



This document will provide guidance for new users to help get started using the HMIS Learning Center.

Introduction

The HMIS Learning Center consists of the following four components:

1. The **Certification Center**: HMIS certified training via the HMIS Certification Center, where you receive certification upon completing courses.
2. **Additional Trainings & Resources**: HMIS trainings and webinars without certifications, such as the Lunch and Learn series, the HMIS Summit, and other miscellaneous trainings and meetings.
3. **Documents**: A library of all of our HMIS-related documents.
4. **Contact & Mailing Lists**: Links to sign up for our mailing list or monthly meeting registration, as well as links related to the Michigan Coalition Against Homelessness.

The Home Page

After navigating to the HMIS Learning Center website, you will then need to navigate to the HMIS Certification Center, which is where all trainings that require certification are located.

Depending on whether you are from Michigan or North Carolina, you should follow the corresponding link to your state's certification center. Links to the state-specific certification centers can be found both in the top menu under "Certification Center" or as the blue and orange buttons at the bottom of the top section of the home page (refer to the screenshot below indicating both of these locations).



You may also use the following direct links:

- [Michigan HMIS Certification Center](#)
- [North Carolina HMIS Certification Center](#)

Signing Up

Once you are on the correct page for your state's certification site, click the "Signup" button on the top menu to create a new account. Please note that any users who had an account on our previous HMIS Learning Center site will need to create a brand new account on the new site.

When signing up, please fill out the registration form completely as all fields are required. If you do not know which Continuum of Care (CoC) to select, contact your Agency Administrator or Local System Administrator.

Sign up

FIRST NAME

LAST NAME

EMAIL ADDRESS

USERNAME

PASSWORD

COG (NC)

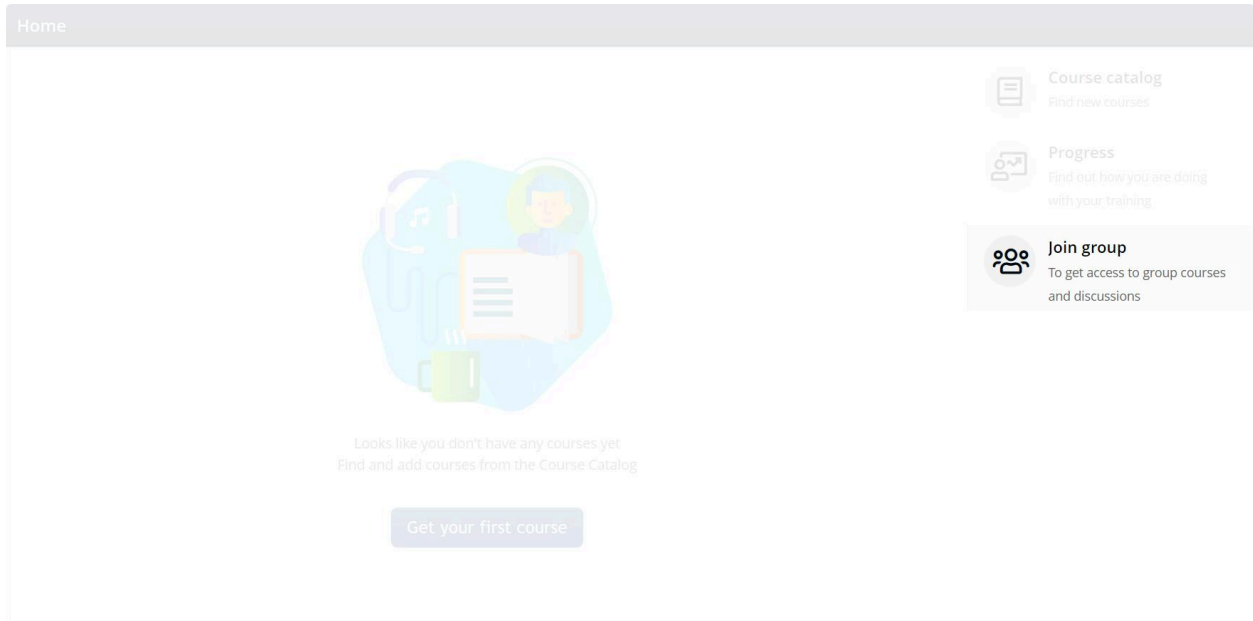
AGENCY/ORGANIZATION (NC)

[Log in](#)

After completing the form, click “Create account” to finish your registration. You should see a message saying that your registration is complete and receive an email with a confirmation link will be sent to you. Please note that it may take this email several minutes to arrive and it may be sent to the spam folder. If you do not receive the email, please contact the MCAH help desk at mihelp@mihomeless.org (Michigan) or nchelp@nchmis.org (North Carolina) and we can manually activate your account. Once your account has been confirmed, you can login to begin your training.

Join Your CoC’s Group

Before you begin your training, it is very important that you join your CoC’s group in order for all of your training results to be associated with your CoC. To join the appropriate group, use the “Join group” button on the right hand side of the certification center home screen.



A pop-up will open where you may enter a group key. This group key will correspond to your CoC's CoC code. If you do not know what your CoC code is, please ask your Agency Administrator or Local System Administrator, or refer to the below lists for your state:

- [Michigan Geocodes and CoC Codes](#)
- [North Carolina Geocodes and CoC Codes](#)

The format for CoC codes is as follows (just replace “123” with the three digit number that corresponds to your CoC's CoC code):

- **Michigan:** MI-123
- **North Carolina:** NC-123

Enrolling in Courses

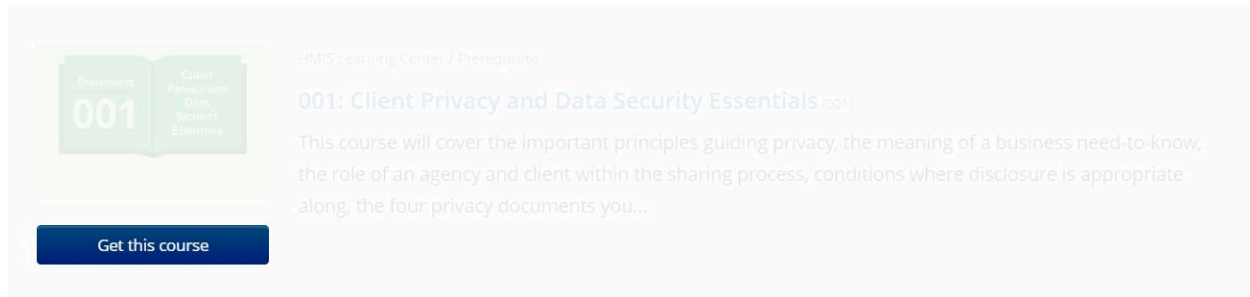
Once you have joined your CoC's group, you may click the “Get your first course” button in the bottom center of the home screen. After doing so, you will see the complete list of courses that are available to you. Note that there is no orientation course required in order to access the rest of the courses as there was on our previous site.

Depending on what your user role will be in the HMIS, not all courses may be required for you. To see a list of which ones you must take before being granted access to the system, please refer to the [Required Courses Checklist](#) page on the HMIS Learning Center website.

Before you begin taking a course, you must first enroll in it. This can be done by clicking the “Get this course” button next to the corresponding course within the course catalog.

After you have enrolled in the course, you are able to click on it to open up the course page.

Please note that while the “Course catalog” page shows whether or not you are enrolled in a course, it will not show whether or not you have completed the course. To see if you have completed a course, you should use the “Home” dashboard.



The Course Page


The course page will provide you with an overview of the course before you begin. At the top, you will see a description of the course, a list of topics that will be covered, and the number of videos, total length of the videos, and the number of questions contained in the final quiz.

In the “Content” section, you will see a list of each component of the course. This will include the titles of all videos you will watch as well as the final quiz.

At the bottom of the page, you will see the “Completion rules” section. This shows you what will be necessary in order to complete the course (for all courses, this will just involve passing the final quiz) as well as the certificate you will receive upon completion. Note that courses that require annual recertification will have an expiring certificate (more on this later) while other courses will have a certificate that does not expire.

To begin taking the course, click the “Start or resume course” button just below the course thumbnail.

Home / Course catalog / 001: Client Privacy and Data Security Esse... (001)



Start or resume course

HMIS Learning Center → Prerequisite

001: Client Privacy and Data Security Essentials (001)

This course will cover the important principles guiding privacy, the meaning of a business need-to-know, the role of an agency and client within the sharing process, conditions where disclosure is appropriate along, the four privacy documents you need to maintain with your agency, and practical ways your agency can implement practices to improve the privacy culture within it.

Topics include:

- Basic Privacy Concepts
- Basic Security Concepts
- Maintaining a Strong Privacy Culture

The course contains three video components totaling 30 minutes, followed by a six question quiz.

Content

- Basic Privacy Concepts
- Basic Security Concepts
- Maintaining a Strong Privacy Culture
- Client Privacy and Data Security Essentials Quiz

Completion rules

- You must complete the test "Client Privacy and Data Security Essentials Quiz"
- Leads to a certificate with a duration: 1 year

[< Back](#)

Taking a Course

After clicking the button to begin the course, you will be presented with the first video. Note that several courses only contain one video. After watching a video, you should scroll down just below it to the bottom of the page. There will be one refresher question based on what you just watched that you must answer correctly in order to move on to the next component. After the question has been answered correctly, you may click the “Completed. Let’s continue.” button to proceed.

Who decides if a client's information is shared in the HMIS?

- The community.
- The agency.
- The client.
- The county government.

Completed. Let's continue.

After you have watched all videos for the course and completed all of the refresher questions, you are ready to take the final quiz. Each quiz will contain a total of six questions. Sometimes, you may see a question on the final quiz that was also used as a refresher question. You may or may not see the same six questions on the final quiz if you go through it more than one time. If you would like to skip a particular question for the moment and come back to it later, you may navigate through the questions in the quiz using the left and right arrow icons.

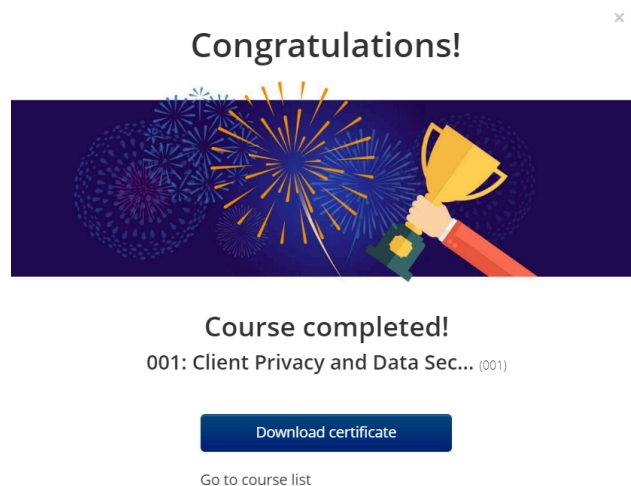
The client search screen displays which of the following?

- The client's location.
- The client's full Social Security Number.
- The agency the client is currently working with.
- The client's full name.

Submit answer

< Question 2 of 6 >

Once you have answered all of the questions, you may click the “Submit test” button. In order to pass the quiz, you must answer at least five out of the six questions correctly. If you meet the threshold, you will get a pop-up with a message congratulating you on completing the course. Within the pop-up you will see a button you may use to download the course certificate as well as a hyperlink you can use to return to the list of your courses. Please note that if you have not yet enrolled in any additional courses, you must go back to the “Course catalog” page from the right side menu in order to see the complete list and enroll.



Tracking Your Progress

If you would like to track your progress or view your personal statistics, you may click the “Progress” hyperlink from the home dashboard. You will see the following four tabs:

- **Overview:** This tab contains a broad array of statistics related to your training. The information on the other three tabs can be seen summarized here.
- **Courses:** Here you will see the list of courses you are enrolled in, as well as your progress (complete vs. incomplete) and some other statistics.
- **Tests:** This tab looks just at the quiz components of courses and provides similar statistics related to quizzes you have taken.
- **Certificates:** Here you will find a list of all certificates you have obtained, as well as links to download them.