

# JADA CE PROGRAM FAQs

## How can I complete JADA CE?

Starting with the January 2015 issue, new JADA CE will be available as an online self-study activity only, with a certificate for immediate download upon successful completion.

2014 JADA CE, provided by the University of Colorado, will be available in print only after January 1, 2015.

Instructions on mailing 2014 tests as well as links to PDFs of the questions are available at [jada.ada.org](http://jada.ada.org).

## How do I get to the CE exam site?

Go to the JADA home page at [jada.ada.org](http://jada.ada.org) and select the CE drop-down from the top navigation bar on the site. There are 3 choices for CE listed in the dropdown menu:



**2015 Online CE:** This link takes you to a page that lists all 2015 online CE. Simply select a test at the bottom of the page, which will prompt you to sign in, and you can either register a new account or log in with a previously created account on Elsevier's journal platform (see instructions below).

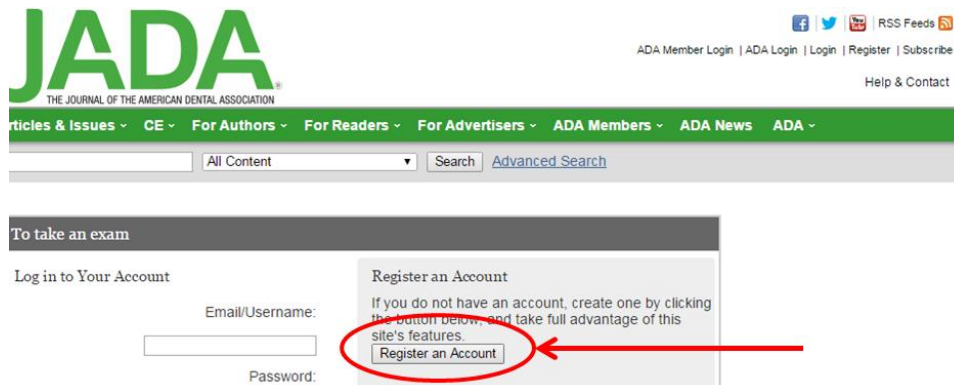
**2014 Print CE:** Access PDFs and instructions to complete and mail in all active 2014 print exams. Please note that exams expire 1 year after initial publication.

**JADA Live:** This will link you to the current calendar of JADA Live events, which can also be found at [jadalive.org](http://jadalive.org)

## How do I log in to the 2015 JADA Online CE exam site?

During the months of January and February, JADA CE will be available for FREE to allow you to acquaint yourself with our new system.

Once you go to the 2015 JADA Online CE page from the CE drop-down in the navigation bar, scroll down and click on an exam title (e.g. January 2015 JADA CE), which will take you to a page asking you to Log In or Register an Account on the JADA website in order to take an exam. If you have already created an account on the new JADA website (after January 5<sup>th</sup>, 2015), LOG IN to that account to proceed. If not, you will need to Register an Account by clicking on the bar as shown in the screenshot below.



### Will my username and password from the old CE system work on the Sign In/Register screen?

The 2015 JADA Online CE is on a new testing platform, and you will need to register a new account on the JADA website in order to access the site.

### Will I have to create a profile on the new CE site?

Yes, you will need to create a profile during your first visit to the new CE testing workflow. If you are an ADA Member, please add your Membership ID to the profile (see below).

Please provide or update your profile information.

**Sign-in Information**

Email \*  For verification, type your email again \*

**Personal Information**

Prefix  First Name \*  MI  Last Name \*

**Contact Information**

Address Line 1 \*  Address Line 2 (optional)

City \*  State/Province \*  ZIP/Postal Code \*

Country \*

**Career**

Profession \*

Primary Specialty \*

Degree \*

Membership ID

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### What happens to my old (pre-2015) exam history?

The University of Colorado is responsible for maintaining all exam history for tests through the December 2014 exams. For questions regarding your pre-2015 exam history, please contact Savannah Garcia at [savannah.garcia@ucdenver.edu](mailto:savannah.garcia@ucdenver.edu).

### Why do I get a blank page when I click on an Exam Name?

You may have a pop-up blocker enabled on your computer. If so, simply click on the message in the top of the browser to continue, allowing pop-ups from the site. Alternatively, you can visit your browser's Settings, Options or Tools to adjust your popup blocker settings.

### Who do I contact if I have questions or technical problems?

North America and Rest of World

Hours: Monday - Friday, 7:30am - 5:00pm, CST

Tel: (800) 654-2452 (Toll Free US & Canada)

Tel: (314) 447-8871 (Outside US & Canada)

E-mail: [journalsonlinesupport-usa@elsevier.com](mailto:journalsonlinesupport-usa@elsevier.com)

## Europe

Hours: Monday - Friday, 8:00am - 5:00pm, GMT

Tel: +44 (0) 1865-843434

eurosupport@elsevier.com

### **If I start a test but don't finish, can I save the exam?**

Yes. You may save your answers to a test if you have not yet passed it. Just choose the "SAVE" button from the testing workflow at bottom of question list.

### **What passing percentage is required for the test?**

In order to pass the exam, you need a passing score of 75% or higher for the 12 questions in the exam.

### **If I don't pass the exam, can I take it again?**

Yes, you will be able to take the exam as many times as is necessary to pass. Each attempt is saved and accessible for view from your MyCourses page.

### **Can I answer the questions for only one article included in the test?**

No, the test encompasses 3 articles with a total of 12 questions. You will only pass if you answer 75% of all of the questions correctly.

### **Why is there a drop-down for less than 3 credits?**

Should you feel that your understanding of one or two of the articles covered in the exam did not warrant a full score of 3 credits, you have the option to select fewer credits, i.e. 2 or 1 credit, via the dropdown. The default always shows 3 credits.

### **How long will the MyCourses page keep information? Is there a time limit?**

There is no time limit. A history of all your JADA Online CE activity starting in 2015, with links to all certificates you have been awarded will be available through the MyCourses page.

### **Can I download the PDF certificate?**

Yes, the certificate PDF may be downloaded as many times as you would like. The PDF can be accessed from the confirmation email for completed exams or from your MyCourses page. The text fields in the PDF are locked so you cannot share or modify the certificate. Each certificate is also labeled with a secure certificate ID that is unique in our system and is verifiable.

### **What if the certificate shows my name incorrectly or not in the correct case?**

Contact our Customer Service group; technical support is required to make certificate corrections. We also recommend that you click Edit My Profile when you enter the testing workflow to make sure your name is correctly entered for future certificates.

### **Can I bookmark the exam page?**

Due to the secure connection requirements from the JADA website to the secure testing platform, bookmarking is not supported.