

Troubleshooting

- The website functions best in the Google Chrome internet browser. We have seen some users with Internet Explorer having difficulty performing certain tasks and seeing certain icons to click.
- If you *also* have an account in the ASHI LearningBuilder system, the sites may overlap. The ABHI portal/website is: <https://abhi.learningbuilder.com> . The logos in the top left will identify what site you are in. There will be no functionality for your ABHI certification account in the ASHI site, and vice versa.

FAQs

What is a Learning Plan?

A Learning Plan is a title given to your personal file in the LearningBuilder website. You can think of it like an application, or virtual file, that you can add and accumulate CE credits within.

How many credits do I have?

You can determine how many credits you have and need to complete your three (3) year cycle by viewing your Learning Plan. A current Learning Plan for active certificants is maintained in the CE Center and includes information regarding how many credits you have, how many you need to complete and by what date the credits must be completed.

Can I add credits to my learning plan at any time, or just my recertification year?

You can add credits to your learning plan at any time during your 3-year certification period.

How can I update my Learning Plan?

You can update your Learning Plan, by logging into to your personal record at <https://abhi.learningbuilder.com> and clicking on "My Learning Plan." To add activities click on the blue "Add Activity" button for each type of activity. If you have multiple documents for one activity, please merge/zip your documents into one comprehensive document for upload. If you have questions about how to upload an activity to your learning plan, while you are in the process, click on the "?" icon for instruction.

How long do I have to keep paper records on file for in my office?

Certificants must maintain all certificates of attendance, grade transcript or other proof of completion of activities for 3 years.

How many credits do I need to recertify?

This depends on your certification:

- CHA & CHT: 6.0 CEC (60 contact hours) per 3 year period
- CHS: 8.0 CEC (80 contact hours) per 3 year period
- Diplomate: 15.0 CEC (150 contact hours) per 3 year period

If I hold dual certification (i.e. CHT and CHS) do I have to pay and renew for both?

NO – you only have to pay and renew once, for the higher level of certification.

What do I do if I have been audited?

ABHI audits learning plans on a random schedule once a certificant has recently submitted activities for approval. If your learning plan has been audited you will receive an email that advises you of your status. Once you receive the audit message, you can check your learning plan to determine what activities may need further documentation.

If the above solutions do not work for you, please call 856-380-6814 and we will be happy to assist.