

Allevant Client Applications FAQs

General

Q: How do I reset my password?

A: Navigate to the Allevant Applications page and click on the Profile Management button.

Q: I just logged in for the first time and changed my password, but I can't access documents or education modules. What's wrong?

A: Nothing is wrong. The Allevant Virtual Campus cycles nightly, so new users are not able to access content until one overnight cycle is completed after an administrative user adds you into the system. You should be able to access the documents and education content tomorrow.

Q: How do I get back to the Allevant Applications page?

A: Click on the Allevant logo on the top of the page or the home link located at bottom.

Allevant Virtual Campus (AVC)

Q: Do I have to complete all of the courses listed under My Courses?

A: Your system administrator will tell you which courses listed you are required to complete and when to have them completed by.

Q: Why doesn't my browser back button take me to the previous page?

A: You must use the navigation buttons and links within the Allevant Virtual Campus and not your browser navigation as it produces unpredictable results.

Q: I have had a change to my email address (which is my Allevant Virtual Campus user ID). How do I get the training history linked to my previous Email Address associated with my new Email Address (User ID)?

A: If a user changes his/her User ID (Email Address) the user's training history can be associated with the new user record (Email Address) by contacting Allevant Help Desk and requesting a training history merge.

Q: I had to answer a call light while I was working on an education module. When I came back, my progress wasn't saved.

A: If you "X"-out of a course, your progress will not be saved. If you use the "EXIT" button in the course, your progress will be saved.

Vantage (Data Entry Users)

Q: What fields are required when I am entering patient data?

A: Required fields are indicated with an asterisk as well as noted in the end-user and system administration documentation.

Q: Why don't the Vantage menu items take me anywhere?

A: Certain functions will be available to you as functionality is rolled out to your facility and training is underway.