General Information and Instructions

Organizations will have an agreement with AHIMA which will allow the organizations’ users to access AHIMA’s virtual lab product, VLab. VLab consists of a gateway (i.e. frontend), the Applications that are accessible via that gateway, all of the lessons, assignments, instructions, guides, tutorials, simulations, etc., provided by AHIMA for VLab, and reports outlining users progress and results. There will be no need for the organization to pay AHIMA a “right to use” fee for VLab, there will only be a per user fee for each user that uses VLab.

VLab is structured such that each organization is established as its own entity in order to ensure, that user data is appropriately aligned with their organization and only their organization, and organization’s administrators can see all of that data, and only that data.

Secondly AHIMA desires to meet the needs of many different organizations using VLab and their various forms of payments. Some organizations need to pay for VLab for all users and some need ways to have the users pay directly. In this latter case, there is also a need that users have a way to purchase from the organization or the organization's representative, or directly from AHIMA.

Lastly, VLab is now integrated with AHIMA’s Association Management System (AMS), and when a user accesses VLab, they will perform a single sign-on (SSO) process with both VLab and the AMS. In order for this to be accomplished all VLab users will need to be registered in AHIMA’s AMS. This does not mean that the users have to be or become AHIMA members, only that they are registered. The process for registering will be part of the login process the first time a user attempts to access VLab.

The combination of the structure provided and the methods of payment provided, leads to AHIMA requiring certain information from the organization when it initially sets up that organization in VLab.

NOTE: At present access to VLab is only offered for a duration of 365 days, AHIMA is researching the ability to offer codes that will have differing durations. If that occurs, this form will be updated with the ability to buy codes of different durations.

The specific information that will be required from each organization is provided here.

Each organization will need to provide:

- The quantity of locations that the Organization wants to consider a separate entity
  - I.e. 3
- The name of each location that the Organization wants to consider a separate entity
  - I.e.:
    - AHIMA Central
    - AHIMA East
    - AHIMA West
- Estimated number of users total
- Estimated number of users at each location:
  - I.e.:
    - AHIMA Central – 30
    - AHIMA East – 15
    - AHIMA West – 10
- The planned method of payment
  - I.e.:
    - Organization will purchase for all users via a single purchase
    - Users will purchase individually from Organization’s representative
    - Users will purchase individually directly from AHIMA
      - Note: An organization can choose any combination of methods
- If the organization will be purchasing for all users – this form provides the purchasing information that will need to be filled out
  - Using this approach, the billing contact at the organization will receive redemption codes and instructions for use
- If the organization has a representative who will purchase on behalf of the organization, representative needs to fill out this form “Bookstore Order Form”.

AHIMA VLab Agreement Form

VLab 2014-15 New Subscription Enrollment Agreement Form
Using this approach, the individual who is listed as the billing contact in the Bookstore Order Form will receive redemption codes and instructions for use.

- If the users will be purchasing directly from AHIMA, they may do so by going to http://www.ahima.org/education/vlab and clicking “Online Shopping Cart for Students” on the right side of the page; in this instance, the payment area of this form may be left blank.

PLEASE READ: IMPORTANT NOTE ABOUT THIS FORM:

This form is used for two purposes; the first is to inform AHIMA that you want to use AHIMA’s VLab. AHIMA needs this information in order to set your school up in the VLab and to ensure that we have the correct contact information for your institution’s program director and instructors. All institutions that will be using VLab need to provide this information to AHIMA.

If using the form for this purpose only, please check the box at the top of the next page and DO NOT provide any billing information.

The second use of the form is for institutions that will be purchasing VLab access for their students as well as informing AHIMA of your planned VLab usage.

If using the form for both purposes (informing AHIMA as well as purchasing VLab access codes), please do not check the box at the top of the next page and, instead, fill out the billing and payment information.
WE ARE NOT PURCHASING CODES AT THIS TIME (check box to left and skip to Page 4)

Organization Name: ________________________________

AHIMA School ID# (REQUIRED unless new VLab school, to ensure orders are placed on correct account): ______________

 Billing Contact:

Ship To: 
Street 1: ____________________________ Street 2: ____________________________
Street 2: ____________________________ Street 2: ____________________________
City: ________________________________ City: ________________________________
State: ________________________________ State: ________________________________
ZIP: ________________________________ ZIP: ________________________________
Phone: __________________ Fax: __________________

Bill To: (if different from shipping address)
Street 1: ____________________________ Street 2: ____________________________
Street 2: ____________________________ Street 2: ____________________________
City: ________________________________ City: ________________________________
State: ________________________________ State: ________________________________
ZIP: ________________________________ ZIP: ________________________________
Phone: __________________ Fax: __________________

# of enrollments you are purchasing: _______  # of campuses in your organization that will use VLab: __________

Will each campus be its own entity and require its own special designation? ________

- If you answered Yes to the above, please attach a separate sheet and provide the name of each campus and the number of student enrollments you will need for each campus.

How will VLab Access be paid for? Please select all that apply:

☐ Organization will pay for all students - Codes are good for 365 days from date of redemption and cost $100 each

☐ Students will purchase from the organization’s bookstore – Codes are good for 365 days from date of redemption and will cost $110 each

(If this option is selected please ensure the bookstore order form is complete and submitted with this agreement)

☐ Students will purchase directly from AHIMA – Access will be handled automatically, therefore no code will be needed. Access is good for 365 days from date of redemption and will cost $110 each

If the Organization will be paying for student redemption codes, please fill in the VLab total line and fill out the Method of Payment information below.

Method of Payment

By Mail:

☐ Check is enclosed

Make check payable to AHIMA

Mail to:
AHIMA
Department 77-2735
Chicago, IL 60678-2735

By Fax: 312-233-1500

Payment (purchase order, check, or charge) must accompany enrollment form.

☐ Purchase Order (purchase order MUST BE ATTACHED to this form or the order will not be processed)

Charge Type: ☐ Visa  ☐ MasterCard  ☐ American Express

Credit Card Number ________________ Exp. Date ________________

Printed Name as it Appears on Card: __________________________________________

Cardholder Signature: __________________________________________

VLab 2014-15 New Subscription Enrollment Agreement Form
**Program Contact Information**: Each organization is required to provide the name of one person as program contact. That person is responsible for maintaining user registrations and account information, and will be designated as the primary registrar for the subscription. Additional registrars may be designated by the organization. AHIMA recommends that any instructors that will use the VLab be designated as registrars.

**Organization Name (Required):**

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**Academic Program Contact/Primary Registrar (Required)**

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<th>Name</th>
<th>Phone</th>
<th>E-mail</th>
<th>Campus</th>
<th>AHIMA 7 digit ID</th>
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**Additional Registrars (Optional)**

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**Please Note**: Once enrollment fees have been received, the primary registrar will receive a welcome packet with further instructions.
VLab Description

AHIMA VLab includes:

- Health information management applications and patient databases
- A repository of learning resources to use with the lab applications
- A web portal providing access to the lab applications for both traditional classrooms and self-paced learning

VLab instructors receive access to the repository of course materials which are linked to specific lab applications. Student access to lessons and linked lab applications is granted by authorized instructors or administrators from the students’ respective organizations, and may also require payment of individual user fees (depending on pricing plan selected by the organization).

VLab Services

VLab Access – VLab applications are available via the internet, 24x7.

Concurrent User Limits: Access to VLab applications is subject to concurrent user license restrictions for specific lab applications. Some lab applications may be scheduled or reserved for specific student use; others are on a first-come, first-served basis, until concurrent user capacity is reached.

VLab Technical Support – AHIMA representatives provide user support services (password reset, login assistance, registration assistance, etc.) via email (ahima.help@learnsomething.com) or phone (1-844-492-3448) 24/7 Monday thru Sunday. AHIMA representatives can provide limited lab application and/or lab infrastructure tools support Monday through Friday (8:00am to 5:00 pm Central). Depending on the nature of the problem, AHIMA representatives may need to contact vendor support for assistance. In those cases, AHIMA representatives will provide updates to the user regarding the status of the problem until the problem has been resolved.

Downtime recovery – varies by vendor application and nature of problem, and may require 1-2 business days to restore service.

Organization and/or Individual User PC Requirements

VLab system requirements for individual users’ PCs (subject to change).

Software (no additional software purchases are required; all required installations are free):

- Microsoft Windows 2000, XP, Vista, Windows 7, and Windows 8 Operating Systems and Mac OSX are supported.
- Broadband High Speed Internet Access: Cable or DSL
- Internet Explorer version 8 or higher (some software requires “compatibility mode” for IE versions higher than 8)
- ActiveX enabled
- JavaScript enabled (typically enabled by default)
- Able to accept browser cookies (typically enabled by default)
- Adobe Acrobat Reader version 7.0 or higher (a free plug-in for viewing .PDF files)
- Macromedia Flash Player (a free plug-in for viewing Macromedia Flash movies)
- Java Runtime (a free plug-in for viewing downloaded applets)

Hardware:

- 1Ghz Intel or AMD processor (minimum)
- 1 GB of RAM (minimum)
Accessibility

Section 508 requires that US Federal agencies’ electronic and information technology is accessible to people with disabilities. The requirements for web-based applications are covered in detail in Section 508, Subpart B, and Subsection 1194.22, available for reference at www.section508.gov. AHIMA will, wherever possible, ensure that VLab applications meet section 508 levels of compliance.

Billing Contact

Each subscribing program must provide the name, phone, and email information of one staff person designated as billing contact. The billing contact is responsible for submitting timely payment for academic subscription.

Academic Program Contacts or Registrars

Each subscribing program must provide the name and email information of a staff person designated as primary academic program contact. Organizations may designate additional program contacts, if desired.

Registration of Instructors and Students

Registration of individual instructors and students from each program is initiated by the primary program contact and/or organization contact. Individual user account registrations are not complete until the individual user completes his/her registration (via a web page – students and instructors are provided directions via email notice). For renewing subscriptions, all existing accounts will be terminated at the end of the previous subscription period. Registrars/program contacts must provide user information for each instructor to be included in the new organization subscription (lastname, firstname, email). New user accounts, updates to existing accounts and/or terminations of existing accounts can be submitted at any time throughout the subscription period.

Multi-Campus Registration Information

Organizations with multiple campuses may list each campus separately, allowing them to manage student and instructor registrations by campus, if desired. If designating multiple campuses for a single organization, students and instructors must be assigned only to one campus. Campus designation does not restrict class registration – students and/or instructors may be registered in classes from more than one campus within an organization.

Ownership & Confidentiality

AHIMA owns and retains all right, title and interest in and to the AHIMA Programs and all intellectual property rights therein, other than any rights expressly granted to the subscribing program in this Agreement. The program acknowledges that AHIMA Programs belong to AHIMA, and that AHIMA has the right to enforce this Agreement. Except as expressly provided herein, nothing in this Agreement shall be interpreted as granting to the subscribing program or any other entity, any right, title or interest in or to the AHIMA Programs. The subscribing program owns and retains all right, title and interest in and to all user identity and performance information whether supplied by the subscribing program or its users.

AHIMA acknowledges that all program user identity and performance information including usage data and scores ("User Data"), whether provided by the program or created by AHIMA pursuant to this Agreement, are the confidential and proprietary information of the program governed by the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. & 12328, and agrees not to use such information for any purpose other than the performance of its responsibilities herein.
Cancellations and Refunds

Subscriptions to VLab may be cancelled within 30 calendar days of enrollment date for any enrollment codes that have not yet been redeemed, in order to be eligible for full refunds, less an administrative fee of $100. From 31-90 calendar days after start of the enrollment or subscription period, cancellations shall be eligible for a 50% refund for any enrollment codes that have not yet been redeemed. After 90 calendar days of the subscription period has elapsed, AHIMA shall retain 100% of the subscription fee (no refund is given). The refund will be calculated from the date the written refund request arrives at AHIMA. Once notification of the cancellation is confirmed by AHIMA (email), all users from that program will be denied access to the VLab.

Termination of Enrollment Agreement

AHIMA reserves the right to terminate program access to VLab for any of the following reasons (upon written notice and organization’s opportunity to cure said breach):

- **Nonpayment**—Failure to make subscription payment, provided AHIMA provides written notice of the failure and ten (10) business days to cure.
- **Expired enrollment period**—If AHIMA provides ninety (90) days prior written notice and program fails to renew the subscription at least 15 days prior to the next enrollment period, program access may be terminated at the start of the new period.
- **Failure to comply with registration requirements**—If a program fails to provide updated user account information per registration procedures (provided AHIMA provides at least ten (10) days advance written notice), provides access to unauthorized individuals, or if AHIMA reasonably determines a program otherwise misuses administrative or instructor user accounts, organization user accounts may be terminated by AHIMA. Alleged misuse of student user accounts will be evaluated by both parties and a resolution will be sought before the suspension or termination of such accounts.
- **Failure to follow the AHIMA Code of Ethics**—provided AHIMA provides at least thirty (30) days advance written notice.

The terms and conditions of this agreement are not subject to amendment or modification by oral agreement. Any changes in the agreement shall not be binding on either the academic program (purchaser) or AHIMA unless such changes have been approved in writing by the authorized AHIMA representative and by an authorized academic program representative.

Warranty & Disclaimer

To the extent permitted by applicable state law, AHIMA warrants and represents that it has the right to grant any rights that are purported to be granted by AHIMA pursuant to this Agreement and does not infringe on any third party intellectual property rights. AHIMA is not responsible for, and expressly disclaims all liability for, damages of any kind arising out of use, reference to, or reliance on any information contained within the site. Although AHIMA’s VLab site may include links providing direct access to other Internet resources, including web sites, AHIMA has not participated in the development of those other sites and does not exert any editorial or other control over those sites. AHIMA is not responsible for the accuracy or content of information contained in these sites.

Links from AHIMA VLab to third party sites do not constitute an endorsement by AHIMA of the parties or their products and services. The appearance on the web site of advertisements and product or service information does not constitute an endorsement by AHIMA, and AHIMA has not investigated the claims made by any advertiser.

Reservation of Rights

AHIMA expressly reserves the right, upon written notice, to modify, even after agreements have been filed and accepted, its lesson materials, and application policies or requirements, including administrative fees, specific forms, or procedures.

Limitation of Liability

In no event will either party’s aggregate liability arising out of this Agreement exceed the sum of all fees paid to AHIMA by a Program hereunder; no cause of action which accrued more than 1 year prior to the filing of a lawsuit alleging any claim hereunder may be asserted against either party by the other party; and neither party shall have any liability to the other party for any special, incidental, consequential or indirect damages arising out of this...
Agreement, whether based in contract, tort (including negligence) or any other theory of liability, even if the applicable party has been advised of the possibility of such damages.

**Independent Contractors**

The Program acknowledges and agrees that the relationship of the Program to AHIMA is that of independent contractor and that neither the Program nor its students be deemed to be employees of AHIMA for any reason whatsoever. Neither the Program nor students shall be entitled to any AHIMA employment rights or benefits whatsoever.

**Applicable Law, Jurisdiction and Venue**

This Agreement shall be governed by and construed under the laws of the State of Illinois without regard to conflicts of law. Any action arising out of this Agreement shall be brought in the Circuit Court of Cook County in the State of Illinois, or the Federal District Court for the Northern District of Illinois, and the parties hereby consent to the jurisdiction of such state and federal courts. The parties hereby agree that the venue of such courts is proper. The prevailing party in any such action shall be entitled to all costs, including reasonable attorneys’ fees, incurred to enforce its rights hereunder.

**Force Majeure**

Neither party to this Agreement shall be liable for delay or failure in the performance of any of its obligations hereunder if such delay or failure is due to causes beyond its reasonable control including, without limitation, acts of God, fires, earthquakes, strikes and labor disputes, acts of war, civil unrest or intervention of any governmental authority except as expressly provided herein, but any such delay or failure shall be remedied by such part as soon as is reasonably possible.
Contacting AHIMA VLab

If you have any questions about this enrollment agreement, the practices of this site, or your dealings with this web site, you may contact:

AHIMA VLab
233 N. Michigan Ave., Suite 21st Floor
Chicago, IL 60601
Call: (312) 233-1523; E-mail: VLabsupport@ahima.org

SIGNED BY:

__________________________________________  __________________________________________
Print Name                                             Organization

__________________________________________  __________________________________________
Signature                                             Phone

__________________________________________  __________________________________________
Title                                                 Email

__________________________________________
Date

AHIMA:

__________________________________________
Print Name

__________________________________________
Signature

__________________________________________
Title

__________________________________________
Date