

NANN LMS FAQ

How to Access iLearn:

Visit: nann.mycrowdwisdom.com or click on the link to the LMS on <http://nann.org/education/nann-ilearn>

Log In Issues

Existing NANN User

Use your NANN credentials to log into iLearn:

- Click "sign in" at the top right corner of the page
- Log in with your NANN credentials
- If you have forgotten your username or password:
 - Select "Forgot username?" or "Forgot password?"
 - Enter your email address--this will generate an email with a link and instructions to reset your password or fetch your username
- For your first time logging in, it can take up to 24 hours for content previously purchased through the NANN store to load in your iLearn account.

New NANN Users

If you have never created an account with NANN, please complete the following steps:

- Click "sign in" at the top right corner of the page
- Select "Create an Account"
- Complete the required fields and Submit

If you experience difficulty logging in or resetting your password, please contact NANN Member Services at 800.451.3795 or [email info@nann.org](mailto:email.info@nann.org).

Purchasing Questions

How long do I have access to my purchases?

After purchasing an activity, a user will have access to a CE product for one year after the date of purchase. After one year, a user must renew their activity to continue having access. If the product does not have CE, users will have access indefinitely.

Credit Questions

Where can I view my claimed credit?

From the iLearn home page, click on My Learning then select the Grades tab on that page. You can view your claimed credits there.

How do I print my certificates?

From the iLearn home page, click on My Learning then select the Certificates tab on that page. On that screen, locate the activity you wish to print the certificate for. Then select the Download button to save and Print.

I do not see CE for an activity that I completed. Where do I claim CE?

From the iLearn home page, click on My Learning then select the Certificates tab on that page. If your credit is not listed under Certificates, you may not have fully completed the activity. Check the Enrolled tab and launch the course to see if the post-test and overall evaluation have been completed.

Activity Questions

Where do I access an activity that I have purchased?

On the iLearn home page, click on My Learning. This page will start on the Enrolled tab where activities you have not yet completed will be listed. If you have completed the activity for CE, it will listed under the Grades tab in My Learning.