



## How to Log In To and Complete the CARES® Online Dementia Care Training Program

### Step 1: Log In

- Go to: [www.hcinteractive.com/login](http://www.hcinteractive.com/login)
- Enter the following "Product Key" issued specifically for your site.  
CARES® Dementia Basics **Product Key:** \_\_\_\_\_  
CARES® Dementia-Related Behavior **Product Key:** \_\_\_\_\_
- **Product Key Confirmation:** Click "Yes" if the site shown is where you work. (If you do not work at this site, call us at (952) 928-7722 so that we can get you the correct Product Key for your location.)
- **User Account:**
  - The first time you log in, click the "**New User**" button and fill out all required fields in the New User Registration Form. Do this step only once. When you are done, click the "Continue" button.
  - Each time you return to this screen to log in to the training program, click the "**Existing User**" button and follow the directions on the screen to bring up your account.
- **Disclaimer and Visitor Agreement:** Read the disclaimer and click the "I Agree" button to get to the training program's Main Menu.

### Step 2: Complete the Program

- ❖ **Optional:** Download free CARES® study guides from [www.hcinteractive.com/worksheets](http://www.hcinteractive.com/worksheets).
  - Use these worksheets to take notes on each module during the program. The study guides and any notes you take can be used while taking the Alzheimer's essentiALZ certification exam.
- ❖ **Tips for training:**
  - Take your time while completing this program
  - Watch each of the video clips in their entirety
  - Complete all interactive activities
  - Don't rush from screen to screen
- **Start Program:** Click on each module, beginning with Module 1. To complete a module, you must visit each screen in the module and put in the required amount of time.
- Check your progress at any time by clicking the "View Course Progress" button on the Main Menu.
  - A **green check mark** means you have completed the module.
  - A **red X** means you have not completed the module. You need to visit each screen in the module and meet the minimum time requirements.

### Step 3: Print Your Certificate of Completion

- When you have successfully completed all modules, you will be able to print your certificate of completion. Simply click the "Print Completion Certificate" button on the Main Menu.
- **Can't print your completion certificate?**
  - If you are unable to print your certificate, you have not completed each module and/or passed the exam. See Step 2 and Step 3 above.

### Step 4: Get Certified in Alzheimer's Association® essentiALZ Certification

- After you complete all required CARES® modules, you are eligible to take the Alzheimer's Association essentiALZ & essentiALZ Plus certification exams. Instructions are on the bottom of your CARES® certificates. You must take the certification exam within 6 months of completing CARES®.

### Questions?

If you have questions, call our training provider, HealthCare Interactive, at **(952) 928-7722** between 9:00 a.m. and 4:30 p.m., Monday through Friday.