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Request an Account

> **Note:** *If you already have an account, please do not create another account as duplicate accounts will be deleted. Please see page 9 for help with a forgotten password.*

> **Note:** ***By creating an account in this Learning Center, you are verifying that you work at a center within the NMDP/Be The Match or CIBMTR Networks. All user accounts will be validated against current membership information. User accounts in the Learning Center will be terminated immediately if it is determined that an individual does not work at a Network Center.***

From the Learning Center login page, click **Are you a new user?**.

At minimum, enter the following information to create an account:

- Name (First and Last)
- A user ID (username) and password (choose your own)
- Email address (this ***must*** be your work email address, not a personal one)
- Hospital/Facility Name
- Address, City, State, Zip Code, Country
- Center number
- **Center type** (IMPORTANT: this allows you to see the courses which are only available your center type)
- Under 'Group Selection' choose Network

Click **Submit** at the bottom of the page to create your account.

If the account was successfully created, the following message is displayed.

NEW USER

Registration Completed.

You may now return to the login page and enter using the Username and Password you have provided.

Continue

An administrator will review your request for access to Network courses and approve or reject it within 2 business days. Either way, you will receive an email with additional information.

Log In

To log in, simply enter the username and password you set up with your new user account, and click **Login**. Note that while the Learning Center's new user interface has been designed to work on mobile devices, it may not perform as expected on all devices.

https://network-bethematch-greenlight.silkroad.com/student/

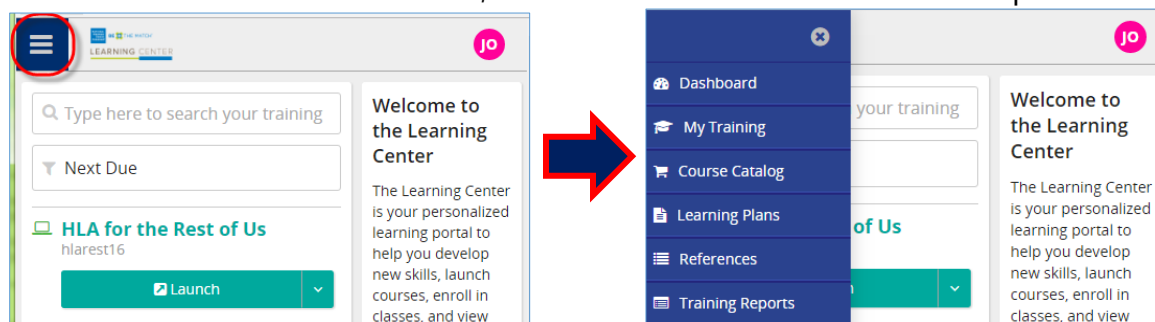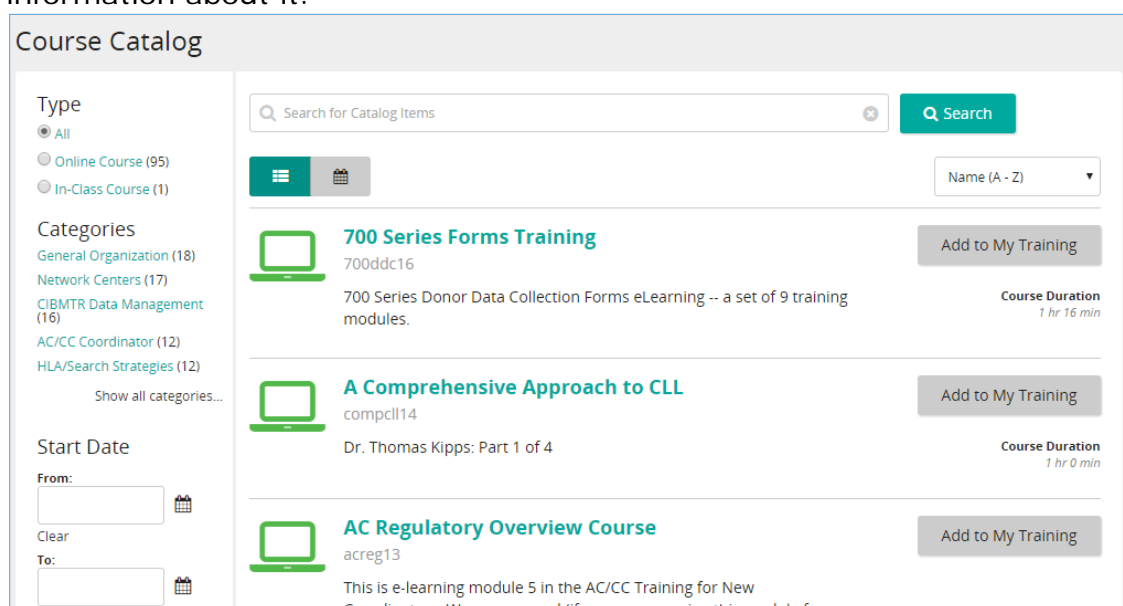*On your computer*   *On your phone*

Course Catalog

From your Learning Center Dashboard menu ribbon, click **Course Catalog**.
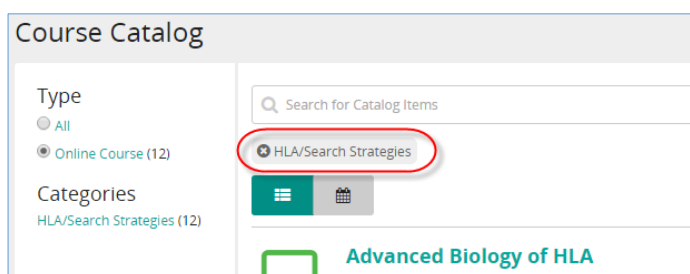

If the menu ribbon is not visible, click the dark blue menu icon for options.

Search for a course or use the filters on the left. Click on a course title for more information about it.
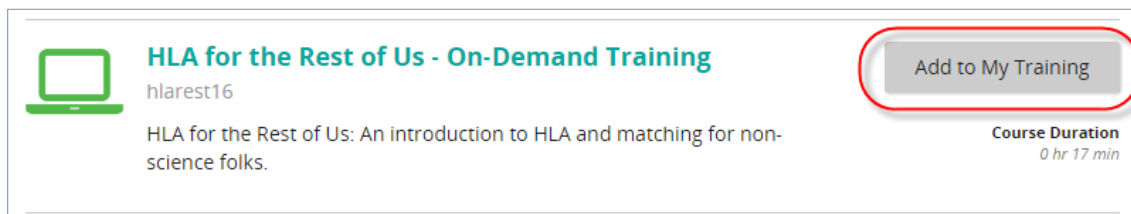

To remove a filter, click "x" on the category tag.

Enroll in a Course

To sign up for an online course, find it in the Course Catalog and click "Add to My Training". The course will now appear on your Dashboard and on your My Training 'Active' list.
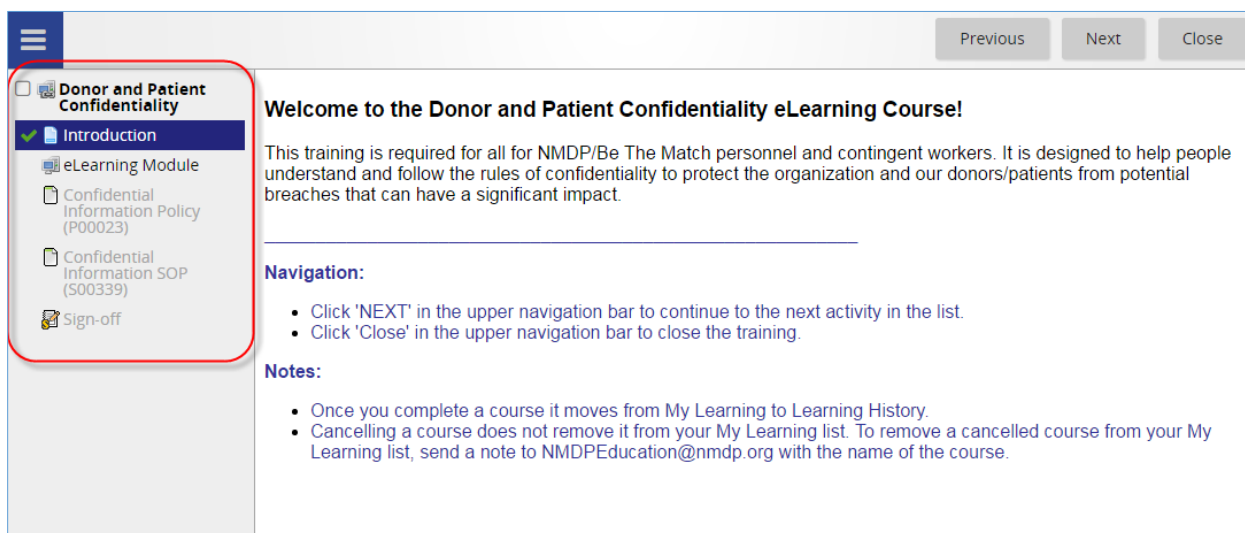
HLA for the Rest of Us - On-Demand Training

hlarest16

Add to My Training

HLA for the Rest of Us: An introduction to HLA and matching for non-science folks.

Course Duration
0 hr 17 min

Navigate a Course

To start a course, navigate to it on your Dashboard or in your My Training list and click the "Launch" button.

The Activity List

Activities are the components of the course. They appear at the left of the frame for each course. To hide/unhide the activity list, click this icon at the top: ≡

Previous | Next | Close

☐ **Donor and Patient Confidentiality**
✔ Introduction
  eLearning Module
  Confidential Information Policy (P00023)
  Confidential Information SOP (S00339)
  Sign-off

Welcome to the Donor and Patient Confidentiality eLearning Course!

This training is required for all for NMDP/Be The Match personnel and contingent workers. It is designed to help people understand and follow the rules of confidentiality to protect the organization and our donors/patients from potential breaches that can have a significant impact.

_____

Navigation:

- Click 'NEXT' in the upper navigation bar to continue to the next activity in the list.
- Click 'Close' in the upper navigation bar to close the training.

Notes:

- Once you complete a course it moves from My Learning to Learning History.
- Cancelling a course does not remove it from your My Learning list. To remove a cancelled course from your My Learning list, send a note to NMDPEducation@nmdp.org with the name of the course.

- Activities that are grayed out are not yet available. Symbols appear next to activities that have been accessed.

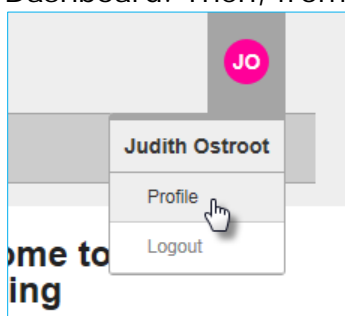 ○ Not started

  ◑ Started, but not yet complete

  ✔ Completed

- To start, click "Next" in the upper right-hand corner or click on the first activity in the Activity List. As you complete an activity, the next activity becomes available.

- Special activities like exams, sign-offs, and checklists will have completion instructions within them.
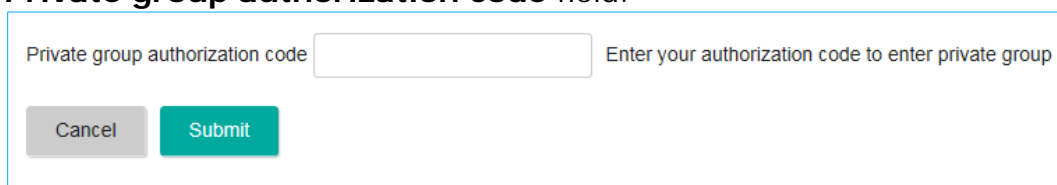
Apply a Group Membership Code

Some courses require special permission to access. If you are given an access code for specific courses, here is how you enter that code.

1 Login to the Learning Center.

2 Click the circle with your initials in the upper right-hand corner of your Dashboard. Then, from the drop-down, select **Profile.**

3 Navigate to the bottom of the page and type or paste your code into the **Private group authorization code** field.
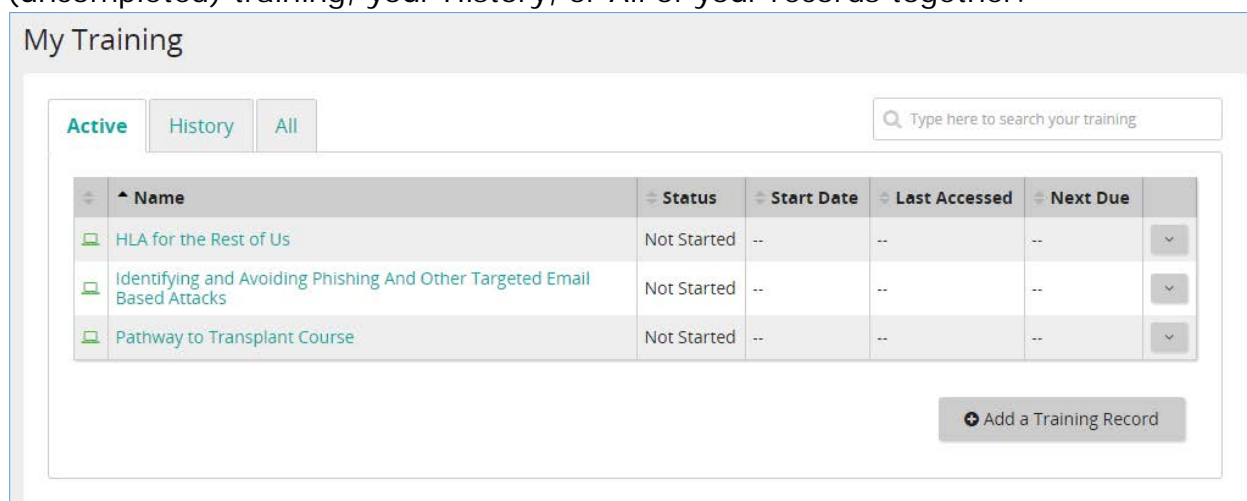
4 Click **Submit**. You will immediately have access to the restricted course(s).

View My Records: History

To see your training records, from your Learning Center Dashboard menu ribbon, click **My Training**.
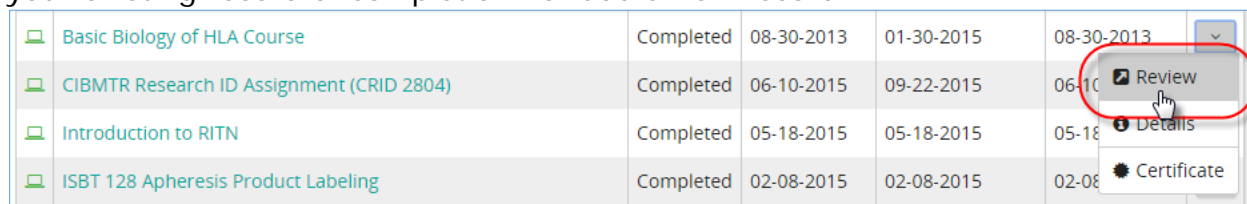

The **My Training** screen has three tabs so that you can filter for your Active (uncompleted) training, your History, or All of your records together.

Review a Completed Course

From the **My Training** screen, click the **History** tab. All the courses you have completed in the Learning Center are listed here. Find the course you want to review and click the gray drop-down menu to the right of it. Select "Review". The course will start running and you can go through it. **Note**: This will NOT change your existing record of completion nor add a new record.

Certificate of Completion

From the **My Training** screen, click the **History** tab. All the courses you have completed in the Learning Center are listed here. Find the course you want a certificate for and click the gray drop-down menu to the right of it. Select "Certificate".

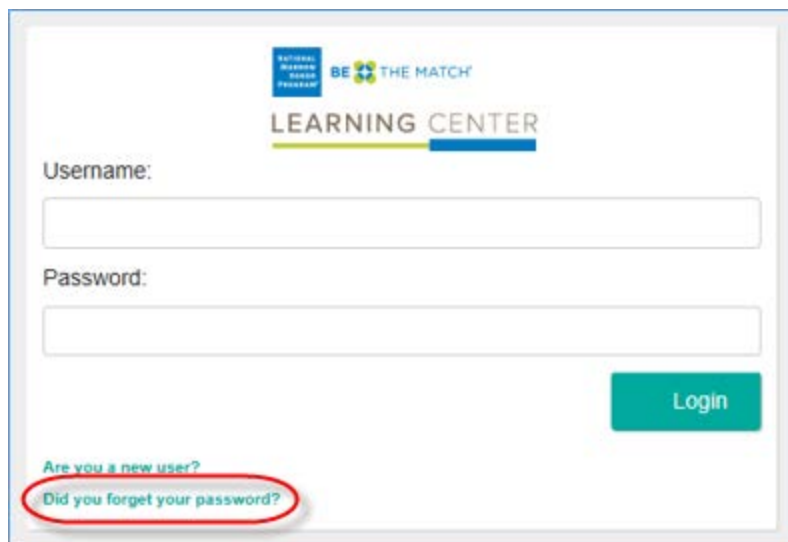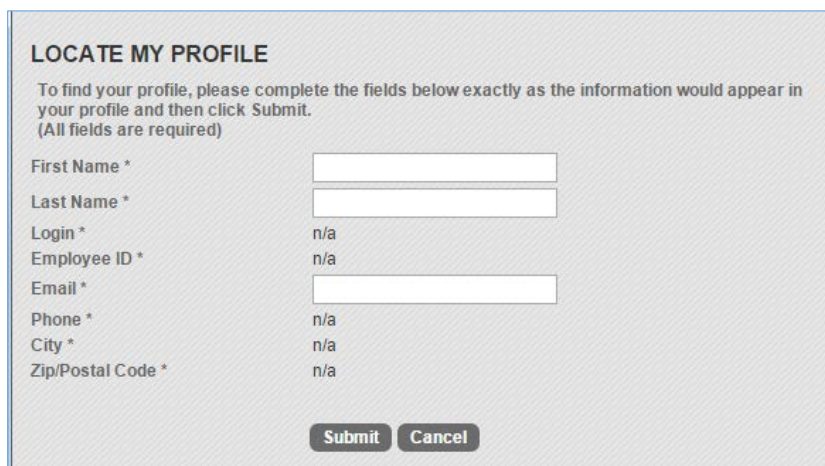|					
🖥 Basic Biology of HLA Course	Completed	08-30-2013	01-30-2015	08-30-2013	⌄
🖥 CIBMTR Research ID Assignment (CRID 2804)	Completed	06-10-2015	09-22-2015	06-10	⬈ Review
🖥 Introduction to RITN	Completed	05-18-2015	05-18-2015	05-18	❶ Details
🖥 ISBT 128 Apheresis Product Labeling	Completed	02-08-2015	02-08-2015	02-08	✹ Certificate

Trouble-shooting

Password Reset

If you have an account but are unable to log into the Learning Center with your username and password, you will need to reset your password.

Below the Password box, click "**Did you forget your password?**"

In the next window, enter your First Name, Last Name and email address

After you click the **Submit** button, this message will appear on the Log On screen:

An email will be sent to the email address on record with instructions for resetting your password. Please check your inbox.

Within a few minutes you will receive an email. Click on the link included, or copy/paste the link into your browser.

Enter and Confirm a New Password and click **Submit**.

My Profile - Reset Password
You are about to reset your password. Please enter your new password then press Submit.
Minimum Requirements:

- Password must be at least 5 characters in length.
- Password must be no longer than 50 characters in length.

Password:

Confirm Password:

Submit Cancel

You will receive a message 'Password was Successfully Update' and will automatically be routed to the log in page of the Learning Center.

A Note About Browsers

The Learning Center may behave differently in different browsers. In testing, we have had the best success using Chrome or Mozilla Firefox. IE works, but some controls do not appear correctly on the screen. We have done no testing with Apple/Mac browsers such as Safari.
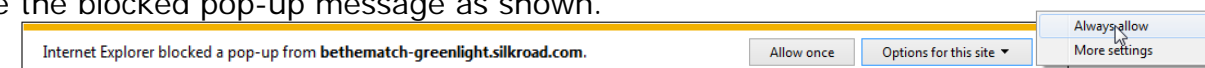
Pop-Up Blocker

Pop-up blocker is likely enabled on your machine. You can turn it off for the Learning Center site. This section documents the instruction for Internet Explorer and Google Chrome.

To turn off Pop-up Blocker for Internet Explorer (IE) browser
In an Internet Explorer window, go to:

https://network.bethematchclinical.org/learningcenter

The Learning Center login page displays and at the bottom of the page, you see the blocked pop-up message as shown.

Internet Explorer blocked a pop-up from **bethematch-greenlight.silkroad.com**. Allow once Options for this site ▼   Always allow / More settings

Click **Options for this site**, and then select **Always allow**
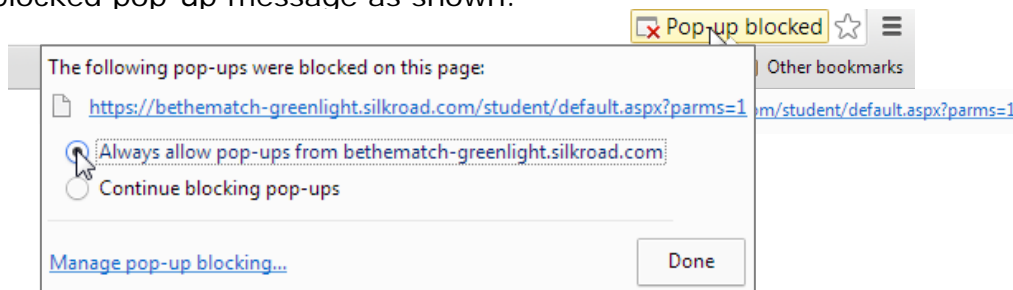Going forward Pop-Up Blocker is deactivated for the Learning Center site.

To turn off Pop-up blocker for Google Chrome browser
In a Google Chrome window, go to:

https://network.bethematchclinical.org/learningcenter

The Learning Center login page displays and at the top of the page, you see the blocked pop-up message as shown.

The following pop-ups were blocked on this page:
https://bethematch-greenlight.silkroad.com/student/default.aspx?parms=1
○ Always allow pop-ups from bethematch-greenlight.silkroad.com
○ Continue blocking pop-ups

Manage pop-up blocking...   Done

Click **Pop-up blocked**, and then select:

Always allow pop-ups from bethematch-greenlight.silkroad.com.

Going forward Pop-Up Blocker is deactivated for the Learning Center site.

Need More Help?

If nothing in the User Guide has addressed the issue you're experiencing, please contact NMDPEducation@nmdp.org.