

DHHS Adult Services LMS Troubleshooting Tips

How do I know if I've been placed on the waiting list or removed from the list?

When you register for a session of training, you'll be able to see how many spots are remaining. If all the spots have been taken, you can still register, but you'll be placed on the waiting list. If you are placed on the waiting list, you'll receive an email from the system. Users are granted spots as they become available in the order they registered. If a spot becomes available, you'll receive another email from the system.

If the training is full, can I still get in?

Depending on the type of training, the instructor may have some flexibility in the number of participants that can attend. We would advise the individual to reach out to the instructor.

How do I know who the instructor is?

The instructor is listed in the session information. You can also find the instructor and contact information in the training catalogue.

I am trying to register for a course, but it won't let me.

There may be times when something has been entered into the system incorrectly, or you need to retake a course before your certificate has expired. For webinars, you can re-enroll immediately after completing the webinar, but for instructor led sessions, your enrollment is locked until a month before your certificate expires. This is not because you can't register sooner if you'd like but was done to prevent staff from accidentally enrolling in the pre-service components. If that happens, the instructor led session will lock again. If you need to register for a course, but the system won't allow you to, please complete an Adult Services Registration & Support form.

How do I reset my password?

If you have access to the site and you want to change your password, you can do so in your user profile. If you don't have access and you need to have your password reset, please complete the Adult Services Registration & Support form.

Should I take APS 200: The Basics of APS or APS 201: APS for the Non-APS Worker?

Do I need to take both?

This is a question we get primarily from new staff. APS 200: The Basics of APS should be taken by Adult Services workers who will have primary job duties across the full range of adult protective services. If you are registered as an Adult Services worker, this is the course you'll see in your training tier. If you work in Child Services, or you will only be helping with intake duties, then APS 201: APS for the Non-APS Worker is the right course. This course will only show up if you are logged in with a child welfare account. If you are an adult services worker who needs to take this course, you can send a quick email to the instructors to enroll you.

I have been promoted to a leadership position; how do I get access to the leadership training tier?

All you'll need to do is fill out an Adult Services Registration & Support form and select that option.

A member of our staff will get back to you within seven days regarding your request.

I have switched counties. How do I get access to my training history?

There are two ways. If you've already created a new account, drop us a message through the Adult Services Registration & Support form letting us know the email address of your old account. We can then merge your accounts to pull your training history from the prior county. If you haven't yet created a new account, send us a message through the Adult Services Registration & Support form with your new email address. We will then change the email address in our system. When done this way, your password will remain the same, but you'll log in with your new email address.

If my staff member didn't receive their initial invite, or it expired before they could use it. How can I get another sent?

Simply use our Adult Services Registration & Support form and we will send them another. They will receive an email from a DSS staff member to notify them that the invite will be sent, and should they not receive it, they can contact that individual for further troubleshooting.

Do I have to complete Tier 1 before I can take courses in Tier 2?

While our training staff would strongly encourage new employees to complete the three courses in Tier 1 before moving on to other areas of training, it is not mandatory. The three courses in Tier 1 are Foundations of Social Work Practice, Adult and Family Service Planning, and Medicaid Administrative Claiming (MAC). These courses are all foundational courses that help prepare staff for more in-depth training on specific information related to their job duties.

When looking at our Tier 2 courses, the only training tier that is restricted is our Leadership Tier. This is because these courses are specifically created with supervisors in mind.

If the staff member is in a dual role, for example someone who does guardianship and APS, they can begin with either the Basics of Guardianship or the Basics of APS. Our recommendation would be to start with whichever role your supervisor advises, or you may choose to start depending on when the course is offered. You do not need to complete an entire tier before moving to another.

You do, however, have to complete the Basics of APS or the Basics of Guardianship before you are able to take the more advanced trainings in those tiers.

Do I have to complete all the courses in a Training Tier to get a certificate?

No. You will receive a certificate for each course or curriculum you complete. You will not receive a separate or additional certificate for completing all courses in a Training Tier.