



CQ PORTAL

PARTICIPANT GUIDE

LEARNING PATHS

This guide will provide you with the necessary information so that you can successfully complete your assessments and online learning, register for an event, and download your credential within a learning path. A [learning path](#) is a program that is made up of steps that must be completed in a specific order.

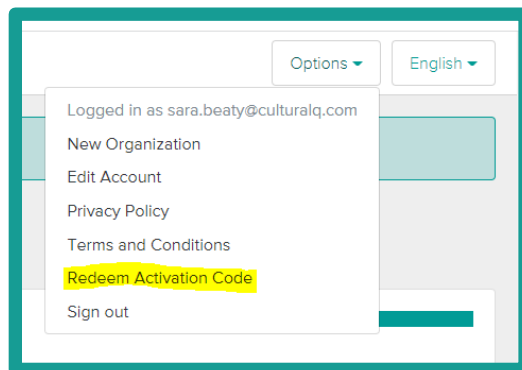
This is only an example of a learning path. It is possible your steps will be slightly different.

JOIN A PROGRAM

The first step will be to register an account on the CQ Learning Portal. Go to https://cqcenter.com/users/sign_up to create your account.

There are a couple different ways to join a program depending on your situation. One is if you are an individual looking to take a course on your own. Two is if you are an individual looking to join a program through an organization.

1. If you are an individual looking to take a course on your own, then you will need to purchase the course you are looking for in the online store. After making the purchase you will receive an activation code (a string of letters and numbers). Once you have your activation code, then log into your CQ Learning Portal account here: https://cqcenter.com/users/sign_in. Then click the Options drop down menu in the upper right corner. Then click “Redeem Action Code”.



The next page will appear where you will see a box to enter in your activation code.

A screenshot of the "Redeem Activation Code" page. The page has a light gray background with a teal border. At the top, the title "Redeem Activation Code" is displayed in a large, bold, dark font. Below the title, the text "Activation Code" is shown. A large, white input field with a teal border contains the placeholder text "Enter Activation Code". In the bottom right corner, there are two links: "Don't have a code?" and "Lost Activation Code?", both in a teal color.

After you enter in your code, click the “Redeem” button. Then your program will appear on your dashboard.

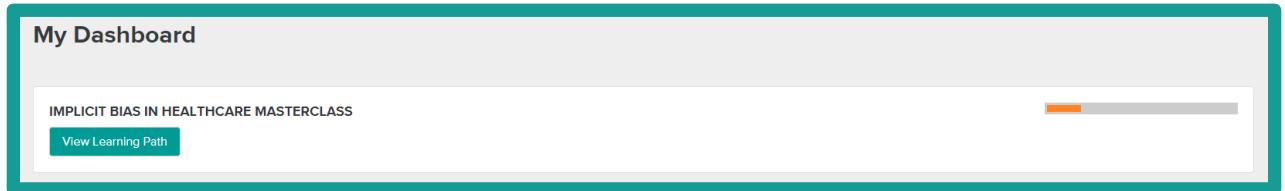
2. If you are an individual looking to join a program through an organization, then there are two different ways you may be asked to join this program.

One is through an Open Enrollment link. You will receive an open enrollment link from your organization. To join your program, first log into your CQ Learning Portal account here: https://cqcenter.com/users/sign_in. Then, click on the open enrollment link you received. This will load a new page within the CQ Learning Portal, asking you if you want to join the program. Click the “Join” button and the program will appear on your dashboard.

Two is through an Email Invitation. You will receive an email invitation from us at cqaccount@culturalq.com with a link requesting you to join the program. First log into your CQ Learning Portal account here: https://cqcenter.com/users/sign_in. After logging in, go back to the email invitation and click on the link. Then you should see the program appear on your dashboard.

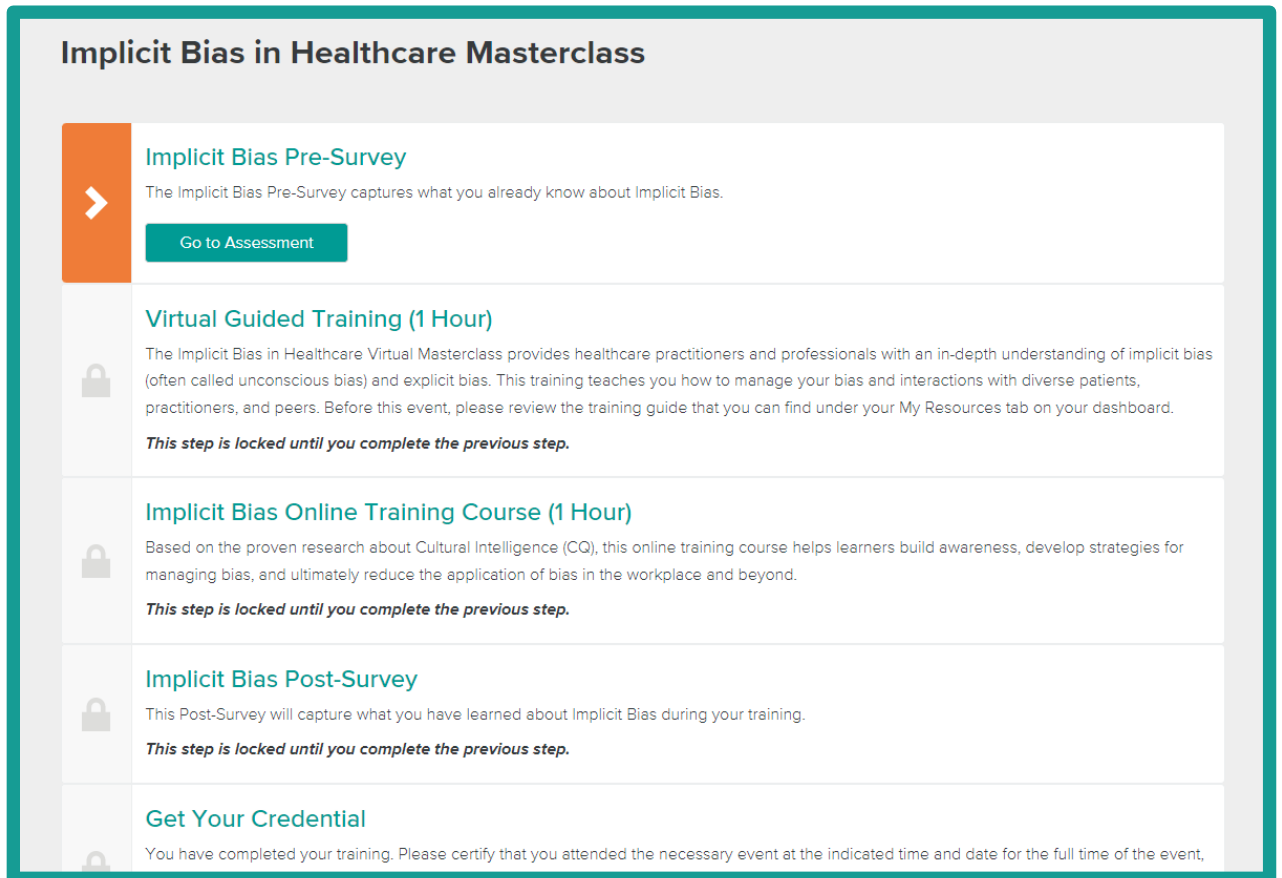
VIEW LEARNING PATH

After redeeming your activation code or accepting an email invitation, you will see your program on your dashboard.



You can start and view your learning path steps by clicking the “View Learning Path” button. You can also check your progress through the learning path by looking at the completion bar in the upper right corner of the program. This bar will change as steps are completed.

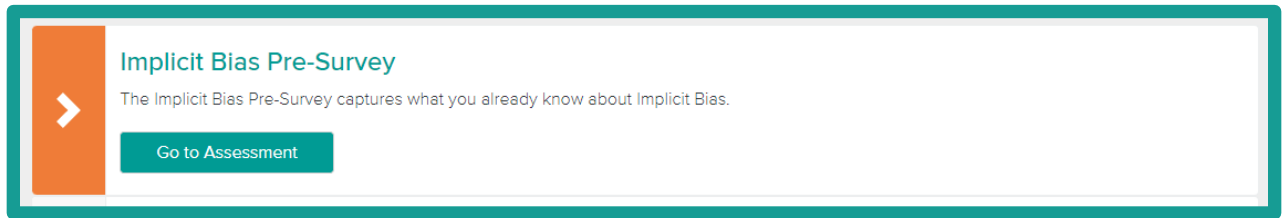
After clicking the “View Learning Path” button, you will see something like this:



Within your learning path, you will see all steps that will need to be completed. The current step in progress will have the orange and white arrow icon appearing next to it, while locked steps will have the lock icon next to them. Steps will appear as locked until the previous steps have been completed. Once a step is completed, the icon will change to a green check mark.

STEP ONE: ASSESSMENT/SURVEY

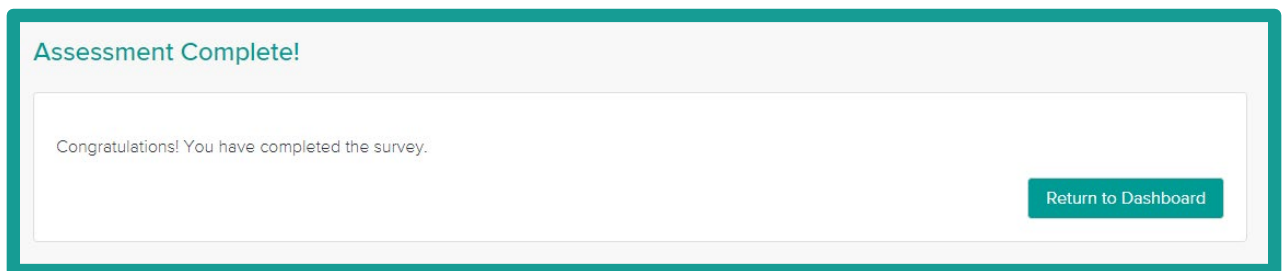
In this example the first step of the learning path is the “Implicit Bias Pre-Survey”.



Implicit Bias Pre-Survey
The Implicit Bias Pre-Survey captures what you already know about Implicit Bias.
[Go to Assessment](#)

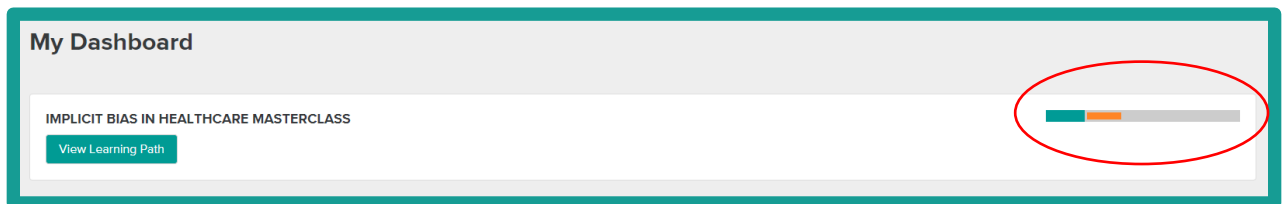
To begin this step, click the “Go to Assessment” button. This will take you to your assessment or survey. Follow the instructions of your assessment or survey and answer the questions.

After completing your assessment or survey, you will need to click the “Return to Dashboard” button.



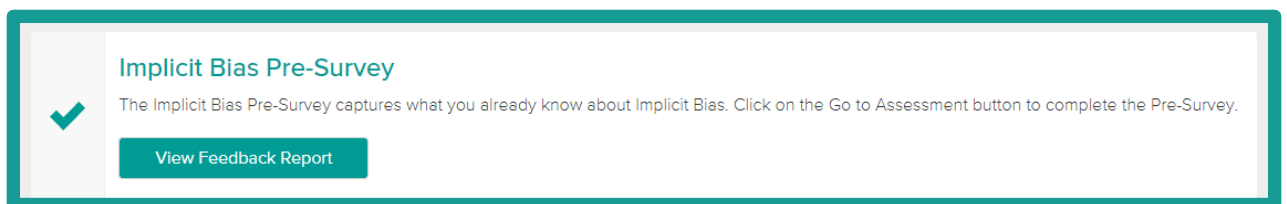
Assessment Complete!
Congratulations! You have completed the survey.
[Return to Dashboard](#)

Then you will be able to see how the progress bar has changed.



My Dashboard
IMPLICIT BIAS IN HEALTHCARE MASTERCLASS
[View Learning Path](#)

After completing your assessment or survey, you will also notice the “Go to Assessment” button has changed to “View Feedback Report”. Click this button to download your feedback report, which will show your results of your assessment or survey.



Implicit Bias Pre-Survey
The Implicit Bias Pre-Survey captures what you already know about Implicit Bias. Click on the Go to Assessment button to complete the Pre-Survey.
[View Feedback Report](#)

STEP TWO: REGISTER FOR AN EVENT

In this example the second step of the learning path is the “Virtual Guided Training”. This is a 1-hour event that you will need to register for.

Implicit Bias in Healthcare Masterclass

Implicit Bias Pre-Survey
The Implicit Bias Pre-Survey captures what you already know about Implicit Bias.
[View Feedback Report](#)

Virtual Guided Training (1 Hour)
The Implicit Bias in Healthcare Virtual Masterclass provides healthcare practitioners and professionals with an in-depth understanding of implicit bias (often called unconscious bias) and explicit bias. This training teaches you how to manage your bias and interactions with diverse patients, practitioners, and peers. Before this event, please review the training guide that you can find under your My Resources tab on your dashboard.
Select the session below from the dropdown that you would like to register for, then click the Register button.
2022-06-17 3:00pm-4:00pm EST
[Register](#)

Click the drop-down menu above the “Register” button to view available dates and times for this event. Select the date and time you would like to attend and click “Register”.

After clicking the “Register” button, a new tab will open in your web browser. This tab will open the official Zoom registration page for the event. Fill in the requested information on the page and click “Register”.

Topic: Implicit Bias in Healthcare - 1HR Training

Time: Jul 7, 2022 12:00 PM in [Eastern Time \(US and Canada\)](#)

* Required information

First Name *

Last Name *

Email Address *

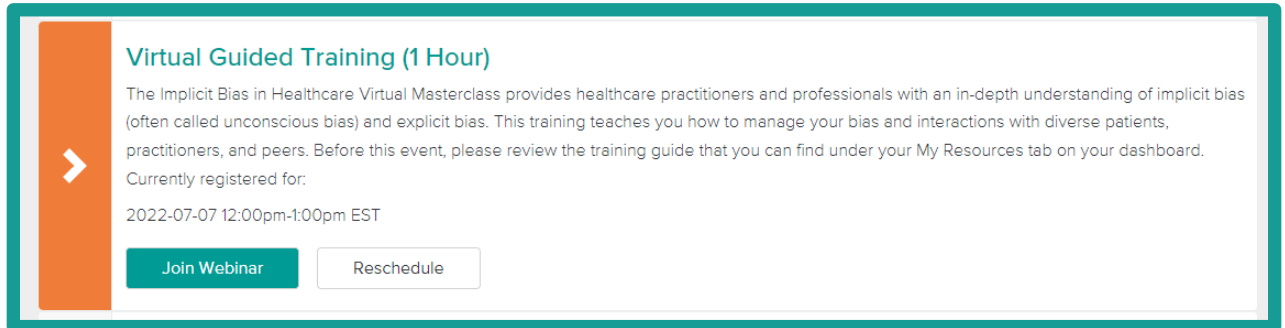
Confirm Email Address *

Information you provide when registering will be shared with the account owner and host and can be used and shared by them in accordance with their Terms and Privacy Policy.

[Register](#)

Once registration is complete, go back to the CQ Portal tab in your web browser.

The event step will now look something like this:



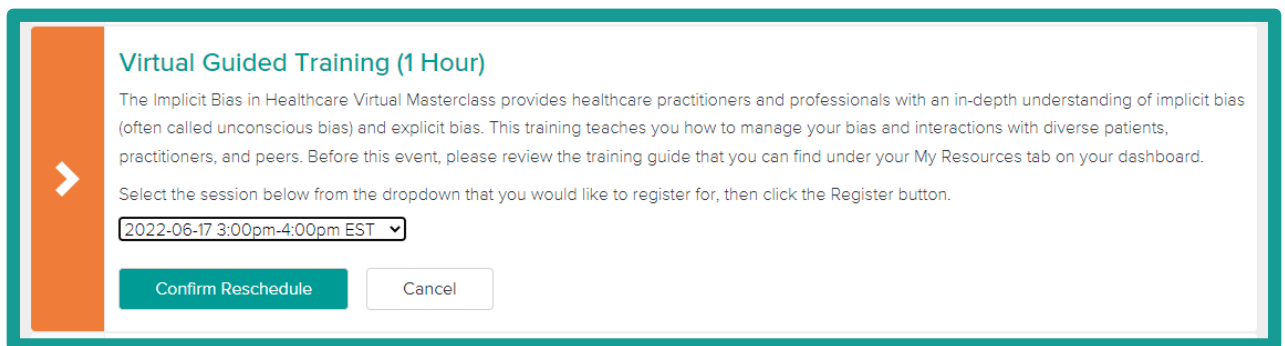
Virtual Guided Training (1 Hour)

The Implicit Bias in Healthcare Virtual Masterclass provides healthcare practitioners and professionals with an in-depth understanding of implicit bias (often called unconscious bias) and explicit bias. This training teaches you how to manage your bias and interactions with diverse patients, practitioners, and peers. Before this event, please review the training guide that you can find under your My Resources tab on your dashboard.

Currently registered for:
2022-07-07 12:00pm-1:00pm EST

[Join Webinar](#) [Reschedule](#)

You can click the “Reschedule” button to reschedule your event at any time. Doing this will allow you to select a new date and time from the drop-down menu and register again.



Virtual Guided Training (1 Hour)

The Implicit Bias in Healthcare Virtual Masterclass provides healthcare practitioners and professionals with an in-depth understanding of implicit bias (often called unconscious bias) and explicit bias. This training teaches you how to manage your bias and interactions with diverse patients, practitioners, and peers. Before this event, please review the training guide that you can find under your My Resources tab on your dashboard.

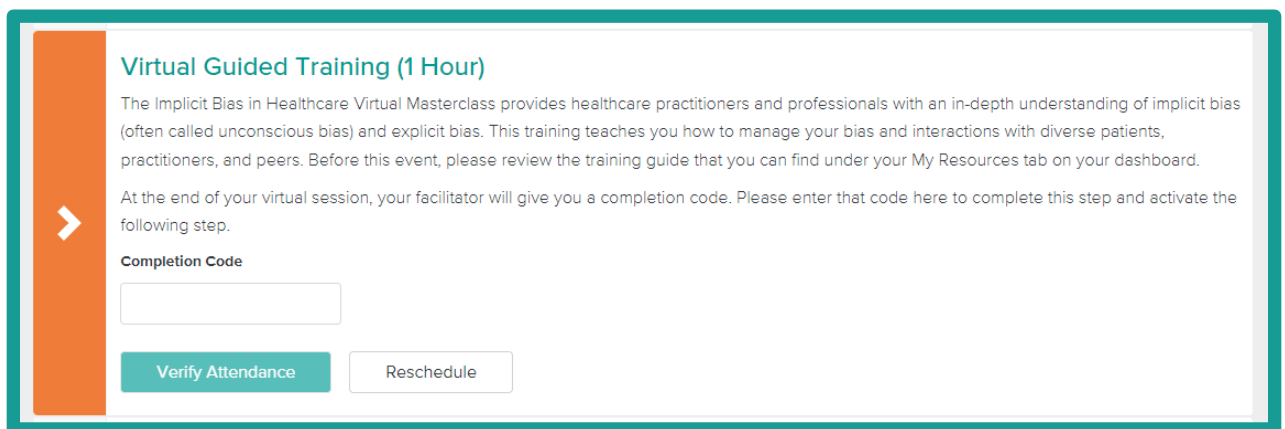
Select the session below from the dropdown that you would like to register for, then click the Register button.

2022-06-17 3:00pm-4:00pm EST

[Confirm Reschedule](#) [Cancel](#)

On the day of your event, you can click the “Join Webinar” button to join your event directly from the CQ Portal. This will open Zoom on your device.

At the end of your event, you will be given a completion code. Be sure to write this down for later, as you will need to enter it into the CQ Portal to verify you have attended.



Virtual Guided Training (1 Hour)

The Implicit Bias in Healthcare Virtual Masterclass provides healthcare practitioners and professionals with an in-depth understanding of implicit bias (often called unconscious bias) and explicit bias. This training teaches you how to manage your bias and interactions with diverse patients, practitioners, and peers. Before this event, please review the training guide that you can find under your My Resources tab on your dashboard.

At the end of your virtual session, your facilitator will give you a completion code. Please enter that code here to complete this step and activate the following step.

Completion Code

[Verify Attendance](#) [Reschedule](#)

Click the “Verify Attendance” button after you have entered your completion code.

If you were unable to attend your event and do not have a completion code, please reschedule for a future date.

STEP THREE: ONLINE COURSE (E-LEARNING)

In this example the third step of the learning path is the “Implicit Bias Online Training Course”. This e-learning can be started by clicking the “Go to course” button.

The screenshot shows a learning path interface with three steps:

- Virtual Guided Training (1 Hour)**: A green checkmark icon indicates completion. Description: "The Implicit Bias in Healthcare Virtual Masterclass provides healthcare practitioners and professionals with an in-depth understanding of implicit bias (often called unconscious bias) and explicit bias. This training teaches you how to manage your bias and interactions with diverse patients, practitioners, and peers. Before this event, please review the training guide that you can find under your My Resources tab on your dashboard." Note: "You have already attended this event".
- Implicit Bias Online Training Course (1 Hour)**: An orange arrow icon indicates the current step. Description: "Based on the proven research about Cultural Intelligence (CQ), this online training course helps learners build awareness, develop strategies for managing bias, and ultimately reduce the application of bias in the workplace and beyond." A "Go to course" button is visible.
- Implicit Bias Post-Survey**: A grey lock icon indicates it is locked. Description: "This Post-Survey will capture what you have learned about Implicit Bias during your training." Note: "This step is locked until you complete the previous step."







After clicking the “Go to course” button, you are taken to the e-learning course page. To complete this step in the learning path, you must complete all modules lists on this page.

The screenshot shows the course page titled "Implicit Bias in Health Care E-Learning".

- Progress: "0 of 6 modules complete"
- Module 1 - Bias in Health Care**: An orange arrow icon indicates it is the current step. Description: "Up next!". A "Launch" button is visible.
- Module 2 - CQ and Bias**: A grey lock icon indicates it is locked. Description: "Locked until requirements are met".
- Module 3 - Impact of Implicit Bias**: A grey lock icon indicates it is locked. Description: "Locked until requirements are met".

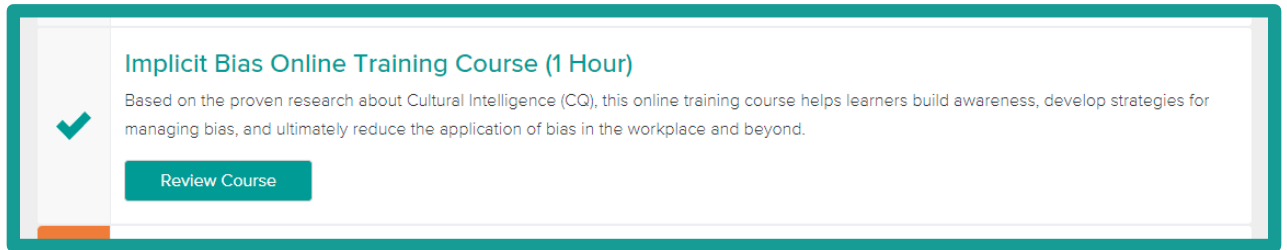
After you complete each module, you should see the icon to the left of it change to a green check mark. After completing all the modules, this page will look something like this.

6 of 6 modules complete

	<p>Module 1 - Bias in Health Care Completed 2022-06-21 01:54 PM Your score: View Results</p>
	<p>Module 2 - CQ and Bias Completed 2022-06-21 01:55 PM Your score: View Results</p>
	<p>Module 3 - Impact of Implicit Bias Completed 2022-06-21 01:56 PM Your score: View Results</p>
	<p>Module 4 - Examples of Bias in Health Care Completed 2022-06-21 01:57 PM Your score: View Results</p>
	<p>Module 5 - Skills to Manage Bias Completed 2022-06-21 01:58 PM Your score: View Results</p>
	<p>Module 6 - Action Plan Completed 2022-06-21 01:58 PM Your score: View Results</p>

Keep in mind that the e-learning does not need to be completed in one sitting. You can pause it and come back to it as often as you need.

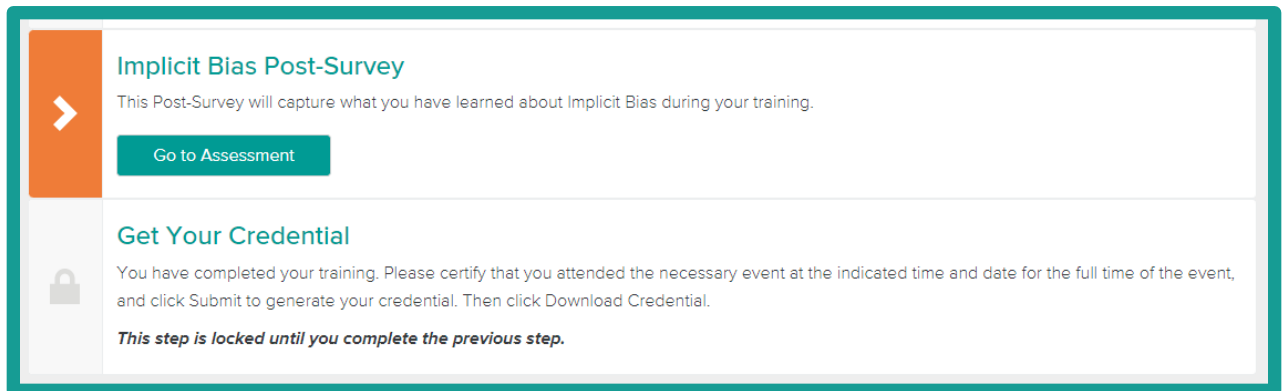
Even though you have completed the course, you will have the ability to return to any of the course modules at any time by clicking the “Review Course” button.



The screenshot shows a notification box with a teal border. On the left side, there is a vertical grey bar containing a teal checkmark icon. To the right of the checkmark, the text reads: "Implicit Bias Online Training Course (1 Hour)" in a teal font. Below this, a smaller grey font describes the course: "Based on the proven research about Cultural Intelligence (CQ), this online training course helps learners build awareness, develop strategies for managing bias, and ultimately reduce the application of bias in the workplace and beyond." At the bottom of the notification, there is a teal button with the text "Review Course" in white.

STEP FOUR: POST ASSESSMENT/SURVEY

The fourth step in this example is the “Implicit Bias Post-Survey”. Some assessments and surveys you take only once, while others are considered Pre/Post assessments or surveys, which are taken twice. This is typically used to help you understand how your scores/responses changed over time. Not all learning paths will have a post assessment or survey.



Implicit Bias Post-Survey
This Post-Survey will capture what you have learned about Implicit Bias during your training.

[Go to Assessment](#)

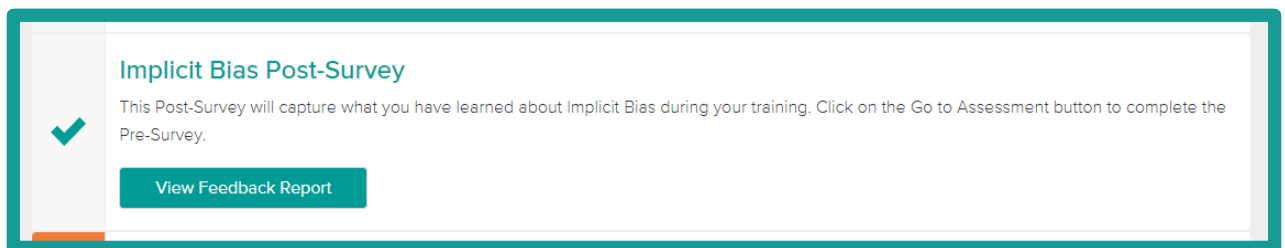
Get Your Credential
You have completed your training. Please certify that you attended the necessary event at the indicated time and date for the full time of the event, and click Submit to generate your credential. Then click Download Credential.

This step is locked until you complete the previous step.

This step will be similar to the other assessment/survey step. To begin, click the “Go to Assessment” button. This will take you to your post assessment or survey. Follow the instructions of your assessment or survey and answer the questions.

After completing your assessment or survey, you will need to click the “Return to Dashboard” button.

Just like when you completed the first assessment or survey, after completing your second assessment or survey, you will also notice the “Go to Assessment” button has changed to “View Feedback Report”. Click this button to download your post feedback report, which will show your results of your assessment or survey.

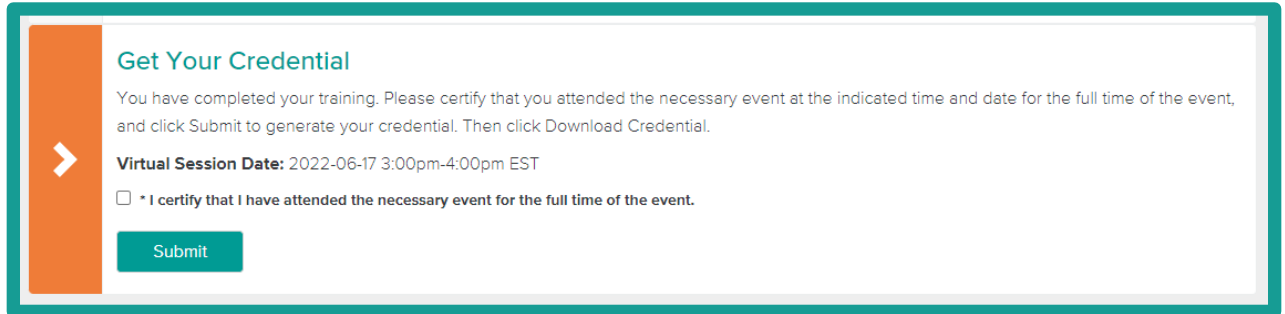


Implicit Bias Post-Survey
This Post-Survey will capture what you have learned about Implicit Bias during your training. Click on the Go to Assessment button to complete the Pre-Survey.

[View Feedback Report](#)

STEP FIVE: DOWNLOAD YOUR CREDENTIAL

The fifth and final step in this example is to download your credential. The download credential step will typically exist when you have an event step. If you did not register and attend an event, then you may not have a credential step.

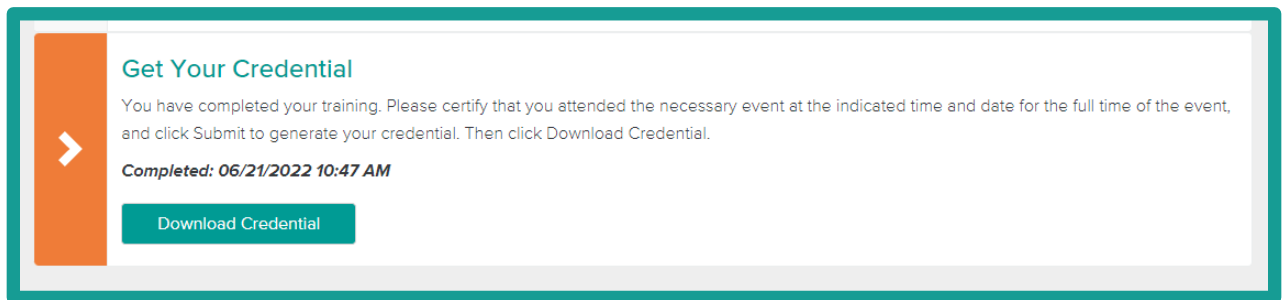


The screenshot shows a teal-bordered box with an orange vertical bar on the left containing a white right-pointing arrow. The title "Get Your Credential" is in teal. Below it, a paragraph of text reads: "You have completed your training. Please certify that you attended the necessary event at the indicated time and date for the full time of the event, and click Submit to generate your credential. Then click Download Credential." Below this text, the "Virtual Session Date" is listed as "2022-06-17 3:00pm-4:00pm EST". A checkbox is present with the text "* I certify that I have attended the necessary event for the full time of the event." Below the checkbox is a teal "Submit" button.

For this step you will need to click the check box next to “I certify that I have attended the necessary event for the full time of the event”. Your event date will be listed in this step next to “Virtual Session Date” for you to confirm. Once you have confirmed and checked the box, click the “Submit” button.

Some credentials may also have some additional questions as requirements. Be sure to answer any other additional questions that may be asked in this credential step. These questions will be required to be answered before clicking the “Submit” button.

Then, it will show you the date and time you submitted for your credential.




The screenshot shows the same teal-bordered box as the previous one. The title "Get Your Credential" is in teal. The text below it reads: "You have completed your training. Please certify that you attended the necessary event at the indicated time and date for the full time of the event, and click Submit to generate your credential. Then click Download Credential." Below this text, the completion time is listed as "Completed: 06/21/2022 10:47 AM". A teal "Download Credential" button is now visible.

When you are ready to download and view your credential, click the “Download Credential” button. This will open a new tab in your web browser. The new tab will take you to your credential and give you the ability to:

- Download as a PDF document
- Download badge image
- Share on social networking sites (such as, LinkedIn)
- Share via email.

After the first time you download your credential, the credential step will be marked as complete. At any time, you can log into your CQ Portal account again and click this “Download Credential” button.



Get Your Credential

You have completed your training. Please certify that you attended the necessary event at the indicated time and date for the full time of the event, and click Submit to generate your credential. Then click Download Credential.

Completed: 06/21/2022 10:47 AM

[Download Credential](#)