We know the site has a lot of functionality behind it, so we have provided this guide to help you through the process of learning the site so you have the tools you need to use it effectively and confidently.

As always, Platinum Educational Group provides exceptional customer service along with this guide. We are ready to help you whenever or wherever you need it by phone or email. We also provide ongoing live help webinars for you or your group. Do not hesitate to call us if you are unable to find the answers, we will be happy to take care of any questions you may have!

**Phone:** 616.818.7877  
**Help requests:** [https://platinumed.zendesk.com/anonymous_requests/new](https://platinumed.zendesk.com/anonymous_requests/new)

To provide you with our very best customer service, we always welcome any comments or feedback you can provide to improve the PlatinumEd.com site(s) and/or its functionality and usefulness to you.

Sincerely,  
Doug Smith & Thomas Gottschalk  
Platinum Educational Group
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PLATINUMED.COM LOG IN/SIGN UP
To login, go to the Platinumed.com homepage and click on the Login button on the top right header.

If you already have a login for EMSTesting.com or PlatinumPlanner.com use that to login in the PlatinumEd Sign In area.

If you do not have an account, go to the bottom of the PlatinumEd Sign In and look for the create account button.

Enter your name, email address, password, and relevant contact information. You will use the email address and password you enter here as your login.
Course Code (Optional): If your school or instructor has provided you with a Course Code, please enter it here. This will automatically submit your enrollment request for this course upon account validation.

Select the CAPTCHA I'm not a robot checkbox at the bottom, and then click the Create Account button.

You will be sent a confirmation email. Open that email and click on the Activate your new account button to verify your email address.
TERMS AND CONDITIONS

Reading the terms and conditions is important. It outlines some of the things you can and cannot use the website for, and may answer potential future questions.

Select I Agree at the bottom of the page and click the Submit button to move forward in the sign-up process.

You will then be directed to your my.platinumed.com Dashboard.

If you did not enter a Course Code:

Click ENROLL NOW to enroll in your school and course.

Search for your School and Course in the dropdown.

Course Code (Optional): If you have a Course Code from your school or instructor, click the "Click here if you have been given a Course Code from your school" link at the top of the page. Once you enter the code, you
will automatically be submitted in your course. You can skip selecting your profession, school or course on this page if you have a course code.

Select your **Profession** and your **School** from the dropdowns. You will see the available courses show in the **Select a Course** dropdown.

**Note:** If your course is not listed you will not be able to complete the registration at this time. Please contact your school if this occurs.

**Note:** Students who would like to begin using EMStesting.com but do not have a school affiliation may enroll in our virtual courses/classes. To be qualified to join Platinum Select you must either be finished with your initial training or already be licensed and seeking to take the NREMT certification exam. Get more information by emailing https://platinumed.zendesk.com.

If you are a student not part of a school, click the “I am not affiliated with a school” checkbox to proceed.

Click the **Signup** button.

**Please Note:** If you need to change your Profession, School or Course click the delete link to reset your enrollment.

Once you have submitted your request, you will see the message above letting you know your status.

**PAYING FOR A COURSE**

**Note:** Fees will be due after you have been accepted into a course. The fees listed may change and are dependent on the contract your school may have with Platinum Educational Group.

If you have been accepted by your school and your school has not paid for your enrollment in the class, your status will change to Accepted (Pending Payment).
Click the **Complete My Registration** button to proceed.

Choose the **Product** you are purchasing and enter either your **Access Card number** or **Credit Card number** and click **Submit** to pay for your course.

**Note:** If you purchased an access card online, through a bookstore, or received an access card along with your book please do not use a credit card below as your credit card will not be eligible for a refund should you find your access card afterward.

**MY.PLATINUMED.COM DASHBOARD**

You will then be logged in and brought to the **my.platinumed.com** dashboard.
You will see a role link under EMSTesting if you are an EMS student and signed up for testing. You will see a role link under PlatinumTests if you are a Nursing student and signed up for testing.

You will see a role link under PlatinumPlanner if you signed up for scheduling, skill tracking and reporting.

Your next step is to enroll into a class, click the **Enroll** link on your dashboard.

**ENROLL INTO A CLASS**
Click the **Enroll in a Class** toggle on the top of the page and choose your class from the list.

Click the **Signup** button to sign up for the class. If you do not see your class right away, your instructor may need to approve your class request if they are choosing to not auto-enroll students into the class.

**Note:** If your class is not listed, please contact your instructor.

**ATTENDANCE TRACKING**
As a student, if your school enabled the attendance tracking features you will see a **Check In** callout at the top of your student dashboard.

Your instructor will use these attendance features to let them know that you attended an event. The event is any Test, Classes or Opportunities you are currently signed up for in your School.

**Please Note:** You will also see a notification from your browser asking to share your location, please click “allow” to share your location with your Instructor.
This callout shows that you have 1 class ready for check-in. Click **Check In**.

You will see your current class listing come up with a green check in button. Click the **Check-in** button for your class when you are attending it.

A check-in dialog will come up with the information for the event. Click the red **Check-in** button.

Your dashboard callout will now show that you have 1 item ready for Check-Out. Click the **Check-Out** button when you are done with the event.

Click on the yellow **Check-out** button. A dialog will come up with optional comments you can send to your instructor if needed. Click the red **Check Out** button to check out.