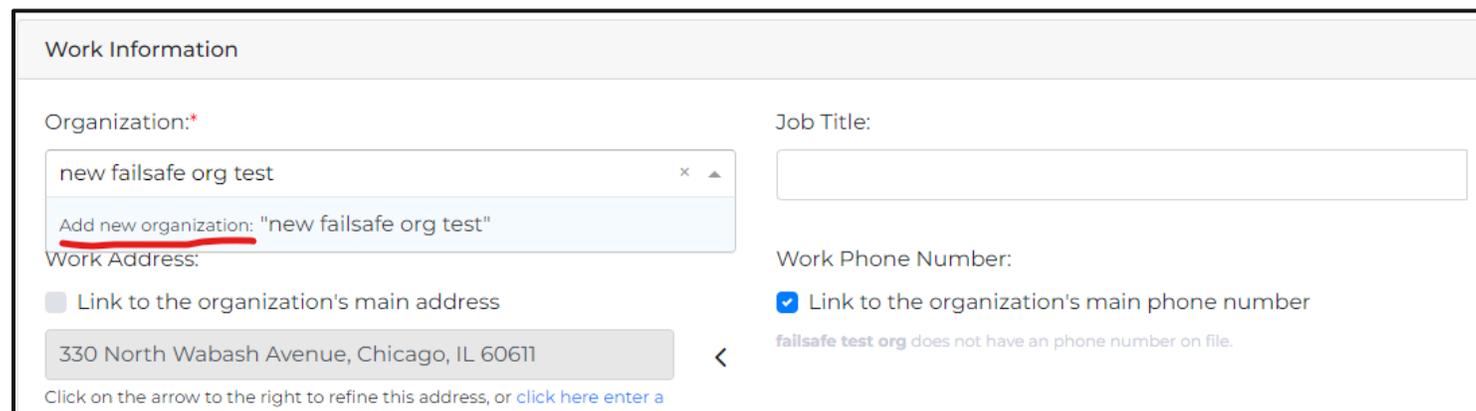


FailSafe Program

2025 FailSafe Program Admin User Guide

Step 1: Organization Account Creation

- If your organization is a new FailSafe member, you will need to create an [AMSN](#) account and set up your organization by:
 - Logging into AMSN.org and go to:
 - **My Profile > Account > Manage Account > [Update Profile](#)**
- In your profile information under **Work Information**, enter your organization's name and select **Add new organization**
 - We recommend using this naming convention: “**Org Name, City, State**”
 - Save your changes at the end of profile information.
- If your organization already has an account, and you require assistance accessing it, please contact us at msncb@msncb.org.



Work Information

Organization:*
new failsafe org test
Add new organization: "new failsafe org test"

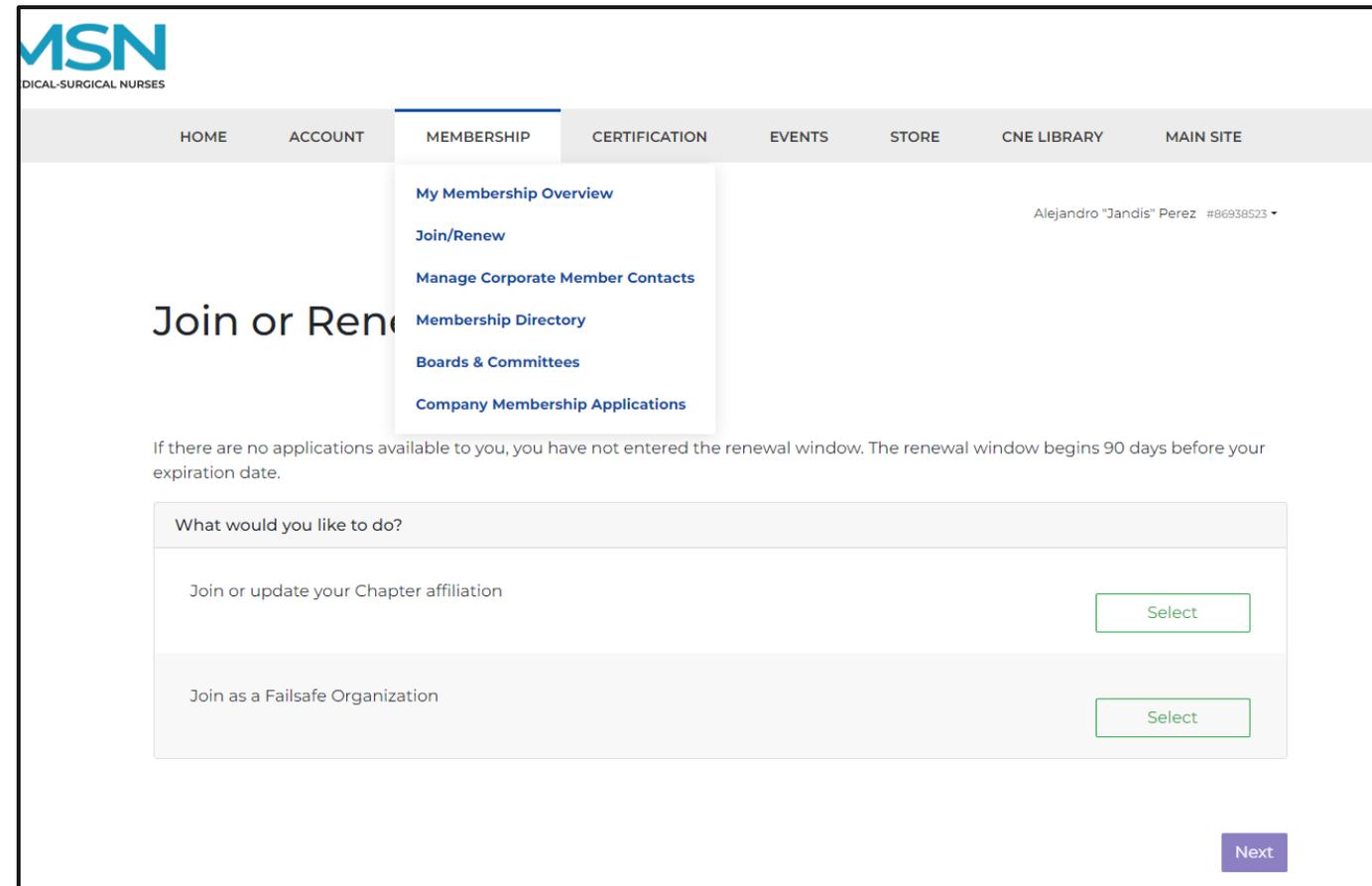
Work Address:
 Link to the organization's main address
330 North Wabash Avenue, Chicago, IL 60611
Click on the arrow to the right to refine this address, or [click here enter a](#)

Job Title:

Work Phone Number:
 Link to the organization's main phone number
failsafe test org does not have a phone number on file.

Step 1: Organization Account Creation (Cont.)

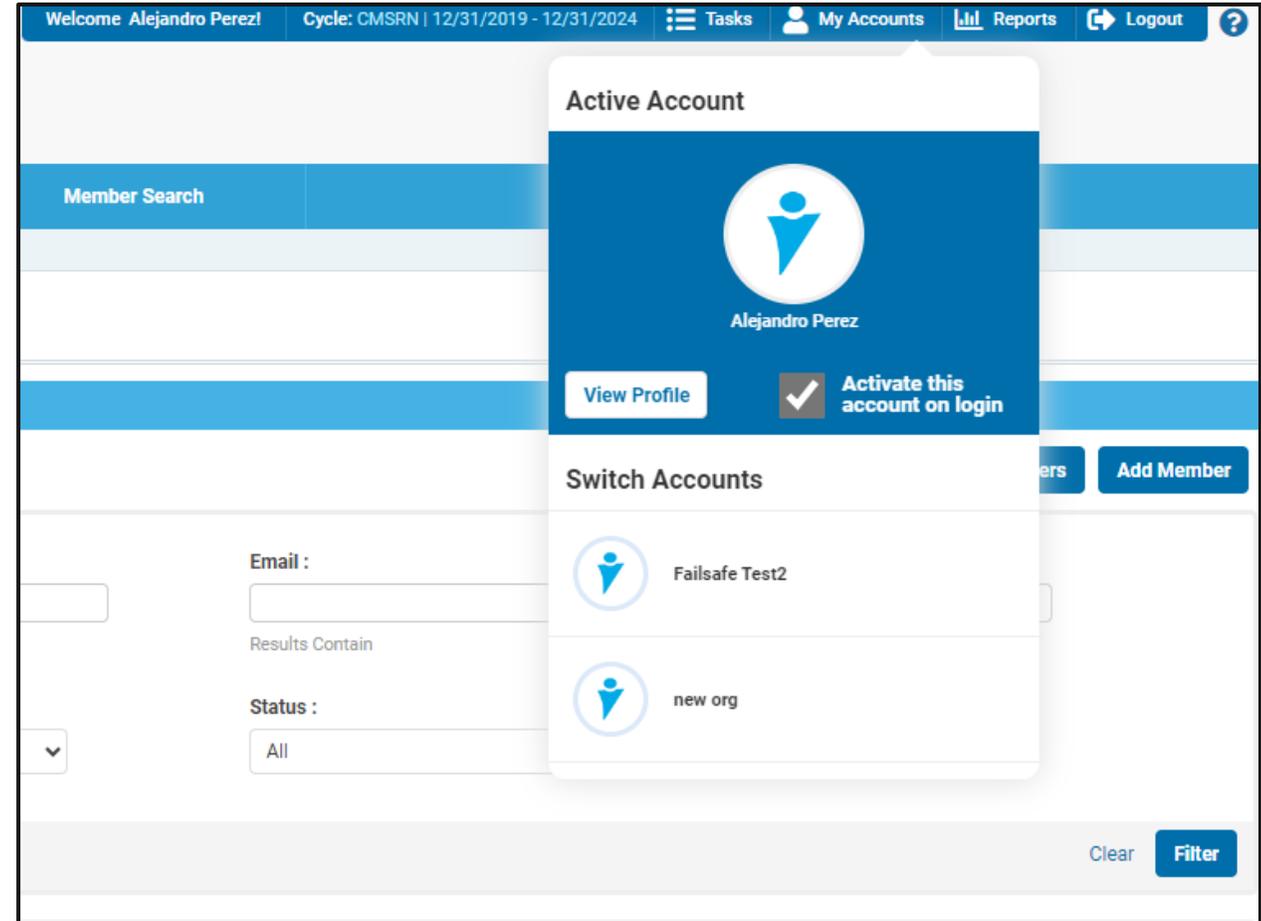
- Once your account is created, you will need to join as a FailSafe member.
- On your AMSN portal, go to:
 - **Membership** > **Join/Renew** > **Join as FailSafe Org**
 - Follow the steps to complete the application. Payment is not required to submit your application
 - Once you have completed the application, please contact us at failsafe@msncb.org so that we may grant your FailSafe admin permissions



The screenshot shows the MSN portal interface. At the top left is the MSN logo with the text 'MEDICAL-SURGICAL NURSES'. A navigation bar contains links for HOME, ACCOUNT, MEMBERSHIP, CERTIFICATION, EVENTS, STORE, CNE LIBRARY, and MAIN SITE. The MEMBERSHIP menu is open, showing options: My Membership Overview, Join/Renew, Manage Corporate Member Contacts, Membership Directory, Boards & Committees, and Company Membership Applications. The user's name 'Alejandro "Jandis" Perez' and ID '#96938523' are visible in the top right. The main heading is 'Join or Renew'. Below it, a message states: 'If there are no applications available to you, you have not entered the renewal window. The renewal window begins 90 days before your expiration date.' A form titled 'What would you like to do?' contains two options: 'Join or update your Chapter affiliation' and 'Join as a Failsafe Organization', each with a 'Select' button. A 'Next' button is located at the bottom right of the form area.

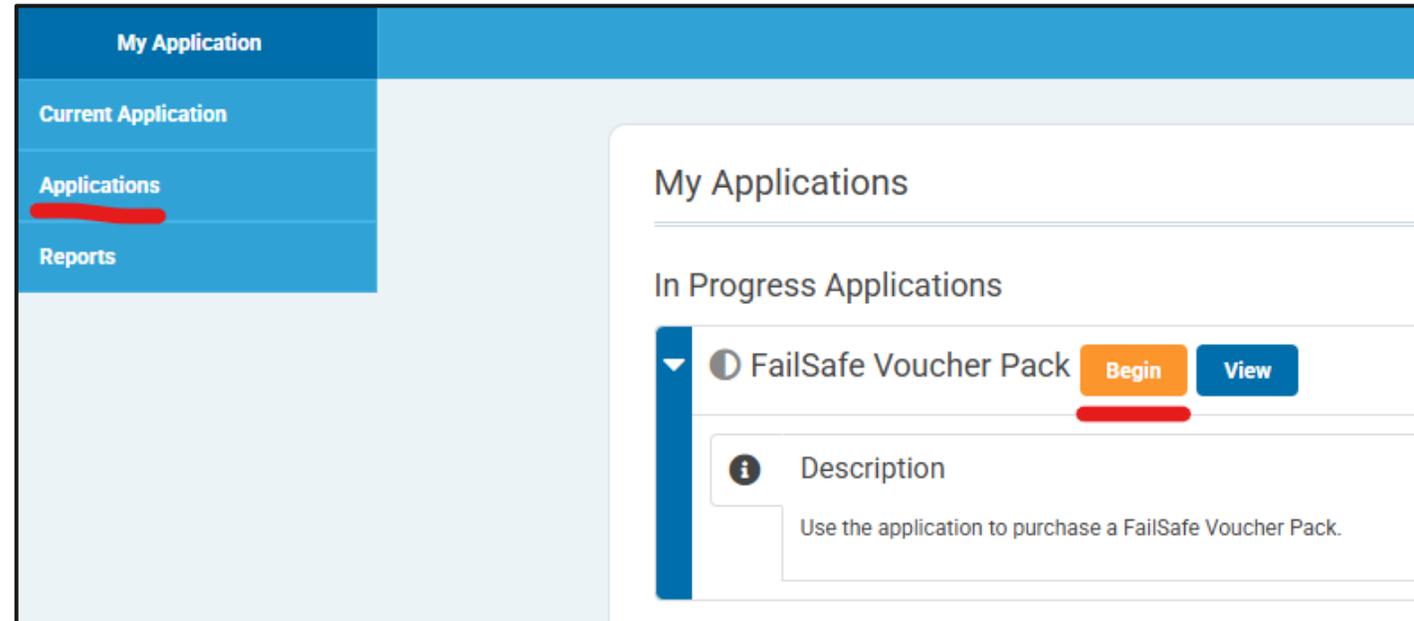
Step 2: Accessing Your Admin Account

- Once the MSNCB team has granted your FailSafe admin permissions, please log back in to your account
- Once logged in, go to:
 - **My Profile > Certification > Account Overview**
- You will be required to select from two accounts:
 - **Personal or Organization**
 - Select the name of your organization you have set up



Step 3: Purchasing Vouchers

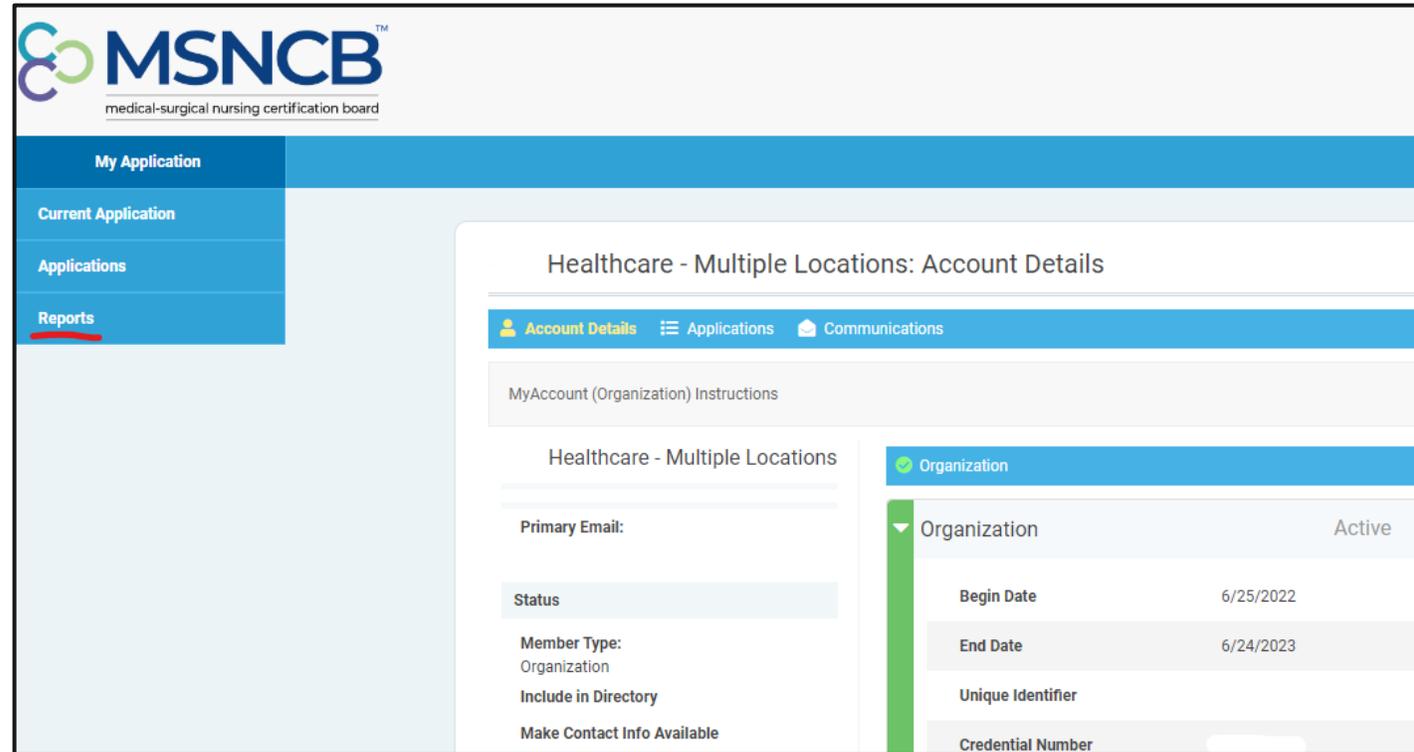
- Once you are in your admin account, you can purchase FailSafe vouchers by navigating to:
 - [Applications](#) and click **Begin**
- There are 3 voucher bundles available for purchase:
 - *3 vouchers, 5 vouchers, or 10 vouchers*
- Select the desired bundle type and proceed to payment



- Payment can be made directly on the site via credit card
- If an invoice is required for more than 10 vouchers, please request by emailing us at msncb@msncb.org

Step 4: Accessing the Voucher Codes

- After payment is received, vouchers are activated within 48 business hours
- To access your voucher codes, go to:
 - **My Application > Reports**
- If you have any questions or issues with voucher activation, please email msncb@msncb.org

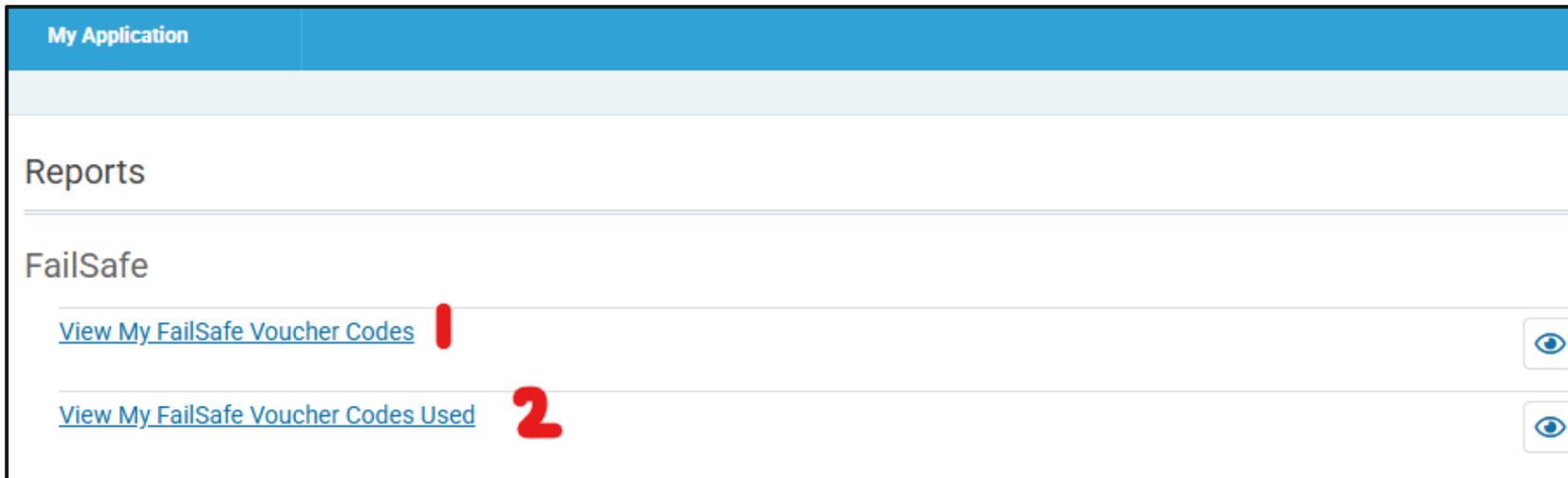


The screenshot displays the MSNCB web portal interface. The top navigation bar includes 'My Application', 'Current Application', 'Applications', and 'Reports'. The 'Reports' menu item is highlighted with a red underline. The main content area is titled 'Healthcare - Multiple Locations: Account Details'. Below this title, there are tabs for 'Account Details', 'Applications', and 'Communications'. The 'Account Details' tab is active. The page shows 'MyAccount (Organization) Instructions' and a section for 'Healthcare - Multiple Locations'. On the right side, there is a table for 'Organization' with the following data:

Organization		Active
Begin Date	6/25/2022	
End Date	6/24/2023	
Unique Identifier		
Credential Number		

Step 5: Voucher Distribution

- The organization will give active voucher codes to nurses who would like to take the CMSRN or CAVRN exam using the reports as shown below
 - Both reports can be exported as Excel files
- The first report will only contain **Used** and **Unused** voucher codes
- The second report will contain **Used** voucher codes, pass/fail results, and exam dates



The screenshot shows a web application interface with a blue header bar labeled "My Application". Below the header, there is a section titled "Reports" with a horizontal line underneath. Underneath the "Reports" section, there is a section titled "FailSafe". Below "FailSafe", there are two rows of links, each with a red number next to it and an eye icon on the right side. The first row is "[View My FailSafe Voucher Codes](#) 1" and the second row is "[View My FailSafe Voucher Codes Used](#) 2".

Step 5: Voucher Distribution (Cont.)

- The vouchers remain active until they are applied to an exam application
- If a nurse no longer needs a voucher, and **it has not yet been applied to an application, it may be reassigned to a new nurse**
- If a code has been applied, but will not be used, please contact us at msncb@msncb.org

View My FailSafe Voucher Codes (FailSafe) 1

Voucher Status: NOTUSED USED

Voucher Created On Date: [Date Picker]

Voucher Expiration Date: [Date Picker]

UPDATE RESULTS

Voucher Code	Voucher Status	Created On	Expires On	Applied On	Applied To Member Name
0GYZ-9SD5-G4U3	USED	6/25/2024	6/25/2025	8/20/2024	Amanda Keck
1LSN-G6RG-WJUB	USED	6/25/2024	6/25/2025	8/22/2024	Brylynn Cox
1MVF-68BD-PH72	USED	6/25/2024	6/25/2025	8/22/2024	Chelsea Howard
6WL3-1G3T-7ERK	USED	6/25/2024	6/25/2025	8/26/2024	Shristi Khatri
59XS-AF3T-6S5T	USED	6/25/2024	6/25/2025	8/28/2024	Ifeanyi Akudoro
7QMT-VD8D-CLRV	USED	6/25/2024	6/25/2025	8/30/2024	Jose Pena
3WLG-ABSJ-1JCG	USED	6/25/2024	6/25/2025	8/30/2024	Annie Dinh Nguyen
E02N-NF8J-QKWW	USED	6/25/2024	6/25/2025	9/3/2024	Britney Register

View My FailSafe Voucher Codes Used (FailSafe) 2

Voucher Status: USED

Voucher Created On Date: [Date Picker]

Voucher Expiration Date: [Date Picker]

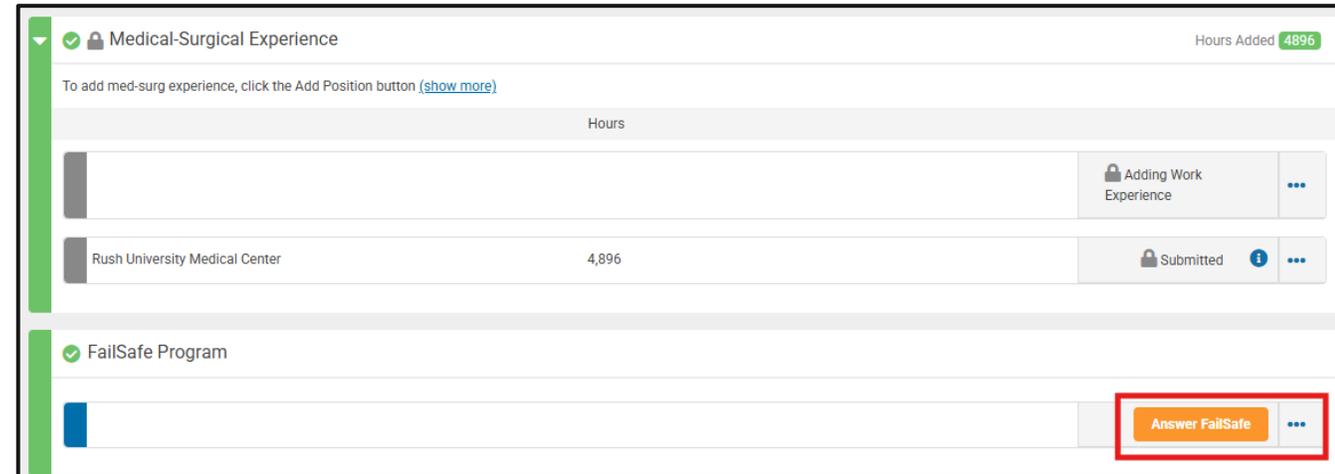
Activity Type: Examination

UPDATE RESULTS

Voucher Code	Voucher Status	Created On	Expires On	Applied On	Applied To Member Name	Exam Results	Exam Date
0CU5-YX01-0BAQ	USED	6/25/2024	6/25/2025	11/26/2024	Cherish Allen-Lee		
0ERC-BG4U-RBUW	USED	11/26/2024	11/26/2025	1/11/2025	Claudine Monsanto		
0ERC-BG4U-RBUW	USED	11/26/2024	11/26/2025	1/11/2025	Claudine Monsanto	Fail	5/2/2024
0ERC-BG4U-RBUW	USED	11/26/2024	11/26/2025	1/11/2025	Claudine Monsanto	Fail	7/30/2024
0GYZ-9SD5-G4U3	USED	6/25/2024	6/25/2025	8/20/2024	Amanda Keck		
0GYZ-9SD5-G4U3	USED	6/25/2024	6/25/2025	8/20/2024	Amanda Keck	Pass	12/10/2024
15CH-M3W7-FZF6	USED	9/27/2024	9/27/2025	10/5/2024	Ermithe Michel	Fail	12/4/2024
1LSN-G6RG-WJUB	USED	6/25/2024	6/25/2025	8/22/2024	Brylynn Cox		

Step 7: Failed First Exam - Re-verifying FailSafe

- If a nurse fails their first exam attempt, they will need their FailSafe re-verified by you, the admin.
- To do so, they will need to navigate to **FailSafe Program** on their application and select **Answer FailSafe**
- They will need to type in your organization's name in the FailSafe Employer box and select your FailSafe Organization
 - Once selected, they will click **Send FailSafe Verification Request**
 - **This verification should only be used AFTER failing the first exam attempt**



Medical-Surgical Experience Hours Added 4896

To add med-surg experience, click the Add Position button ([show more](#))

Hours	
	<input type="button" value="Adding Work Experience"/>
Rush University Medical Center 4,896	<input type="button" value="Submitted"/>

FailSafe Program



FailSafe Participation: FailSafe Employer Details

The FailSafe Certification Program allows CMSRN-eligible nurses at participating facilities the opportunity to apply for the CMSRN exam twice within a twelve (12) month period. The facility never pays for an unsuccessful exam attempt. See [FailSafe Certification Program](#) to learn how your employer can partner with MSNCB to pay for your exam.

Select your FailSafe organization from the dropdown menu. If your organization is not located in the dropdown menu, then it is not currently active in the FailSafe Certification Program and you will need to self pay for the exam

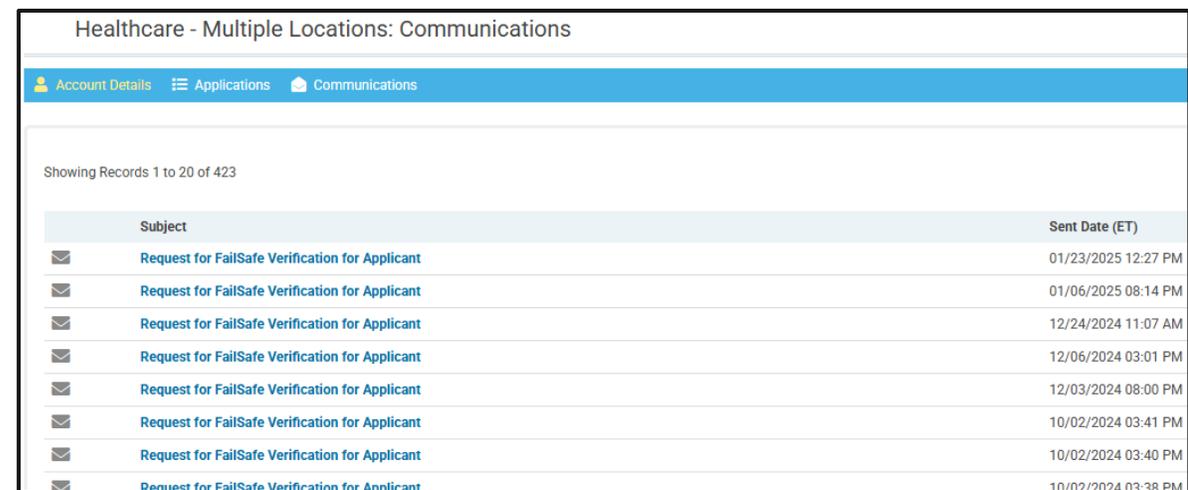
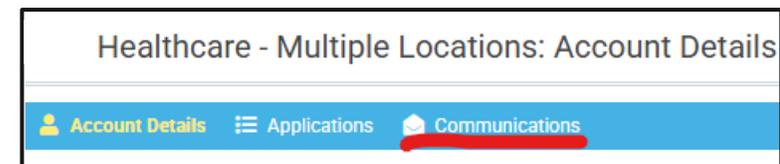
Click **Self Pay** if your employer is not enrolled in FailSafe.

If this is your first test and you have received a voucher from an Organization, do not fill this out. Click Cancel and use your voucher code on the payment screen.

FailSafe Employer (press space or begin typing)*:

Step 7: Failed First Exam - Reverification FailSafe (Cont.)

- Once they have entered your FailSafe organization and selected **Send Verification**, an email will be sent to you
 - If you cannot find the verification email, you can also check your **Communications** tab on your admin account
 - Clicking the link as pictured on this slide on the email will reverify their voucher and waive the retake fee
 - **This verification should only be approved AFTER a nurse has applied a voucher to a failed attempt**



Healthcare - Multiple Locations: Communications

Account Details Applications Communications

Showing Records 1 to 20 of 423

Subject	Sent Date (ET)
Request for FailSafe Verification for Applicant	01/23/2025 12:27 PM
Request for FailSafe Verification for Applicant	01/06/2025 08:14 PM
Request for FailSafe Verification for Applicant	12/24/2024 11:07 AM
Request for FailSafe Verification for Applicant	12/06/2024 03:01 PM
Request for FailSafe Verification for Applicant	12/03/2024 08:00 PM
Request for FailSafe Verification for Applicant	10/02/2024 03:41 PM
Request for FailSafe Verification for Applicant	10/02/2024 03:40 PM
Request for FailSafe Verification for Applicant	10/02/2024 03:38 PM

Dear FailSafe Contact,

The following individual is applying to take the CMSRN exam and has listed themselves as eligible for FailSafe under your institution's contract.

•

Could you please verify if they are FailSafe eligible through your institution? Click here to go to the verification page to confirm: <https://msncb.learningbuilder.com/Public/ExternalContact/DirectAccess?Email=tonya.fuller%40hcahealthcare.com&AccessCode=iU4C9NG0bUSxevF62inifw>

Once you click the link, you will be provided with additional instructions.

Thank you,

MSNCB