

awards this certificate of completion to

Leigh Elliott

2121 S. Hiawasse Road, Suite 4644 ORLANDO, FL 32835-8770

for satisfactory completion of

CARES® Dementia Advanced Care™ 6-Hour Online Training Program

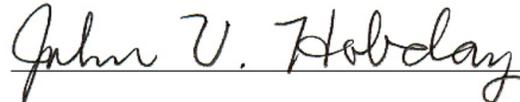
For 6.0 clock hours of Dementia Care Training

May 25, 2015

This training program has been approved by the Department of Elder Affairs (DOEA) and is in compliance with Florida Statute s.429.178(1) F.S. and Rules 58A-5.0191(9) & (10), F.A.C. for Assisted Living Facilities

DOEA Curriculum Approval #: ALF AD 7113
Curriculum Expiration Date: 02/10/2017

Training Provider Name: John V. Hobday
DOEA Approval #: ALF 209

Training Provider Signature: 

HealthCare Interactive, Inc.
3300 Edinborough Way, Suite 400
Minneapolis, MN 55435
(952) 928-7722
support@hcinteractive.com
www.hcinteractive.com

 **Cut Here**

Completion Code: 6347-920-920-02

**Access to this essentiALZ® Plus
certification exam will expire on:
November 28, 2015*

**Alzheimer's Association essentiALZ®
Exam Instructions**

Thank you for completing the CARES® Dementia Advanced Care™ online training program.

You are now pre-registered for the Alzheimer's Association essentiALZ® certification exam.

You have 6 months to complete the exam. The exam expiration date is printed above next to your CARES completion code.

Your certification is good for 2 years. You will receive an e-mail reminder when it comes time to recertify. Your original login name and password will still be active, so please write down your user name (e-mail address) and password for future use.

Here are the instructions to access and take your essentiALZ exam.

Step 1: Go to www.alz.org/essentiALZexam.

Step 2: Choose "Existing User."

- You are an "existing user" because you were automatically pre-registered into the Alzheimer's Association system when you completed this CARES program.

Step 3: Enter your e-mail address where it asks for "User Name."

- Please use the same e-mail address you used when you first logged into CARES.

Step 4: Enter your password.

- If this is your **first essentiALZ exam**, click the "**Create or Reset Your Password**" link to create your password.

-or-

- If you have **previously taken an essentiALZ exam** and remember your password, please login.

-or-

- If you **forgot your password**, click the "Create or Reset Your Password" link to reset your password.

- You will be sent a link to set your new password via e-mail. If you don't see the e-mail within a few minutes, check your "Spam" or "Junk" folder. Follow the directions to set or reset your password.
- Please write down your user name (e-mail address) and password for future use.

Step 5: Click on the "My Trainings" link on the top blue bar.

Step 6: Select the appropriate essentiALZ exam.

Step 7: Complete and pass the exam with 90% or higher.

- You may use your notes and any CARES® worksheets while taking the exam.

Step 8: Print your certificate. Be recognized.

For questions or technical support, contact the essentiALZ support team.

- Visit <http://www.alz.org/essentiALZHelp>.
- If you need additional assistance:
 - **E-mail:** Send an e-mail to essentiALZ@alz.org. Include your name, phone number, and e-mail address, plus a brief description of the essentiALZ problem you're experiencing.
 - or-
 - **Phone:** Call the Alzheimer's Association e-services line at **312-335-5883**. Someone will respond within 1 to 2 business days.

What happens if I fail the exam?

If you fail the exam, don't worry. You have a second chance to take the exam. Follow the instructions below.

- Note: If you would like the results by topic area from your first attempt, please send an e-mail message to essentiALZ@alz.org. Include your name, your CARES Product Key, your CARES completion code, and a request for your exam results. Results will be e-mailed to you within five (5) business days.
- You are encouraged to review your notes and have them with you when you re-take the exam.
- When you are ready, follow the instructions above and re-take the exam.

What happens if I fail the exam for a second time?

If this was your second attempt and you did not pass, you must follow the instructions below and re-take the CARES Program from the beginning.

As you go through the training again, we recommend that you take your time, complete the activities, watch the videos, use the worksheets available at www.hcinteractive.com/worksheets, and take notes. You may use your notes and worksheets when taking the exam.

Individual 10-day Licenses

Each individual product key is only good for one (1) person using CARES one (1) time. If you have failed the exam for a second time, please follow these instructions:

1. Purchase the CARES training again at www.hcinteractive.com.
2. When you complete your training modules for the second time, a new certificate will be issued.
3. Return to the Alzheimer's Association eLearning website at www.alz.org/essentiALZexam.
4. **Important:** To re-take the exam, you will need to log into your original "eLearning" account. Make sure you use your same e-mail address as the username and the same password that you used for your first two attempts at the exam.
5. You will again have two tries to pass the test with a score of 90% or higher.

Site Licenses

If you are using a multi-user or "unlimited user" site license, please follow these instructions:

1. Go to www.hcinteractive.com/login and log in to CARES as an Existing User.
2. The page will indicate you have already completed the program.
3. Click the "Start Over" button to complete the CARES training program a second time. We recommend that you take your time, complete the activities, and take notes. You may use your notes when taking the exam.

4. When you complete your training modules for the second time, a new certificate will be issued.
5. Return to the Alzheimer's Association eLearning website at www.alz.org/essentiALZexam.
6. **Important:** To re-take the exam, you will need to log into your original "eLearning" account. Make sure you use your same e-mail address as the username and the same password that you used for your first two attempts at the exam.
7. You will again have two tries to pass the test with a score of 90% or higher.