



NRP® Live – January 2022 Q&A

ADMINISTRATORS

Adding/Changing Administrators

Q: How do I find out who my administrator is?

A: If your org administrator is unknown, please reach out to your 7th Edition NRP Admin. If they are not available or have changed roles, please send your organization's name along with your name to nrpsupport@rqipartners.com and we will get you that information.

Q: How do we add an administrator?

A: Each organization site can have multiple administrators. Your organizational administrator can add additional administrators to the org site.

Q: Our administrator has changed. How do I update that with your system?

A: Please send an email with your org's name, the administrator's name (current) and the new admins name, email, and Global ID to nrpsupport@rqipartners.com.

Q: I have added an administrator for my organization, and it shows them as active and in our administrator list, but her Global ID isn't showing up and she isn't able to access her administrator functions. She has registered her Global ID. Why is her Global ID not showing up in her administrator access?

A: Global IDs show up in the system when a user has linked to your organization. To remedy this situation, your admin needs to follow the email sent notifying her of admin status. Once she verifies herself, she will be linked to your organization and her Global ID will populate in the admin tab.

Q: When I log into my organizational platform, I only have the admin role. I am also a provider. How do I add myself as a "user" to ensure I have status as a provider (or instructor) in the system?

A: Administrators will need to be added to your site as a learner in order to assign a curriculum

Q: My first question is about creating a hierarchy for NRP administrators. While adding the NRP administrators (Other Settings>Administrator>Add Admin) I do not want admins from other ministries (nodes) to have access to all the other nodes.

A: In the current version of the NRP LP all Administrators within a site will have access to all nodes in the hierarchy.

Q: I am our organization Admin, but don't see the groups or settings tabs. Where did those go?

A: The groups tab is available for Direct customers only. If you are an organization with a 3rd party integration, you will not see this tab. To access the settings tab, from the Home page or dashboard, scroll down to Organization Settings tab to access the setting.

Adding/Editing Users

Q: How do I get to the "user" tab?

A: The User tab is available for Administrators. You must be logged into the NRP LP as an Administrator to your organization's subdomain to view the Users tab.

Q: What is the purpose of the group tab?

A: Groups are a tool used to organize Users beyond what is available in the user details. Groups are used for assigning the assignments to the user efficiently. A user can be a member of multiple groups.



These groups allow actions to be performed on the whole group at once. For example: June New Hires- all the new hires that came in June will be added. You can assign NRP to the group all at once, even though they might work in different departments.

Q: Can you delete a user once you have created one?

A: Admins do not have the ability to delete a user. You can disable a user, which makes them inactive in your organization.

Q: I can't add the user because the unit they are on isn't showing up in the options.

A: To add additional units, go to the Settings tab, Organizational Unit Setup tab and here is where additional units can be added.

Q: Can you enable students when you add them? How is this different if we use a 3rd party LMS?

A: Students are enabled when they have registered in the NRPLP system and are linked to your organization. In the direct NRPLP, when a student is added as a user to your organization they will be asked to register. As a learner launches this verification, they will be asked if they have a Global ID. If yes, they will enter the Global ID, if No, they will be asked to register. Once the student has their global ID associated with your organization, they will be enabled.

When a student is assigned a course in a 3rd party LMS system, when launching the assignment, they will be asked if they have a Global ID. If yes, they will enter the Global ID, if No, they will be asked to register. Once the student has their global ID associated with your organization, they will be enabled."

Q: Can you talk through the bulk user upload for all new users for an organization.

A: Please see rqipartners.com/instructionalseries, specifically the Administrator Training Video- Direct or 3rd party. This has a full demo of the administrator's home page and walks you through how to use the bulk upload feature.

Q: How does my organization admin link me (an instructor) to my organization?

A: If you are an instructor and need to access or create events for your organization, you can be added to the site thru the Add Users tab (Direct Site Only) or you can be given an assignment thru the Onboarding Instructor's Assignment provided via the SCORM package. If you do not have this SCORM package, please contact NRP Support to provide.

Q: If someone leaves the organization, do you have to manually disable their account or does the system do that automatically?

A: You will need to disable the user in your system.

Q: Just clarifying-you enter the user and then they must respond to the email to register before you can assign them to a class. Is this correct?

A: Correct for direct NRPLP learners if they have not registered in the NRPLP and if they have not linked to your organization. This is a onetime event.

Ideally your learners should register in the system now and link to their history. The NRPLP will import their previous status (provider, instructor) and their expiration date from HealthStream files. This is where learners will find their current cards (for 7th edition from Feb 2022 on) and for current 8th edition.

Q: If I add a user, does that register them and assign them a Global ID?

A: No. If you add a user, it will send them a notification that they have been added as a user to organization. Once that learner follows the notification to verify, they are a user in your organization, their Global ID will be shown in your system.



Q: If you add your list to Full Feed does it still send them an email to create a profile?

A: If you select full feed, the learners on the demographic file will receive an email notification. Remember, when you select full feed, if a learner is in the site, but is not on the incoming demographic file, they will become disabled.

Q: Please repeat the difference between DELTA upload and disabling users, vs. Excel or CSV file in bulk

A: The Delta upload is for new users only. The Full feed is for all users.

**Q: How do you fix an incorrect email entered on the bulk upload? The user has not received the activation email.
What if you are not able to edit User emails?**

A: If the learner has not received the activation email due to error, you may disable the user and add the user with the correct email. Notify our support and we can remove the disabled user with the bad email address.

Q: What if a participant has activated their Global ID, and has received email confirmation, how do they align with the hospital?

A: Once the learner verifies the email sent from your organization, they will be linked to your organization.

Q: I'm confused on what to enter as a username when adding users as the administrator

A: When adding administrators, you will add their First Name, Last Name and email address. If they are already associated to the site, their Global ID will be visible.

Q: When a user is assigned a test, is an email automated to them alerting them that their test is ready for them?

A: Yes, for Direct NRPLP organizations. Once an assignment is made an email notification is sent to the learner.

For those assigning via a 3rd party LMS system, the assignment would be made in your LMS and notifications would be via your normal protocol from your LMS.

Q: How do users link to our organization once they have created global IDs?

A: To link the retail and org profiles:

- Find the email in your org email (@.x.x) from that says you have been added as a learner, instructor or that you have been assigned a course.
- Click the link to register.
- It will ask if you have a NRP Global ID. When it asks- click yes.
- Then enter your NRPGID on the screen
- Follow the rest of the prompts.
- You will then have your profiles linked.

Q: Where / how would I get the User ID: Vendor shareable ID from LMS?

A: You may have to contact your LMS provider to get this information. It is the ID when the user launches courses from their LMS.

Q: How do you add job titles in the user section? I would like to have RN, RT, MD, APRN etc. as choices when I add new users.

A: Job Titles can be added through the demographic file only at this time.

Q: What if a student forgets their global ID? Can the instructor or admin obtain it for them?

A: A student will be able to recover their Global ID by logging into the NRPLP and accessing their profile. If the global ID is used as the username for the NRPLP, a learner can access via clicking the forgot username/password on log in page.



Disabled Users

Q: What are the steps for a user that shows disabled to register with our organization and change to enabled user in our org?

A: To link the retail and org profiles:

- Find the email in your org email (@.x.x) from that says you have been added as a learner, instructor or that you have been assigned a course.
- Click the link to register.
- It will ask if you have a NRP Global ID. When it asks- click yes.
- Then enter your NRPGID on the screen
- Follow the rest of the prompts.
- You will then have your profiles linked & “enable” the user in the organization.

Q: How can you edit or delete a user this is the disabled mode?

A: Learners cannot be edited in the “disabled” status. If the student has been disabled by an administrator, the learner will need to be enabled by the admin. If the student is not linked to the organization, once the student is linked to the organization, the learner will be enabled and can be edited.

Administrators are not able to delete a learner.

Q: Will disabled users still be able to access their own information? Card/Continuing ed/etc?

A: Yes. Learners will be able to access their retail (or personal) profile on the NRPLP.

Q: If disabled from the site by mistake, how to you them add back to the site?

A: Go to the user tab, find the learner in the user list. At the far-right hand of the window there are 3 dots under the action column. Click those buttons and click the enable action.

Q: I have users who have verified their account, received their global id, and they are still showing disabled as a user. Why?

A: The learner can register through the retail side of the NRP Learning Platform. They need to register through the email sent by your NRP organization site.

Q: What are the risks of not disabling a user from the organization that has left?

A: It is always important to disable users when they leave your organization for security reasons.

Instructors

Q: Do instructors need to be an admins?

A: Administrators are overseers of the NRPLP. Instructors do not need to be administrators to complete the instructor role.

Q: Do admins have access to the ITK if they aren't instructors?

A: Instructors are the only role with access to the Instructor Toolkit

Q: Should an administrator who teaches have an administrator, instructor, and a learner role?

A: An Administrator with an Instructor status should have the administer role and the instructor role.



- Q: I am instructor and an admin, but I do not have the switch roles choice. I am not listed as an admin. I use a different link to log in as a admin.**
- A:** Once your retail profile is linked with your organizational profile you should have the ability to switch between roles. Please see the question on how to link retail and organizational profile.
- Q: How can an Admin change an instructor mentor to an instructor?**
- A:** An admin does not have rights to change the status of a user. If the user has qualified as an Instructor Mentor, that user will remain an Instructor Mentor.
- Q: I am an instructor and do not have tabs for users or curriculums. Does that have to be done by an Administrator?**
- A:** Users and assignments are managed by administrators.
- Q: How do I change my associated organization as an instructor?**
- A:** The new organization should add you as a user. Once that email is sent, verify your profile in the new organization's site. This will associate you to the new organization.

HEALTHSTREAM DATA

Instructor-led Event/Roster History

- Q: Where can I find old rosters?**
- A:** Follow the pop up regarding accessing your 7th edition history when you log into the NRPLP and complete the information. History will be linked in February 2022 and will have access to 7th edition rosters on the NRPLP.
- Q: Will instructors be able to pull over the instructor-led events they taught in the 7th edition to fulfill their instructor renewal for this year?**
- A:** 7th edition events will be imported into the 8th edition platform and will count towards your renewal of your status.
- Q: I am unable to add instructors to my class they are listed as inactive. How do the instructors become active; how do you pull over the instructor-led events they taught in the 7th edition to fulfill their instructor renewal for this year?**
- A:** Ensure your instructors have registered in the NRPLP and have them link to their history using the link on the profile page.

Provider History & eCards

- Q: Will our learners be able to pull 7th edition eCards earned through the HealthStream platform under "Recover learning history"?**
- A:** Yes, Follow the pop up regarding accessing your 7th edition history when you log into the NRPLP and complete the information. History will be linked in February 2022 and users will be able to print 7th edition eCards
- Q: Will our previous NRP providers be carried over from 7th edition?**
- A:** Your organizational history has been linked. Please see migrated user tab to see what learners have been mapped to your organization.



General HLC

- Q:** Our learners will register for our classes through our HLC (Emory Healthcare). I will, after our event, be adding/mirroring the event on this NRP LP in order to give them “official” credit for passing the entire course and getting access to their card. When I register them into the event, will they “automatically” then be registered as learners (by me) in the NRP LP?
- A:** Learners cannot be automatically registered as learners in the NRP LP, all HLC learners are required to complete the registration process when they access Part 1 of the curriculum.
- Q:** I received this message from my organization: “HealthStream and RQI have been unable to finalize moving all our instructors into the new administrative instructor site.” Will this be resolved? They have asked us to use paper rosters for now.
- A:** Instructors who registered via the email notification should automatically be linked to their organization. Instructors who did not follow this process can link to their 7th edition History by utilizing the “Link to your 7th Edition account history” feature in the NRP LP. After completing this process an Instructor will be linked to their Organization in a few days
- Q:** I created a global ID in HealthStream, but it would not allow me to use that when I registered for the RQI platform. Is there a way to link my RQI with the previous ID?
- A:** Global ID's created in HealthStream cannot be linked to NRP LP accounts

ACCOUNT SETUP

- Q:** Can users change/edit their username?
- A:** Username cannot be changed.
- Q:** When we do a bulk upload, does each staff member has to go in and set up their RQI ID?
- A:** Each learner will need to link their profile to the organization if this has not been completed.
- Q:** How do you resend the user an email to create their profile if they lost or deleted the email?
- A:** Contact RQI Partners at nrpsupport@rqipartners.com
- Q:** If a user already has a global ID, but doesn't know it or remember it, and creates a new one in the process of registering to your organization's site, does this create duplicate accounts? Would there be a chance or need to merge the accounts?
- A:** Yes, this does create duplicate accounts. Yes, a learner will be able to merge these accounts in the future.
- Q:** Does it matter if the employees use their work email or should it be their personal email to create their Global ID?
- A:** For the retail (personal) profile, a personal email is preferred. This allows this learner to carry their Global ID and cards with them if they move institutions.
- Q:** If the learner uses their Global ID and their profile has old email how can you fix that?
- A:** The learner can update their email address by logging into their retail profile on the NRPLP.
- Q:** We currently use RQI Partners platform (1Stop) so should the user IDs be auto loaded into the NRP platform?
- A:** If you have a Direct site, you can use the same UserID. If you have a 3rd party integration, you need to make sure the UserID matched the LMS ID. If you are using 1Stop with a 3rd party integration, it is likely it will be the same UserID.



Q: Must every learner have a Global ID?

A: Yes, every learner in the NRPLP must have a Global ID.

Q: The global ID's from HealthStream for existing users is not recognized in the RQI platform when they select do you have an existing global ID.

A: The HealthStream NRP ID is not the same as the NRP Global ID. Your NRP Global ID will allow your credentials to follow you should you move institutions.

Once you have created an NRP Global ID, you can use your HealthStream NRP ID to link to your previous history.

INSTRUCTOR-LED EVENTS

General Event Creation/Editing

Q: How do you change the event visibility? I created an event but would only allow it to be visible across organizations?

A: Your instructor profile must be linked to your organization. If your instructor profile is not linked to an organization, you will only be able to create "across organization"

Q: How do learners print certificates to present to instructors?

A: After completing Part 1 of the Provider curriculum, they can go to "My Certificates and eCards" to locate and print their certificate.

Q: How do instructors ensure that online portion is completed prior to skills class?

A: Learners should print their certificate of completion for the Part 1 course and bring it with to class as proof they have met this requirement.

Q: Do you need admin rights to see someone else's roster? For example, if it is built under one instructor and they're sick how would another instructor view the roster.

A: the organizational administrator is able to add and remove instructors for events associated with the organization.

Q: I am unable to add a new event for any month beyond January 2022.

A: You are only able to add events until your instructor expiration date.

Q: Do I make a new event through my organization LMS (HealthStream) or through AAP website?

A: All events must be created directly in the NRP LP: NRPLearningplatform.com

Q: As an instructor, what account should I use to enter an event. my global account or my organization account?

A: If you are associated to a specific organization, please make sure you are under the correct profile to create the event. This way, other admins can see the event that are associated with the organization.

Q: What do I do if I teach through an organization and independently?

A: If you are associated to a specific organization, please make sure you are under the correct profile to create the event. This way, other admins can see the event that are associated with the organization.

If you are teaching independently, ensure you are in your personal profile when creating events.

Q: How do you change instructors for a course after already created?

A: An instructor must always be associated with an event. To remove an instructor, please ensure a new one had been added.



Q: When you are creating a class, what is the correct way or what is the correct “name” of the event?

A: There is no correct or incorrect name of an event. The name is just a way to distinguish it from other events. Including a unique feature in the event name, such as hospital or instructor name, may help users recognize the correct event.

Q: Can one instructor add the two other instructors into the event?

A: Yes, an instructor can add other instructors to an event.

Q: When I create events, it automatically adds me as an instructor even when I am not planning to teach. I cannot remove myself. Do I need admin access in order to do that?

A: When entering an event from an instructor account, the system automatically adds you as an instructor. If you will not be teaching the event, we recommend the event is added either by an administrator or by an instructor who will be teaching the event.

Q: Is there a way to see events in other organizations?

A: Across organizations are public. My organization events are limited access to only your organization.

Q: What if you are an administrator and an instructor? Will I be able to grade and finalize?

A: Yes, ensure you are logged into your instructor profile to finalize and grade your event.

Adding/Grading Students

Q: Can you delete students?

A: Yes, if you go to Events and select your event, go to Roster and you can choose students to delete. This must be done before the event is finalized.

Q: Can an administrator grade and complete an event or does it have to be an instructor?

A: Administrators can create events, but only instructors listed on the event can grade.

Q: Is there a way to run a report of class evals? Is there no longer an eval associated with the NRP part 2 sessions?

A: The 8th edition no longer includes an evaluation of the Instructor-led Event. If you would like feedback on your events, we recommend your institution can develop its own evaluation form.

Q: Is there a way to print the roster for a class? Is there a sign in sheet type form we can print?

A: You can go to the roster page in your events list and download the roster. Then you can print as needed.

Q: Is there the ability to see each student's status in regards to Part 1? Or do they have to print a certificate to show that at the instructor led event?

A: Currently instructors cannot see a student's progress on Part 1. Students should bring their certificate to show at the Instructor-led Event.

Q: After grading the course; what date appears on the NRP card?

A: The last day of the month when all work was completed appears on the ecard.

Q: How do I add a learner from outside my organization?

A: You must create an “across organizations” event to allow learners from outside of your organization to be registered.



Q: Do we have to add users for each class, or should they automatically populate in?

A: When setting up your event, self-registration allows learners to register themselves for your event. Admin allows you to add students to the roster.

Q: I have students from inside our and outside our organization that take course. Outside pay for their own test and some are free. Do I still register all participants into course first?

A: A student will need to register in the platform and have launched the assignment to be registered in the event. Student can self-register or you can assign the event.

Q: Can the required field for instructors and student message be turned off?

A: No, but "none" can be entered to signify no special instructions are required.

3RD PARTY LMS

Q: If an assignment is assigned via a 3rd party LMS, does the learner need to access the assignment via the LMS or can they access through NRP platform?

A: Learners should launch the NRP course in the HLC. This will give them access to the NRPLP to register for an event via a connection.

Q: We cannot find classes created in the new LMS in HealthStream (Trinity Health uses HealthStream for learning). How can I find these classes that the students can find via HealthStream?

A: All event should be created in the NRPLP not in HealthStream.

Q: If using a 3rd party, such as HealthStream, does the event get created in HealthStream or the platform shown today?

A: All events must be created in the NRP Learning Platform

Q: How do we get access to our 3rd LMS sites? Is NetLearning compatible?

A: SCORM packages are available for 3rd party LMS delivery. NetLearning is supported.

Q: If we currently use HealthStream as our organization's LP are we automatically keeping it for the 8th edition? How would I know that? I assumed it was going to be moved over to RQI or is this wrong?

A: The HLC is an edible delivery platform if your organization uses the HLC as their primary LMS for education.

Q: We are using 3rd party and still going through HealthStream? What or how do the learners get into NRP platform?

A: 3rd party vendors should not go through HLC. 3rd Party vendors now require a direct connection to the NRP Learning Platform.

TRANSITION FROM 7TH TO 8TH

Q: We have some providers that completed the 7th edition course through HLC but completed the learning event in January. We are unable to add them to the 8th edition class so how can we grade and finalize so they can get a card?

A: All activities related to 7th edition had to be completed to ecard issuance by 12/31. 7th edition was disabled on 12/31 and any partial progress was lost. Unfortunately, there is no way to continue 7th edition work in the new 8th edition platform.



Q: When will the transitional licenses from HealthStream convert to the RQI site so we can access them?

A: We have started that process. Unused licenses are being validated with HSTM and once validated, they will be added to your org as transitional licenses.

Q: What if I don't want to use the transferred licenses for all my students?

A: Unused licenses will be utilized before the purchased 8th edition licenses.

INTERNATIONAL NRP

Q: Are NRP provider e-cards still not issued for the courses that NRP instructors teach outside USA?

A: Generally, no. We are rolling out the 8th edition internationally in a phased approach utilizing AHA Training Centers. Providers in specified locations may be able to earn an international NRP eCard.

Q: Are there certain steps to be followed for teaching NRP outside USA? Organizations do not have ID outside USA.

A: The process may vary depending on what country you are teaching in. Please contact the AAP for more information at nrp@aap.org.

OTHER QUESTIONS

Q: Our organization only has 1 copy of the 8th edition textbook due to expenses right now. When a student registers online, do they have access to the textbook online anywhere?

A: The Textbook of Neonatal Resuscitation, 8th edition, is not included in the online courseware and needs to be purchased separately.

Q: Who should I contact if the NRP certificate code comes up as invalid under the certification code verification?

A: Please contact nrpsupport@rqipartners.com

Q: Is there a mobile device app that instructors can use? Just used web on mobile device and it is very "clunky" to use on phone.

A: Not at this time.

RQI for NRP

Q: My institution is on the RQI for NRP system. I'm trying to create ILEs for the Advanced Endorsement. My institution is not listed for me. Also, are we considered direct sites?

A: When a learner completes the Advanced Endorsement, they are provided with specific steps to complete the ILE portion of the Advanced Endorsement.

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