



The purpose of the CITI Program Support Center is to provide technical support, resources, tips, and answers to frequently asked questions regarding the CITI Program.

We welcome contributions and feedback from learners and CITI institutional administrators. Please [share comments, questions, and feedback](#) with the CITI Support team regarding the Support Center.

## Support Center



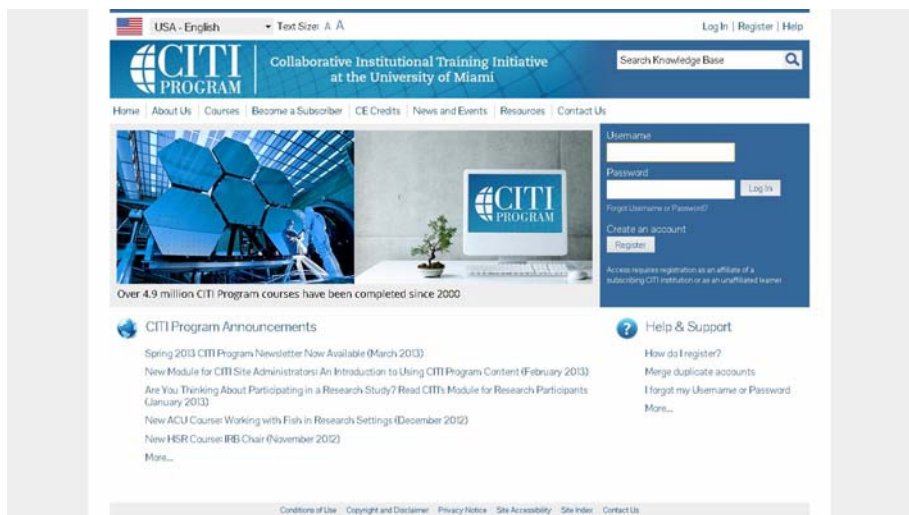
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### How do I enroll in a CITI course for the first time?

Last Updated: May 20, 2015 11:19AM EDT

#### CITI Program New Learner Account Registration

Go to [www.citiprogram.org](http://www.citiprogram.org) and click on the "Register" button located in the blue log in box to the right of the homepage.



The next steps are

numbered 1-7. These steps will collect information to register your account and place you in the correct course based on your institutional settings.

**Step 1** Choose a participating institution from the search box. All active institutions are listed. This includes the VA sites, The DoE institutions, HANC affiliates, Canadian institutions, Indian institutions, and Korean based institutions.

## Contact Us



Email Us  
[citisupport@med.miami.edu](mailto:citisupport@med.miami.edu)




Call Us  
1-305-243-7970

## Hours of Operation

Monday through Friday  
Phone and Email Support:  
8:30am - 7:30pm Eastern

[More Info](#)


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**CITI - Learner Registration**

Steps: **1** 2 3 4 5 6 7

\* indicates a required field.

**\* Select Your Organization Affiliation**

Search for organization: Enter full or partial name  Can't find your institution? It may use Single Sign On. Check here.

Affiliate as an Independent Learner. Use this option if you are not affiliated with a participating organization or require content that your organization does not provide. (Fees apply)

Continue to Step 2
Reset Form

After selecting your institution click Continue to Step 2.

**Step 2** requests that you enter your first and last name along with your email address.

Please enter your name here as you would like it to appear on your completion report received at the end of the course.

Ensure you use an email address that you can access so you can complete the registration process by verifying the email.

You can use any email address to register but we recommend not using your institutional email. The account belongs to you, the learner, and if you leave the institution you will still have access to the account if you use a non institutional email. This means you can keep the same account and transfer credit if you affiliate with a new institution.

**CITI - Learner Registration**

Steps: 1 **2** 3 4 5 6 7

**Personal Information**

\* indicates a required field.

<small>* First Name</small> <input type="text"/>	<small>* Last Name</small> <input type="text"/>
<small>* Email Address</small> <input type="text"/>	<small>* Verify email address</small> <input type="text"/>

We urge you to provide a second email address, if you have one, in case messages are blocked or you lose the ability to access the first one. If you forget your username or password, you can recover that information using either email address.

<small>Secondary email address</small> <input type="text"/>	<small>Verify secondary email address</small> <input type="text"/>
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Continue to Step 3

While not required, we do encourage entering a secondary email address. It will assist in the recovery of your account if you forget your username or password and no longer have access to your primary email address.

**At Step 3** you will choose a username and password for your account. Please follow the on screen instructions for the expected parameters of each field. Passwords are case sensitive.

During this step you will also select and answer a security question. This question will be used to assist in the recovery of your account if you have forgotten your username or password. Please select a question that is applicable to you and you can comfortably answer for the tech support team.

Steps: 1 2 3 4 5 6 7

Create your Username and Password

\* indicates a required field.

Your username should consist of 4 to 50 characters. Your username is not case sensitive; "A12B34CD" is the same as "a12b34cd". Once created, your username will be part of the completion report.

\* User Name

Your password should consist of 8 to 50 characters. Your password IS case sensitive; "A12B34CD" is not the same as "a12b34cd".

\* Password

\* Verify Password

Please choose a security question and provide an answer that you will remember. **NOTE: If you forget your login information, you will have to provide this answer to the security question in order to access your account.**

\* Security Question

\* Security Answer

Continue to Step 4

**Step 4** collects demographic information. All information provided is voluntary. Use the blue information question marks for more information on specific categories.

Steps: 1 2 3 4 5 6 7

Gender, Ethnicity and Race

Why does CITI Program ask about your gender, race and ethnicity? ⓘ

Why does CITI Program use these categories? ⓘ

Why does CITI Program ask about your gender? ⓘ

\* indicates a required field.

\* Your Gender Is:

- Male
- Female
- I would rather not disclose

\* Your Ethnicity Is: (You may choose only one)

- Hispanic or Latino ⓘ
- Not Hispanic or Latino
- I would rather not disclose

\* Your Race Is: (You may choose more than one)

- American Indian or Alaska Native ⓘ

Professionals seeking credit for CITI Program courses can make their selection for Continuing Education credits during **Step 5**.

Steps: 1 2 3 4 **5** 6 7

\* indicates a required field.

**\* Are you interested in the option of receiving Continuing Education Unit (CEU) credit for completed CITI Program courses?**

CITI is pleased to offer CE credits and units for purchase to learners qualifying for CE eligibility while concurrently meeting their institutions training requirements.

CE credits/units for physicians, psychologists, nurses, social workers and other professions allowed to use AMA PRA Category 1 credits for re-certification are available for most CITI courses – please see "Course List" link under the "CE Credits" tab on login page for details.

Please register your interest for CE credits below by checking the "YES" or "NO" dots, and, when applicable, types of credits you wish to earn at bottom of page. Please read texts entered for each option carefully.

**Yes**

At the start of your course, you will be prompted to click on a "CE Information" page link located at the top of your grade book and to VIEW and ACKNOWLEDGE accreditation and credit designation statements, learning objectives, faculty disclosures, types, number and costs of credits available for your course.

Yes

**No**

The CE functionality will not be activated for your course. Credits and units will therefore not be available to you for purchase after you start your course. You can change your preference to "YES" before such time however by clicking on the "CE Credit Status" tab located at the top of your grad book page.

No

This step is where you can also let us know your interest in participating in research surveys at a later date.

**Step 6** is institutional specific. Each institution determines the fields listed on this page and what information is required or optional. Some institutions request very specific information such as a employee ID number or campus name. Any questions regarding the fields on this page should be directed to your institution CITI Program administrator.

Steps: 1 2 3 4 5 **6** 7

**Please provide the following information requested by DEMO**

\* indicates a required field.

Language Preference

English

\* Institutional email address

citi@demo.org

\* Highest degree

BSN

\* Job Title

Help Desk

\* Department

Help Desk

\* What is your role in research?

Other

\* Address Field 1

123 Main Street

Address Field 2

Address Field 3

\* City

Miami

\* State

The questions in **Step 7** enroll you in CITI Program courses. These questions are set up based on the institutional specific courses. Please read each question carefully to ensure you are enrolled in the correct course.

Steps: 1 2 3 4 5 6 **7**

\* indicates a required field.

\* Welcome to the CITI Program DEMO. Through a series of response driven questions you may review the courses and modules currently offered by the CITI Program.

[Contact Us](#) for more information.

Choose all that apply

- I would like to review the Animal Care and Use (ACU) courses.
- I would like to review the Conflicts of Interest (COI) course.
- I would like to review the Good Clinical Practice (GCP) courses.
- I would like to review the Human Subjects Research (HSR) courses.
- I would like to review the Information Privacy and Security (IPS) courses.
- I would like to review the IRB Chair course.
- I would like to review the Responsible Conduct of Research (RCR) courses.
- I would like to review the Biosafety and Biosecurity (BSS) courses.
- I would like to review the Export Control (EC) course.
- I would like to review the International Modules, designed for an international audience, which are available in English, Spanish, Portuguese, Chinese, and French.

[Next](#)

After selecting your courses you are given the opportunity to enroll with another institution if needed. If your registration is complete, click on Finalize Registration.

**Your learner account registration is complete.**

You will now be able to access the Main Menu of your account.

Click on the course name to begin the course. If you need to change your course registration, click on Add a Course or Update Learner Group.

The screenshot shows the CITI Program user interface. At the top, there is a navigation bar with the CITI PROGRAM logo, the text "Collaborative Institutional Training Initiative at the University of Miami", and a "Search Knowledge Base" button. Below the navigation bar is a menu with links for "Main Menu", "My Profiles", "CE Credit Status", "My Reports", and "Support". The main content area displays a green checkmark icon and the message "Your registration has been completed successfully." Below this, there is a section titled "DEMO Courses" which contains a table with the following data:

Course	Status	Completion Report	Survey
<a href="#">DEMO - U.S. Export Control Regulations</a>	Not Started	N/A	

Below the table, there is a section titled "My Learner Tools for DEMO" with the following links:

- [Add a Course or Update Learner Groups](#)
- [View Previously Completed Coursework](#)
- [Update Institution Profile](#)
- [View Instructions page](#)
- [Remove Affiliation](#)

At the bottom of the screenshot, there is a blue button with the text "Click here to affiliate with another institution".

For further assistance, you may want to see our [Guide to CITI Navigation](#).