TEBRA UNIVERSITY

Get Started

Updated: October 2023

Introduction

Tebra University is a free online training portal available to all Practice Operations (previously Kareo) customers to register for live training, view pre-designed courses, and eLearnings anytime, anywhere.

The Tebra University – Get Started guide is designed for new customers or users. They will learn how to log into Tebra University to access their role-based training, review courses assigned by role, and how to browse optional training.

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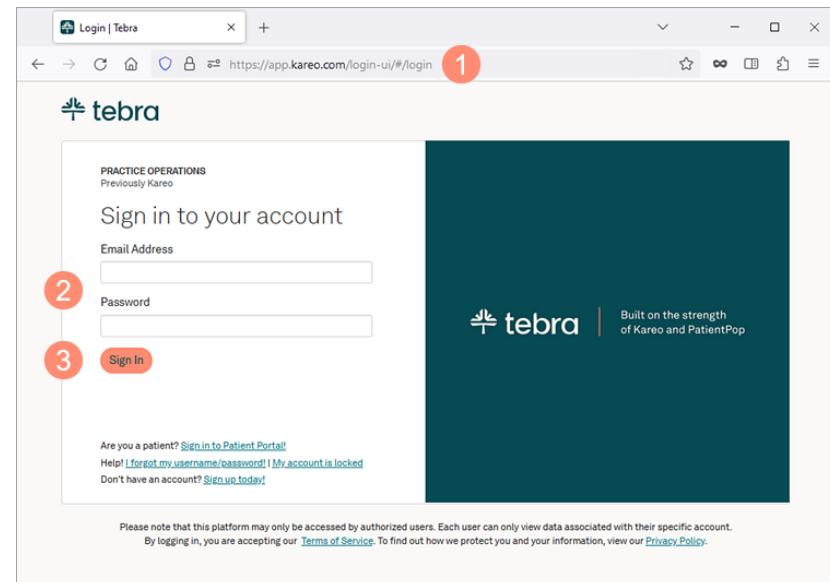
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Access Tebra University

Log into the web platform to access Tebra University from the *Dashboard*.

1. Open an internet browser, such as Google Chrome and Firefox. Then, type app.kareo.com in the top address bar and press **Enter** on your keyboard. The *Tebra* login page opens.

   💡 Tip: Bookmark the URL for easy access.

2. Enter the email address associated with your Tebra username and your password.

3. Click **Sign In**. The *Dashboard* page opens.

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Access Tebra University, cont.

4. Click **GO TO TRAINING** to access courses designed for your user role(s) and register for live training. The *Tebra University* dashboard opens in a new browser.

5. **Instructor-Led Training:** Optionally, click **Sign Up** to review all available live training sessions and register for the desired session(s).

   ⓘ Note: You will not receive a course completion certificate by registering and completing the live instructor-led training alone. To receive course completion certificates, complete the training in Tebra University.

6. **Welcome to Tebra University:** Click **Start** to watch a quick video to learn how to navigate Tebra University and how to access additional resources.

   ⓘ Note: It is recommended that all users complete this course.
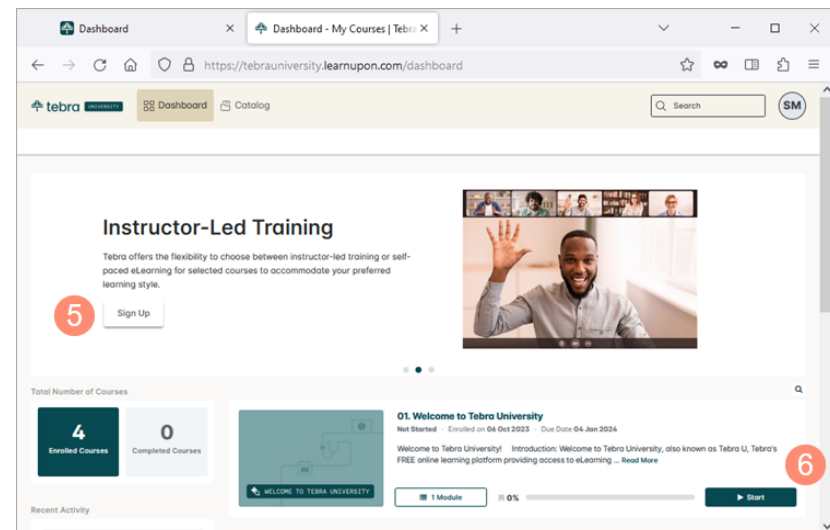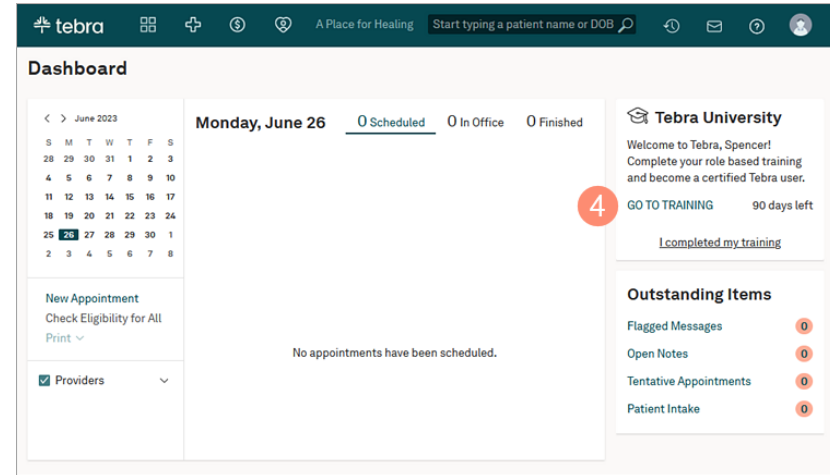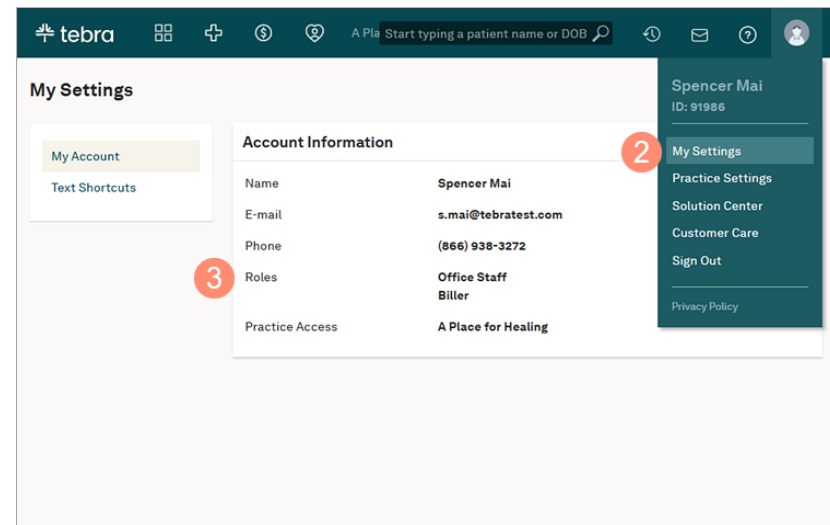
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Assigned Courses

Courses in Tebra University are assigned to users based on their role(s) in Practice Operations (previously Kareo). It is recommended that you complete the assigned role-based training to streamline your day-to-day workflows and become a proficient Tebra user. Review this section to learn how to find which role(s) were assigned to you in Tebra and which courses you will need to complete based on your role(s).

In addition to the assigned courses, browse optional role-based training in the course catalog. Review Additional Courses to learn more.

Find User Roles

Review the following instructions to determine which role the practice's System Administrator has assigned to you.

1. Hover over the *User* icon.
2. Click on **My Settings**. The *My Settings* page opens.
3. **Roles:** Displays the role(s) assigned to your user. Courses in Tebra University are assigned to you based on these roles.

Assigned Courses by Role

Review the Tebra University courses assigned to each role: System Administrator, Office Staff, Provider, Clinical Assistant, or Biller. If the role-based course assigned is not applicable to you, unenroll from the course. Review Unenroll Course for instructions to remove the course. If you have multiple roles, your assigned courses in Tebra University include courses for all your roles.

System Administrator

The following courses are assigned to users with a System Administrator role.

COURSE	DESCRIPTION	LENGTH
Welcome to Tebra University	Learn how to navigate Tebra University to search for a course, find enrolled courses, download training history, register for instructor-led sessions, and access additional resources.	7 minutes
Getting Started with Tebra - Admin Set Up Guide	Learn how to configure practice settings.	90 minutes

Office Staff

The following courses are assigned to users with an Office Staff role in Tebra.

COURSE	DESCRIPTION	LENGTH
Welcome to Tebra University	Learn how to navigate Tebra University to search for a course, find enrolled courses, download training history, register for instructor-led sessions, and access additional resources.	7 minutes
Office Staff Training	Learn how to manage patients, scheduling, reminders, secure messages, and documents.	90 minutes

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Provider

The following courses are assigned to users with a Provider role in Tebra.

COURSE	DESCRIPTION	LENGTH
Welcome to Tebra University	Learn how to navigate Tebra University to search for a course, find enrolled courses, download training history, register for instructor-led sessions, and access additional resources.	7 minutes
Provider Training	Learn how to document the patient's visit from beginning to end. ℹ️ Note: This course is designed for medical providers. If applicable, mental health providers can unenroll from this course and enroll for the Mental Health Provider Training from the course catalog. Review the Unenroll Course section for instructions to unenroll from the Provider Training course. Then, review the Additional Courses section for instructions to enroll for the Mental Health Provider Training course.	2 hours
Medication Management	Learn how to recognize the basics of eRx and EPCS enrollment, prescribe medications, manage medications and supplies, and generate clinical reports. ℹ️ Note: This course is designed for prescribing providers. If this course is not applicable, unenroll from this course. Review the Unenroll Course section for instructions.	30 minutes

Clinical Assistant

The following courses are assigned to users with a Clinical Assistant role in Tebra.

COURSE	DESCRIPTION	LENGTH
Welcome to Tebra University	Learn how to navigate Tebra University to search for a course, find enrolled courses, download training history, register for instructor-led sessions, and access additional resources.	7 minutes
Clinical Assistant Training	Learn how to obtain and record routine patient information in preparation for the provider.	60 minutes

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COURSE	DESCRIPTION	LENGTH
Medication Management	Learn how to recognize the basics of eRx and EPCS enrollment, prescribe medications, manage medications and supplies, and generate clinical reports. ℹ️ Note: This course is designed for prescribing providers. If this course is not applicable, unenroll from this course. Review the Unenroll Course section for instructions.	30 minutes

Biller

The following courses are assigned to users with a Biller role in Tebra.

| COURSE	DESCRIPTION	LENGTH
Welcome to Tebra University	Learn how to navigate Tebra University to search for a course, find enrolled courses, download training history, register for instructor-led sessions, and access additional resources.	7 minutes
Biller Part 1 – Managing Patients Training	Learn how to effectively manage patient records in the Desktop Application (PM).	60 minutes
Biller Part 2 – Entering and Submitting Charges Training	Learn how to create and approve Encounters within the Desktop Application (PM).	60 minutes
Biller Part 3 – Managing Claims Training	Learn how to effectively manage claims in the Desktop Application (PM).	60 minutes
Biller Part 4 – Payment Posting Training	Learn how to effectively post insurance payments in the Desktop Application (PM).	90 minutes
Biller Part 5 – Patient Collections Training	Learn how to effectively manage patient collections post patient visit in the Desktop Application (PM).	60 minutes
Biller Part 6 – Billing Reports Training	Learn about standard reports and features in the Desktop Application (PM).	60 minutes
EDI Enrollment Training	Learn how to enroll in Electronic Data Interchange (EDI) services with insurance companies in order to submit claims, perform real-time eligibility, and receive ERAs electronically.	30 minutes

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Unenroll Course

Courses in Tebra University are assigned to users based on their role(s). When the course is not applicable to your practice or workflow, unenroll from the course to remove it from the dashboard.

If necessary, browse the course catalog to view and enroll for courses that apply to you. Review Additional Courses for instructions.

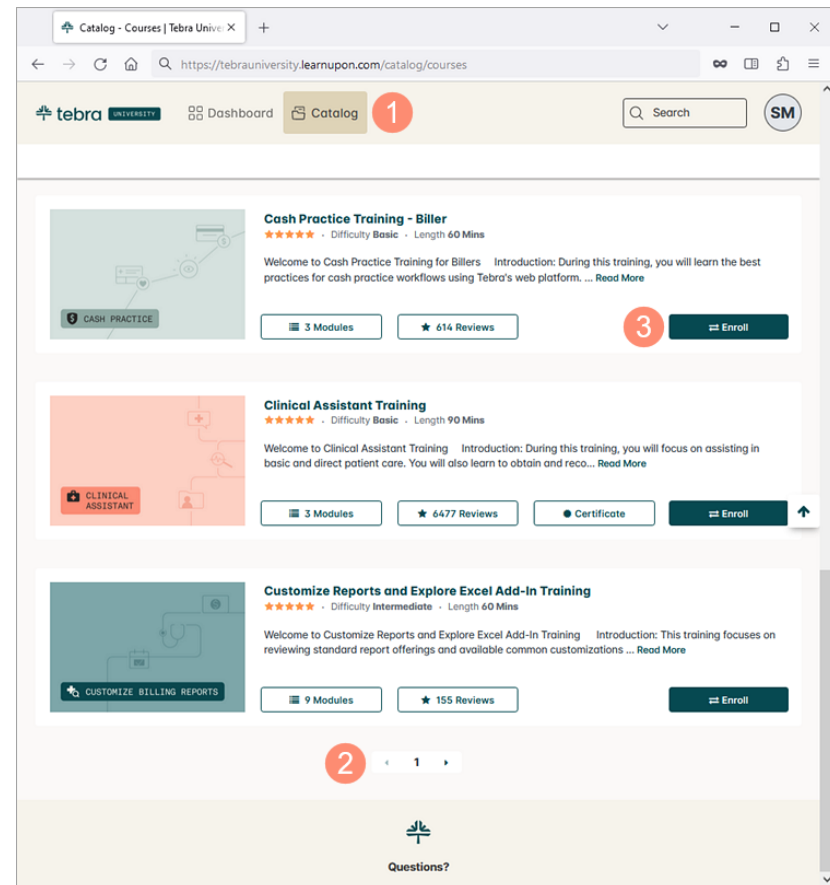1. From the Tebra University Dashboard, click on the **course name**. The course details page opens.
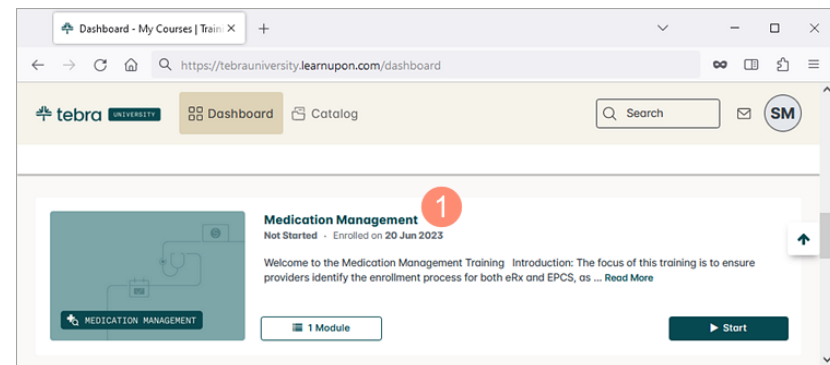
2. Click **Unenroll**. The *Are you sure?* pop-up window opens.
3. Click **Yes** to confirm. The course is removed from your dashboard.
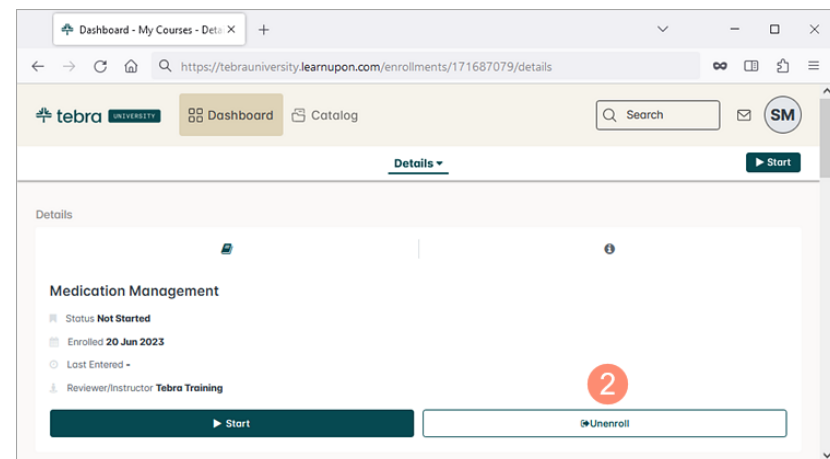
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Additional Courses

Optionally, browse Tebra University's course catalog for additional role-based training such as: Telehealth Training, eLabs Training, Template Editor Training, and more.

1. Click **Catalog**. The *Catalog* page opens.

2. **Courses:** Review the optional courses. Click the **left** or **right** arrows to browse additional courses.

3. **Enroll:** Click to add the course to your *Tebra University Dashboard*. Once enrolled, complete the training at your own pace.
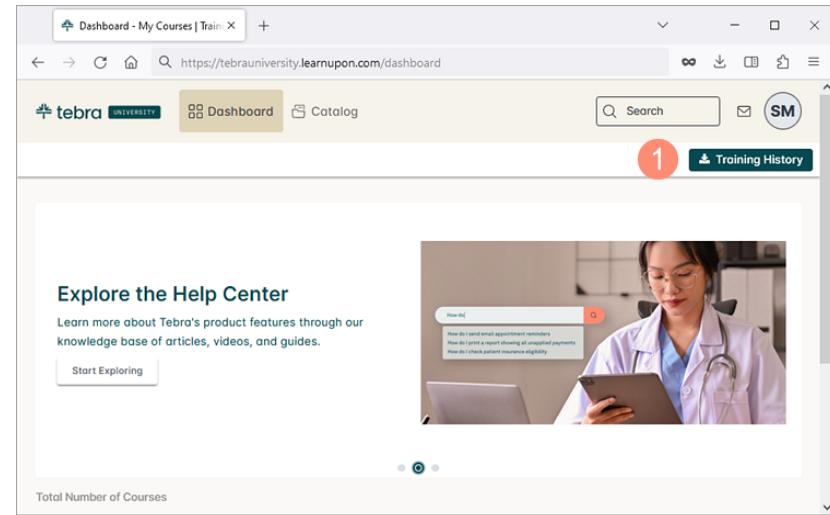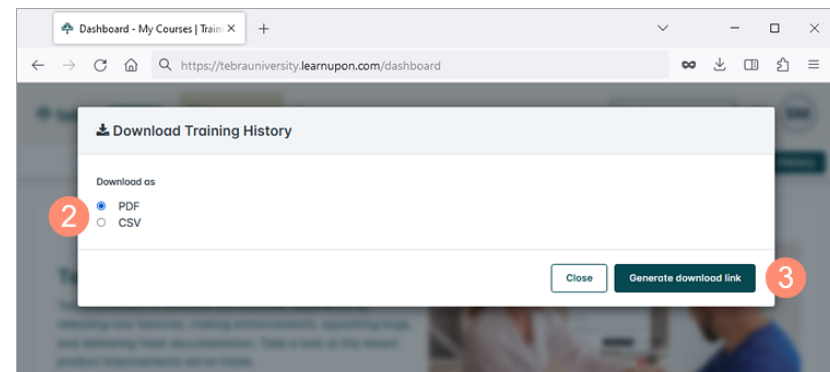
Training History

View all your completed courses by downloading your training history as a PDF or CSV file.

1. From the Tebra University Dashboard, click on **Training History**. The *Download Training History* pop-up window opens.

   🗨 Note: The Training History button only displays when at least one course has been completed.

2. By default, "PDF" is selected as the file type.
   - To download the file as a CSV, click to select "CSV". Then, select the training period date range.
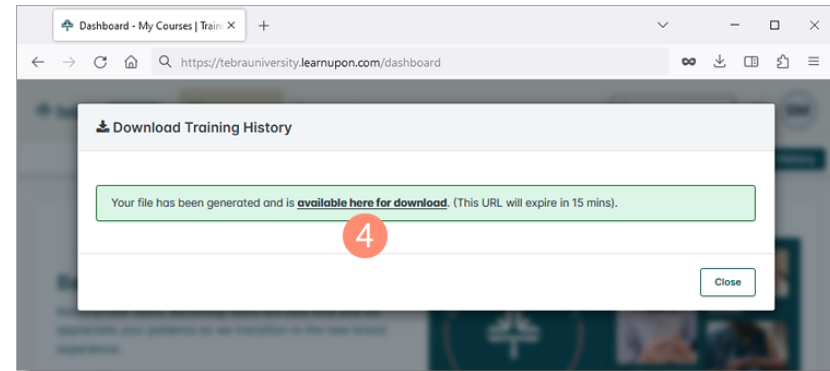3. Click **Generate download link**. The file generates.

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Training History, cont.

4. When the file has been generated, click **available here for download**. The file is saved to your device.

   💬 Note: The download URL expires after 15 minutes. Generate a new file to download the training history again.

Example Training History PDF

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Learn More

Review the Tebra University help article to review frequently asked questions. Additionally, access helpme.tebra.com to view help resources, monthly product release notes, help articles, guides, training videos, contact Customer Care, and more.

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The Digital Backbone for Practice Success

Tebra is the digital backbone built for both patient and provider well-being. From practice growth technology to clinical and financial software, our complete operating system is structured to modernize every step of the patient journey and support the connected practice of the future.