



HAEMONETICS® Education Portal

On-demand professional development.

At your fingertips.

The Haemonetics Education Portal features online training, documents, and other resources to improve knowledge of Haemonetics products and solutions.



eLearning

Interactive courses and tests to certify your understanding of Haemonetics products.



Videos

Helpful guides to provide visual details and strengthen your expertise.



Documents

Supplemental literature that provides information about our devices and solutions.



Webinars

Live and on-demand conversations to further your skill building.



Forums

A space to discuss questions and solutions, moderated by our experts.



News

Up-to-date feed of our most recent announcements and changes.

Education Portal User Guide

Get Started



Introduction

The Haemonetics Education Portal is a dedicated learning platform designed to help users deepen their understanding of Haemonetics products and solutions. It provides access to an extensive library of educational resources, including elearning courses, practical guides, job aids, product-focused videos, and more.

Features & Benefits

- **Personalized Content:** Access materials tailored to your profile.
- **Centralized Resources:** All elearning, videos, and job aids in one convenient location.
- **Seamless Authentication:** New user accounts are automatically authenticated using their Education Portal Passkey, providing immediate access.
- **Manager Insights:** Designated managers can view training reports for team members.

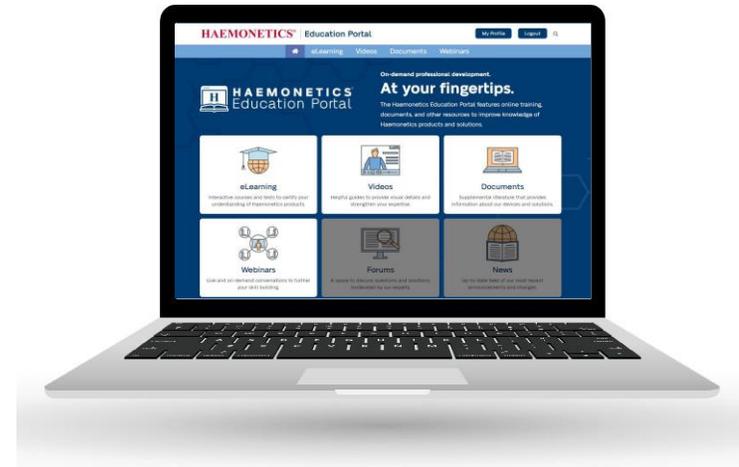
Learn More

Watch the [Education Portal Video](#) for an overview of the portals features and benefits.

Need Assistance?

Interact with our user-friendly Education Portal chatbot or reach out to us directly at digital@haemonetics.com. For additional contact options, visit our [Customer Support](#) webpage.

*In addition to product training, Biomedical/Service training is also available for some products. Not all products are available in all markets.



Product training available on the Education Portal

Blood Center & Plasma

ACP[®] 215

MCS[®]+ 8150

MCS[®]+ 9000

NexSys PCS[®]

PCS[®] 2

Hospital

TEG[®] 6s

TEG Manager[®]

TEG[®] 5000

Introduction

Getting Access

Dashboard

eLearning

Videos & Webinars

Documents

FAQs

Feel free to use this interactive menu to navigate through this guide

Getting Access

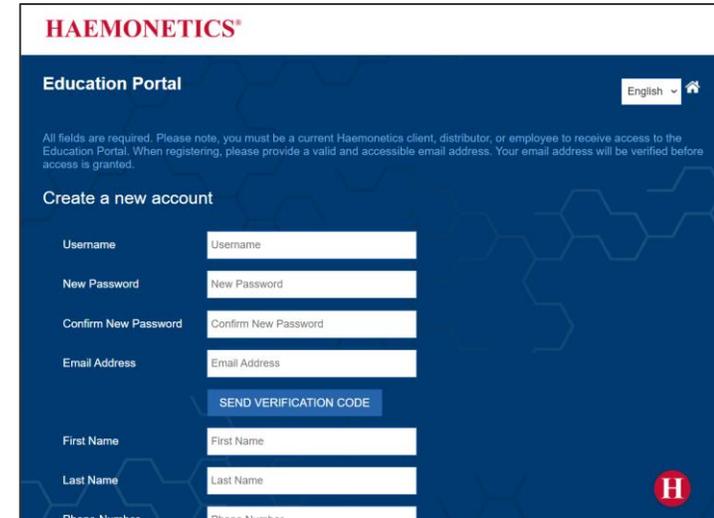
The Education Portal (EP) is available to Haemonetics customers, partners, distributors, and employees only. To access the portal, each user must create their own account using a valid EP Passkey. This passkey provides immediate access during the account setup process and links the user to their organization. Additionally, EP Passkeys enable the portal to deliver personalized content tailored to each individual.

Creating an Account

1. Visit educationportal.haemonetics.com.
2. Follow the prompts to create a new account (you'll need to verify a working email).
Tip: Use the language selector in the upper-right corner to change the form language.
3. After submitting your information, the next page will ask for your EP Passkey.
4. Your information and passkey will be verified immediately and, if valid, you'll be redirected and logged in to the portal.

What is my EP Passkey?

- Blood Center & Plasma Collection Centers: Please contact your corporate training manager to request your passkey. Corporate training managers should contact their Haemonetics representative if they do not have an EP Passkey.
- Hospital - College of TEG Users:
 - If you previously had a College of TEG account (before January 1, 2025), your Education Portal Passkey is your College of TEG account password (eg. TEG123).
 - If your hospital does not have an existing account, you will need to request a passkey by contacting your local Haemonetics representative.
- Biomedical Personnel, Partners, & Distributors: Reach out to your Haemonetics training contact for your EP Passkey.



The screenshot shows the Haemonetics Education Portal registration page. At the top, it says "HAEMONETICS®" and "Education Portal". There is a language selector set to "English". A disclaimer states: "All fields are required. Please note, you must be a current Haemonetics client, distributor, or employee to receive access to the Education Portal. When registering, please provide a valid and accessible email address. Your email address will be verified before access is granted." Below this is a "Create a new account" section with the following fields: Username, New Password, Confirm New Password, Email Address, First Name, and Last Name. There is a "SEND VERIFICATION CODE" button. A red "H" logo is in the bottom right corner.



Introduction

Getting Access

Dashboard

eLearning

Videos & Webinars

Documents

FAQs

Dashboard

Once you're logged in to the Education Portal, the dashboard is the central page for accessing training and resource materials. Here's how to use and make the most of its features.

Navigation

Click the large tiles on the dashboard or use the top menu bar to explore various sections within the portal. These simple navigation options provide quick access to essential content and resources.

Sections

- **eLearning:** Interactive courses and modules for professional development.
- **Videos:** Informative video content to support your learning.
- **Documents:** Downloadable files, manuals, and guides for reference.
- **Webinars:** Access live or recorded training sessions and discussions.
- **Forums** (*not yet available*): Engage in community discussions.
- **News** (*not yet available*): Stay updated on the latest announcements.

My Profile

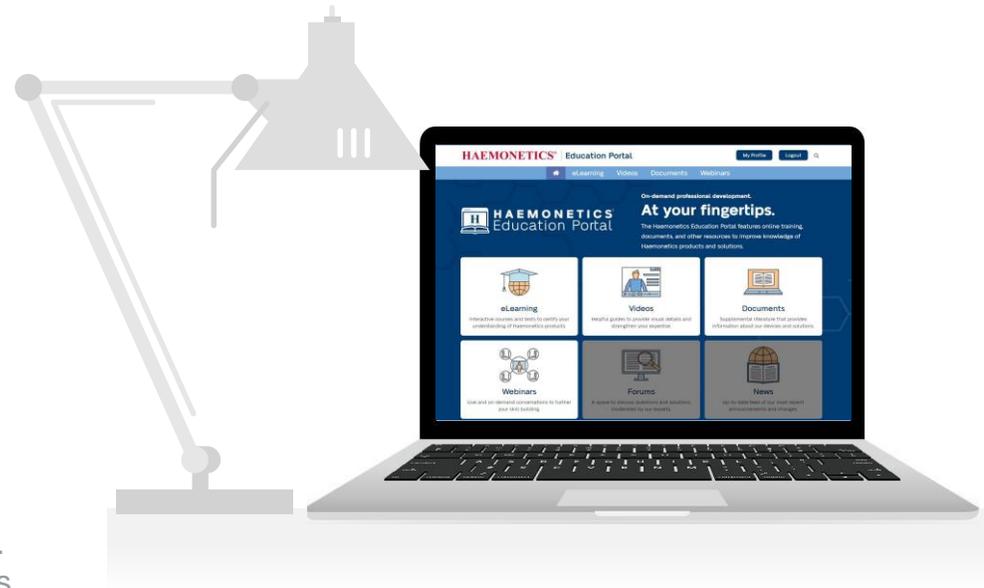
Click the **My Profile** button to view and edit your personal information.

My Documents

This section contains all your personal learning documentation, including elearning completion certificates and any other associated training records.

Search

Looking for something specific? Use the search bar by clicking the magnifying glass icon in the top-right corner of the page. This tool lets you search all available site materials quickly and efficiently.



Introduction

Getting Access

Dashboard

eLearning

Videos & Webinars

Documents

FAQs

eLearning

The eLearning page displays a library of different training courses available to you, tailored to your profile. If needed, there are options at the top of the page to sort and filter through the available content. *You must click the **Search** button to view results.*

Taking a Course

Select your desired training, follow the prompts to launch each module and continue until your course is complete. Your progress is tracked, allowing you to continue later where you left off. The **Related Content** column on the right includes any links to helpful materials associated with that course.

Certificates

When a course is fully and successfully completed, the **View Certificate** button will appear green. Click the **View Certificate** button to download your certificate. If the button is grayed out, coursework has not been fully completed.

Additional Actions

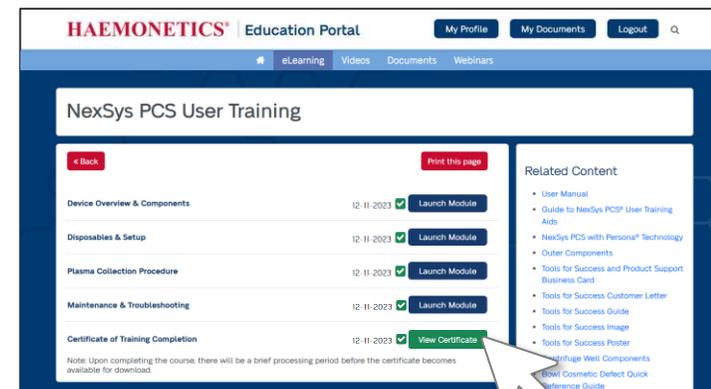
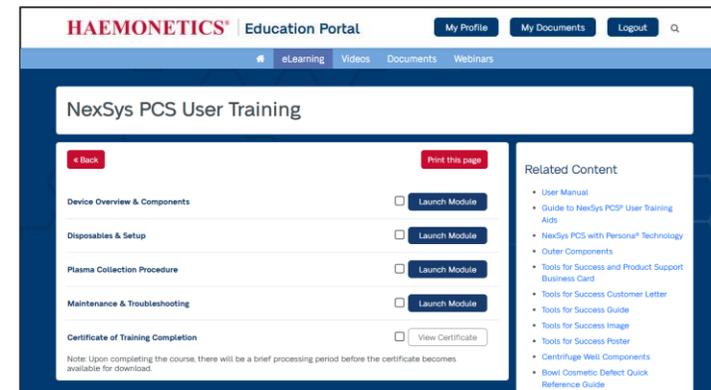
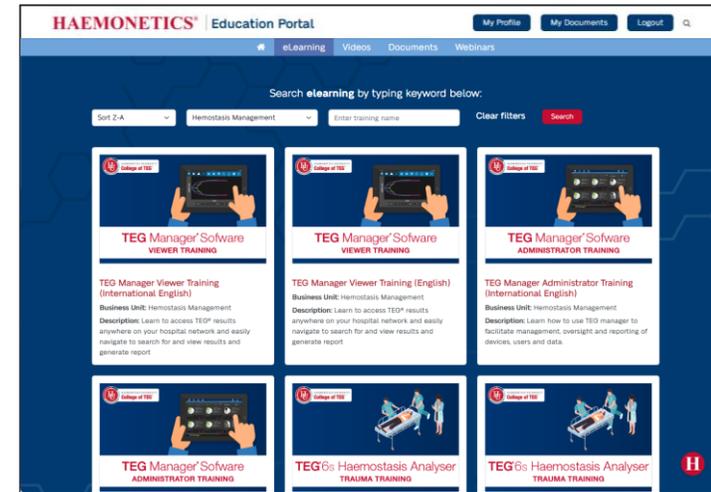
Some elearning courses may require additional actions to be taken to gain access and complete the course. Follow the on-screen prompts, according to your situation.

Troubleshooting

If you encounter any issues with a course, try the following steps (non-Mac users).

1. Reset Zoom: Press Ctrl + 0 to set your browser's zoom level to 100%.
2. Refresh Page: Press F5 to reload the training course.
3. Restart Course: Close and relaunch the course from the Education Portal. *Your progress is automatically saved, so don't worry, you'll be able to resume from the last page viewed.*

If problems persist, contact digital@haemonetics.com for support.



Introduction

Getting Access

Dashboard

eLearning

Videos & Webinars

Documents

FAQs

Videos & Webinars

The Videos and Webinars pages offer an intuitive way to access multimedia learning content. These pages provide a gallery-style view of resources tailored to your profile, making it easy to find and view helpful training videos and pre-recorded webinars.

Features

- **Gallery Display:** Browse through your library of available videos and webinars relevant to your learning journey.
- **Filter & Sort Options:** Use the tools at the top of the page to organize available content for quick navigation.
- **Related Content:** Certain videos and webinars may also be linked within the **Related Content** section of your elearning courses for added context.

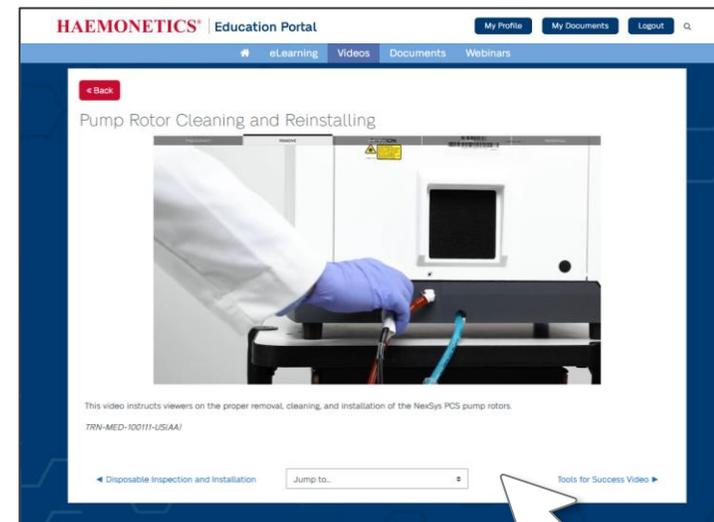
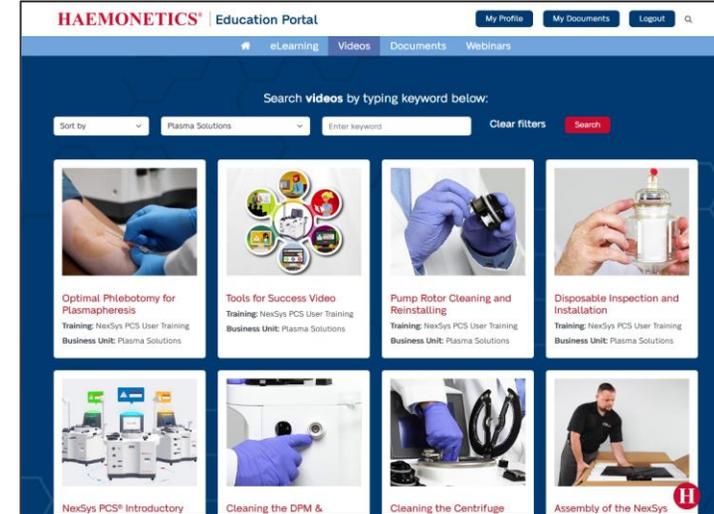
How to Watch

1. Select the desired video or webinar from the gallery.
2. Once the media page loads, simply click the play button to start watching.
3. When finished, click the red **Back** button in the upper-left corner to return to the previous page.

Navigation Tips

- **Explore More Content:** Use the navigation bar at the bottom of the screen to discover additional videos or webinars in the same category.
- **Scroll Through Options:** Click the left and right arrows to move between available items for seamless browsing without leaving the player.

If you don't find any videos or webinars available, stay tuned! New content is being added regularly as the Education Portal expands! If you have suggestions for content you'd like to see, please share them using the chatbot.



Introduction

Getting Access

Dashboard

eLearning

Videos & Webinars

Documents

FAQs

Documents

The Documents page serves as your library of downloadable resources tailored to your profile. From manuals to guides, all materials are organized for easy access and reference.

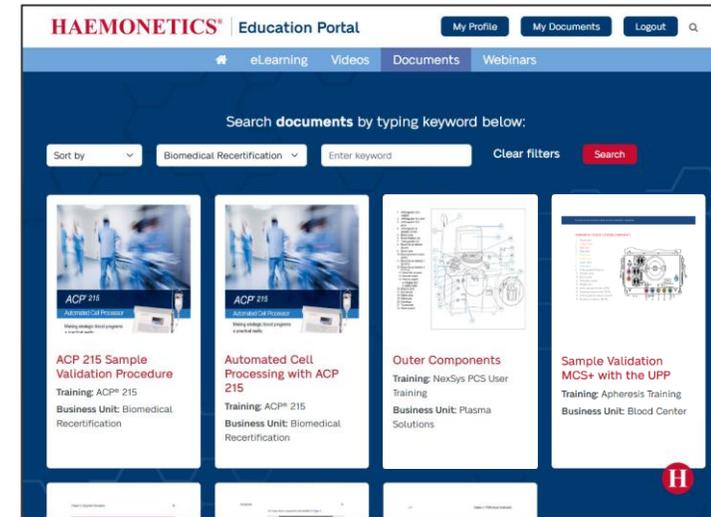
At the top of the page, you'll find options to sort and filter the list of available documents. Use these tools to quickly locate specific coursework or materials.

Opening a Document

On the Documents page, select the document you want to view simply by clicking on the thumbnail or text. The document will open in a new window, allowing you to view it or download it locally to your device for offline access.

Tip: Documents are fully searchable after opening. Use your computer's "find on page" or search function to easily navigate the PDF text and locate specific information quickly.

New content is being added regularly as the Education Portal expands! If you have suggestions for content you'd like to see, please share them using the chatbot.



Introduction

Getting Access

Dashboard

eLearning

Videos & Webinars

Documents

FAQs

General FAQs

- **What is my Education Portal username and password?**

When creating an account on the Education Portal, you will establish your own username and password. It is important to document this.

- **Will I be able to reset my own password if I forget it?**

Yes. Using the [Forgot Password](#) link in the Education Portal, enter your username and registered email address to reset your password.

- **What if I forget my username?**

Yes. Click the [Forgot Username](#) link in the Education Portal and follow the prompts to recover your username.

- **My email address has changed; can I update my email address?**

Yes. Once you're logged in to the Education Portal click the **My Profile** button in the upper-right corner. On the My Profile page there is a link to update your email address. Follow the prompts to update your email address.

- **What is an EP Passkey?**

An Education Portal (EP) Passkey is something that you must enter when creating your account on the Education Portal. It allows the system to authenticate you and give you instant access to the right content. EP Passkeys are unique to each company/hospital and are distributed to customers through their Haemonetics representative.

- **Can I download my own certificates of completion in the Education Portal?**

Yes! You can download your own certificates upon passing courses, where available. Use the **My Documents** button to view certificates.

- **Can my manager access my records?**

If your manager has elevated access within the Education Portal, yes. Assigned managers can view progress and pull reports for their team.

- **Does the portal automatically save my place in the elearning, in case I need to step away in the middle of the training?**

Yes! The Education Portal automatically saves your elearning progress. When you return to the training, there will be a pop-up window display asking if you want to pickup where you left off.

next →

Introduction

Getting Access

Dashboard

eLearning

Videos & Webinars

Documents

FAQs

FAQs – College of Plasma



▪ If I am a NexSys PCS device user/operator, what elearning should I take?

Operators of the NexSys PCS device should fully complete the training “NexSys PCS User Training” within the elearning module. For some organizations, this training is required annually so make sure to follow the elearning assigned to you in the Education Portal.

▪ I’m interested in becoming certified as a NexSys PCS service technician. What steps should I take?

1. **Complete User Training:** Begin by completing the NexSys PCS User Training elearning module available on the Education Portal. Obtain approval from your management to proceed with technician certification.
2. **Precertification Training:** Next, successfully complete the NexSys PCS Service Training: Precertification elearning course and download your certificate of completion.
3. **Register for In-Person Certification:** Use the provided link within the Education Portal to register for an in-person Technician Certification Class.
4. **Attend and Pass the In-Person Class:** Once you successfully complete the in-person training, your trainer will guide you on how to access the annual recertification course.
5. **Recertification:** Certified NexSys PCS service technicians are required to complete the online recertification course annually through the Education Portal to maintain their certification.

▪ I need to complete my annual recertification but the information in the portal still shows my last completion. How can I start a new recertification for this year?

If the Education Portal still shows your last recertification completion, you can easily start a new one for this year. Log in to the portal and navigate to the NexSys PCS Service Training Annual Recertification course page within the eLearning section. Scroll down and click the **Begin Recertification** button, then follow the on-screen prompts. When a pop-up appears, click **Confirm**. After confirming, your previous certificate will appear at the bottom of the page, and your course details will reset. This allows you to download your previous certificate of completion, if needed, and proceed with your next recertification by clicking the **Launch Module** button. Rest assured, your prior learning data is securely saved in the system. For more detailed steps, refer to [this helpful guide](#) on recertification.

▪ Will I receive email reminders when there is elearning due (recertification or otherwise applicable)?

The Education Portal will notify you of upcoming deadlines, including recertification and other applicable eLearning requirements, via email. These reminders are sent to the email address listed in your user profile and occur at the following intervals: 30 days before your due date, 7 days before, 2 days before, and on the day of expiry. These notifications ensure you stay up to date with your learning requirements and certifications.

← back

next →

Introduction

Getting Access

Dashboard

eLearning

Videos & Webinars

Documents

FAQs

FAQs – College of TEG



▪ What is my hospital's passkey?

- For *existing* College of TEG users (migrating to the new system): your passkey will be your current College of TEG account password used on the old portal (eg. TEG123).
- For *new* College of TEG customers, you will need to contact your Haemonetics representative to get your organization's passkey.
- Passkeys should be shared with all appropriate hospital employees.

▪ How do I request an Education Portal Passkey if I am a new account?

If your hospital does not have an existing College of TEG account, you will need to request a passkey. Please contact your local Haemonetics representative to request one.

▪ How do I create my individual account?

Go to educationportal.haemonetics.com and follow the prompts to sign up for an account. Please note that you will need a valid email address and Education Portal Passkey to authenticate your account and get access.

Introduction

Getting Access

Dashboard

eLearning

Videos & Webinars

Documents

FAQs

← back