

Log-in Instructions & FAQ

Mental Health/AODA Functional Screen (MH/AODA FS) Clinical Certification Course

| QUESTION | ANSWER |
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| 1. How can I access the MH/AODA FS Clinical Certification Course? | The MH/AODA FS Clinical Certification Course is available on-line at http://mynursingce.son.wisc.edu/portals/celtc |
| 2. How do I register? | <p>To register, follow the “1-2-3” steps listed at the top of the page:</p> <ol style="list-style-type: none"> 1. Click on “1-View course list.” 2. Scroll down to the bottom of the page, and click on the “MH/AODA FS Program” link. (Be careful to not select the LTC FS Program by mistake.) 3. Click on “3-Create user account and register” 4. Click on the link to “sign up for an account.” <p>**If you already have an account on the Portal (i.e., you’ve taken the LTC FS course since 8/1/04), refer to page 3 (item #9) for instructions.**</p> |
| 3. What information should I enter on the account sign-up page? | <ol style="list-style-type: none"> 1. Fill in your account information: <ul style="list-style-type: none"> • All fields are required, including the “Credential” “Specialty” and “Country” fields. • If you do not have a credential or specialty, select or type in “Other.” • Enter your (1) Last name in the first box and your (2) First name in the second box. IMPORTANT: Please be sure to enter your “Last name” and “First name” EXACTLY how you would like them to appear on your completion certificate. • Enter your complete phone number, including area code, and your complete work address, including agency name. 2. When you are done entering the information, register: <ul style="list-style-type: none"> • Click on Submit. • Verify that the information is correct. • Enter the following Access Code: DHFS0804MHSA. This code must be entered EXACTLY as above (DHFS in all caps and 0804 (zero8zero4) MHSA (in all caps). • Click on Submit. <p>You are now registered and on the MH/AODA FS course home page. Add this page to your list of favorite places!</p> |

Attachment A

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| <p>4. What should I use as my e-mail address?</p> | <p>Ideally, you should enter your personal e-mail address that you use at the office (e.g., sjones@co.mycounty.wi.us). If you do not have your own individual work e-mail address, you can enter a home e-mail address (e.g., myname@hotmail.com). If you do not have a work or home e-mail address, contact your supervisor or agency “Screen Lead” for instructions on what e-mail address you should enter. DO NOT use a shared agency e-mail address (e.g., info@co.county.wi.us). Your progress and success at completing the course are directly linked to an individual e-mail.</p> <p>The proper e-mail address will assure receipt of your “account sign-up verification” and allow DHFS Help Desk staff to contact you if you report technical problems.</p> |
| <p>5. What should I use as my password?</p> | <p>You can enter any password, but understand that it is case sensitive (make sure your Caps Lock isn’t on), and must be entered EXACTLY as you first created it when logging into the course.</p> |
| <p>6. What is the Access Code?</p> | <p>The Access Code is DHFS0804MHSA (DHFS in all caps and then 0804 (zero8zero4) MHSA (in all caps).</p> |
| <p>7. What if I have trouble registering and need help?</p> | <p>Contact the Department of Health and Family Services’ (DHFS) SOS Help Desk at: DHFS SOS Help Desk: Phone: 608/266-9198 E-Mail: soshelp@dhfs.state.wi.us Hours of operation: 9:00-11:30 a.m. and 12:30-2:30 p.m.</p> <p>When calling during non-operating hours, please leave a voice mail message and be sure to indicate that you need help with the Mental Health/AODA Functional Screener Training. Include your name, phone number and e-mail address.</p> |
| <p>8. What does my e-mail, address and password do for me?</p> | <p>Your e-mail address and password will allow you to access the MH/AODA FS Clinical Certification Course that is offered on-line through the University of Wisconsin Madison-School of Nursing’s Portal, an interactive educational tool. It is important that you remember the password and e-mail address that you used to sign up for the Portal. Only you should enter the course using your specific e-mail address and password. Other people interested in accessing the course should create their own individual account using their personal e-mail address and password. Do not share your password with anyone!</p> |

Attachment A

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| <p>9. I've taken an on-line course before. Can I just use my old account to register?</p> | <p>You most likely will need to sign up for an account (as explained on page one). Courses offered by the University of Wisconsin through WebCT, Blackboard and Desire2Learn are separate from the School of Nursing's Portal.</p> <p>However, if you have taken an on-line course before through the UW-Madison School of Nursing's Portal (for example, you've taken the Adult LTC Functional Screener course since 8/1/04):</p> <ol style="list-style-type: none"> 1. Click on step "3-Create user account and register" as outlined on page one. 2. Instead of clicking on the link to "Sign up for an account," log-in by entering your e-mail address and password and click Submit. 3. Next enter the Access Code (DHFS0804MHSA) to register for the course. |
| <p>10. What if I forget my password?</p> | <p>In the event you forget your password, click on the "Forgot your password?" link and a reminder will be e-mailed to you. If you need help, contact the DHFS SOS Help Desk (see page 2, question 7).</p> |
| <p>11. What if I forget the e-mail address that I used to sign up for the course?</p> | <p>It is crucial that you remember your e-mail address. However, if you forget, contact the DHFS SOS Help Desk (see page 2, question 7). If the Help Desk is unable to recover your e-mail address, you will need to create a new user account and start the course over from the beginning.</p> |
| <p>12. Once I have a username, password, and have registered for the course, how do I access the course in the future?</p> | <p>If you added the course home page to your list of favorite places, you can access it from there. Otherwise:</p> <ol style="list-style-type: none"> 1. Go to http://my nursing ce.son.wisc.edu/portals/celtc 2. Click on the link "Mental Health/AODA Functional Screen Course" located in the far right-hand corner of the screen under "Center for Excellence in Long-Term Care News." 3. If you haven't already, now add the course home page to your list of favorite places. 4. On the far right-hand side of your screen, enter your e-mail address and password and click <i>Log-in</i>. |
| <p>13. How can I tell if I'm logged in or not?</p> | <p>If you are logged in, you will see "Hello" followed by your first name (e.g., Hello Nancy) in the top red banner, under the four black tabs. If you are not logged in, you will see "Hello Visitor."</p> |
| <p>14. What if I have problems logging into the course?</p> | <ul style="list-style-type: none"> • If you see a message that says "Error – Sorry we could not identify you," click the <i>Back</i> button on your browser's toolbar. Then, re-enter your e-mail and password. Remember that the |

Attachment A

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| | <p>password is case sensitive; check that your keyboard Caps Lock is not on.</p> <ul style="list-style-type: none"> • If you see a message that says “Error – The e-mail address you entered is already used by another user,” it is possible that you have taken courses on the School of Nursing’s Portal in the past. <ul style="list-style-type: none"> ○ If you believe this “other user” is in fact you, click the <i>Back</i> button on your browser’s toolbar twice to return to the Log-in page and try to log-in. ○ If you have never taken an on-line course before, click the <i>Back</i> button on your browser’s toolbar once to return to the account sign-up page and verify the e-mail address and correct as necessary. <p>If you are still not able to log-in after trying these steps, contact the DHFS SOS Help Desk (see page 2, question 7).</p> |
| <p>15. How do I get out of the course?</p> | <p>You must Log Off to exit the course. Exiting or closing your browser will NOT log you out of the course. To log off:</p> <ul style="list-style-type: none"> • Click on <i>Log off</i>, which is located in the top right-hand corner of your screen. <p>If you do not properly log off, someone else could get into your course, take your exams and receive your completion certificate. Don’t risk it!</p> |
| <p>16. I accidentally logged off – How do I get back into the course?</p> | <p>When you log off, you are returned to the School of Nursing’s home page. To get back to the MH/AODA FS course:</p> <ol style="list-style-type: none"> 1. Click on the <i>Courses</i> tab. 2. From the list of courses, click on the <i>DHFS Functional Screener Training</i> link. 3. Click on the <i>MH/AODA FS Program</i> link. 4. Re-enter your e-mail and password. |
| <p>17. Is my course participation tracked?</p> | <p>Yes, the Portal tracks student participation in a course. The Portal automatically records when you have registered, which exams you have taken and how you scored on the exams.</p> |

Attachment A

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| <p>18. Once I'm logged into the course, what should I do?</p> | <ol style="list-style-type: none"> 1. From the course home page, click on <i>Welcome</i> and read that document for more information. 2. To avoid excess reading from a computer screen, it is recommended that you print a copy of the complete clinical instructions for the course. <ul style="list-style-type: none"> • Click on <i>Course Content Compilations</i> and then click on <i>Instructions</i> to download a copy. • From your browser toolbar, click on the Print icon or select File and Print. 3. To begin the course, click on the folder on the right-side of your screen called <i>FS Module 1: Overview and History of MH/AODA FS</i>. |
| <p>19. How do I get a certificate of completion?</p> | <p>Once you have successfully completed the course (passed all of the exams with a score of 80% or higher and answered the completion survey), you will get a Certificate of Completion with 10 contact hours/1 continuing education credit. To get your certificate:</p> <ol style="list-style-type: none"> 1. Click on <i>Submit</i> after completing the final evaluation survey in Module 8. 2. Click on the <i>View Certificate</i> button. 3. From your browser's toolbar, click on the Print button or select File and Print. 4. Sign the Certificate to validate the document. 5. Check with your supervisor or "Screen Leader" to see whether they need a copy of your certificate to verify that you have passed the course. |
| <p>20. What if I lose my certificate? How do I get another copy?</p> | <p>If you need another copy of your certificate:</p> <ol style="list-style-type: none"> 1. Go to the MH/AODA FS Course home page (refer to page 3, question 12 for info on how to navigate to the home page). <ol style="list-style-type: none"> 1. Enter your e-mail address and password to log-in. 2. Click on the <i>My Transcript</i> tab located at the top of the page. 3. Scroll down the page until you see Module 8. Click on the link "Exam (MH/AODA FS Module 8)". 4. Click on <i>View Certificate</i>. <p>If you encounter problems, contact the DHFS SOS Help Desk (see page 2, question 7).</p> |
| <p>21. Once I'm done with the course, how do I get access to the MH/AODA FS application to do actual screens with applicants?</p> | <p>Once you have successfully completed this course and received your Certificate, you will need security clearance before being granted access to use the MH/AODA FS. Instructions for obtaining access are provided in Module 8.</p> |