to the length of these courses, mobile use is not recommended.*

Contact Information
If you have any question about the Boot Camp program, please contact:
Customer Service
Phone: (800) 650-6787
Fax: (800) 738-1553 fax
E-mail: bootcamps@hcpro.com

Please keep in mind that Boot Camps® are for individual use only. Participants are not permitted to share usernames and passwords or copy the materials.