



Frequently Asked Questions

General Information

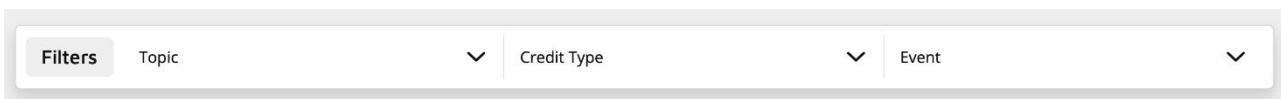
1. How do I find a specific presentation?

Use either **Search** or **Filters** to find what you're looking for:

- **Search:** Simply type a keyword, title (or part of a title), or faculty name into the **Search** box at the top of the screen.



- **Filter:** Use **Filters** to narrow down content by Topic, Credit Type, or Event. **Filters** can be found at the top of the Videos, Collections, and Events pages, and on the Search results screen.



2. Does ACC Anywhere include all sessions from ACC's annual meetings?

ACC Anywhere includes most of the sessions from ACC's recent annual meetings. Examples of sessions that are **excluded** are Clinical Spotlights, Oral and Poster Contributions, Live Cases, and sessions from the Heart 2 Heart Stage, Industry-Expert Theater, Innovation Stage, Learning Destinations, and Engage Stage.

3. How can I access presentation slides?

Click the **Download Slides** button under the video. Please note: If the **Download Slides** button is not visible, slides are not available to download for that video.

March 2023

Translating New Guidelines, AUC, and Evidence into Clinical Practice

[Download Slides](#)

Multiple Presenters 10

CNE CPE CME MOC AAPA ABP MOC



4. What is a Collection?

A **Collection** is a group of related presentations or videos. Think of it as a "session" from ACC's annual meeting.

5. How long do I have access to ACC Anywhere?

Your purchase gives you access for **one year**. Please be sure to claim credit before your subscription expires.

6. How long will each presentation be available in ACC Anywhere?

In general, videos will be available for 1-2 years. The expiration date of each video is prominently displayed. Once a presentation expires, it will no longer be accessible, so please keep expiration dates in mind as you plan your watch time.

7. I still need help. Who do I contact?

You can contact membercare@my.acc.org or call us at 800-253-4636. Support Hours are 9:00 a.m. – 5:00 p.m. ET.

ACC ANYWHERE

THE CARDIOLOGY VIDEO LIBRARY



Technical Support

8. What are the technical requirements for watching videos on ACC Anywhere?

You need an internet connection and a web or mobile browser. For the best viewing experience, we recommend that you use the latest version of a supported internet browser, including **Google Chrome**, **Firefox** and **Safari**. You can also view the product via a web browser on your mobile iOS or Android device.

9. What type of internet connection should I use?

For the best viewing experience, we recommend broadband internet, Wi-Fi, or a cellular data connection with a good signal.

10. What should I do if a video will not load?

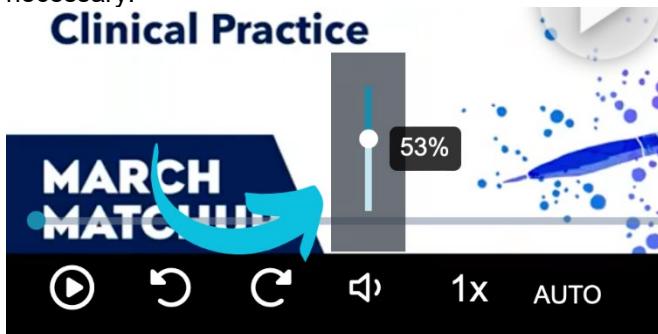
To troubleshoot video issues, try the following:

- Ensure that you have an internet or data connection with a good signal
- Clear your browser's cache and cookies
- Check any pop-up blockers that may affect video playback
- Reload the webpage
- Use a different web browser

11. Why can't I hear audio?

To troubleshoot audio issues, check the following:

- Speakers or a headset are connected
- Volume controls on your computer or device:
 - **Browser tab:** Look for a mute icon on the browser tab. Right click on the browser tab to unmute. This feature may not work correctly in incognito or private mode.
 - **Video player volume:** Look for the volume icon at the bottom of the video player and adjust, as necessary.



- **Computer or device volume:** From settings, adjust the volume slider and confirm that mute is not selected.
- **External computer speakers** (optional): Your speakers may have a volume control dial or knob that you can use to increase or decrease the volume level.

12. I need additional technical support. What do I do?

You can contact membercare@my.acc.org or call us at 800-253-4636. Support Hours are 9:00 a.m. – 5:00 p.m. ET.

ACC ANYWHERE

THE CARDIOLOGY VIDEO LIBRARY



Claiming Credit

13. How do I claim credit?

To claim credit, click on **Credit** from the menu at the top of the screen. On the Credit page, you can see how much time you've spent watching videos and you can claim credit whenever you're ready. Please keep the following in mind:

- You may claim credit for ACC Anywhere multiple times, up to the maximum amount offered.
- The first time you claim credit each calendar year, you will be asked to complete a brief evaluation.
- Use the watch time from the chart to guide how much credit to claim.
- Credit and watch time will reset each year in early January so you can start fresh; therefore, please be sure to claim credit by December 31 of each calendar year to avoid losing credit.

Credit & Watch Time for 2023

We're keeping track of the time you spend in ACC Anywhere to make it easier for you to claim credit.

Credit Information

- You may claim credit for ACC Anywhere multiple times, up to the maximum amount offered.
- Please note: Each claim will be displayed on your transcript as an individual claim/certificate.
- Credit and watch time will reset each year in early January so you can start fresh.

Credit Type	My Watch Time	Maximum Credit Available
CNE	0	100
CPE	0	100
CME	0	100
MOC	0	100
AAPA	0	100
ABP MOC	0	100
IPCE	0	90

1h = 1 Credit

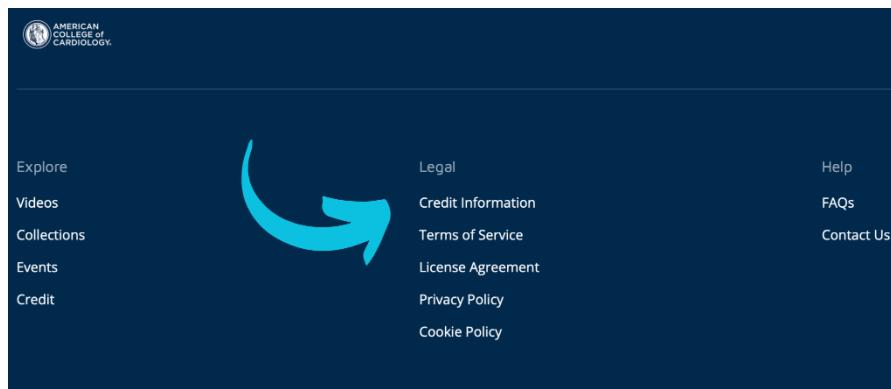
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[View the full list of disclosures for ACC Anywhere](#) [View Disclosures](#)

[Claim Credit](#)

14. Where can I find additional information about credit?

A PDF of the Credit Information, Terms of Service and License Agreement is available for your review on the Credit page or in the footer.



15. Where can I view planner and faculty disclosures?

Disclosures can be found by clicking the **View Disclosures** button on the Credit page or from the footer.

1h = 1 Credit

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[View the full list of disclosures for ACC Anywhere](#)

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16. Will credit for ACC Anywhere appear on my ACC.org transcript?

Yes, your credit will appear on your transcript the same day that you claim credit. Please note: Each claim will be displayed on your transcript as an individual claim/certificate.

17. I need more credit claiming help. Who should I contact for assistance?

You can contact membercare@my.acc.org or call us at 800-253-4636. Support Hours are 9:00 a.m. – 5:00 p.m. ET.