January 26, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS

SUBJECT: **NC Division of Aging and Adult Services (DAAS) Learning Management System (LMS), SharePoint, and Supervisor's Listserv Registrations and Technical Support**

REQUIRED ACTION: ☒ Information Only ☐ Time Sensitive ☐ Immediate

DAAS utilizes three main platforms for communications as follows:

1. **NC DAAS LMS**: The NC DAAS LMS platform is found at https://ncdaas.myabsorb.com/#/login. This learning management system hosts the schedules and registrations for all DAAS trainings as well as DAAS micro-learning and on-demand training content.

2. **Special Assistance and Adult Services SharePoint Site**: The SharePoint site is a website that provides forms, manuals, updates, etc. in one location. The SharePoint site can be accessed at Special Assistance - Adult Services - Home (sharepoint.com).

3. **Adult Services Supervisors Listserv**: DAAS team members utilize the Adult Services e-mail listserv to share important updates with all 100 counties in real time. In addition, county Adult Services leadership may collaborate on this platform. The e-mail address to this listserv is dssasup@listserv.unc.edu.

Registrations and Technical Support:

In an effort to streamline the registration and technical support process for each of these systems, our team has created a form that allows for registration and request for technical support for each of these systems. Effective today, requests for additions and technical support should be made using this new form; which can be found at the following link: Registration and Technical Support form. Please note that the form is also available on our Special Assistance and Adult Services SharePoint site, the NC DAAS LMS site and on the NC DHHS website.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF AGING AND ADULT SERVICES

LOCATION: 693 Palmer Drive, Taylor Hall, Raleigh, NC 27603
MAILING ADDRESS: 2101 Mail Service Center, Raleigh, NC 27699-2101
www.ncdhhs.gov • TEL: 919-855-3400 • FAX: 919-733-0443

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

The registration and technical support form should be utilized for:

- Adding/removing users to/from the NC DAAS LMS, the SharePoint site, and the Adult Services Supervisor's listserv.
- Requesting technical assistance with a non-emergent technical issue on the NC DAAS LMS, the SharePoint site, and the Adult Services Supervisor's listserv.
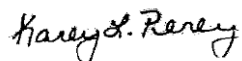
Upon completion of this form, you can anticipate resolution of your need or communication from our team within a week after submission.

If there is an urgent, time-sensitive need, Leadership may notify us of the need via the listserv at DAAS.AdultServices@dhhs.nc.gov.

Questions regarding these processes can be sent to our listserv at DAAS.AdultServices@dhhs.nc.gov.

We appreciate your continued utilization of our communication platforms.

Sincerely,

Karey Perez
Adult Services Section Chief

KP/sr/ab

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