

Instructions for participants seeking contact hours

Following is the procedure for program participants seeking nursing continuing education contact hours, or other continuing education for which the professional requires a certificate of completion.

Personal data will be gathered through an online platform. Participants need to have a profile created on IWCC's web site, iwcc.augusoft.net, in order to receive continuing education credit.

1. [Click this link to the profile creation page at iwcc.augusoft.net](#). You will select *Student Profile (single user)* and click *Submit*.
2. Follow the steps to complete all the information required. Any incomplete or incorrect information may void your request. You must use a valid email address. You will know you have successfully created a profile as you will receive an automated email.
 - **Please note:** You might already have a profile on this site that may have been created in conjunction with a previous program you attended—either with this co-sponsor or another—and it may have been created by IWCC staff. If you attempt to create a profile but encounter a message that your email address is already in use, you will need to reset your password.
 - **To reset your** password, [click this link](#) and follow all steps. Your user name should be the same as your email address. Once you receive the email to reset your password, follow the steps to reset your password and log in.
3. Once you are logged in, return to these instructions and click on this link to your program, *Emotional Intelligence 9/22/2022*:
https://iwcc.augusoft.net/index.cfm?method=ClassInfo.ClassInformation&int_class_id=7937&int_category_id=4&int_sub_category_id=59&int_catalog_id=0
 - This is a private link, which means you will not be able to search on the site for the appropriate program.
4. Click *Add to Cart*.
5. Click *View Cart* in the right corner of the dark blue bar.
6. Proceed to check out similar to any other online transaction.
7. When you've successfully completed the process, you'll get an email confirmation.
These steps must be completed before 9/29/2022, or you risk a \$10 processing fee.

Certificates of Completion

A certificate of completion will be emailed to you by IWCC **after your successful attendance has been verified by Hillcrest Health Services**. These will not be available immediately after your registration for contact hours or immediately after the program ends. This may take several days and as long as three weeks, depending on the time allowed by the co-sponsor. Please keep alternate documentation of the program for which you are seeking contact hours until you receive the email containing your certificate of completion.

If you have any questions or problems with the online process, please contact [Iowa Western Community College](#).