

CITI Financial Conflicts of Interest Refresher Training Instructions

I. Getting Started

1. Log into citiprogram.org using your current username and password
2. Under *Institutional Courses*, click *View Courses*
3. Under *Learner Tools for Harvard Pilgrim Health Care*, click *Add a Course*

II. Accessing the COI Training

These instructions guide you step by step through the questions that you will see on the CITI website. **Our instructions are bolded. Answer the questions as outlined below.**

1. What courses are you interested in taking through the CITI Program?
Select *Conflicts of Interest (COI)*

What courses are you interested in taking through the CITI Program?

This question is required. Choose all that apply.

- ☒ Conflicts of Interest (COI)
- ☐ Responsible Conduct of Research (RCR)
- ☐ Human Subjects
- ☐ US Export Control
- ☐ Good Clinical Practice

Start Over

Next

Click Next

2. Are you here today to take the basic or refresher course?
Select *Option 2 – Refresher Course*.

Are you here today to take the basic or refresher course?

Choose one answer.

- ☐ If this is your first time taking a CITI COI course at Harvard Pilgrim Health Care you will need a **Basic Course**
- ☒ If you have previously completed a CITI COI course at Harvard Pilgrim Health Care, you can take a **Refresher Course**

Start Over

Next

Click Next

3. You are enrolled! Click ***View Courses*** to begin your training.

✓ Your registration has been completed successfully.

Institutional Courses

Institutional Courses are available to learners who have an affiliation with one or more subscribing institutions. If an institution with which you are affiliated is not listed, you may want to [add an affiliation](#). If you are no longer associated with a listed institution, you may want to [remove an affiliation](#).

Harvard Pilgrim Health Care

View Courses

Would you like to affiliate with another Institution?

Add Affiliation

Would you like to remove an existing affiliation?

Remove Affiliation

III. When does the training need to be completed?

The training should be completed on or before your refresher due date.

IV. How long will this take to complete?

It will take 15-20 minutes to complete the COI module. This module is web based and may be completed remotely. Exit and Re-enter the course at any time with your username and password. Any completed work will automatically be saved.

V. What happens if I do not receive a passing score?

The minimum passing score is set at 80%. If you do not pass, you may repeat any quiz in which you did not receive 100%.

VI. When I have completed the COI Module for my assigned Learner Group, what do I do?

When you complete the program, you should save a copy of your Course Completion Record for your own records.

If you have additional questions or need further assistance, please contact Alice Wadley, Training Coordinator at alice_wadley@harvardpilgrim.org or by telephone: 617-867-4577.