

# How-To | Troubleshoot Missing Credit

If you think you're 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, contact us via e-mail at [cme@bsd.uchicago.edu](mailto:cme@bsd.uchicago.edu) for additional assistance.

## Case 1: I am missing my credit/certificate for an enduring/live activity.

### A. Are you sure you claimed credit?

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

**Solution:** Visit the applicable activity page and click the "Get Started" tab to claim credit.

- If you registered through our site (i.e. paid for the activity through our site) you should see a "Complete Activity" button. Click it to initiate/continue the credit claiming process.
- If you see an "Access Code" box, you should have received instructions that contained the pertinent access code in order to retrieve your certificate. Enter the code and follow the instructions to claim your credit.

### 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" on the top right-hand side of the page, click "My Activities" and you should land on a tab called "Completed Activities".

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

The screenshot shows the 'Completed activities' tab selected. Search filters include 'TITLE' and 'SERIES' input fields, and a 'DATE COMPLETED' range with 'FROM' and 'TO' fields. An 'APPLY' button is present. A 'Download PDF' link with a PDF icon is also visible. Below the filters is a table with the following data:

Title	Credit	Credit type	Event date	Date completed	Certificate
CAR T-Cell Symposium 2019	5.00	ABIM	09/27/2019	09/28/2019	Download
CAR T-Cell Symposium 2019	5.00	AMA PRA Category 1 Credit™	09/27/2019	09/28/2019	Download

Yellow arrows point from the 'TITLE' search field to the first row of the table and from the 'APPLY' button to the same row. A yellow box highlights the 'Certificate' column, specifically the 'Download' links in the first two rows.

## Case 2: I am missing my credits/transcript for Regularly Scheduled Series (RSS).

### A. Are you sure you claimed credit?

Credit and certificates are not awarded automatically. Learners should be texting in session-specific codes to (773) 245-0068 to have attendance and credit recorded. If you have not been texting in, then you have not been claiming your credit.

**Solution:** Situations like these are handled on a case by case basis, though unclaimed credit can rarely be awarded. Contact [cme@bsd.uchicago.edu](mailto:cme@bsd.uchicago.edu) for additional assistance.

### B. Did you include your mobile number in your profile?

If you have been texting in for credit but never entered/confirmed your mobile number in your profile with us, then credit will not be available until that occurs.

**Solution:** Log into your account with us and go to “My Account” on the top right-hand side of the page, followed by “Edit” and “Mobile”. Enter your mobile number and confirm it. Your credit will populate automatically upon confirmation.

### C. Are you sure you are looking in the right place?

If you did claim credit and your mobile number is confirmed, perhaps you’re just looking in the wrong spot!

**Solution:** Log into your account and go to “My Account” on the top right-hand side of the page, followed by “My Activities” and “Session Credit”. You will find a listing of all sessions attended, certificates available, and the option to download your transcript (pdf).

*Note: You can also download a comprehensive transcript from the “Completed Activities” tab. It holds all credit earned, regardless of activity format (i.e. live conference vs. RSS).*

## Regularly Scheduled Series Transcript

VIEW

EDIT

BOOKMARKS

MY ACTIVITIES

ORDERS

Completed activities

Pending activities

Session credit

External credits

Activity applications

SESSION DATE

START DATE

E.g., 06/22/2020

END DATE

E.g., 06/22/2020

SESSION TITLE

SERIES TITLE

APPLY

Download PDF

Series	Session	Series location	Credits awarded	Credit type	Event date	Certificate
Multidisciplinary Interprofessional Critical Care Case Conference (MIC4) - RSS# 01-02-004-17	Multidisciplinary Interprofessional Critical Care Case Conference (MIC4)	UCMC	1.00	AMA PRA Category 1 Credit™	11/02/2016	