

Guide to Shopping PeriFACTS

How to purchase continuing education inside the PeriFACTS learning management system

PLEASE NOTE: If you had an account in our previous store, your login will **NOT** work in our LMS or new store. You **MUST** have a learning management system (LMS) account or register for a new LMS account.

New Accounts

Visit our [website](#) to browse our offerings or shop our new online storefront.

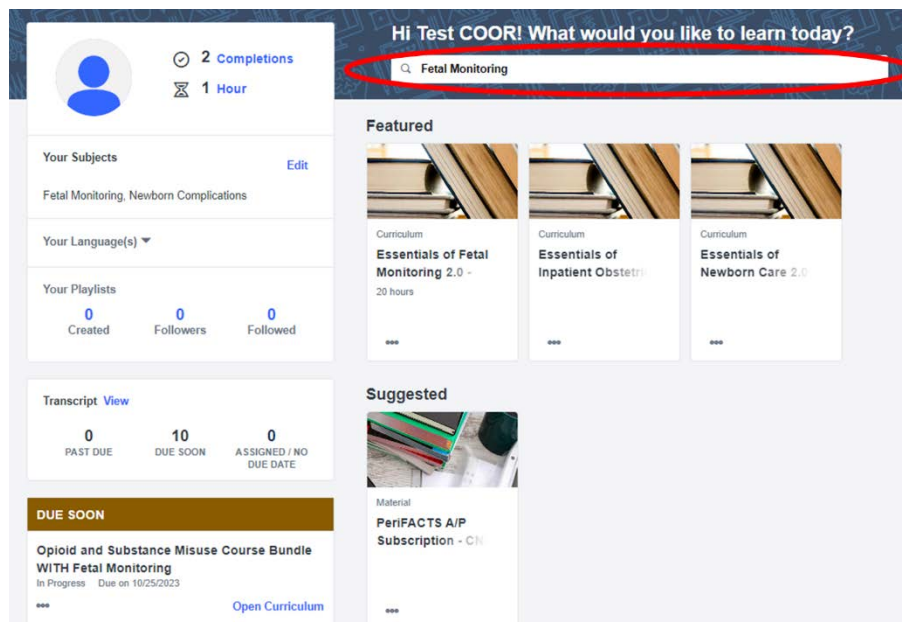
You need to purchase an item in our learning management system (LMS) in order to register for a LMS account.

Existing (Active) Accounts

Log into your PeriFACTS account and search using the Learner Home page or the search bar.

Link to login: <https://rochester.csod.com/client/Rochester/perifacts.aspx>

Learner Home page and Learning Search:



See our Learner Home guide located under the Resources tab for more information on using the Learner Home page.

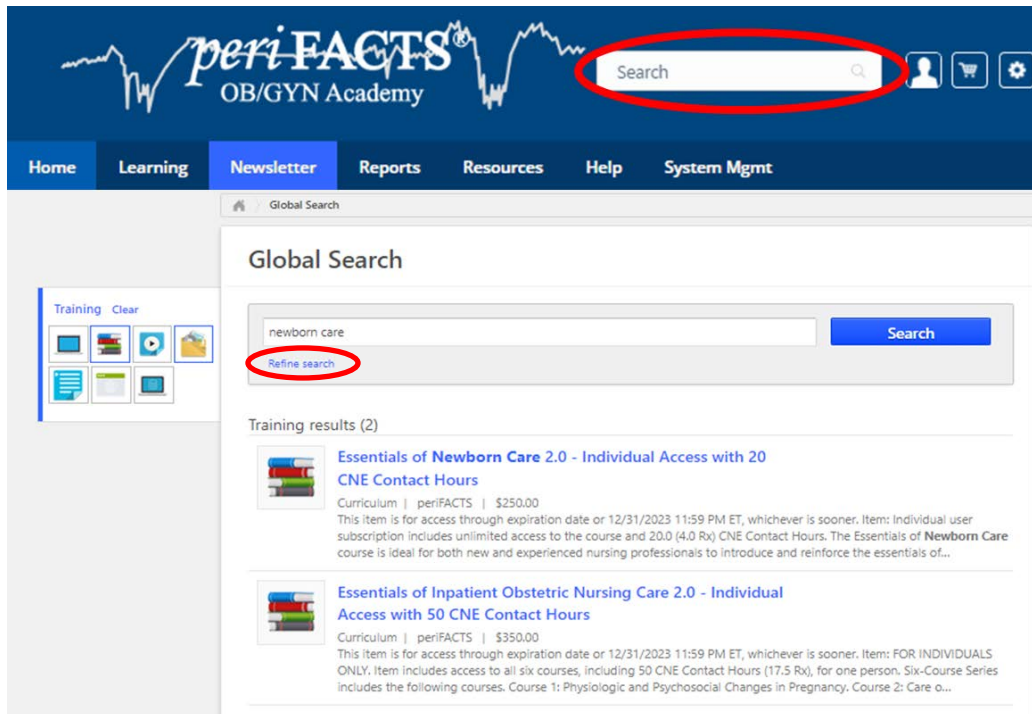
Use the Learning Search bar located on the Learner Home page to search for programs available for purchase.

Guide to Shopping PeriFACTS

Global Search – RECOMMENDED FOR SEARCHING IN THE LMS


Use the search bar located on the upper right-hand corner of the LMS to search for programs available to your account to purchase using the global search function.

Global Search:



Global Search and Learner Home Learning Search allow you to filter or refine search the results to enhance browsing our catalog of items available for purchase inside our LMS. See each search function for more information on the filtering options available to you as the learner.

Shopping Cart

The shopping cart is located in the upper right-hand corner of the LMS. Click on the shopping cart icon to view your shopping cart. 

The shopping cart allows you manage your purchases and apply an access code or coupon code, if applicable, before checking out.

Follow the instructions on the shopping cart page to proceed to checkout and purchase any items available to you in the LMS. All purchases made inside the LMS are available immediately upon successful purchase.

Guide to Shopping PeriFACTS

All purchases for \$0.01 or greater require a credit card for checkout. Our LMS currently accepts Visa, MasterCard or Discover credit cards. We do not accept American Express. If your credit card is declined, please double-check the credit card number, CVV, expiration date, and billing zip code are correct. You may need to contact your credit card company or bank to pre-approve the purchase.

Once your purchase is complete, you will have access to the item on your learning transcript immediately. You will receive an email with a receipt for any credit card purchase made inside our LMS. If your purchase was free of charge or discounted to \$0.00, you will not receive a receipt email.

Group Purchases

If you purchase an item for Group Access or Subscription inside our LMS, **you will receive access to the program immediately inside your account or within 24 hours for subscribers. You will also be contacted within 2 business days with instructions on how your group can access the program separately.**

All group access purchases require additional time for your group to access the purchase in order for our team to setup self-registration and custom access for your group. **Please allow a full 2 business days to receive a separate email with your custom group access instructions.** If you do not receive a separate email after 2 business days, please [contact us](#).

All group programs expire at the end of the calendar year it was originally purchased at 11:59 PM ET. See our full [Terms and Conditions Policy](#) for more details.

FAQs

I have an account but I can't log in?

Visit our learning management system (LMS) [log in page](#) and click the 'Forgot Password?' link to reset your password. Please allow up to 5 minutes to receive your password reset email. You may need to check your Junk or SPAM folder for our emails.

I have an account but it says it doesn't exist?

If your email address does not exist in our system, you will need to complete a purchase to create a new account. If your email address is associated with an account in our LMS, visit LMS [log in page](#) and click the 'Forgot Password?' link to reset your password. Please allow up to 5 minutes to receive your password reset email. You may need to check your Junk or SPAM folder for our emails. If you believe you have an active purchase and need help logging in, [contact periFACTS](#).

I tried to register and it says my email address is associated with another account?

[Contact periFACTS](#) to request your email address be released so you can create a new account.

I can't find the item I am looking for?

Visit our website for all programs available for purchase. If you cannot find what you are looking for, [contact periFACTS](#) for additional assistance.

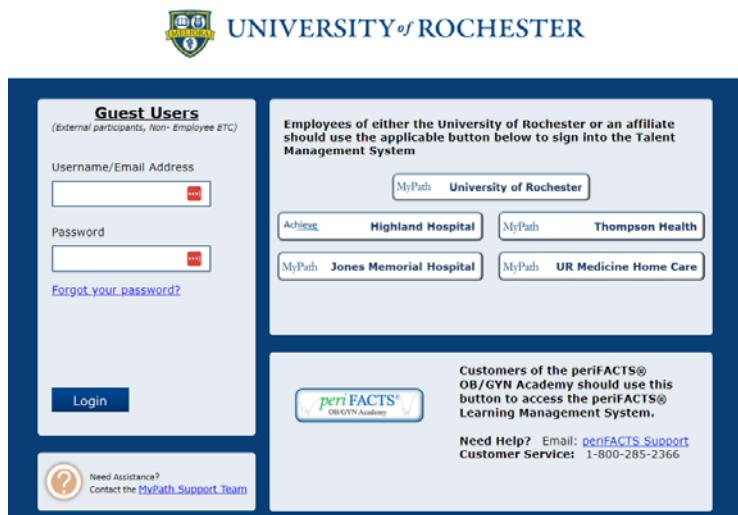
Guide to Shopping PeriFACTS

I was browsing the store and when I tried to log in I was redirected to a login page?


Our LMS is shared with the University of Rochester (UR). If you see the UR login page, please click on the PeriFACTS button to log into your PeriFACTS account to continue shopping. If you come across this UR login page often, you can clear your browser's cache and cookies to prevent this in the future.

If you land on the UR login page after clicking a direct link to a specific item or program, double-check your link is complete. If you continue to encounter the same page, visit our [website](#) for the most up-to-date item link(s) or [contact periFACTS](#) for assistance.

Sample UR Login Page:

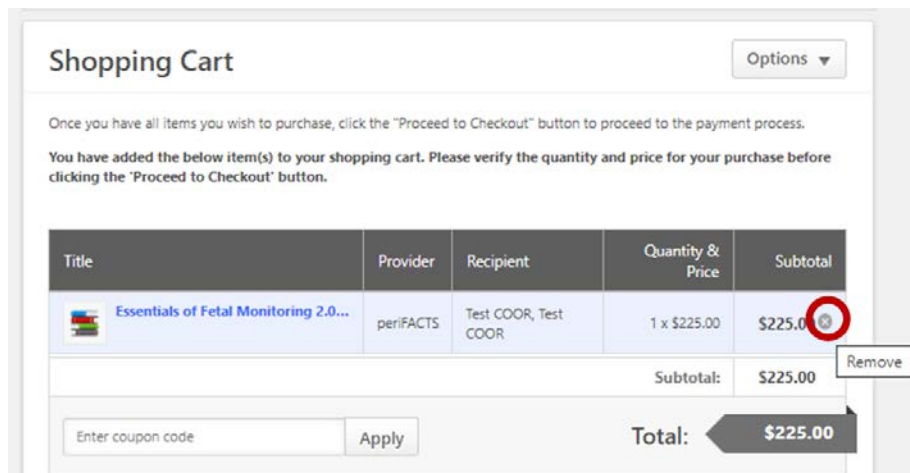


Where is my shopping cart?

The shopping cart is located in the upper right-hand corner of the LMS. Click on the shopping cart and icon. 


I added an item to my cart and I want to remove it. How do I remove an item form my cart?

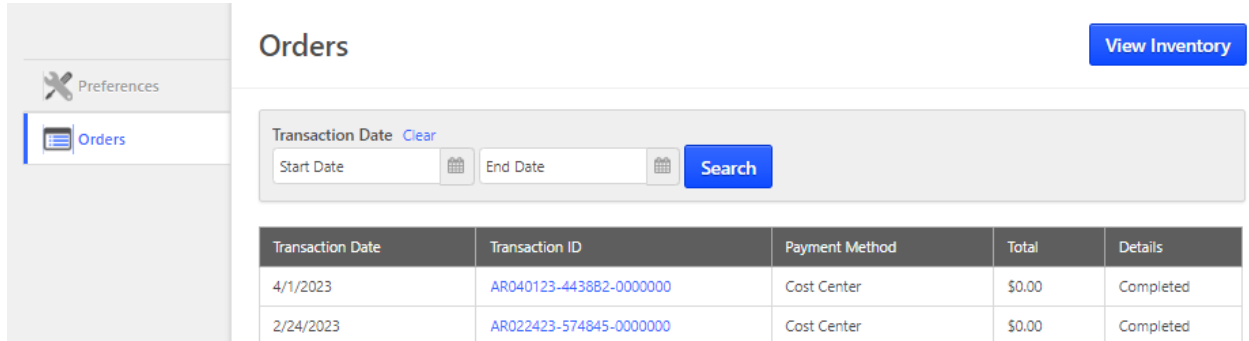
Go to your shopping cart and click the gray "x" next to the price of the item to remove it from your cart.



Guide to Shopping PeriFACTS

Where can I find my past orders?

Your order history is located under the basic settings in the upper right-hand corner of the LMS. Click on the basic settings icon  and select My Account.



Orders [View Inventory](#)

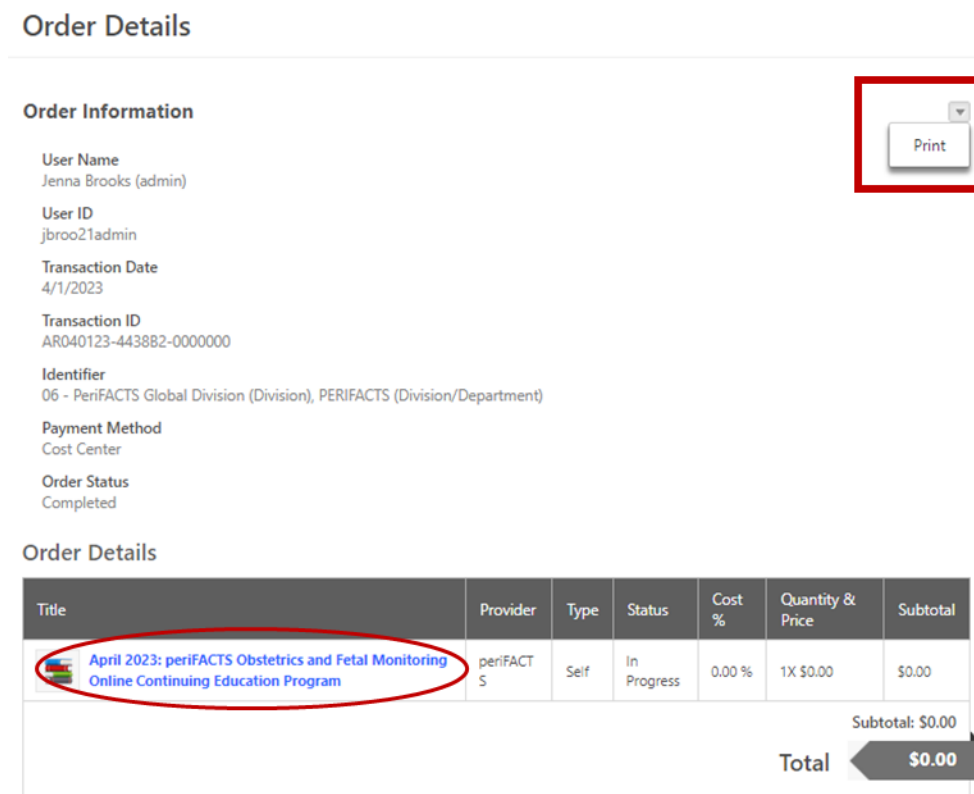
Transaction Date [Clear](#)

Start Date End Date [Search](#)

Transaction Date	Transaction ID	Payment Method	Total	Details
4/1/2023	AR040123-443882-0000000	Cost Center	\$0.00	Completed
2/24/2023	AR022423-574845-0000000	Cost Center	\$0.00	Completed

Here you will find any paid orders on your transcript and all enrollments made automatically based on your purchases, including the PeriFACTS Subscription.

Click on the **Transaction ID** link to view your receipt.



Order Details

Order Information

User Name
Jenna Brooks (admin)

User ID
jbroo21admin

Transaction Date
4/1/2023

Transaction ID
[AR040123-443882-0000000](#)

Identifier
06 - PeriFACTS Global Division (Division), PERIFACTS (Division/Department)

Payment Method
Cost Center

Order Status
Completed

[Print](#)

Order Details

Title	Provider	Type	Status	Cost %	Quantity & Price	Subtotal
April 2023: periFACTS Obstetrics and Fetal Monitoring Online Continuing Education Program	periFACTS	Self	In Progress	0.00 %	1X \$0.00	\$0.00

Subtotal: \$0.00

Total **\$0.00**

You can print a copy of your receipt by clicking Print from the drop-down arrow on the transaction details page.

You can be redirected to the learning object purchased by clicking on the title link directly on your order details page.

Guide to Shopping PeriFACTS

Why is my purchase inactive or expired?

All periFACTS purchases starting 1/1/2023 and later expire at the end of the calendar year, regardless of purchase date. You must repurchase the item to access the program again in a new calendar year. See our full [Terms and Conditions Policy](#) for more details.

My account says I already have the item I am trying to purchase on my transcript?

If you encounter this message when trying to purchase a program, you may already have the item on your transcript and do not need to repurchase. Go to your Transcript page to access this program. You may need to search your active, completed or archived transcript pages to find the program.

My account or group renews by invoice, how do I use the store to pay? I received an invoice, how do I pay?

You will receive payment instructions with your invoice on how to pay online by credit card or by check.

Use our [online payment portal](#) to pay by credit card or mail a check made payable to: **UR Medicine – PeriFACTS- Box 668**.

Mail checks to:

PeriFACTS OB/GYN Academy
University of Rochester
601 Elmwood Avenue, Box 668
Rochester, NY 14642 USA