

# BD Learning Compass Sign Up Instructions

How to Complete Registration and Log in at  
<https://bd.com/LearningCompass>

Web Address becomes: <https://eim.carefusion.com/Account/Login?to=CU>

<p><b>Registration - Step 01. Email Address</b></p> <p>Please select an application to register for *</p> <p><b>Learning Compass</b></p> <p>Email Address *</p> <p><b>Your.Name@mail.mil</b></p> <p>Email Address Confirmation *</p> <p><b>Your.Name@mail.mil</b></p> <p>Which BD brands would you like available for future training</p> <p><input checked="" type="checkbox"/> Dispensing products <input type="checkbox"/> Infusion products</p> <p>User Type *</p> <p>Select... Select... Student <b>Customer</b> Other (non-hospital/non-institution domain ex: gmail.com)</p>	<p>Click <b>register now</b> or <b>SIGN UP</b> and complete just a few items in the registration form.</p> <p>Please select an application to register for: Make sure it says <b>Learning Compass</b>.</p> <ol style="list-style-type: none"><li>1. Enter your <b>email address</b>, and enter it a second time to confirm.</li><li>2. Select <b>Dispensing</b></li><li>3. Select user type <b>Customer</b> if your email address ends with <b>mail.mil</b>.<ol style="list-style-type: none"><li>a. If your email address is from an agency or personal, select <b>Other</b> (<i>non-hospital/non-institution domain ex: gmail.com</i>) instead.</li></ol></li><li>4. Click <b>CONTINUE WITH NEXT STEP &gt;</b></li></ol>
---	--

**Registration - Step 02. Basic Information**

Your email address: **Your.Name@mail.mil**

First Name \*

Last Name \*

Your Phone Number \*

Mobile Phone

Fax Number

Title \*

Facility Zip/Postal Code \*

Enter your Account Number (if known)

- 5. Type your First and Last Name as it should appear on your certificate of completion
- 6. Enter a phone number where you or your educator can be reached if there is an issue with your registration, for example:  
**(123) 456-7890**
- 7. Select your Title beginning with DoD, for example:

***DoD Other Pyxis User  
DoD Nurse/Clinician  
DoD Pharmacist  
DoD Pharmacy Technician  
DoD Anesthesia Provider  
DoD Pyxis System Manager***

- 8. Enter the facility Zip/Postal Code:  
**[\[See List on last page\]](#)**
- 9. Click **CONTINUE WITH NEXT STEP >**

**Registration - Step 03. Facility Selection**

Please select your Facility: (1 facilities found)

Select...  
Select...  
**William Beaumont Army Medical (5005 N Piedras St)**

If you can't find the facility you work in, [enter your facility info >>](#)

In *Please select your Facility*, select the facility that most closely matches the address where you are working. (The name may not perfectly match the facility, so the address is important.)



Registration - Step 04. Account Information


---

Set Password

Password \* 10

Password Confirm \* 11

Fill out CAPTCHA

12  I'm not a robot 

Accept Terms & Conditions

By clicking this box, I accept the Terms & Conditions and Privacy Policy

10. Enter your password twice to confirm it.

- a. 8 Characters Minimum
- b. At least 1 lower case letter, 1 upper case letter, and at least 1 number
- c. Make sure to write down the password you create.
- d. Your email address is your user name

11. Check the box beside "I'm not a robot."

12. Click the box to accept the web site Terms & Conditions.

Click **REGISTER >**

**Your Account Request has been sent!**

Your account is being reviewed. You will be notified via email when your account is approved.

The Customer Portal will confirm your registration.

- If you select your facility, your account will be approved automatically, immediately.
- Make sure to check your Spam folder for an email from [CPSupport@bd.com](mailto:CPSupport@bd.com).
- If you don't select the facility, the account will be placed in a manual review queue. During business hours (M-F 9am – 5pm PT), the accounts are typically approved within an hour.
- If you register in the evening or on the weekend, you will receive your approval email on the next business day.

Student,

Thank you for registering for the BD Customer Portal - your single source for creating service requests, accessing industry articles and downloading best-practice documentation. To complete your registration, click on the link below:

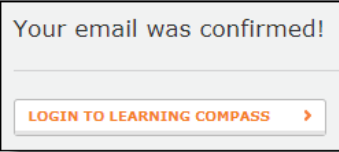
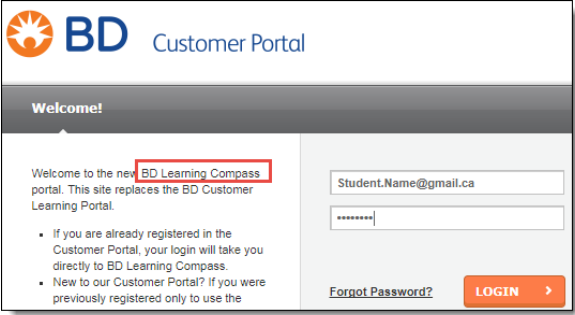
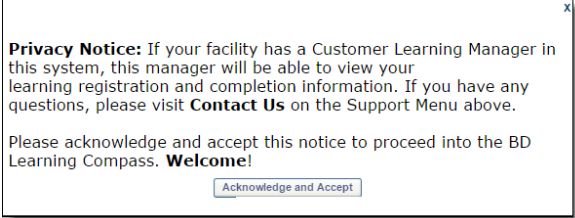

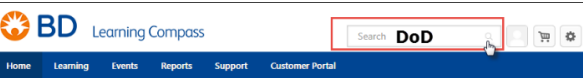
> [Complete your registration](#)


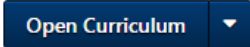

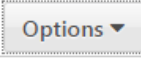
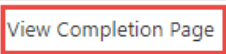
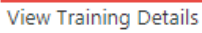
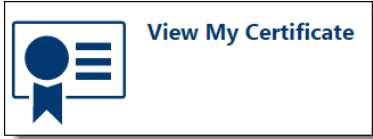

If the link above is not visible, please copy and paste the following address into your browser to complete your registration:  
<https://eim.carefusion.com/register/confirm?id=cbf0e5f4-6797-441b-9134-b552c1dabaa8&e=Student.Name@gmail.ca&c=e0ad1fbf5bad61c&h=1000%3akdP82UjdRRvD5DYcbk1oPUf5RAOLn0na%3asU LAHtbFeKfUCZ61%2fm6yp1DYBZfLXq4>

If you have questions or are experiencing technical issues, please contact our support staff at [LearningCompass@bd.com](mailto:LearningCompass@bd.com).

Thank you,  
 BD Customer Portal Support

Open the registration email, and click on the link to > [Complete your registration](#).

	<p>On the confirmation page, click <b>LOGIN TO LEARNING COMPASS &gt;</b>.</p>
	<p><b>Important:</b> Make sure the text says <b>BD Learning Compass</b> on the first line.</p> <p>The web address should have <b>CU</b> at the end:  <a href="https://eim.carefusion.com/Account/Login?to=CU">https://eim.carefusion.com/Account/Login?to=CU</a></p> <p>If it says Customer Portal, click this link to log in:  <a href="https://bd.com/LearningCompass">https://bd.com/LearningCompass</a></p> <p>Enter your email address and the password you just created, and click <b>LOGIN &gt;</b>.</p>
	<p>Click the link to acknowledge and accept that your Customer Learning Manager may view your transcript in this system.</p>
	<p>Scroll down to the <b>Learning in Progress</b> or <b>Suggested Learning</b> widget, and look for courses that begin with "DoD". Click on the title of the course that most closely matches your role.</p> <ul style="list-style-type: none"> <li>Depending upon which Title you selected, you may have just one or two of these on your list of Suggested Learning</li> </ul>
	<p>Nothing listed in Suggested Learning yet? No Problem. Just type "DoD" in the search box in the upper right corner of the screen, and click the magnifying glass.</p> <p>Your curricula will appear in the Search Results.</p> <p>Click on the Title of the Curriculum to view the course details.</p>

  	<p>Click <b>Request</b> to add the item to your Learning in Progress widget (<i>also in Learning &gt; My Learning</i>)</p> <p>Click <b>Open Curriculum</b> to begin.</p> <p>Click <b>Launch</b> to view each individual tutorial in the course.</p>
  	<p>When you are finished with each Curriculum, select <b>View Completion Page</b>.</p>
	<p>Click <b>View My Certificate</b> to print or download your Certificate of Completion and provide it to your educator as requested.</p> <p><b>NOTE:</b> You can find your Certificate later on Learning &gt; My Learning: Click the <b>Active</b> button and choose <b>Completed</b> to show your completed transcript items.</p>
	<ol style="list-style-type: none"><li>1. To <b>download</b> a copy of your certificate in PDF format (easy to email), click the Download icon.</li><li>2. To <b>print</b> the certificate, click the Print icon.</li></ol>

**Facility Zip Codes (Facility Names May not Match Perfectly – Verify with the address)**

<b>Site Name</b>	<b>Zip Code</b>	<b>Site Name in our Database</b>
<b>BHC Iwakuni</b>	00740	NAVAL BRANCH HEALTH CLINIC IWAKUNI
<b>USNH Okinawa</b>	96362	US NAVAL HOSPITAL OKINAWA
<b>Landstuhl Regional Medical Center</b>	09180	LANDSTUHL REGIONAL MEDICAL CENTER
<b>USNH Guantanamo Bay</b>	09589	US NAVAL HOSPITAL GUANTANAMO BAY
<b>USNH Rota</b>	09645	US NAVAL HOSPITAL
<b>Andrews Air Force Base</b>	20762	ANDREWS AIR FORCE BASE
<b>Walter Reed NMMC</b>	20889	WALTER REED NATIONAL MILITARY
<b>Ft Belvoir Community Hospital</b>	22060	DEWITT ARMY HOSPITAL
<b>NMC Quantico</b>	22134	NAVAL MEDICAL CLINIC
<b>Langley-Eustis AFB- 633rd Med Group</b>	23665	LANGLEY AIR FORCE BASE
<b>NMC Portsmouth</b>	23708	PORTSMOUTH NAVAL HOSPITAL
<b>Naval Health Clinic, Cherry Point</b>	28533	NAVAL HOSPITAL
<b>NH Camp Lejeune</b>	28547	NAVAL HOSPITAL CAMP LEJEUNE
<b>Shaw AFB- 20th Med Group</b>	29152	BASE MEDICAL OFFICER
<b>BHC Charleston</b>	29445	NAVAL HEALTH CLINIC CHARLESTON
<b>NH Beaufort</b>	29902	NAVAL HOSPITAL
<b>NH Jacksonville</b>	32214	NAVAL HOSPITAL JACKSONVILLE
<b>NH Pensacola/Belle Chasse</b>	32512	NAVAL HOSPITAL
<b>Eglin AFB- 96th Med Group</b>	32542	EGLIN AIR FORCE BASE
<b>Keesler Air Force Base</b>	39534	KEESLER AIR FORCE BASE
<b>Wright Patterson AFB- 88th Med Group</b>	45433	WRIGHT PATTERSON MEDICAL CENTER
<b>NH Great Lakes</b>	60088	NAVAL HOSPITAL
<b>Scott AFB- 375th Med Group</b>	62225	375TH MEDICAL GROUP
<b>Offut Air Force Base</b>	68113	USAF 55th Medical Group
<b>Tinker AFB- 72nd Med Group</b>	73145	654 MG SGL TINKER AIR FORCE BASE
<b>Randolph AFB - 12 Med Group</b>	78150	JBSA RANDOLPH 359TH MEDICAL GROUP
<b>Lackland / Wilford-Hall- 59th Med Group</b>	78236	WILFORD HALL MEDICAL CENTER
<b>Laughlin AFB- 47th Med Group</b>	78843	LAUGHLIN AIR FORCE BASE
<b>USNH Naples</b>	81030	US NAVAL HOSPITAL NAPLES
<b>Mountain Home AFB- 366 Med Group</b>	83648	MOUNTAIN HOME AIR FORCE BASE
<b>Davis Monathan AFB – 355 Med Group</b>	85707	35TH MEDICAL GROUP
<b>Nellis AFB- 99th Med Group</b>	89191	NELLIS AIR FORCE BASE MIKE
<b>NH Camp Pendleton</b>	92055	NAVAL HOSPITAL
<b>NMC San Diego</b>	92134	NAVAL MEDICAL CENTER SAN DIEGO
<b>NH Twentynine Palms</b>	92277	NAVAL HOSPITAL TWENTYNINE PALMS
<b>BHC Temecula</b>	92590	BRANCH HEALTH CLINIC TEMECULA
<b>NH Lemoore</b>	93246	NAVAL HOSPITAL LEMOORE
<b>Vandenburg AFB- 30th Med Group</b>	93437	30TH MEDICAL GROUP HOSPITAL

Site Name	Zip Code	Site Name in our Database
<b>Travis AFB- 60th Med Group</b>	94535	TRAVIS AIR FORCE BASE CSDC FM9911
<b>USNH Sigonella</b>	95100	US NAVAL HOSPITAL SIGONELLA
<b>Beale AFB- 9th Med Group</b>	95903	BEALE AIR FORCE BASE
<b>USNH Yokosuka (incl Atsugi, Sasebo)</b>	96350	US NAVAL HOSPITAL YOKOSUKA
<b>USNH Guam</b>	96913	US NAVAL HOSPITAL GUAM
<b>NH Oak Harbor</b>	98278	NAVAL HOSPITAL OAK HARBOR
<b>NH Bremerton</b>	98312	NAVAL HOSPITAL BREMERTON
<b>Fairchild AFB- 92nd Med Group</b>	99011	FAIRCHILD AIR FORCE BASE
<b>Elmendorf AFB- 673rd Med Group</b>	99506	673RD MEDICAL GROUP SUPPORT

## \*Troubleshooting Tips

### System won't allow me to register with a Personal Email Address

Most of the Customer Portal applications are for validated customers with facility-issued email addresses. Only the BD Learning Compass has a pathway for students, agency, travelers and other users to register. Make sure you are using the login at <https://bd.com/LearningCompass>, and you see "BD Learning Compass" on the top of the first page.

Using a Personal email address, you must select the User Type "Other (non-hospital/non-institution domain ex: gmail.com)"

### Didn't receive the Registration Email

1. Check your junk or spam folder. Some facilities sort emails into that folder. If your facility uses a Daily Digest to let you review items in a separate system, ask your IT department how you can view your list at any time.
2. Check the spelling of your email address. If your email address was misspelled, the system can't send you the registration email.
3. If you registered with a personal or other non-.mil email address, and/or did not select a facility, the account will be placed in review. It can take up to 2 business days to manually approve your account. The registration email arrives after the agent approves your account.
4. Email us at [LearningCompass@bd.com](mailto:LearningCompass@bd.com) and let us know if you don't have your activation email after 1 business day.

### My Facility Isn't Listed

1. Contact [LearningCompass@bd.com](mailto:LearningCompass@bd.com) and provide the full name and address of your facility, and your customer number, if you can get it. We will make sure your facility is listed in the system as soon as possible, and contact you when it is ready.

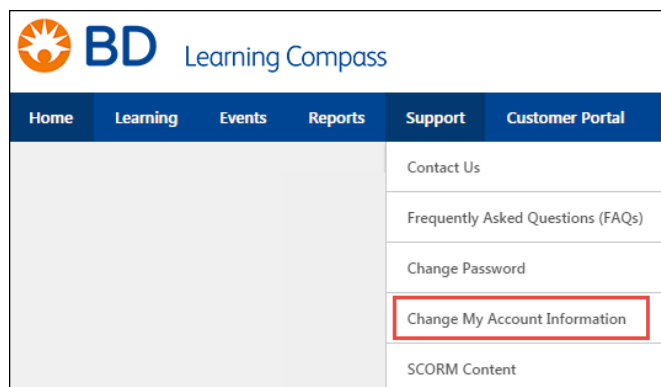
### I can't see or click the reCAPTCHA on the last page

1. The reCAPTCHA tool is produced by Google to assist with verifying a real person is entering data, and preventing a "robot" from automatically entering fictitious accounts and blocking the system. Some IT departments have blocked this tool. Contact your IT department to make sure you can have access to this service.

### My Password Isn't Working, or I don't remember it

1. On the login screen, click the **Forgot Password** button to request a password reset.
2. If you are logged into Learning Compass successfully, but want to change your password, click **Support**, and select **Change Password** to be taken back to the Profile change page.





## I chose the wrong Title – How to I fix it?

Under **Support**, select **Change My Account Information**.

Or, click **contact us** on the left side of the screen to open a help request window and submit a support ticket.

## Support Questions – Where to Find Answers and Request Help

1. Make sure you select **Frequently Asked Questions** on our support dropdown list inside Learning Compass for answers to our most common questions.
2. View our Help Desk Frequently Asked Questions, and/or submit a request for support here:  
<https://gcses.teamwork.com/support/#/docs/630/bd-learning-compass-answers>
3. Email us at [LearningCompass@bd.com](mailto:LearningCompass@bd.com) to create a support ticket automatically and receive an instant tip sheet of most frequently asked questions and answers.
4. Click **Contact Us** from the BD Learning Compass login page.

