

# Clinical Leader Training – Realizeit FAQs

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Question

Response

How do I navigate the Realizeit platform?

Refer to video on platform navigation or click on the question mark at the top right of the Realizeit screen to view video.

How do I receive completion credit for program?

Complete all platform components, attend all VLLs, ILTs, and complete the survey at the end of the program.

How do I request technical support?

NOW VIRTUAL AGENT in TEAMS

Why is my course not showing complete in the Fresenius LMS?

Course completions are uploaded to the Fresenius LMS at the end of each week. You will see your course marked complete by Monday of the following week.

How do I search to find tools and important information from my learning?

Realizeit allows you to search for content and tools using keywords or phrases from your learning. Start with the drop-down menu at the top-right of the program screen. View this job aid for detailed information on Searching for Content and Tools in the Realizeit Platform

How do I see training dates in Realizeit?

You must complete the Orientation VLL in Realizeit. Check your email for a Calendar invitation to the Orientation VLL.

What do I do if I am enrolled in the wrong course in LMS?

Email CareerPathways@fmc-na.com.

What do I do if I am enrolled in the wrong course in Realizeit?

Email CareerPathways@fmc-na.com.

What do I do if I am not enrolled in a program in Realizeit?

Email CareerPathways@fmc-na.com.

How do I access Realizeit

Realizeit should be accessed within the Peoplesoft LMS. After enrolling in the program use the Realizeit apps. at [FMC.OKTA.com](https://FMC.OKTA.com).

The videos in Realizeit are buffering.

You may need to try using a different browser such as Chrome or Edge, a different computer, or hardwire into the network.

What do I do if the Realizeit link does not work, or I am unable to log into the Realizeit portal using Fresenius SSO.

Make sure that you can log onto FMC4me, if so, you may have used the wrong credentials. If unable to log into FMC4me reset your password. For password reset assistance contact IT Helpdesk.

Can I take the training on my phone?

Yes. Note, the content has been optimized for a larger screen the best experience is to use a laptop or PC.