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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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.
1. Registering

**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.
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.

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

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
Learner Tools are available for each organizational affiliation. The Learner Tools provide options designed to help you with tasks for that institution's courses:

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

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.
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.

Click the **Start** button for the first incomplete required module to begin the course.
5. Starting and Completing Your Courses

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

Each record 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
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.
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.).