



Managing Your Subscription

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Account Management

This section includes step-by-step instructions for managing your account and subscription details for Skill.Set.Go.™.

How to Access

To access your account:

1. In a web browser, navigate to <https://ahe.org/skillsetgo>.
2. Scroll down and select “MANAGE MY SUBSCRIPTION”.

Convenient, top-notch training that closes crucial skill gaps and fuels productivity.

Our system provides teams with impactful, up-to-date learning based on national EVS training standards. Every course is developed by a team of the most experienced and respected environmental services educators in the field, ensuring your team has every opportunity to flourish and keep up with best practices.

Managers and trainers can foster and support a culture of continuous development and retain top talent. Staff in turn, can learn the fundamentals and principles of infection prevention, cleaning and disinfection while contributing to patient satisfaction.

SUBSCRIBE

PRODUCT DETAILS

SUBSCRIPTION OPTIONS

JUSTIFICATION RESOURCES

FAQS

SUBSCRIBER RESOURCES

MANAGE MY SUBSCRIPTION

LEARNER LOGIN

3. Enter your username and password, then click “LOGIN”.

American Hospital Association™
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- Help advance the health of individuals and communities.
- Access valuable health care resources.
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ACH I AHRMM AONL ASHE

ASHRM IFDHE SHSMO

Login

email@hospital.com

.....

LOGIN Forgot Password?

By clicking the "Login" button, I agree to the Terms of Use and Privacy Policy.

First time here?

CREATE AN ACCOUNT Help

Note: If it is your first time accessing your account, you may need to click “CREATE AN ACCOUNT” and follow the instructions provided on the screen.

4. If necessary, select the group you want to manage.

The screenshot shows the AHE website header with the logo and navigation menu. Below the header is a search bar and a 'Help Us Out?' section. The text reads: 'We found more than one group you can manage. Please help us pick the one you're looking for.' Below this is a table with two columns: 'ORGANIZATION' and 'GROUP'. The first row shows a group with a 'Manage' button, and the second row shows a group with an 'Expired' button.

ORGANIZATION	GROUP	
St Hypothetical Medical Center 123 Main st Chicago, IL 60606	AHE Skill.Set.Go Subscription 7/1/2024 - 7/31/2025	Manage
St Hypothetical Medical Center 123 Main st Chicago, IL 60606	AHE Skill.Set.Go Subscription 7/1/2023 - 6/30/2024	Expired

5. The “Manage My Group Subscription Benefits” page will display.

The screenshot shows the 'Manage My Group Subscription Benefits' page. It includes a notification banner, a title 'Manage My Group Subscription Benefits' with a link to manage a different group, and sections for Organization, Billing Contact, Subscription, and Seats. Below these is a 'User List' section with a search bar, filters for Assigned, Admins, Inactive, and Unassigned, and a table of users with columns for Name, Group Admin, Seat Assigned, and Actions.

Subscription Benefits Available! You can activate 2 more participants by checking the box below.

Manage My Group Subscription Benefits

(Manage a different group)

Organization
St Hypothetical Medical Center (Update)
123 Main st
Chicago, IL 60606

Billing Contact (Update)
[Redacted]@gmail.com

Subscription
AHE Skill.Set.Go Subscription
7/1/2024 - 7/31/2025

Seats
2 Unassigned [Buy More](#)
4 Assigned
6 Purchased

User List

Search: First Name or Last Name or Email or City or State Code or Zip [Search] [Reset] Assigned Admins Inactive Unassigned [Clear Options](#)

25 per page

NAME	GROUP ADMIN	SEAT ASSIGNED (4 OF 6 USED)	ACTIONS
McHenry, IL 60050 Billing Contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Chicago, IL 60605	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Overview

The “Manage My Group Subscription Benefits” page is the hub for subscription management.

Subscription Overview

This section displays an overview of your subscription:

- Organization – The facility to which your subscription is tied.
- Subscription – The active period for your subscription.
- Billing Contact – The person (name and email address) to whom AHE will direct billing inquiries and communications.
- Seats – Number of seats available for assignment (Unassigned), number of seats currently in use (Assigned), and total number of seats under subscription (Purchased).

Manage My Group Subscription Benefits [\(Manage a different group\)](#)

<p>Organization</p> <p><i>St Hypothetical Medical Center</i> (Update) 123 Main st Chicago, IL 60606</p> <p>Subscription</p> <p><i>AHE Skill.Set.Go Subscription</i> 7/1/2024 - 7/31/2025</p>	<p>Billing Contact (Update)</p> <p>██████████ ██████████@gmail.com</p> <p>Seats</p> <p>2 <i>Unassigned</i> Buy More 4 <i>Assigned</i> 6 <i>Purchased</i></p>
---	---

User List

This section displays all users managed under this subscription. The list of users can be filtered to quickly view an individual user, or a group of users with a shared characteristic (e.g. all Admins).

User List

Assigned
 Admins
 Inactive
 Unassigned

25 per page

NAME	GROUP ADMIN	SEAT ASSIGNED (4 OF 6 USED)	ACTIONS
██████████ McHenry, IL 60050 Billing Contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
██████████ Chicago, IL 60605	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
██████████ Chicago, IL 60606	<input type="checkbox"/>	<input type="checkbox"/>	
Eight Twenty Chicago, IL 60606	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Eight Twentyone Chicago, IL 60606	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Eight Twentytwo Chicago, IL 60606	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Understanding the User List

Important terms:

- Group Admin – A person responsible for creating an organizational group and assigning learners to “seats”. Group Admin will have access to their learners’ progress and will have the ability to run reports in the Learning Center.
- Seat – Having a “seat” assigned means that the user has access to the Skill.Set.Go.™ course content. Any user without a seat will be able to log in to Skill.Set.Go.™, but they will not be able to access courses.
- Billing Contact – This person will receive communications regarding the billing of this subscription from AHE.

How to Read the User List

Each user has is included in the User List. To determine their status, you can refer to the checkmarks and icons in the User List table.

The examples show how to determine user information based on the User List.

Example 1

- User is a Group Admin
- User has seat assigned (they can access the Skill.Set.Go.™ course content)
- User is listed as Billing Contact (“Billing Contact” is displayed under name)

NAME	GROUP ADMIN	SEAT ASSIGNED (4 OF 6 USED)	ACTIONS
McHenry, IL 60050 Billing Contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Example 2

- User is a Group Admin
- User *does not* have a seat assigned (they *cannot* access the Skill.Set.Go.™ course content, only the dashboard where they can monitor team members’ progress)
- User is eligible to be set as Billing Contact (dollar bill icon under the Actions column)

NAME	GROUP ADMIN	SEAT ASSIGNED (4 OF 6 USED)	ACTIONS
Chicago, IL 60605	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Example 3

- User is not a Group Admin
- User has seat assigned (they can access the Skill.Set.Go.™ course content)

NAME	GROUP ADMIN	SEAT ASSIGNED (4 OF 6 USED)	ACTIONS
Eight Twentyone Chicago, IL 60606	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Adding/Removing Users

Users can be added or removed at any time. For convenience, users can be added one at a time or in bulk.

Note: Adding a user is not the same as assigning a seat.

Add New User (Individual)

1. Navigate to the “Manage My Group Subscription Benefits” page and scroll to the bottom.
2. Under “Don’t See Your Contacts?” select “Add New User”.

Don't See Your Contacts?

If you do not see your colleagues click below to create a new user. This will automatically affiliate that person with your organization and allow you to easily apply their benefits.

[Add New User](#) [Add Multiple Users](#)

3. Search for the individual’s email address to ensure you are not creating a duplicate record.
 - a. If no record is found, enter the user’s first name, last name, and title. Click “Save & Add”.
 - b. If a record is found, click “Save & Add” to affiliate the user with your organization.

Create New User

Search by email to see if the person you are looking for is in our database. If they already exist this will allow you to easily link them to your organization.

Q newhire@hours.com [Search](#) [Reset](#)

No one found. Please add the requested information below and save as a new contact.

First Name:

Last Name:

Title:

Don't forget to assign your product subscription

After you have linked the new users to your organization make sure to apply their subscription benefits. Access is easy. All you need to do is check a box in the account management portal identifying them as a participant.

[Save & Add](#) [Cancel](#)

4. The user will now appear in the User List. *(not pictured)*

Add Multiple Users

1. Navigate to the “Manage My Group Subscription Benefits” page and scroll to the bottom.
2. Under “Don’t See Your Contacts?” select “Add Multiple Users”.

Don't See Your Contacts?

If you do not see your colleagues click below to create a new user. This will automatically affiliate that person with your organization and allow you to easily apply their benefits.

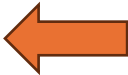
[Add New User](#) [Add Multiple Users](#)

3. The “Create Multiple Users” page will display.
4. Click the “CSV Template” link to download the spreadsheet template you will fill out to add your users.

Create Multiple Users

You have **2** seats available. Upload a spreadsheet of users to assign your seats!

Steps

Step 1: Download the [CSV Template](#) to your computer. 

Step 2: Add your users.

Step 3: Upload the template from your computer.

Step 4: Select your options.

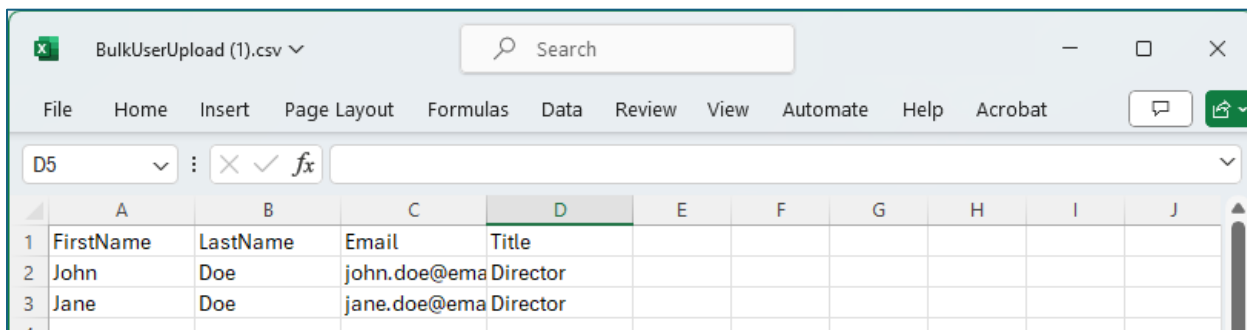
Step 5: We'll create your users and add them to your group!

Upload File

All file uploads will be limited to **100 users** and a size of **80 KB**. Please make sure you use the template provided from the link above.

Choose File No file selected.

5. Open the spreadsheet file and complete the information for each user. The users will be created exactly as you enter them, so be sure to check spelling and formatting.
6. When finished, save the file.



	A	B	C	D	E	F	G	H	I	J
1	FirstName	LastName	Email	Title						
2	John	Doe	john.doe@ema	Director						
3	Jane	Doe	jane.doe@ema	Director						

7. Return to the “Create Multiple Users” page and select “Choose File”. Select the completed spreadsheet from your files.
8. The file name will display next to the “Choose File” button. If the correct file name is displayed, select “Upload File.”

Upload File

All file uploads will be limited to **100 users** and a size of **80 KB**. Please make sure you use the template provided from the link above.

Choose File BulkUserUpload (1).csv

Upload File

9. A summary of the uploaded users will display.
 - a. If you would like to assign seats to all new users, check the box next to “Automatically Assign Seats to New Users”. **This action cannot be undone.**
 - b. If you would like to assign seats individually, leave the box unchecked.
10. Select “Create Users”.

Upload File

All file uploads will be limited to **100 users** and a size of **80 KB**. Please make sure you use the template provided from the link above.

Choose File No file selected.

1 user was found in the uploaded file. Please verify the information uploaded and continue below.

25 per page

EMAIL	FIRST NAME	LAST NAME	TITLE	EXISTS?	IN GROUP?	HAS SEAT?
eighttwentythree@hours.com	Eight	Twentythree	EVS Technician	✓	✗	✗

Automatically Add To Group
 Automatically Assign Seats to New Users

Create Users

11. The list will update to show the status of the new users.

1 user was processed with **0 errors**.

25 per page

EMAIL	FIRST NAME	LAST NAME	TITLE	EXISTS?	IN GROUP?	HAS SEAT?	SUCCESS?
eighttwentythree@hours.com	Eight	Twentythree	EVS Technician	✓	✓	✗	✓

← Continue Managing Group

Assigning Seats

Skill.Set.Go.™ seats are non-transferrable. Once a seat is assigned, it is tied to that user and cannot be removed for the remainder of the subscription period.

1. Navigate to the “Manage My Group Subscription Benefits” page and scroll to the User List section.
2. Find the appropriate user(s). When you locate the user(s), select the checkbox under “Seat Assigned”.

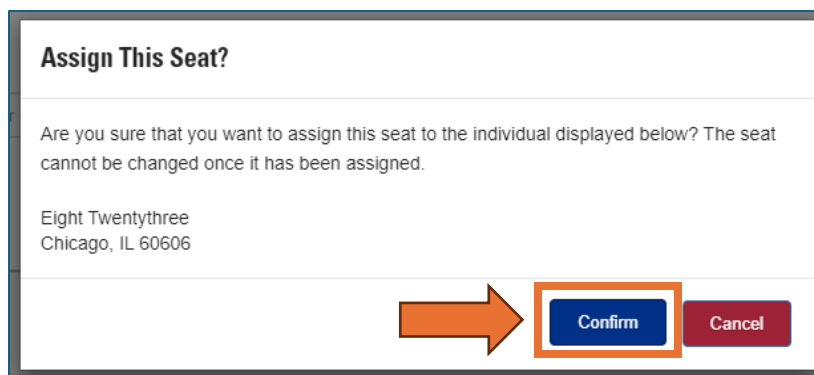
User List

Search
Reset
 Assigned
 Admins
 Inactive
 Unassigned
 ✗ Clear Options

25 per page

NAME	GROUP ADMIN	SEAT ASSIGNED (4 OF 6 USED)	ACTIONS
Eight Twentythree Chicago, IL 60606	<input type="checkbox"/>	<input type="checkbox"/>	

3. A confirmation message will appear. Select “Confirm” to assign the seat.



Other Roles (Group Admin & Billing Contact)

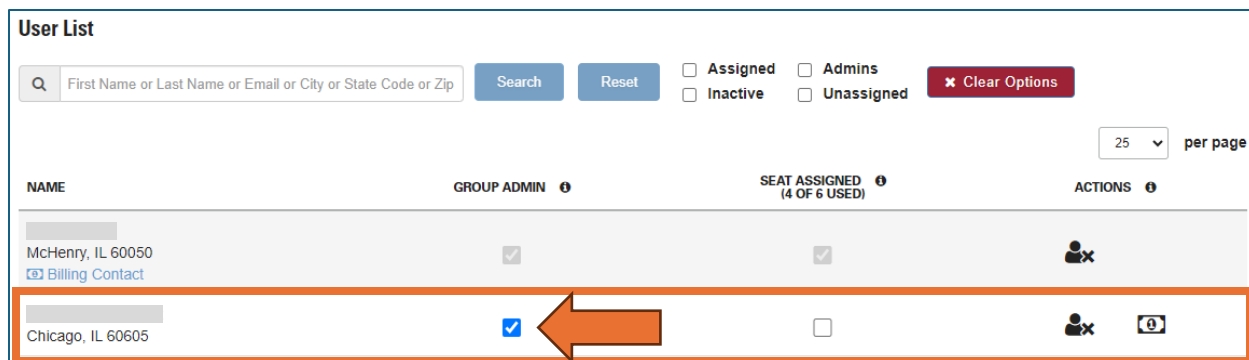
Group Admin

Groups may have multiple Group Admins. These individuals can assign learners to “seats”, view learners’ progress and run reports in the Learning Center.

This role can be added to, or removed from, any user at any time.

To assign this role:

1. Navigate to the “Manage My Group Subscription Benefits” page and scroll to the User List section.
2. Find the appropriate user(s). When you locate the user(s), select the checkbox under “Group Admin”.



Billing Contact

Groups may only have one Billing Contact. This person will receive any communication from AHE regarding billing for this subscription. The Billing Contact must also be a Group Admin.

To assign this role:

1. Navigate to the “Manage My Group Subscription Benefits” page and scroll to the User List section.

- Find the appropriate user. When you locate the user, ensure they are currently a Group Admin. Assign the Group Admin role if necessary.
- Select the dollar bill icon next under the “Actions” column.

User List

Search: First Name or Last Name or Email or City or State Code or Zip [Search] [Reset] Assigned Admins Inactive Unassigned [Clear Options]

25 per page

NAME	GROUP ADMIN	SEAT ASSIGNED (4 OF 6 USED)	ACTIONS
McHenry, IL 60050 Billing Contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Chicago, IL 60605	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

- A confirmation message will appear. Select “Confirm” to set this user as the Billing Contact.

Change Billing Contact?

Are you sure that you want to change the billing contact to the administrator displayed below?

Chicago, IL 60605

Confirm **Cancel**

- “Billing Contact” will now appear under the user’s name in the User List.

NAME
Chicago, IL 60605 Billing Contact

Renewal

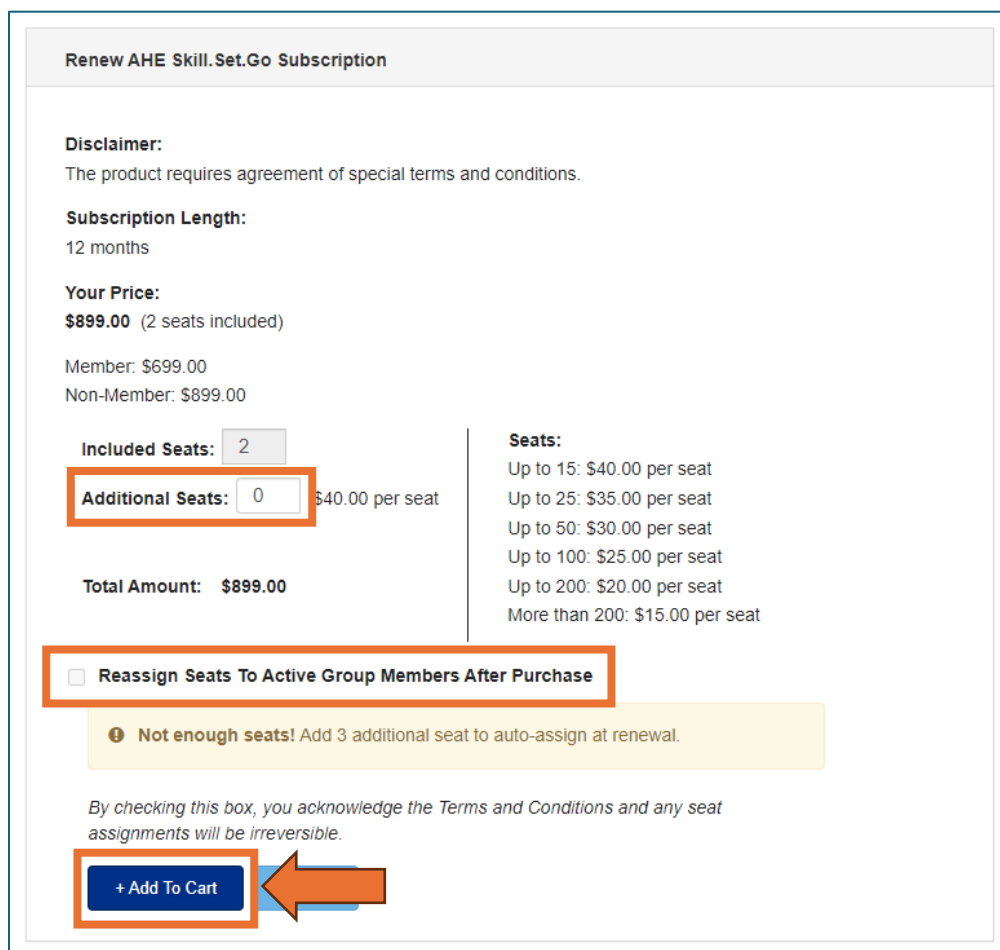
The renewal link will become available 60 days prior to your subscription end date. While it is recommended to renew while your subscription is still active in order to preserve learner progress, the option to renew will remain available after the subscription period has ended.

- Navigate to the “Manage My Group Subscription Benefits” page.

2. Under the Subscription section, select “(Renew)”.



3. Select the total number of seats you would like to purchase for the next subscription period.
4. If you would like to reassign seats to your active group members, select the highlighted checkbox. If you would like to assign seats individually, leave this box unchecked.
5. When you have made your selections, click “+Add to Cart”.
6. Complete the payment to finalize your purchase. (not pictured)



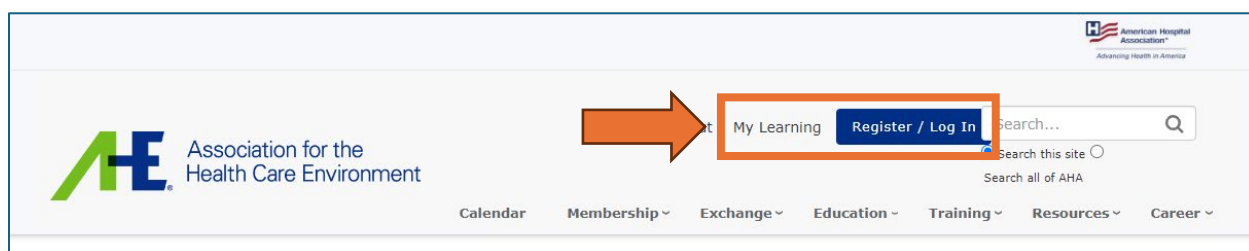
Team Dashboard

This section includes step-by-step instructions for accessing and using the Team Dashboard as a Group Admin.

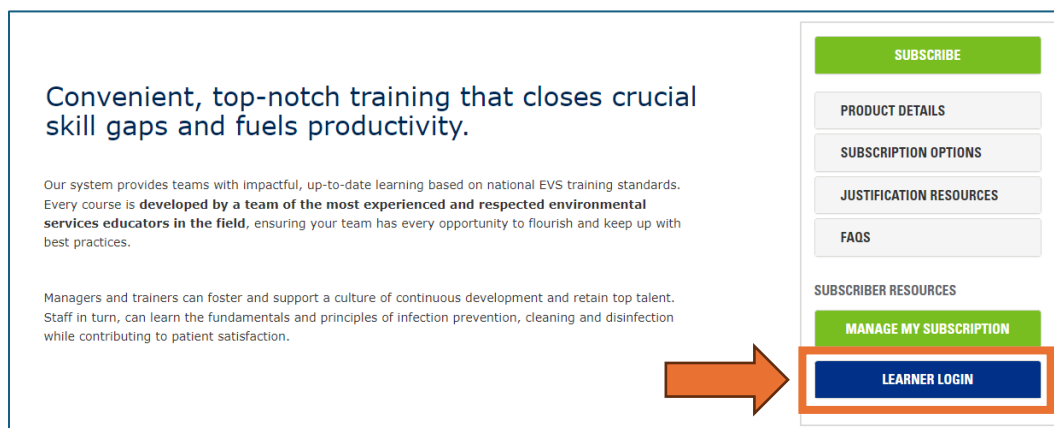
How to Access

To access the Team Dashboard:

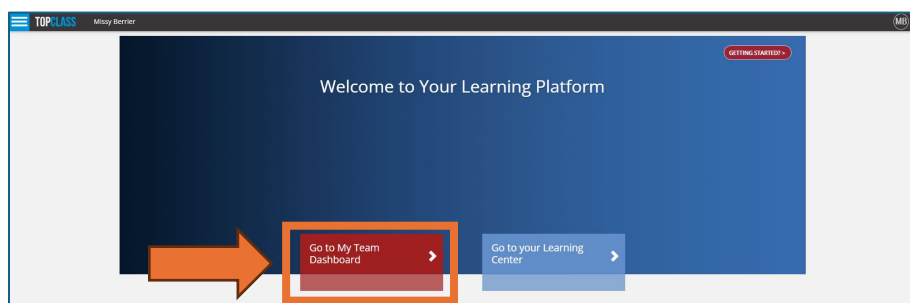
1. Navigate to <https://www.aha.org/skillsetgo>.
 - a. If you are already logged in, select “My Learning”.
 - b. If you are not logged in, first select “Register / Log In”, then return to this page and select “My Learning”.



- c. You may also scroll down and select “Learner Login”.



2. The “Welcome” page will display. Select “Go to My Team Dashboard”.



3. The “My Team” dashboard will display. *(not pictured)*

Overview

The “My Team” dashboard is the hub for monitoring learners’ progress through Skill.Set.Go.™ content.

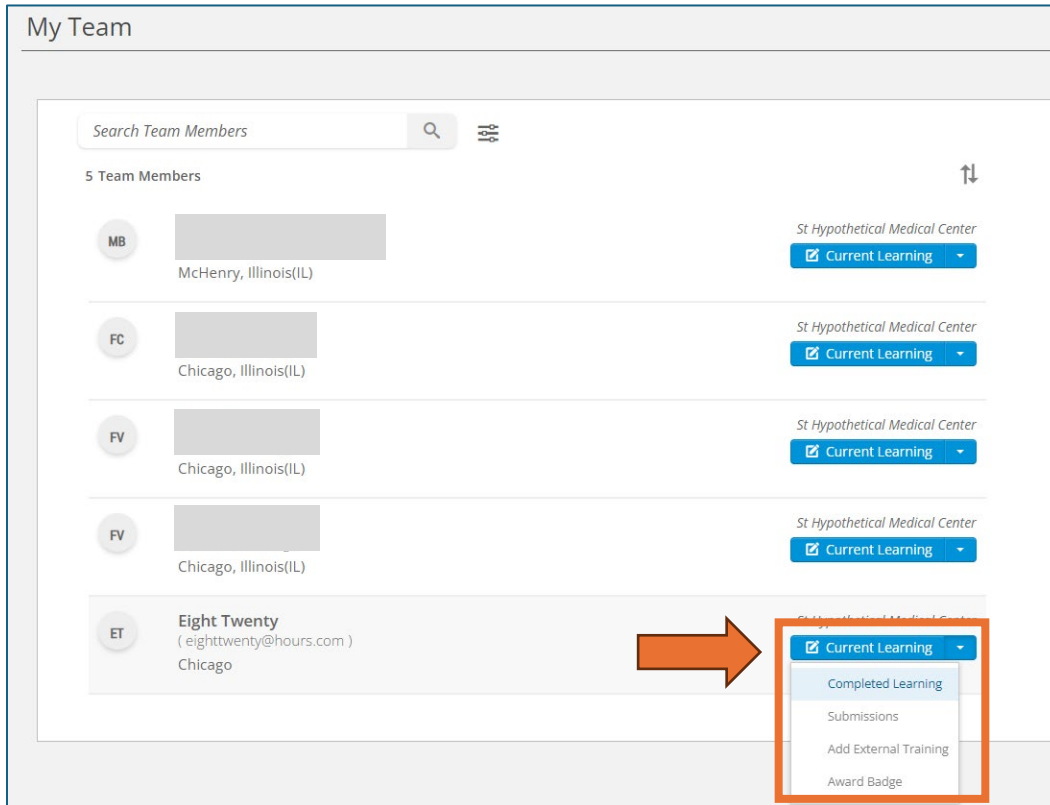
From this page, you can:

- View a list of all team members
- View recent updates
- View a summary of course completions
- Create team reports

Viewing Individual Progress

To view course progress for an individual learner:

1. Navigate to the “My Team” dashboard.
2. Locate the appropriate team member in the Team Members list.
3. Select the option you want to view:
 - a. Current Learning – Displays a list of the coursework this user is currently enrolled in, excluding completed courses.
 - b. Completed Learning – Displays a list of the courses that the user has previously completed. *(To access this option, click the dropdown arrow next to “Current Learning”.)*



Current Learning

This view allows you to track an individual's progress in all active, incomplete courses.

Sync latest data

Return / My Team

ET Eight Twenty: **Current Learning**

Search Learning Items

4 Learning Items

- AHE Skill.Set.Go. Floor Care**
Not Started
Open From 07/01/2024 until 07/31/2025
View Test Attempts
- AHE Skill.Set.Go. Fundamentals of EVS**
3%
Open From 07/01/2024 until 07/31/2025
View Test Attempts

Completed Learning

This view allows you to view previously completed courses and any related certificates.

Return / My Team

MB Completed Learning

Search Learning Items

4 Learning Items

- ASHE e-learning: EtC Treasure Hunt**
Online
Outside valid period
View credits awarded
Satisfied and Completed on 03/07/2023 13:53
View Certificate
- ASHE Quick Training: Annual Visual Sprinkler Inspection**
Online
Outside valid period
Satisfied and Completed on 12/21/2022 14:20
View Certificate

Viewing Team Progress

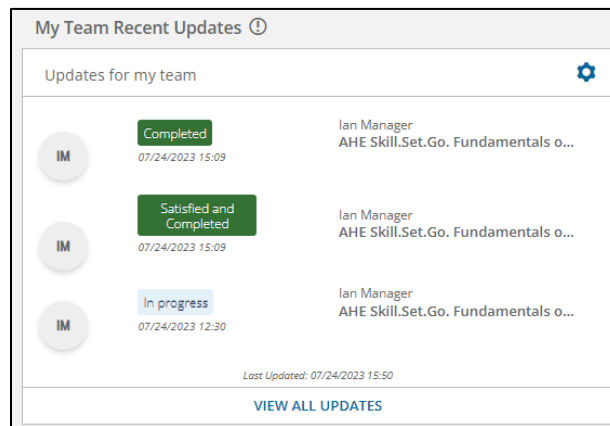
There are multiple options for viewing and tracking team progress on the “My Team” dashboard.

My Team Recent Updates

To catch up on recent progress for your entire team:

1. Navigate to the “My Team” dashboard.
2. On the right side of the screen, locate the “My Team Recent Updates” section.

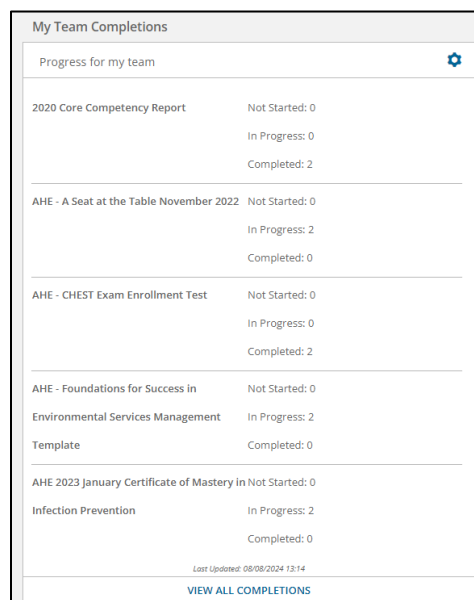
This section will display recent updates on your team members’ progress including when a user begins a course or completes it.



My Team Completions

To view a summary of course completion rates:

1. Navigate to the “My Team” dashboard.
2. On the right side of the screen, locate the “My Team Completions” section.



This section displays all courses in which any team members are enrolled, as well as the completion rates for those courses. For each course, you will see a breakdown of the following information:

- Not Started – Number of team members who have not started the course.
- In Progress – Number of team members who have started the course, but have not finished it.
- Completed – Number of team members who have completed the course.

Note: Only the first five courses (listed alphabetically) will appear in this view. To view all courses, select “VIEW ALL COMPLETIONS” at the bottom of the “My Team Completions” section.

Running Reports

Downloadable reports are available for Group Admins.

1. Navigate to the “My Team” dashboard.
2. On the right side of the screen, locate the “My Team Reports” section.
3. Select the report you would like to run:
 - a. Current Activities By Group
 - b. Student Progress By Group
 - c. Training History By Group
 - d. Training History Credits By Group
4. Select “Groups” to specify which user group(s) you would like to include in the report.
5. If desired, enter a date range for “Enrollment Date” and/or for “Valid Period”.
6. Select “Apply”.

The screenshot displays the 'My Team Reports' interface. At the top, it says 'Progress for my team' with a gear icon. Below this, there is a section for report selection. A red box highlights the 'Report Name' dropdown menu, which is currently set to 'Student Progress By Group'. Below the dropdown is a 'Groups' button and a text input field containing 'St Hypothetical Medical Center'. A red dashed box highlights the date selection fields: 'From Enrollment Date', 'To Enrollment Date', 'Valid Period Start Date', and 'Valid Period End Date', each with a placeholder 'MM/dd/yyyy' and a calendar icon. At the bottom left, there is a blue 'Apply' button with a red arrow pointing to it. At the bottom right, there is a small text string: 'Last Updated: 08/08/2024 13:14'.

7. The report will automatically begin downloading.

Example report:

Activity Title	User Name	Full Name	Email	Group Title	Enrollment Date	Status	Progress %	First Access Date	Last Access
2020 Core Competency Report	fv123@hours.com		fv123@hours.com	St Hypothetical Medical Center	04/12/2023 00:00	Completed And Satisfied	100	04/12/2023 13:05	04/12/2023
AHE - A Seat at the Table November 2022	fv123@hours.com		fv123@hours.com	St Hypothetical Medical Center	11/09/2022 12:47	In Progress	66	11/09/2022 12:48	11/29/2022
AHE - CHEST Exam Enrollment Test	fv123@hours.com		fv123@hours.com	St Hypothetical Medical Center	04/18/2024 11:41	Completed	50	N/A	N/A
Success in Environmental Services Management	fv123@hours.com		fv123@hours.com	St Hypothetical Medical Center	09/28/2023 09:53	In Progress	17	09/28/2023 09:53	09/28/2023
AHE 2023 January Certificate of Mastery in Infection Prevention	fv123@hours.com		fv123@hours.com	St Hypothetical Medical Center	10/24/2022 14:59	In Progress	17	10/24/2022 15:37	03/20/2022
AHE 2024 February Webinar - EVS Algebra Refresher	fv123@hours.com		fv123@hours.com	St Hypothetical Medical Center	02/21/2024 11:10	Completed And Satisfied	50	02/21/2024 11:11	02/21/2024
Ultimate Scores for the Ultimate	fv123@hours.com		fv123@hours.com	St Hypothetical Medical Center	04/24/2023 14:22	In Progress	13	04/24/2023 14:23	04/24/2023
AHE Employee Engagement: Going the Extra Mile	fv123@hours.com		fv123@hours.com	St Hypothetical Medical Center	12/01/2023 12:01	Not Started	0	N/A	N/A
AHE Environmental Services Week 2015 - Leading with Emotional Intelligence (part 1 and 2)	fv123@hours.com		fv123@hours.com	St Hypothetical Medical Center	04/20/2023 00:00	Completed And Satisfied	100	04/20/2023 10:21	04/20/2023
AHE Environmental Services Week 2015 - Leading with Emotional Intelligence	fv123@hours.com		fv123@hours.com	St Hypothetical Medical Center	04/20/2023 00:00	Not Started	0	N/A	N/A
AHE EVS Staffing									

Support

For support regarding Skill.Set.Go.™, please email AHE@aha.org.