



Guide to Getting Started

Guide to navigating the CITI Program Learning Management System (LMS) including registration, logging in, selecting courses, starting modules, and accessing completion documents.

This content is also available in a [video version](#).

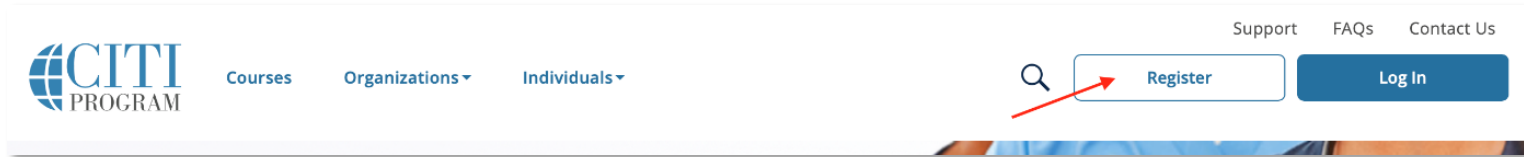


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1. Registering

- If you are new to CITI Program, you will need to Register (create) a new account, which will include creating a CITI username and password.

To register a new account, visit our homepage, <https://www.citiprogram.org/>, then click on the **Register** button.

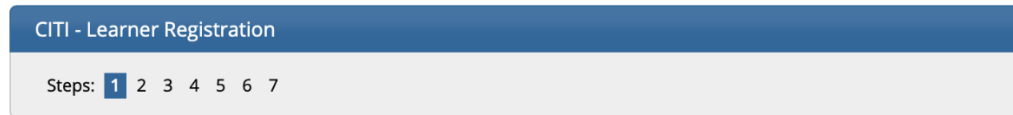


- Search for and select your organization.
Click the Continue to Create your CITI Program Username/Password button to continue

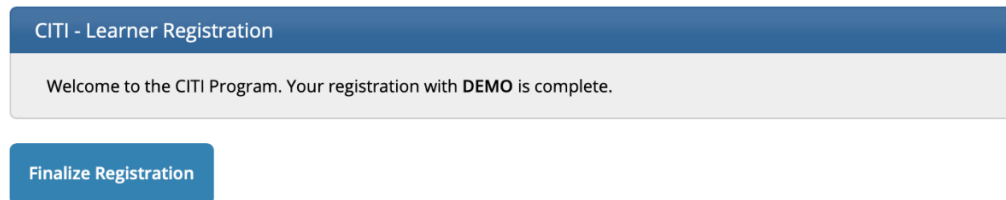
A screenshot of the 'CITI - Learner Registration' form. At the top, there are three tabs: 'LOG IN', 'LOG IN THROUGH MY ORGANIZATION', and 'REGISTER'. Below the tabs is a progress indicator showing 'Steps: 1 2 3 4 5 6 7', with '1' highlighted. The main section is titled 'Select Your Organization Affiliation' and includes the text: 'This option is for persons affiliated with a CITI Program subscriber organization. To find your organization, enter its name in the box below, then pick from the list of choices provided.' Below this text is a search input field containing the word 'DEMO'. At the bottom of the form, there are two checked checkboxes: 'I AGREE to the Terms of Service and Privacy Policy for accessing CITI Program materials.' and 'I affirm that I am an affiliate of DEMO.' A blue button at the bottom reads 'Continue To Create Your CITI Program Username/Password'. A red arrow points from the right towards the search input field, with a red box around it and a red arrow pointing to the text 'Your Organization Name Searching'.

➤ Complete the registration steps

- Creating log in credentials
- Providing information requested by your organization for affiliation and reporting purposes
- Continuing Education Credit preferences
- Selecting your courses from the available courses offered through your organization. You will be presented with a series of questions or options to enable you to enroll in the courses appropriate to the curriculum selected by your institution.

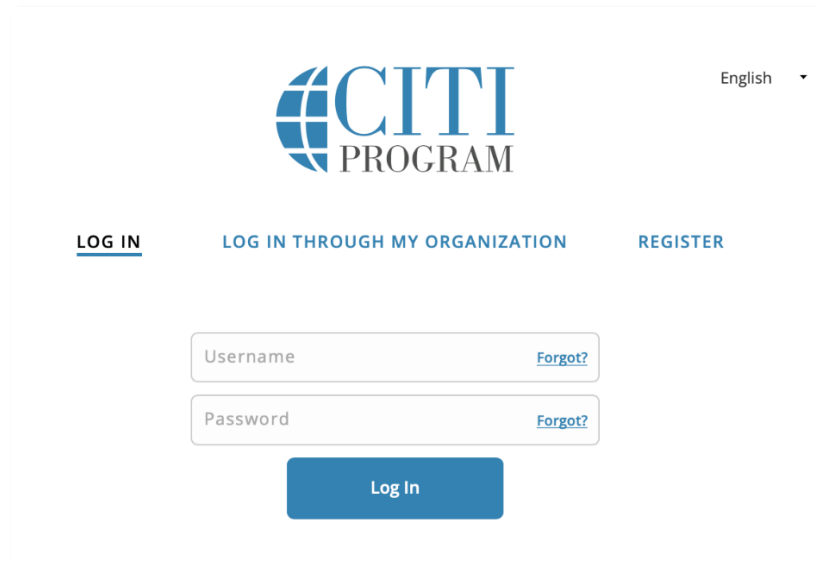


➤ Click the **Finalize Registration** button to complete your registration



2. Logging In

- If you have already created an account with a CITI Program username and password, Go to <https://www.citiprogram.org/login> or click the Log In button from the homepage.



The screenshot shows the CITI Program login page. At the top center is the CITI PROGRAM logo, which consists of a globe icon to the left of the text 'CITI PROGRAM'. In the top right corner, there is a language dropdown menu set to 'English'. Below the logo, there are three navigation links: 'LOG IN' (underlined), 'LOG IN THROUGH MY ORGANIZATION', and 'REGISTER'. The main form contains two input fields: 'Username' and 'Password'. Each field has a 'Forgot?' link to its right. Below the input fields is a blue 'Log In' button.

- Logging in with CITI Program Credentials: Select your Institution

Enter your username and password created during registration and click the Log In button.

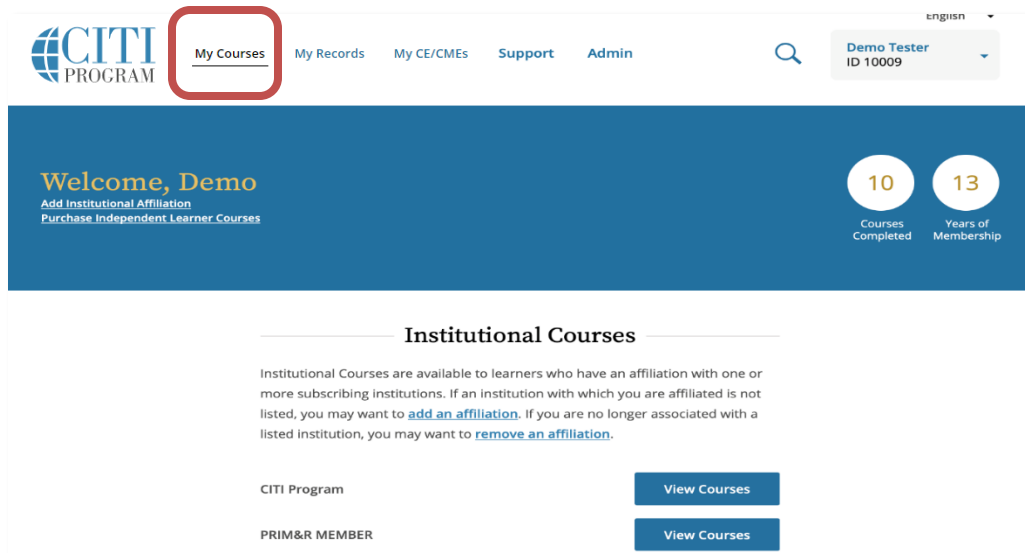
If you have [forgotten your CITI Program username or password](#) click on the Forgot links to retrieve your username or reset your password.

3. Your Institutional Affiliations

After logging in, your starting point is the Courses page.

Your courses are listed by institution.

You may affiliate with more than one institution. If there are modules duplicated between the course requirements of multiple institutions, you will only be required to take those once and credit will be transferred.



If an institution which you are affiliated with does not appear on the list, click on [Add an Affiliation](#).

If you wish to remove one of the listed affiliations, click on [Remove an Affiliation](#). If you remove an affiliation you will still have access to records of courses completed for that institution. You will not be able to take any new courses under for that institution unless you add it as a new affiliation.

4. Your Assigned Courses

➤ Click the **View Courses** button next to the affiliation to begin courses

Institutional Courses

Institutional Courses are available to learners who have an affiliation with one or more subscribing institutions. If an institution with which you are affiliated is not listed, you may want to [add an affiliation](#). If you are no longer associated with a listed institution, you may want to [remove an affiliation](#).

CITI Program [View Courses](#)

PRIM&R MEMBER [View Courses](#)

After you click on the **View Courses** button for an affiliated institution, you will see a course listing for that institution.

- The course listing is divided into:
- Active Courses (courses you have started)
 - Courses Ready to Begin (not yet started)
 - and Completed Courses

CITI Program

Active Courses [Learner Tools](#)

You have no active courses for this Institution.

Courses Ready to Begin [Learner Tools](#)

CITI Program
Human Subjects Research – Social-Behavioral-Educational Basic
Stage 1 - Independent Learner

0 / 9 modules completed [Start Now](#)

Completed Courses [Learner Tools](#)

CITI Program
CITI Staff Webinars
Stage 1 - Webinar
[Post-Course Survey](#) i

Passed 27-Jan-2021 [Review Course](#) [View - Print - Share Record](#)

4. Your Assigned Courses

➤ **Learner Tools** are available for each organizational affiliation.

The Learner Tools provide options designed to help you with tasks for that institution's courses:

Learner Tools for CITI Program

- [Add a Course](#)
- [Remove a Course](#)
- [View Previously Completed Coursework](#)
- [Update Institution Profile](#)
- [View Instructions Page](#)
- [Remove Affiliation](#)

- **Add a Course** takes you to the institution's course enrollment questions where your responses will place in a course. You will be presented with a series of questions or options to enable you to enroll in the courses appropriate to the curriculum selected by your institution.
- **Remove a Course** takes you to your current course list, allowing you to remove any courses that are not needed.
- **View Previously Completed Coursework** allows you to see your past scores, view course expiration dates, and print-view-share completion records.
- **Update Institution Profile** allows you to update your institution specific details, such as your institutional ID or employee number, email, department, role in research, etc.
- **View Instructions Page** provides institution specific information, if your institution has provided it.
- **Remove Affiliation** allows you to remove the institutional affiliation.

5. Starting and Completing Your Courses

➤ Click the **Start Now** button to begin the course.

Show Courses for: CITI Program [Institution List](#)

CITI Program

Active Courses [Learner Tools](#)
You have no active courses for this Institution.

Courses Ready to Begin [Learner Tools](#)

CITI Program
Human Subjects Research – Social-Behavioral-Educational Basic
Stage 1 - Independent Learner

0 / 9 modules completed [Start Now](#)

➤ The first time you access a course you must complete the **Integrity Assurance Statement**. The system will not allow you to start the course modules until you have clicked the "accept" boxes.

Assurance Statement

Initial Biosafety Training - Independent Learner

CITI Program's [Terms of Service](#) and [Privacy and Cookie Policy](#) include the following provisions for learners. Please read them carefully.

Account Security: I will keep my username and password secure, and I will not share them or allow anyone else to access my account. I will contact [CITI Program Support](#) if I believe my account has been compromised.

Work Integrity: I will complete all required quizzes and any other assessments using only my own work. I will not engage in any activities that would dishonestly improve my results, or improve or hurt the results of other learners.

Quiz Sharing: I will not share CITI Program quiz questions or answers on any website, via email, photocopying, or by any other means.

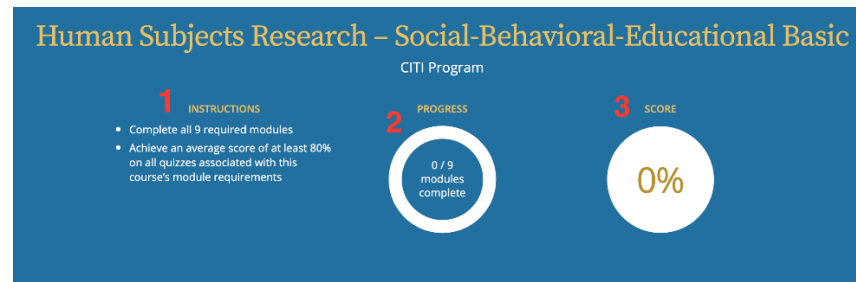
Recordkeeping: I understand that CITI Program keeps account activity logs, including computer IP address, time spent in each content area, number of quiz attempts, and quiz scores. Indications of inappropriate use will be investigated, and may be reported to organizations with which I am affiliated.

I AGREE to the above, the [Terms of Service](#), and the [Privacy and Cookie Policy](#), in order to access CITI Program materials.

[Cancel](#) [Submit](#)

➤ On the Course/Gradebook page you will find:

1. **Instructions** - the number of modules you must complete and the average passing score required to pass the course. These requirements are specific to this institutional course.
2. **Progress** - the number of modules you have completed in the course out of the total number of modules required.
3. **Score** - your current average score. [Quiz Scores are calculated](#) by dividing the number of correct answers by the number of the total answers, multiplied by 100.



The screenshot shows a course overview for 'Human Subjects Research – Social-Behavioral-Educational Basic' under the 'CITI Program'. It features three main sections: 1. INSTRUCTIONS, 2. PROGRESS, and 3. SCORE. The INSTRUCTIONS section lists two requirements: 'Complete all 9 required modules' and 'Achieve an average score of at least 80% on all quizzes associated with this course's module requirements'. The PROGRESS section shows a circular progress indicator with '0 / 9 modules complete'. The SCORE section shows a circular progress indicator with '0%'. Below these sections, a red message states: 'You have unfinished required or elective modules remaining.'

You have unfinished required or elective modules remaining.

Required Modules

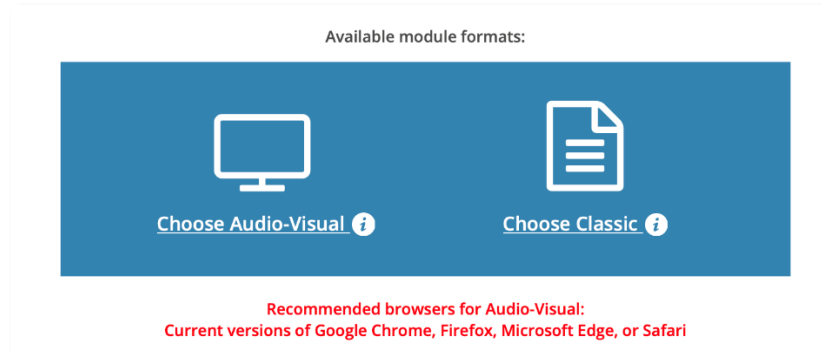
Complete all 9 required modules.

Modules	Completed	Score
Conflicts of Interest in Human Subjects Research (ID 17464)	Incomplete	

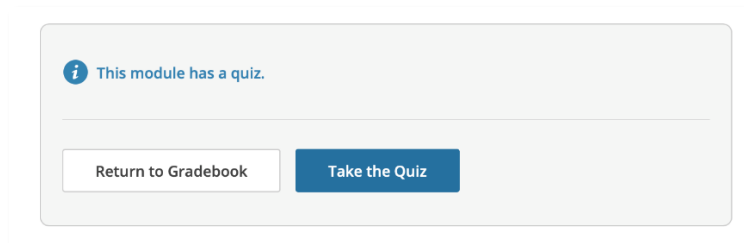
➤ Click the **Start** button for the first incomplete required module to begin the course.

➤ Some modules offer multiple formats of display.

- **Audio Visual** - For learners who prefer a more dynamic visual presentation, with optional audio narration. Suitable for the larger screens of desktops and laptops.
- **Classic** - For learners who prefer a more static text and image format. Suitable for any screen size, screen readers, and slower connections.



➤ After reviewing the module content take the quiz to move to the next required module



6. Sharing Your Course Completions



[Courses](#) [Records](#) [CE/CMEs](#) [Support](#) [Admin](#)



English ▾
Demo Tester
ID 10009 ▾

➤ You can also access your completion records through the **Records** tab which provides the completion records for all course completions on your account.

Each records includes;

- **Stage** - if applicable this list the stage of course such as basic or refresher
- **Record ID** - a unique number assigned to this completion
- **Passing Score** - the score required by the institution to pass
- **Your Score** - the score you achieved to meet passing requirements
- **Start Date** - the date you started the course
- **Completion Date** - the date you completed the course
- **Expiration Date** - if applicable, the date the institution has set for this course to expire
- **Gradebook** - a link to review the modules in the gradebook or take additional optional modules
- **Completion Record** - provides access to your completion documents

CITI Program Records (ID 10)

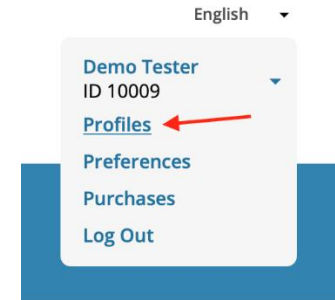
COVID-19: Public Training Series - COVID-19: Back to Campus (2020-2021) (ID 202254)

Stage	Record ID	Passing Score	Your Score	Start Date	Completion Date	Expiration Date	Gradebook	Completion Record
Basic	37193388	100%	100%	27-Jan-2021	27-Jan-2021	-	View	View-Print-Share

7. Changing Your Personal Information

We store information about you, such as your name and your preferred email address(es).

The institutions with which you are affiliated also request that we collect information about you for reporting and record purposes. To access your profile information click on the drop down arrow next to your name at the top right of the page.



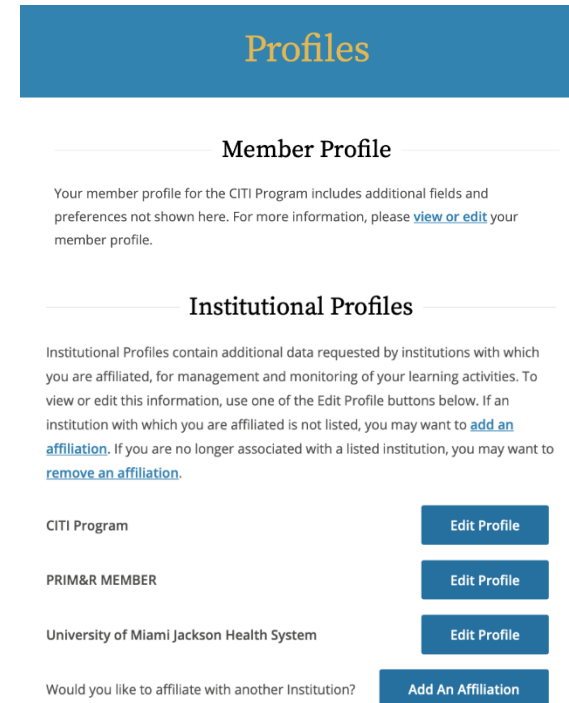
Select **Profiles**.

The Profiles Page is divided into 2 sections;

Member Profile includes the information on your CITI Program account. To access your Member Profile information click on the **View or Edit link**.

The **Institutional Profiles** contains information that was requested by the institution sponsoring your course access. These information fields are customized per institution.

Click the **Edit Profile** button next to the institution name to update your Institutional Profile.



Profiles

Member Profile

Your member profile for the CITI Program includes additional fields and preferences not shown here. For more information, please [view or edit](#) your member profile.

Institutional Profiles

Institutional Profiles contain additional data requested by institutions with which you are affiliated, for management and monitoring of your learning activities. To view or edit this information, use one of the Edit Profile buttons below. If an institution with which you are affiliated is not listed, you may want to [add an affiliation](#). If you are no longer associated with a listed institution, you may want to [remove an affiliation](#).

CITI Program	Edit Profile
PRIM&R MEMBER	Edit Profile
University of Miami Jackson Health System	Edit Profile

Would you like to affiliate with another Institution? [Add An Affiliation](#)



You can contact CITI Program Korean support team by emailing us at edu@bicstudy.org

Phone support is also available, by calling 02.749.7700 (Mon - Fri, 10:00 a.m. - 5:00 p.m.).



Contact Us



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bicstudy.org

Operation Hours

M-F 10am~5pm