

What types of educational products are available?

There are many options for eLearning. All options are available for viewing and filtering through the Catalog function and include Webinars, Conference Recordings, and Online Courses. You can also view different learning packages created by AMSN under the Topic Level Search.

How do I login?

Your login information for the AMSN Online Library is the same as the credentials you use for the [AMSUN.org](https://amsn.org) website. You should be signed into your AMSN account to access your courses.

I just became an AMSN Member, but when I log in, I don't see the member pricing. What do I do?

In order for your user record to update with your new membership status, please log all the way out of both the Online Library site and the amsn.org site. Then log back in. That will allow the system to update, and your member status should now be active in the online library. If that doesn't work, please contact customer service at amsn@amsn.org for assistance.

How do I define my interests to ensure the most accurate recommendations are displayed under the "Recommended for You" section?

To define your interest areas, please visit "My Profile" on the right-hand navigation under "My Account". Click the pencil icon next to User Details to edit your profile. Find the tab labeled "Interest" and add multiple areas of interest in the tag field.

Once your interests have been added, recommended courses relevant to your interest will be displayed in the 'Recommended Courses' tab.

How do I register for an upcoming live webinar?

To sign up or purchase a webinar click the "enroll me" button at the top or bottom of the product page. You will then be able to complete the purchase. After payment is processed, courses will appear within the "My Courses" or your "Dashboard" in the Online Library.

What are the system requirements for accessing a webinar?

Most live AMSN webinars are run through Zoom. You can test your connection [here](#). Recordings are made available in .mp4 format.

Can I access a recorded version of a webinar if I missed the live session?

Yes, the recording of live webinars will be available no later than approximately one week after the live session. You can purchase a recording by clicking "enroll me" and then proceed to your cart. After payment is processed, courses will appear within the "My Courses" or your "Dashboard" in the Online Library.

How long are courses and recordings available?

All users will have indefinite access to the purchased online courses, webinar recordings, convention recorded sessions, and resources. Should anything change with product availability, you will be notified. If a product is nearing its expiration date, you will receive a notification before it becomes unavailable.

Does AMSN offer refunds for online learning purchases?

AMSN does not offer refunds for any online education. There may be varied cancellation policies for specific events and courses.

Do you accept purchase orders for online education?

No, AMSN does not accept purchase orders for online education.

How do I purchase an institutional licenses or bulk course access for my unit or hospital?

Reach out to us at amsn@amsn.org and our staff team will assist you.

Where can I find all of my courses?

Go to the “My Courses” tab on the left side menu of your screen.

I have a coupon code for a course. How do I enter it?

If you have received an access code to use for a course, you will enter the coupon code on the product page before selecting ‘enroll me’ and proceeding to your cart to check out.

Where can I find my certificates?

You can find your certificates of completed courses by going into “My Profile” in the right-hand navigation under the profile icon. Then click on “My Certificates”. Your completed courses will be listed below along with certificates.

For programs completed within AMSN’s previous platform prior to April 22, 2024, please go to the “My Courses” tab on the left side menu of your screen, then click “Completed”. Completed courses will be listed below along with their certificates.

If you are looking for records prior to 2020, please contact AMSN for assistance. These requests will be handled on an individual basis, and AMSN cannot guarantee that certificates obtained before 2020 will be available.

Where can I find my learning transcripts?

To locate your transcripts, navigate to the top right profile icon, select “Profile”, then select “Details”. Once there you will see download user details. A zip file will then be downloaded to your computer. Within the zip file are several reports, to view your credit transcript, select the **user_new_credit_export** report.

I don’t see all of my previously completed courses. What happened?

Due to system constraints, only courses that still had valid NCPD credits were migrated to the new platform. Your data for those courses, if you had enrolled or purchased them, was moved over. If you are looking for information or a past certificate from a course older than 2021, please contact amsn@amsn.org.

Is all of my data still in LearningBuilder?

Absolutely. MSNCB’s LearningBuilder platform is independent of AMSN’s Online Education Library. NCPD for courses completed in the previous version of the online library have already been added to your account. It will continue to be added with the new version of the online library and soon you’ll see a seamless transition of your completed NCPD contact hours from the online library to LearningBuilder.

For questions about LearningBuilder or CMSRN recertification, please contact MSNCB at msncb@msncb.org.

Where can I get more help?

If you need additional assistance, you can also create a support ticket for any issue you are experiencing. To do so go to ‘Support’ on the left menu of the platform and complete a support ticket.

Additional Questions?

Contact AMSN by phone: 866.877.2676 or by email: amsn@amsn.org, Monday – Friday, 9am – 5pm CT.