

Frequently Asked Questions

TQIP Training

1. If I change my QPort password, will that also update my TQIP Education Portal password?

Yes, QPort, the TQIP Education Portal, and the ACS Online Learning Portal are linked in our system. However, if you have an account with the Data Center, that is a separate login and resetting your password for one of the other platforms will not reset your password for the Data Center.

2. I have a new staff member at my facility. How can they access the TQIP Educational Experiences and TQIP Training courses?

The primary contact at your facility is responsible for adding and editing site contacts in QPort. To gain access, staff must be assigned one of the following roles:

- Data Abstractor
- Pediatric Data Abstractor
- Data Primary Contact
- Pediatric Data Primary Contact

If you are the primary contact at your facility, please assign the appropriate role. If not, please reach out to your facility's primary contact for assistance.

3. My primary contact added me as a site contact in QPort. Why am I not enrolled in the training courses?

New TQIP contacts that are assigned one of the roles mentioned in Question 2 are enrolled in training courses every Friday. Once your site contact has been approved and you can access the TQIP Education Portal, please allow until the following Friday for your enrollment to be processed.

4. Why am I not receiving TQIP email announcements?

First, check your junk/spam folder. If our emails are not there, please reach out to the IT department at your facility and have them "whitelist" our IP Addresses (domain: @facs.org)

- 192.28.145.142
- 185.187.116.250
- 149.72.193.199
- 168.245.114.230
- 168.245.50.210
- 149.72.202.199
- 168.245.124.6

5. Can I still complete the TQIP Educational Experience if I did not receive the email announcement?

Yes, if you have one of the required roles assigned in QPort and the quiz appears in your In-Progress Activities, you can complete it. Except for the month we are hosting the TQIP Annual Meeting (usually in November), the quizzes are typically sent toward the end of the month and always close on the 5th of the following month. You can check the ACS Online Learning Portal toward the end of each month, and the quiz should be listed in your In-Progress Activities. Link to the learning platform: <https://learning.facs.org/>

6. Are the monthly TQIP Educational Experiences eligible for CE?

No, the monthly quizzes do not meet the required 50 minutes that our CE provider requires.

7. The quiz is still open, but I forgot to download my score report. Can I still access it?

Yes, you can download your score report until the quiz deadline. To do this, go back into the quiz and click the “Review” button under the “Monthly Quiz” section. Above the Course Navigation, click the “My results” tab. Then select “View” to access and download a PDF of your score report.

8. If I work at multiple facilities, can I complete the quiz for each one?

You may only complete the quiz once. However, your score reports and certificates are not linked to a specific facility, so you may share them with your managers at any TQIP facility you are affiliated with.

9. How can I see my staff’s progress on the TQIP Educational Experiences?

We no longer provide quarterly progress reports, as participants can download their own score reports. You may request your staff to send you their score reports each month to assess their progress. Additionally, we review the overall scores and percentages in the monthly Most Challenging Question Review video.

10. Can I rewatch a course that I have already completed?

You can revisit any course until it expires. On the Learning Portal home page, scroll to the “Your Completed Courses & Activities” section. The courses are listed by the most recent completion date. Click on the course title to return to the course.

11. How can I view previous quiz questions or the Most Challenging Question Review videos?

Each month, the quiz questions and Most Challenging Question Review video are posted under the “Educational Experience” tab in the TQIP Education Portal.

12. Why is my Certificate of Completion missing from my Transcripts?

Per the emailed quiz instructions, you must complete the quiz and the course evaluation to receive a Certificate of Completion. Our Learning Management System requires the evaluation to be completed for a certificate to be issued. Additionally, you must access your certificate before the quiz closes for it to populate in your Transcripts.

If you have any unanswered questions, please email us at TraumaQuality@facs.org and we will be happy to help you.