IBHRE-C3 Portal

User Instructions Manual

Updated January 6, 2023

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The IBHRE-C3 site is an easy and user friendly portal that allows IBHRE-certified specialists to complete the entire C3 certification maintenance process online.

This instructional manual takes you through steps to access and navigate the portal, and shows you how to complete a C3 assessment.

Specifically, this manual explains how to access articles as well as the:

- IBHRE-C3 enrollment process;
- IBHRE-C3 dashboard;
- assessment completion process; and the
- procedure for downloading your IBHRE-C3 transcript and certificate of completion.

For an overview of the IBHRE-C3 program, view a video at IBHRE.org/IBHRE-C3.

The Enrollment Process

Let's start with accessing the IBHRE-C3 portal. To access the portal, specialists must log into https://c3.ibhre.org.
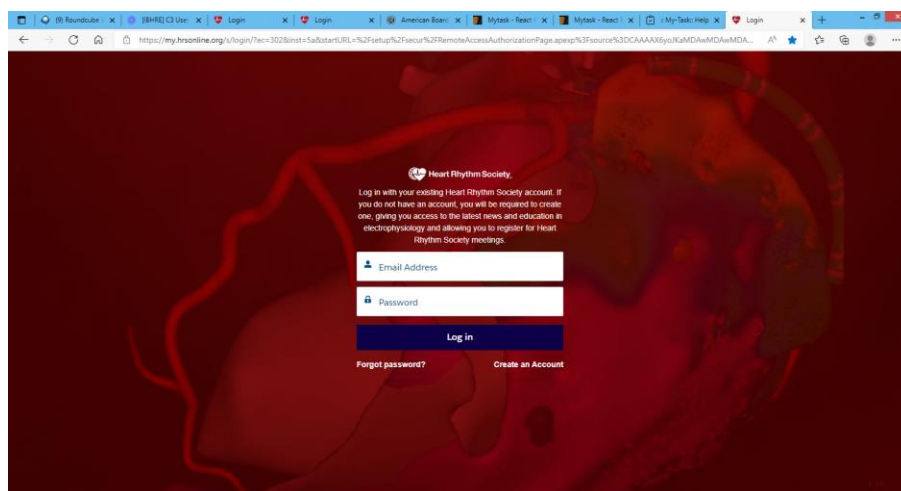

IMPORTANT TO KNOW: When accessing your IBHRE account, please be sure to use your existing HRS/IBHRE login and password rather than create a new account. By creating a new account, your IBHRE certification and other information from your existing account will no longer appear on any new account created. If you no longer have access to the email for your existing account, please email C3@ibhre.org so that the email address can be updated. Be sure to include your new email address and the email address associated with your existing account. Please DO NOT create a new IBHRE account.

Once you've entered the portal, you may see an alert to register, or enroll, into the C3 program. To do so, simply click the "Registration" link.
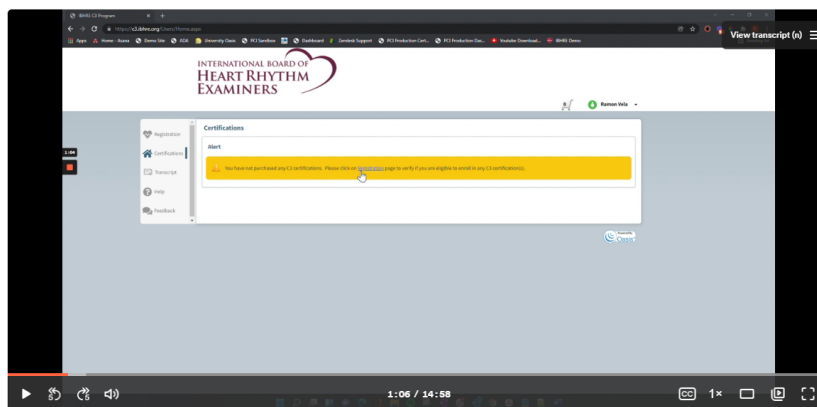

The system will direct you to the IBHRE-C3 enrollment screen, where you can purchase the certification assessment that you would like to complete.
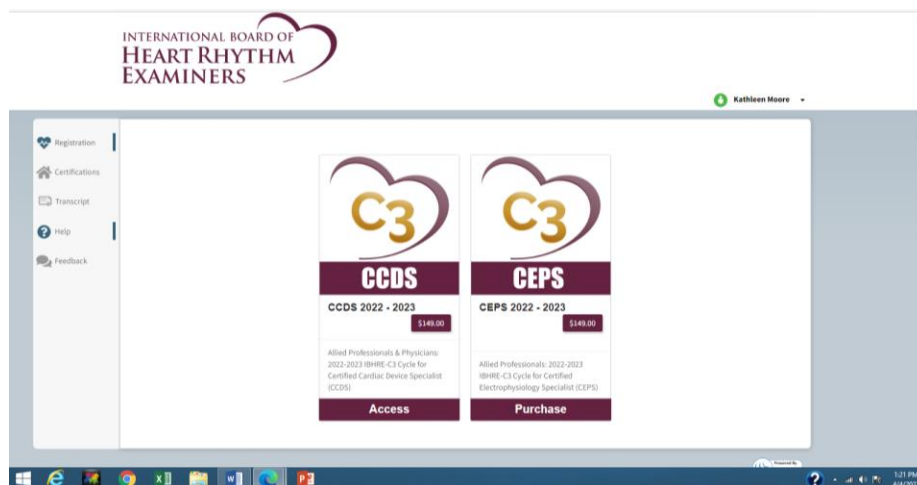

Simply click the IBHRE certification badge and begin the purchasing process. If you have earned multiple certifications, the portal will display a badge for each specialty area that you are certified.

Notice that the badge indicates that the IBHRE-C3 cycle duration is 2022-2023. This tells you that you will have two years to successfully complete 12 assessments. Beginning January 2023, the C3 enrollment fee will be $199.

Prior to completing your purchase, you will be prompted to read and accept the IBHRE-C3 User Agreement, which explains IBHRE's Certificate Maintenance Agreement, Disclosure of Certification, Confidentiality Agreement, IBHRE's guidelines regarding the use of licensed marks, including certification badges and the IBHRE logo, and IBHRE's Journal Article Disclaimer.
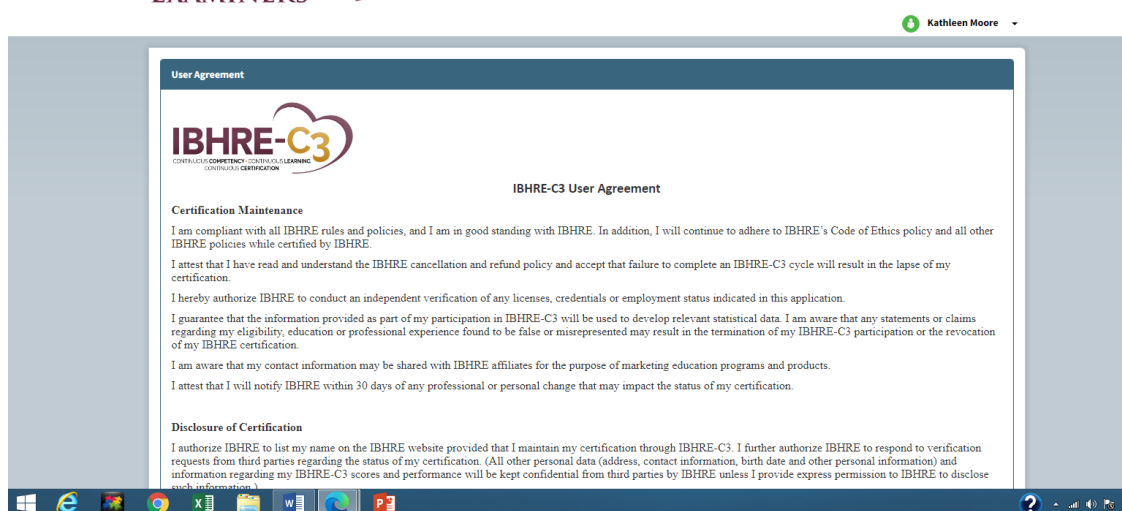

Note that specialists must acknowledge the User Agreement before progressing to the next step in the purchasing process. After accepting IBHRE's User Agreement, you will be directed to the IBHRE-C3 shopping cart to complete your purchase.
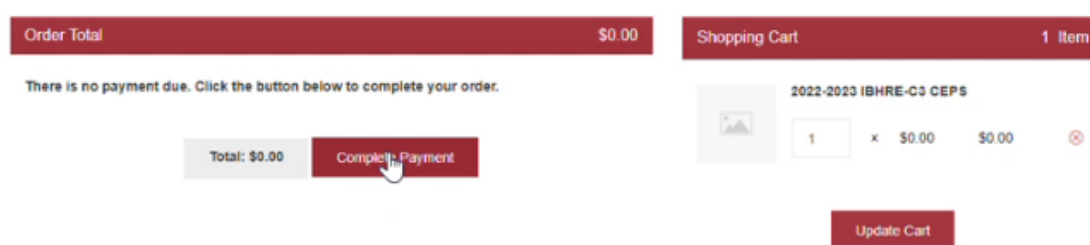

Once you've completed your purchase, the system will automatically generate a receipt on screen. To return to the IBHRE-C3 the dashboard, simply click the "Start Activity" button at the top of the receipt.

You will also receive a confirmation of your purchase and receipt via email.
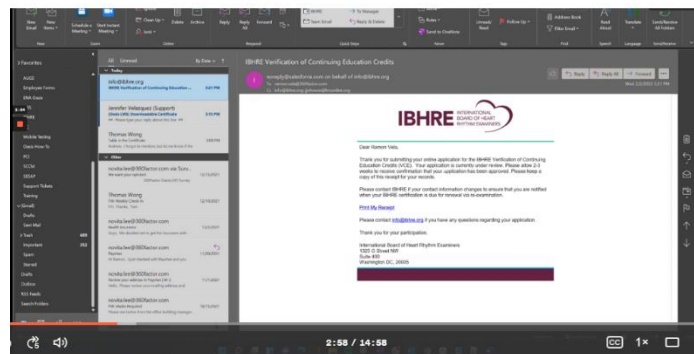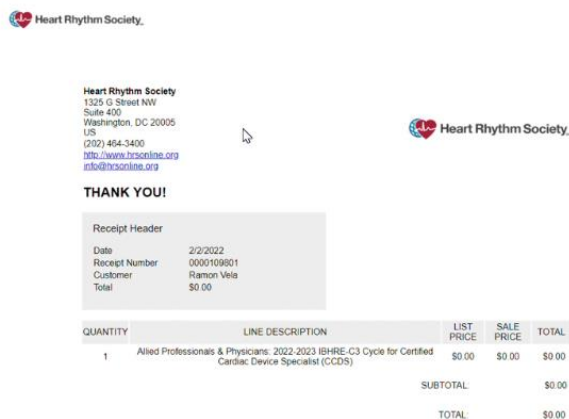

The Portal Dashboard

Before we go any further, let's review the dashboard sidebar, which lists the main areas of the portal:
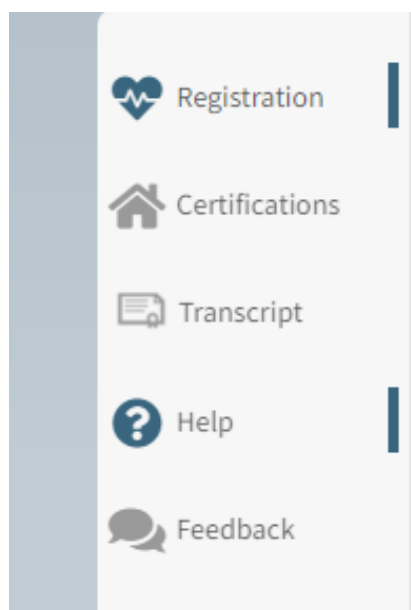

- **Registration** is the area you accessed to enroll into the IBHRE-C3 program;

- **Certifications** is the main part of the dashboard where the assessments for your certification are listed;

- **Transcript** is where a record of your successful assessments is housed;

- **Help** provides access to the C3 user manual, video tutorials, and FAQs; and

- **Feedback** enables you to email IBHRE staff regarding the portal's functionality, and to report any technical issues you may experience.

## Accessing IBHRE-C3 Assessments

Once you return to the dashboard, you'll notice that the button on the certification badge that originally read "Purchase" now reads "Access." You're now ready to begin the IBHRE-C3 certification maintenance process. Once you click "Access," you'll be directed to the "Certifications" section.
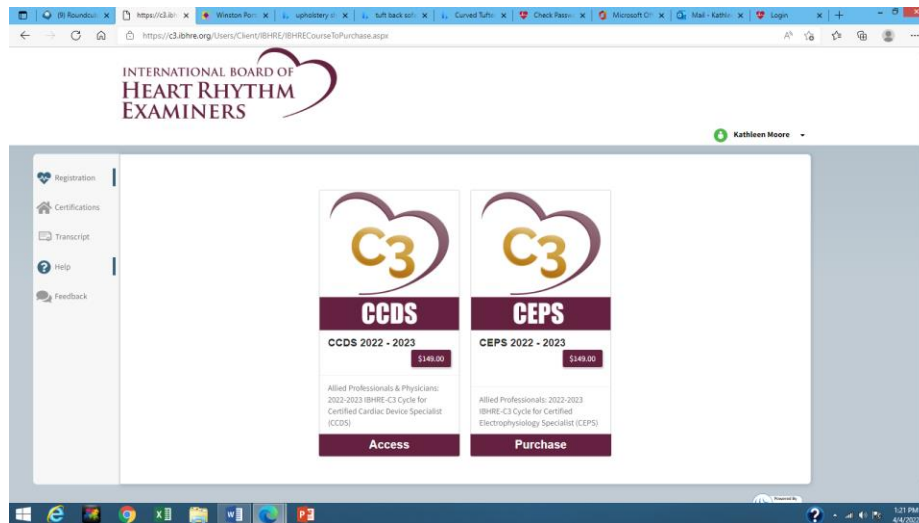
Notice that the certification assessment that you purchased is listed in the Certifications section.
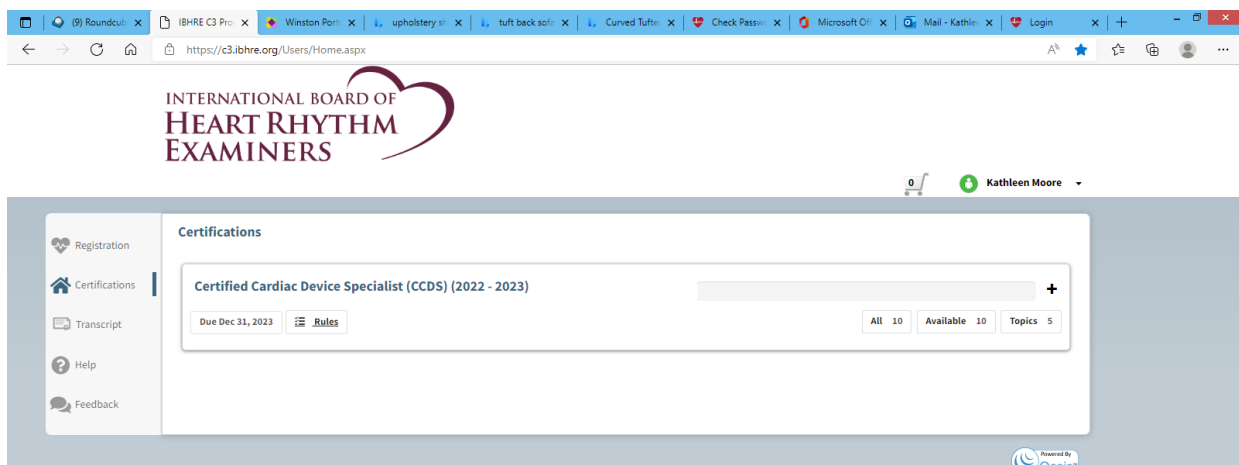
On the far right of each tab, you'll notice a plus symbol. When you click this symbol, a list of assessments for this certification will be displayed.
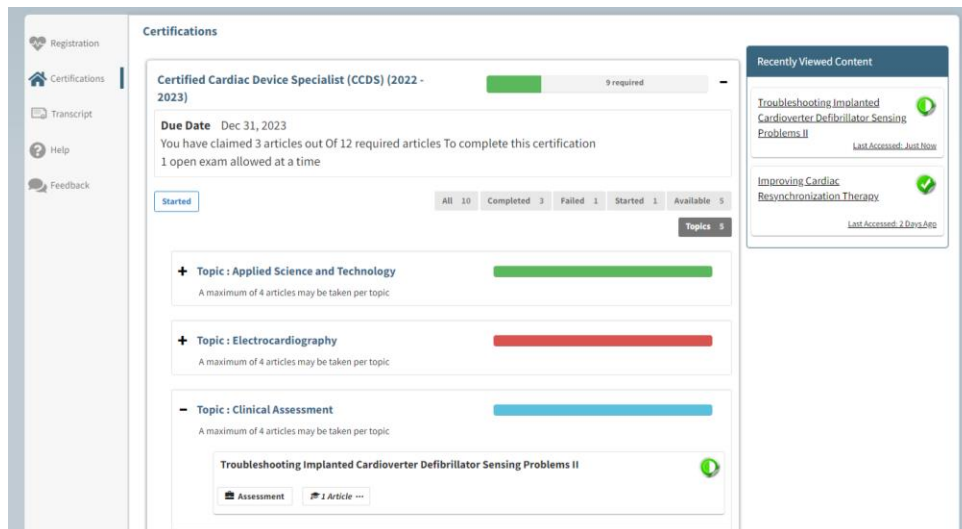
Now, let's look at this section more closely. At the top of this tab, the name of the certification is displayed. In this case, the Certified Cardiac Device Specialist (CCDS) certification is listed, as well as this specialist's IBHRE-C3 cycle, which is 2022 – 2023. To the right is a status bar, which displays the progress you've made in completing your C3 maintenance process.

- **Green** signifies that an assessment has been taken and passed.
- **Red** means that an assessment has been taken and failed.
- **Green and white** means that an assessment has been started but not completed.
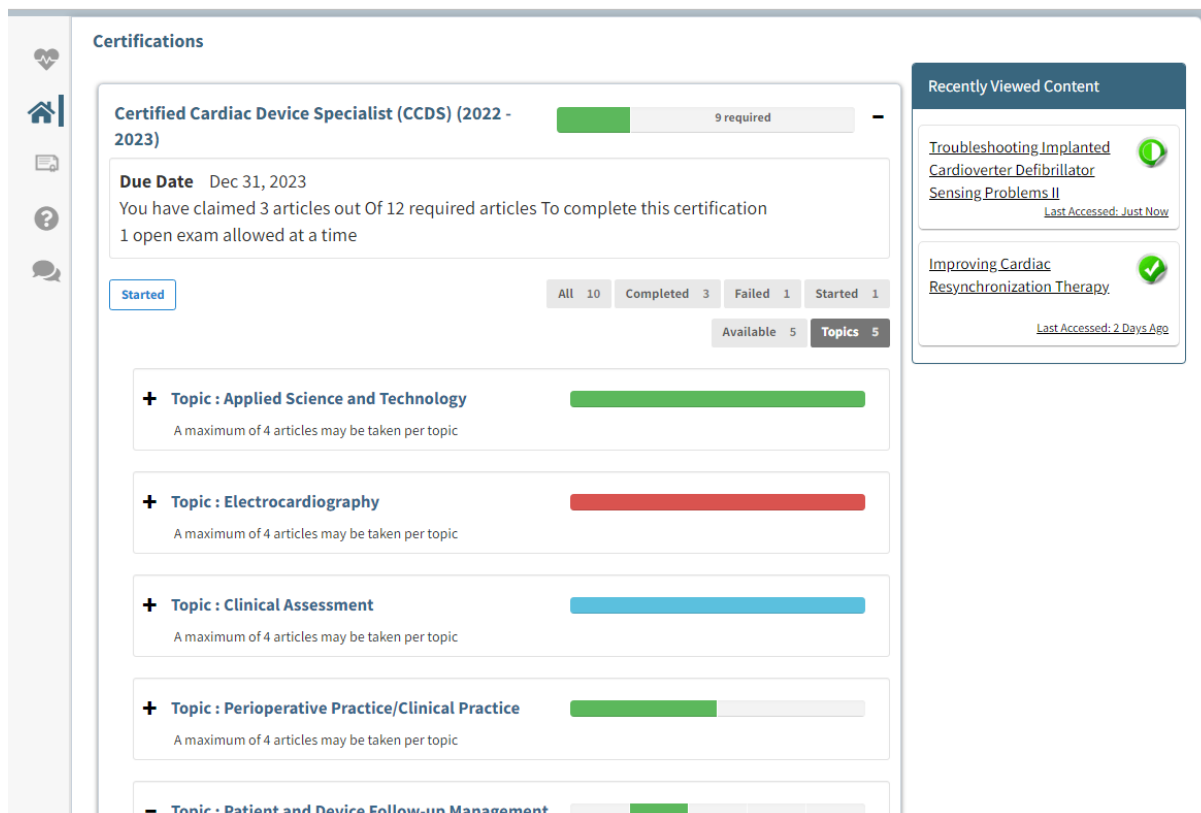- **Blue** means that the assessment is available to be taken.

Notice also the due date by which all assessments must be completed. In this case, the deadline for completion is December 31, 2023. Notice also, that the number of credits that you claim as you complete assessments is displayed. Each assessment is worth one (1) credit.
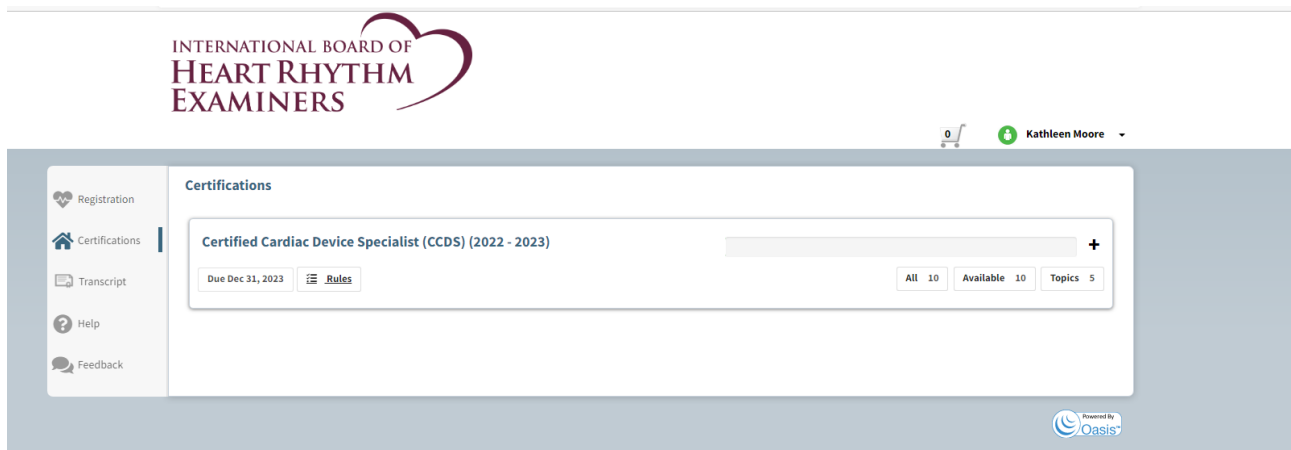
Below that section, also to the right, are buttons that display the number of assessments that are available in this specialty area, and the number of topics that are covered.

Choosing Assessment Topics

Assessment topics are reflective of topic areas listed in the exam content outline. In this case, there are five topics that are covered in the CCDS exam outline.

Keep in mind that you can only successfully complete a maximum of four articles, or assessments, in a topic area. The number of assessments available under each topic varies. Additional articles/assessments are continuously being added. Be mindful also, that the portal allows you to access only one assessment at a time.

Article Review

When you access the assessment, you'll see that there are two tabs, Overview, which provides a brief abstract of the article; and Exam, which houses the five-question quiz. To access the article, click "Article Link" below the abstract.
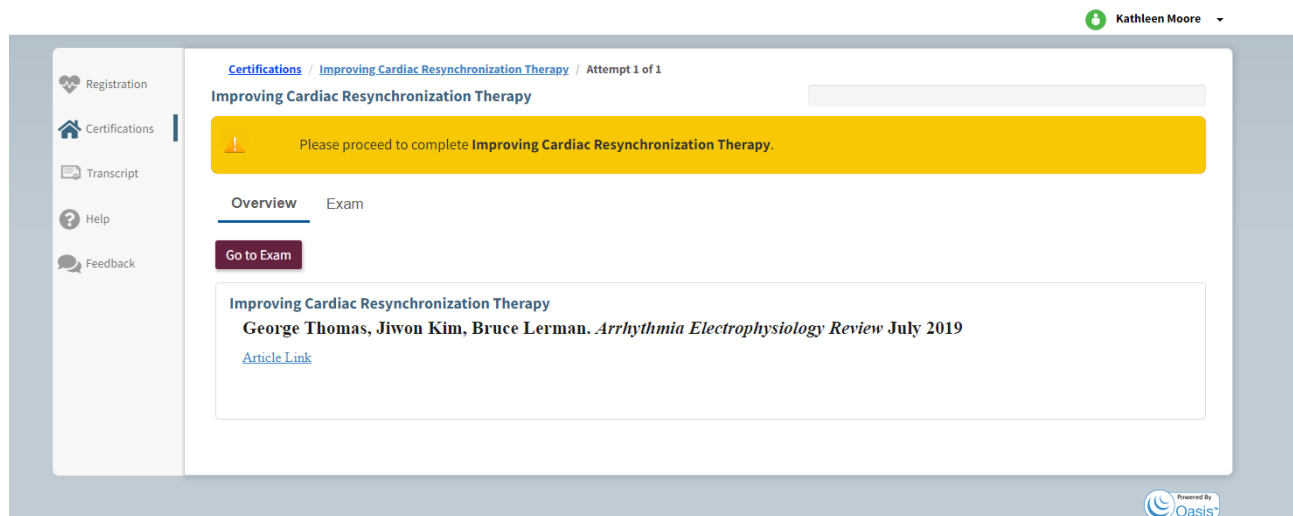
The article is then displayed in a separate browser in its entirety. You'll notice that the article opens in a separate browser. This feature allows you to bookmark and revisit the article later if you'd like.

There are some key points to know about this phase of the assessment process:

1st.   C3 assessments are open book so you are free to review the article while you complete the exam.

2nd.   Access to each article varies and is determined by the authors, journal, or publisher.

3rd.   Although most of the articles in the IBHRE-C3 portal are free, others may require a fee to access.

4th.   IBHRE has no control over the cost of journal articles. The cost for all fee-based articles is set by the publisher.

5th.   Articles published by professional associations or societies may be accessed at no cost if you are a member in good standing with that organization.
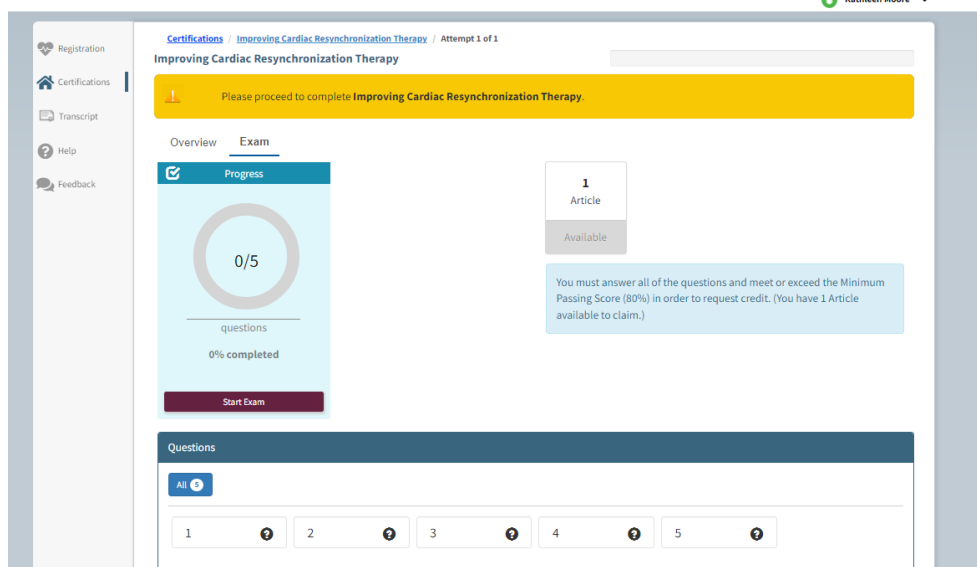
Once you've completed your review of the article, return to the IBHRE-C3 portal in the previous browser.

Taking an Exam

So, you've thoroughly reviewed the journal article and you're now ready to take the exam. To start, click the "Go to Exam" button.
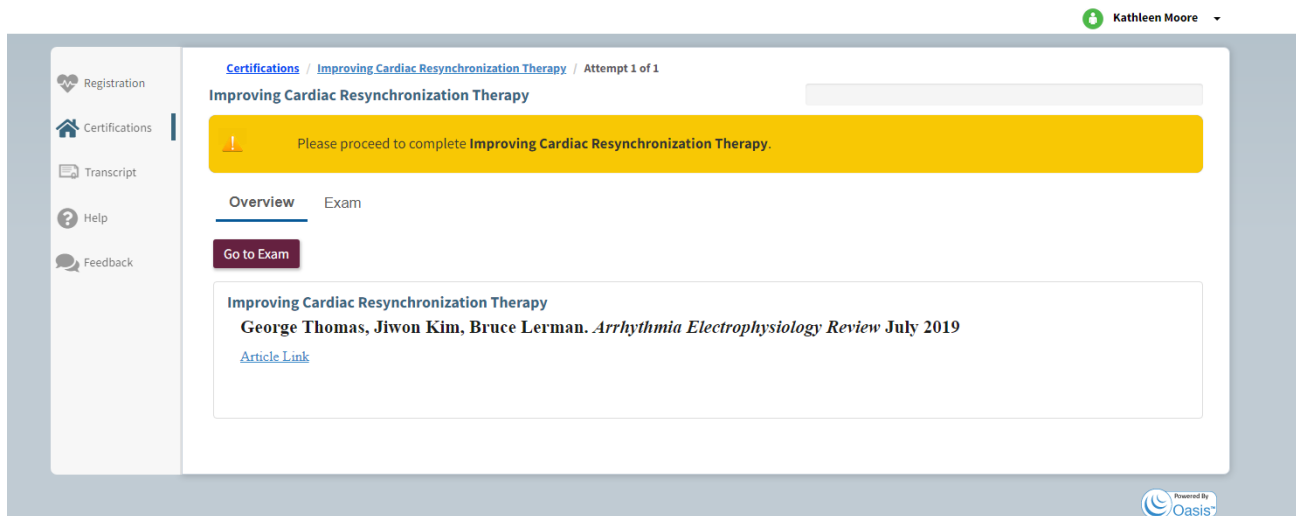
The system will direct you to the exam section where you can access the assessment. To begin your exam, click "Start Exam."

To take the exam, review each question, select the best answer, and click "Save." The system will automatically proceed through the series of questions.

The "Progress" tab to the left displays the number of questions that you've answered as you progress through the exam. The horizontal bar below lists all of the questions you answered and if your answer was correct or incorrect.

Notice that there are four help icons on the right:

Aa enables you to increase the size of the text;
Strikeout allows you to eliminate answers;
Notepad enables you to take notes; and
Chat enables you to email the administrator with feedback on a question.

If at any time you need to stop in the middle of an exam, you can pause the exam and complete it later. The system will remember where you left off and resume at that exact place. However, you cannot proceed to another assessment until you have completed the current exam.

Once you have answered all five questions, you will be given the option to review your answers or submit your completed exam. Remember, you are required to score at least 80% to pass an assessment.

Notice that submitting your exam answers is a two-step process. Before submitting your answers, you will be prompted a second time to confirm your submission.
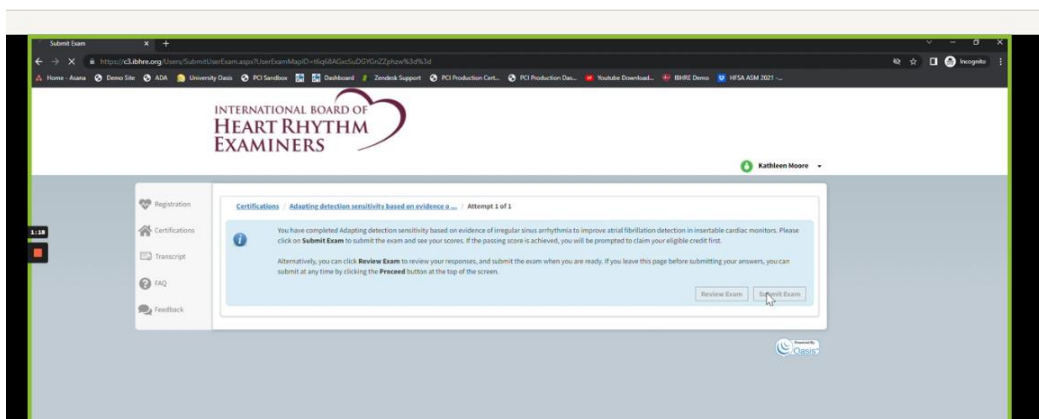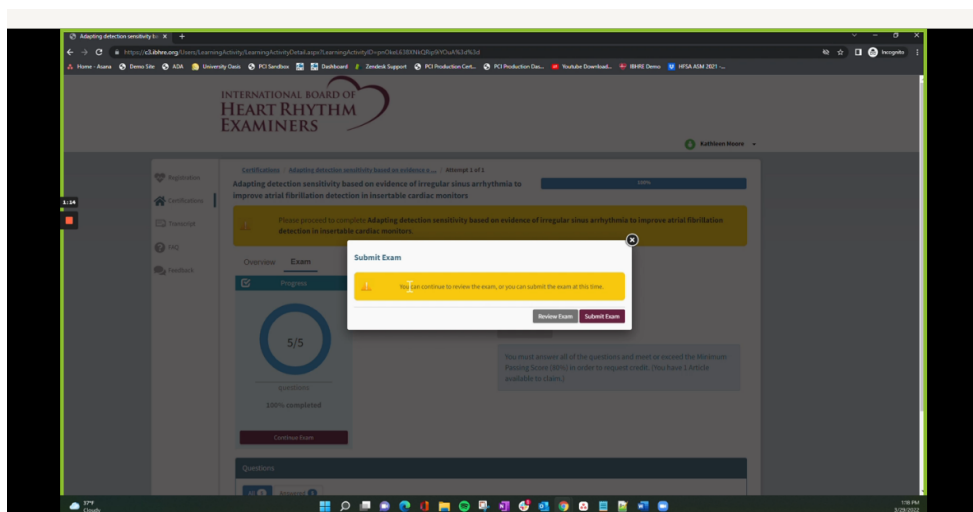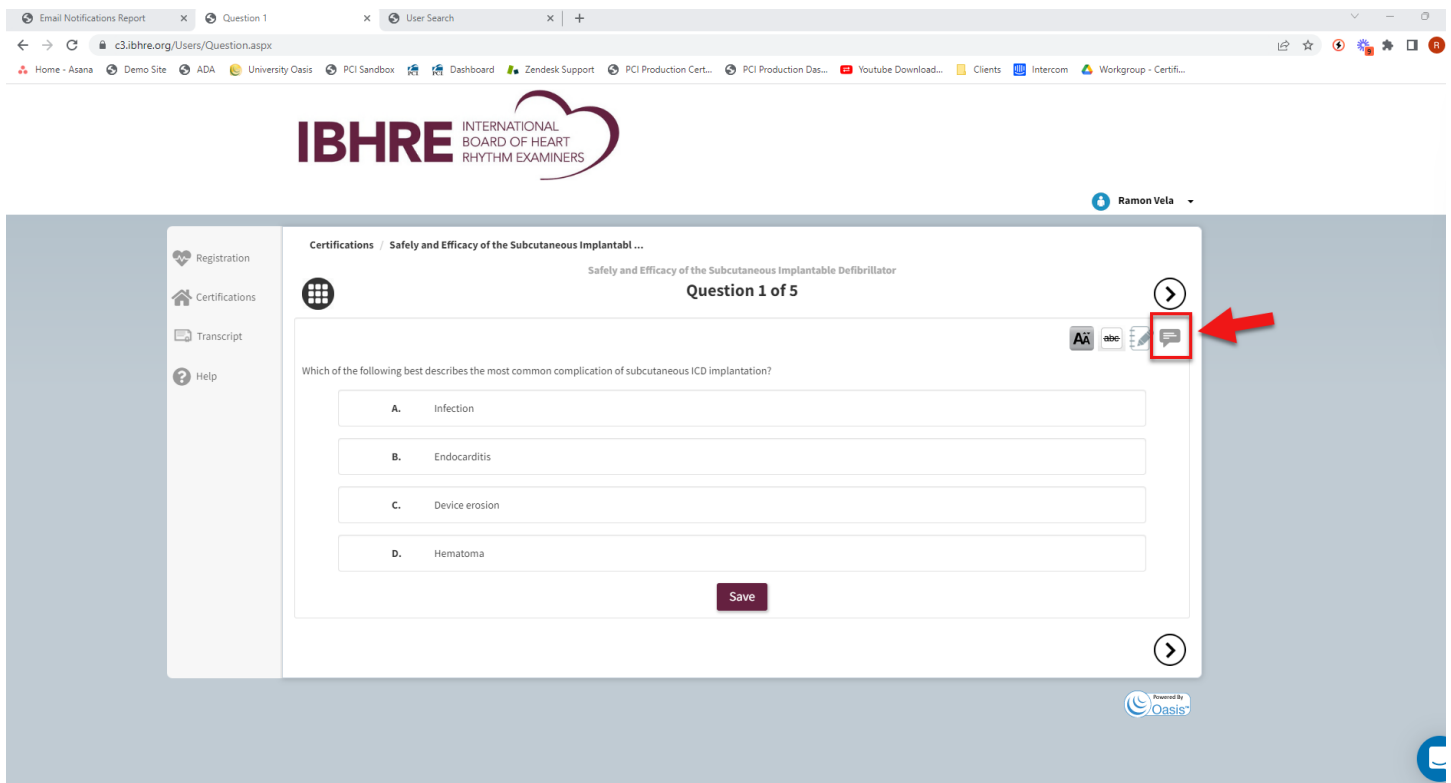
Submitting Learner Comments

In instances where you question the validity of an item or its correct answer, you may submit a "Learner Comment" while reviewing the item.

To submit a comment or question, simply click the **chat icon** in the upper right corner of the page. Your comment should specify which issue you are challenging:

- Answer Key;
- Journal Article;
- Clarity of Question; or
- Item Structure.

Viewing Exam Results

Before receiving your exam results, you will be prompted to complete a brief evaluation to provide feedback on the article that you reviewed.

Upon completing the article evaluation, your exam results will immediately display.

The exam results screen provides a complete overview of how well you performed on the assessment. You can see this information in the breakdown of your score in the status bar in the top right corner of the screen. You can also see which of your answers were correct and which were incorrect. In addition, the "Review Exam" button allows you to go back and review the questions and answers for this assessment.
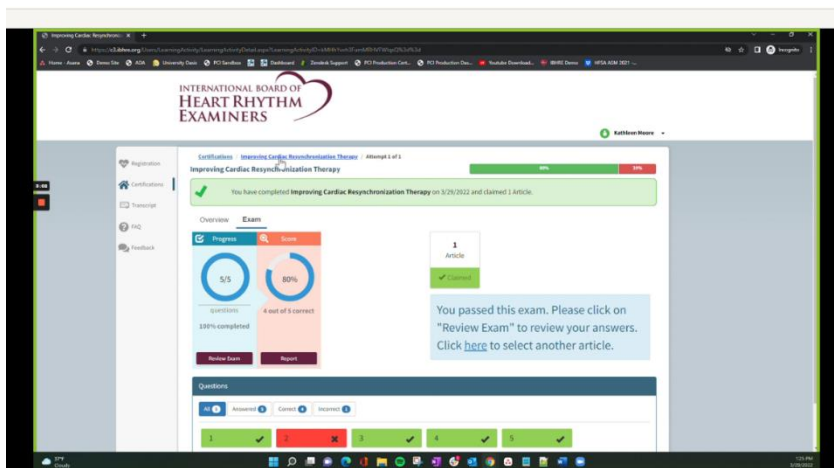
You can also download your exam results by clicking "Report."

In addition, you can access the "Certifications" section from this screen and select your next article. Notice the changes in the "Certifications" section once you've completed all 12 assessments.
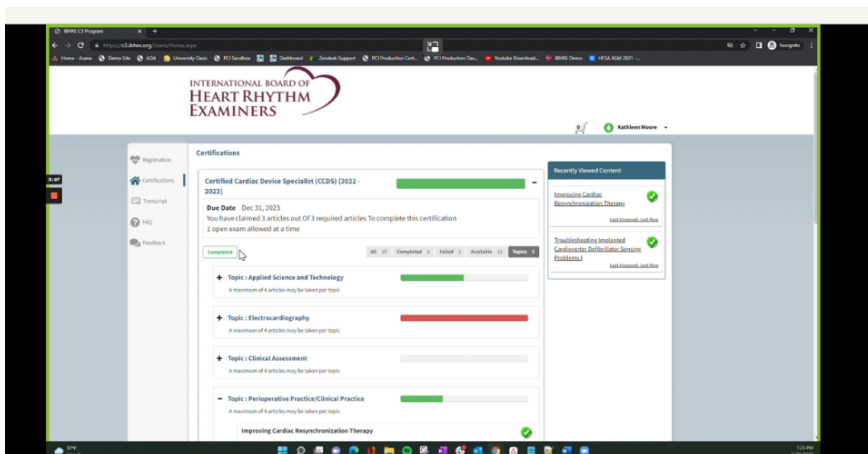
First, note the "Completed" button that appears at the top of the screen. In addition, the entire status bar at the top is green meaning that the necessary number of assessments have been successfully completed. Also, the status bar to the right of the assessment has a status bar indicating whether the assessment was passed, failed or is incomplete.

You will also notice that your "Recently Viewed Content" is listed in the right sidebar.

Viewing Your Transcript
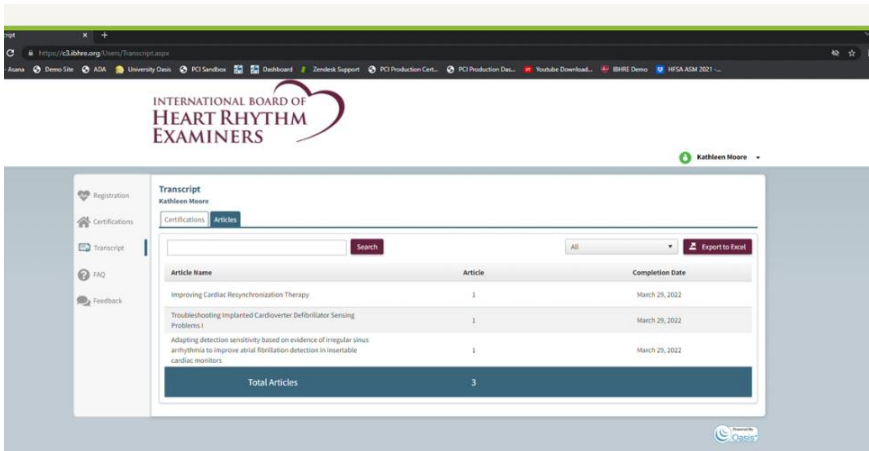
As you complete your exams, you can view the list of assessments or "Articles" that you successfully completed in the "Transcript" area. Failed assessments are not listed but can be viewed in the Certifications section of the dashboard.

Downloading Your Certificate of Completion
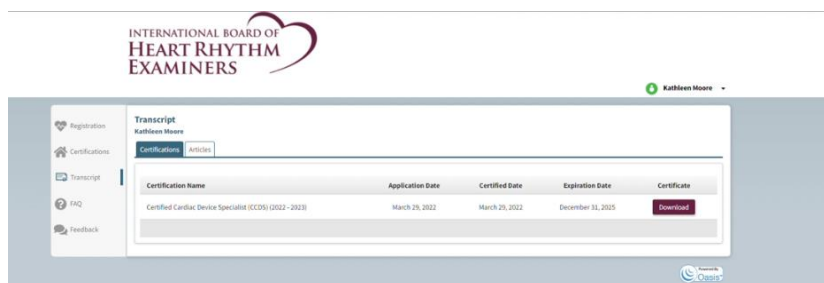
Once the required 12 assessments are successfully completed, a second tab labeled "Certificate" will appear in the "Transcript" section. Behind this tab, you can access the function to download your personalized IBHRE-C3 certificate.

To download your certificate, simply click the "Download" button and the system will generate your personalized certificate.