



FlexTraining

Learning Management System

USER GUIDE

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Initial Considerations: Who Creates Student Accounts?

- The Learning Management System (LMS) is oriented around the individual student having their own account.
- This creates two options for employers:
 - Individual staff can create their own accounts; or
 - Supervisors can create individual accounts for each staff person.
- If the supervisor will be scheduling trainings for individual staff, the best choice is to have the supervisor create the accounts.
 - When supervisors create student accounts, both the supervisor and the student should have access to the unique ID and password to login.
 - It is helpful to use a standard formula when creating usernames and passwords. For example, use a first initial and last name (dduck) or use first name.last name (Donald.duck); etc.
 - Whatever formula is used, be consistent, and inform the student.

How to Create a Student Account

The best way to create a student account is to:

- Go to <http://lakeshoretraining.org/>
- Select **HealthWest Registration (Muskegon County)** on the left-hand side.



The new version of the LMS has been upgraded with an updated stylesheet that may not download until your browser cache is refreshed. To refresh your browser cache, please go to <https://its.uiowa.edu/support/article/719> for support.

Welcome to Lakeshore Training!

IMPORTANT: NEW STUDENTS--to avoid delay in accessing trainings in your county, please register through the link associated with your local community mental health agency.

<p>Allegan County CMH Registration</p> <p>Healthwest Registration (Muskegon County)</p> <p>network180 Registration (Kent County)</p> <p>CMH of Ottawa County Registration</p> <p>West Michigan CMH Registration (Lake, Mason, Oceana Counties)</p>	<div><p>Sign In To Your Private Menu</p><input type="text" value="User ID"/><input type="password" value="password"/><p>Sign In</p><p>Forgot your password?</p></div>
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Lakeshore Training

Lakeshore Online Training Center

Complete your registration by filling in these fields:

https://lakeshoretraining.org/healthwest/register.aspx

HealthWest
Muskegon's Behavioral Wellness Connection

376 E. Apple Ave.
Muskegon, Michigan 49442
231-724-1111

Student Registration

Name (First then Last)

User Name (Unique ID)

Email Address

Date of Hire

Social Work License # for CE Hours (If applicable)

Job Title

Phone Number

Birth Date

Region

CMH

Organization Name

Program Name

Manager

Password

Repeat Password

Lakeshore Training HealthWest

- Name - first box is first name; second box is last name.
- Your username will be your unique ID for the LMS. This will be the name you will use to log in.
- You must enter your email address.
Please note: the system will only allow the same email address to be used for one student.
- Job title.
- Phone number.
- Birth date - enter in the mm/dd/yyyy format.
- Region and CMH will be automatically filled.
- Use the drop-down list for Organization and Program.
 - If you are working in a Self Determination arrangement, select "Self Determination-Direct Employment."
 - If you work for an organization not contracted with HealthWest, select "No Contract."
- Select your manager from the drop-down list. If the manager field is not relevant for you, please select the first option: "0-, No Manger."
- Create a password you will remember.
- Press "Process Registration."

MANAGER Access

- A “Manager” in the LMS is someone at the provider level who monitors the training activities of a person or a group of people.
 - 1.The Manager is designated by their role and responsibilities within the provider agency, usually a supervisor or lead staff person.
 - 2.Provider agencies may have as many LMS Managers as they have teams. It is recommended that this role be used sparingly.
 - 3.The Manager has privileges within the LMS that do not exist for a student.
- LMS Managers receive auto generated e-mails about each student who has identified them as their manager in the student profile.
- The student and the supervisor, as an LMS Manager, both have access to the student’s username and password. Supervisors and students can enroll in classes, access student training records, unenroll in classes, etc.
- Managers are not given a unique login or password to access student information.

ENROLLING in a Class

To enroll in a class through the LMS:

- Go to <http://lakeshoretraining.org/healthwest/>
- Log on to the LMS by entering the username/unique ID and password.
- Click login.

FlexTraining Login Page

https://lakeshoretraining.org/healthwest/

Not syncing

HealthWest
Muskegon's Behavioral Wellness Connection

376 E. Apple Ave.
Muskegon, Michigan 49442
231-724-1111

Welcome to the Lakeshore Learning Management System - the online learning management system (LMS) for HealthWest!

IMPORTANT: For best functionality, use Google Chrome. **If using Internet Explorer, click here for instructions on how to add this site to your compatibility view settings.**

[Click Here for a Quick Guide on getting started with lakeshoretraining.org](#)

Contact the Training Department:
Email: training@HealthWest.net
Phone: (231) 724-6057
FAX: (231) 724-6074

[Click Here for Regional Staff Training Requirements \(Contract Attachment I\)](#)

[Licensed Setting Training Requirements](#)

The new version of the LMS has been upgraded with an updated stylesheet that may not download until your browser cache is refreshed. To refresh your browser cache, please go to <https://its.uiowa.edu/support/article/719> for support.

Login:

Password:

Login

[Forgot your password?](#)

- Once logged in using your unique login and password, click on the “available” tab.

The screenshot shows a web browser window with the address bar displaying <https://lakeshoretraining.org/home.aspx?mode=available>. The page title is "Lakeshore Training". Below the title, there is a navigation bar with the following text: "Allegan County Community Mental Health • network180 (Kent County Community Mental Health Authority) • Healthwest (Muskegon Community Mental Health) Ottawa County Community Mental Health • West Michigan Community Mental Health (Lake, Mason & Oceana Counties)".

The main content area is titled "My Courses" and features a tabbed interface. The tabs are "Enrolled", "Available" (highlighted with a red border), and "Completed".

On the left side, there is a sidebar menu with the following items: "My Courses", "Course Finder", "My Profile", "Email Admin", "News & Updates", "Calendar", "Transcript", and "Logout".

The main content area displays a list of courses under the "Available" tab. The list is organized into columns: "Course", "Enroll", and "Syllabus". Each course entry includes an "Online Course" icon, the course name, and the enrollment and syllabus links.

Course	Enroll	Syllabus
Online Course Advance Directives 2021 (online)		
Online Course Appeals and Grievances 2021 (online)		
Online Course Corporate Compliance 2021 (online)		
Online Course Cultural Competence 2021 (online)		
Online Course Emergency Preparedness 2021 (online)		
Online Course Health and Wellness 2021 (online)		
Online Course HIPAA 2021 (online)		
Online Course Introduction to Human Services 2021 (online)		
Online Course Introduction to Trauma Informed Care 2021 (online)		

- Courses are listed alphabetically.
- Notice that each class is designated by class name, CMH, date, time, and whether it is a classroom or virtual offering.
- You may need to use the scroll bar to see the full list of trainings.

- Once you have located the course you want to take, click on the “enroll” icon.

Student Home Page x +



















https://lakeshoretraining.org/home.aspx?mode=available









Lakeshore Training

Allegan County Community Mental Health • network180 (Kent County Community Mental Health Authority) • Healthwest (Muskegon Community Mental Health)
Ottawa County Community Mental Health • West Michigan Community Mental Health (Lake, Mason & Oceana Counties)

My Courses

Enrolled Available Completed

Course	Enroll	Syllabus
Online Course Advance Directives 2021 (online)		
Online Course Appeals and Grievances 2021 (online)		
Online Course Corporate Compliance 2021 (online)		
Online Course Cultural Competence 2021 (online)		
Online Course Emergency Preparedness 2021 (online)		
Online Course Health and Wellness 2021 (online)		
Online Course HIPAA 2021 (online)		
Online Course Introduction to Human Services 2021 (online)		
Online Course Introduction to Trauma Informed Care 2021 (online)		

 My Courses
 Course Finder
 My Profile
 Email Admin
 News & Updates
 Calendar
 Transcript
 Logout

- Scroll down and click the “Enroll Now” button on the bottom of the next page.

The screenshot shows a web browser window with the address bar displaying <https://lakeshoretraining.org/Enroll.aspx?ClassNumber=8942>. The page title is "Enroll into a Class". On the left, there is a sidebar with the following links: Course Finder, My Profile, Email Admin, News & Updates, Calendar, Transcript, and Logout. The main content area features a large heading "Course" and the following text:

Class: Advance Directives 2021 (online)
Description: This online course was developed and approved by the Community Mental Health organizations who are members of Lakeshore Regional Partners: Allegan CMH, Healthwest (Muskegon CMH), Network180 (Kent CMH), Ottawa CMH, and West Michigan CMH (Lake, Mason, & Oceana). Content for this class is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum. Content has been updated to meet the recommendations of the State Training Guidelines Workgroup in this area: Advance Directives.

For your convenience, you can exit this online training before it is completed and resume at the place where you exited. You will be able to access the link for the final test when you have completed all of the online content.

Difficulties in moving through this course may be best resolved by changing internet browsers (for example, switch from Internet Explorer to Google Chrome or Microsoft Edge). You may need to close the training and complete the remainder in a different internet browser.

IMPORTANT: For full functionality, use Google Chrome or add this site to your Internet Explorer compatibility view settings!

Seats Open: 999999182 out of 999999999

At the bottom, there is a button labeled "Enroll Now" which is highlighted with a red rectangular box.

- Confirmation emails are auto generated to the student and to the student’s Manager (if selected on the student profile).

- The class now appears on the student's home page under the "enrolled" tab.

The screenshot shows a web browser window with the address bar displaying <https://lakeshoretraining.org/Home.aspx>. The page title is "Student Home Page". The main header features the "Lakeshore Training" logo and a list of affiliated organizations: Allegan County Community Mental Health, network180 (Kent County Community Mental Health Authority), Healthwest (Muskegon Community Mental Health), Ottawa County Community Mental Health, and West Michigan Community Mental Health (Lake, Mason & Oceana Counties).

Below the header is a "My Courses" section with three tabs: "Enrolled" (highlighted with a red box), "Available", and "Completed". Under the "Enrolled" tab, a table lists the following course:

	Course	Enter	Info	Status
Online Course	Advance Directives 2021 (online)			

On the left side of the page, there is a sidebar menu with the following options: My Courses, Course Finder, My Profile, Email Admin, News & Updates, Calendar, Transcript, and Logout.

- For classroom trainings, registration is complete, and the student will simply come to the appropriate location at the designated time. Location and time of the training are listed on the LMS.
- For online trainings, the student will access the material by clicking the “enter” icon next to the name of the training.

Student Home Page

<https://lakeshoretraining.org/Home.aspx>

Not syncing

Lakeshore Training

Allegan County Community Mental Health • network180 (Kent County Community Mental Health Authority) • Healthwest (Muskegon Community Mental Health)
 Ottawa County Community Mental Health • West Michigan Community Mental Health (Lake, Mason & Oceana Counties)

My Courses

Enrolled

Available

Completed

My Courses

Course Finder

My Profile

Email Admin

News & Updates

Calendar

Transcript

Logout

Course	Enter	Info	Status
<div>Online Course</div> <div>Advance Directives 2021 (online)</div>			

- On the next page, click on the link to enter the module.
- The trainings will open in a second window.
- NOTE: Pop up blockers will need to be disabled.

Course Home Page

<https://lakeshoretraining.org/ClassHome.aspx?ClassNumber=8942>

Lakeshore Training

Allegan County Community Mental Health • network180 (Kent County Community Mental Health Authority) • Healthwest (Muskegon Community Mental Health)
Ottawa County Community Mental Health • West Michigan Community Mental Health (Lake, Mason & Oceana Counties)

Course: *Advance Directives 2021 (online)*

Course Home

Exit Course

Gradebook

Course Home

Navigate through the course material by clicking on the individual section links below.

Activity	Status	Link
Lesson	<input type="checkbox"/>	AD 2021
Post-Test	<input type="checkbox"/>	AD Final Exam 2021



- Upon completion of the module, students will return to the same screen to access the final exam by clicking the Post-Test link.
- Students must achieve a score of 80% or higher to pass the module.
- Students will be given two attempts to pass the final exam. If the student does not pass the final exam after two attempts, a supervisor will need to contact the HealthWest Training Department at gina.schaner@healthwest.net to have the training reset for the student.

The screenshot shows a web browser window with the address bar displaying <https://lakeshoretraining.org/ClassHome.aspx?ClassNumber=8942>. The page header includes the logo "Lakeshore Training" and a list of partner organizations: Allegan County Community Mental Health, network180 (Kent County Community Mental Health Authority), Healthwest (Muskegon Community Mental Health), Ottawa County Community Mental Health, and West Michigan Community Mental Health (Lake, Mason & Oceana Counties).

A blue banner below the header reads "Course: *Advance Directives 2021 (online)*".

On the left side, there is a sidebar with three links: "Course Home" (with a house icon), "Exit Course" (with a right arrow icon), and "Gradebook" (with an apple icon).

The main content area is titled "Course Home" and includes the instruction: "Navigate through the course material by clicking on the individual section links below." Below this is a table with three columns: "Activity", "Status", and "Link".

Activity	Status	Link
 Lesson	✓	AD 2021
 Post-Test	□	AD Final Exam 2021

The "AD Final Exam 2021" link in the table is highlighted with a red rectangular border.

UNENROLLING from a Class

To unenroll from a class:

- Go to the “Enrolled” tab and click on the “info” icon next to the name of the class to unenroll.

The screenshot shows a web browser window with the address bar displaying <https://lakeshoretraining.org/Home.aspx>. The page title is "Lakeshore Training". Below the title, there is a list of affiliated organizations: Allegan County Community Mental Health, network180 (Kent County Community Mental Health Authority), Healthwest (Muskegon Community Mental Health), Ottawa County Community Mental Health, and West Michigan Community Mental Health (Lake, Mason & Oceana Counties).

The "My Courses" section is highlighted in blue. Below it, there are three tabs: "Enrolled" (highlighted with a red box), "Available", and "Completed".

On the left side, there is a sidebar menu with the following items: My Courses, Course Finder, My Profile, Email Admin, News & Updates, Calendar, Transcript, and Logout.

The main content area displays a table of courses. The table has columns: Course, Enter, Info, and Status. The first row shows an "Online Course" for "Advance Directives 2021 (online)". The "Info" icon (a circle with an 'i') is highlighted with a red box.

Course	Enter	Info	Status
Online Course Advance Directives 2021 (online)			

- Scroll down to the bottom of the Class Information page.
- Click the “Unenroll Now” button.
- A confirmation of the unenrollment will be sent to the student and the student’s manager (if selected in the student profile).

The screenshot shows a web browser window with the address bar displaying https://lakeshoretraining.org/Course_Info.aspx?ClassNumber=8942. The page has a purple header bar with the title "Class Information". On the left side, there is a navigation menu with the following items: Course Finder, My Profile, Email Admin, News & Updates, Calendar, Transcript, and Logout. The main content area is divided into two columns. The left column contains a "Description" section with a detailed paragraph about the course's development and approval by various Michigan CMH organizations, and a section for student and class details. The right column contains a large block of text providing instructions and an important note about using Google Chrome for full functionality. At the bottom of the page, a message states "If you would like to unenroll, click the button below:" followed by a button labeled "Unenroll Now", which is highlighted with a red rectangular box.

Course Information

https://lakeshoretraining.org/Course_Info.aspx?ClassNumber=8942

Navigation Menu:

- Course Finder
- My Profile
- Email Admin
- News & Updates
- Calendar
- Transcript
- Logout

Description

This online course was developed and approved by the Community Mental Health organizations who are members of Lakeshore Regional Partners: Allegan CMH, Healthwest (Muskegon CMH), Network180 (Kent CMH), Ottawa CMH, and West Michigan CMH (Lake, Mason, & Oceana). Content for this class is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum. Content has been updated to meet the recommendations of the State Training Guidelines Workgroup in this area: Advance Directives. For your convenience, you can exit this online training before it is completed and resume at the place where you exited. You will be able to access the link for the final test when you have completed all of the online content. Difficulties in moving through this course may be best resolved by changing internet browsers (for example, switch from Internet Explorer to Google Chrome or Microsoft Edge). You may need to close the training and complete the remainder in a different internet browser. **IMPORTANT:** For full functionality, use Google Chrome or add this site to your Internet Explorer compatibility view settings!

Student Information:

Student Name:	Kelsey Syrek
Enrollment Date:	5/27/2021
Enrollment Status:	Active

Class Information:

Class Start:	1/1/2021
Class End:	1/1/2050

Credit Hours: 1

Course Sections: 1

Sections Completed: 0

Number of Tests: 1

Tests Completed: 0

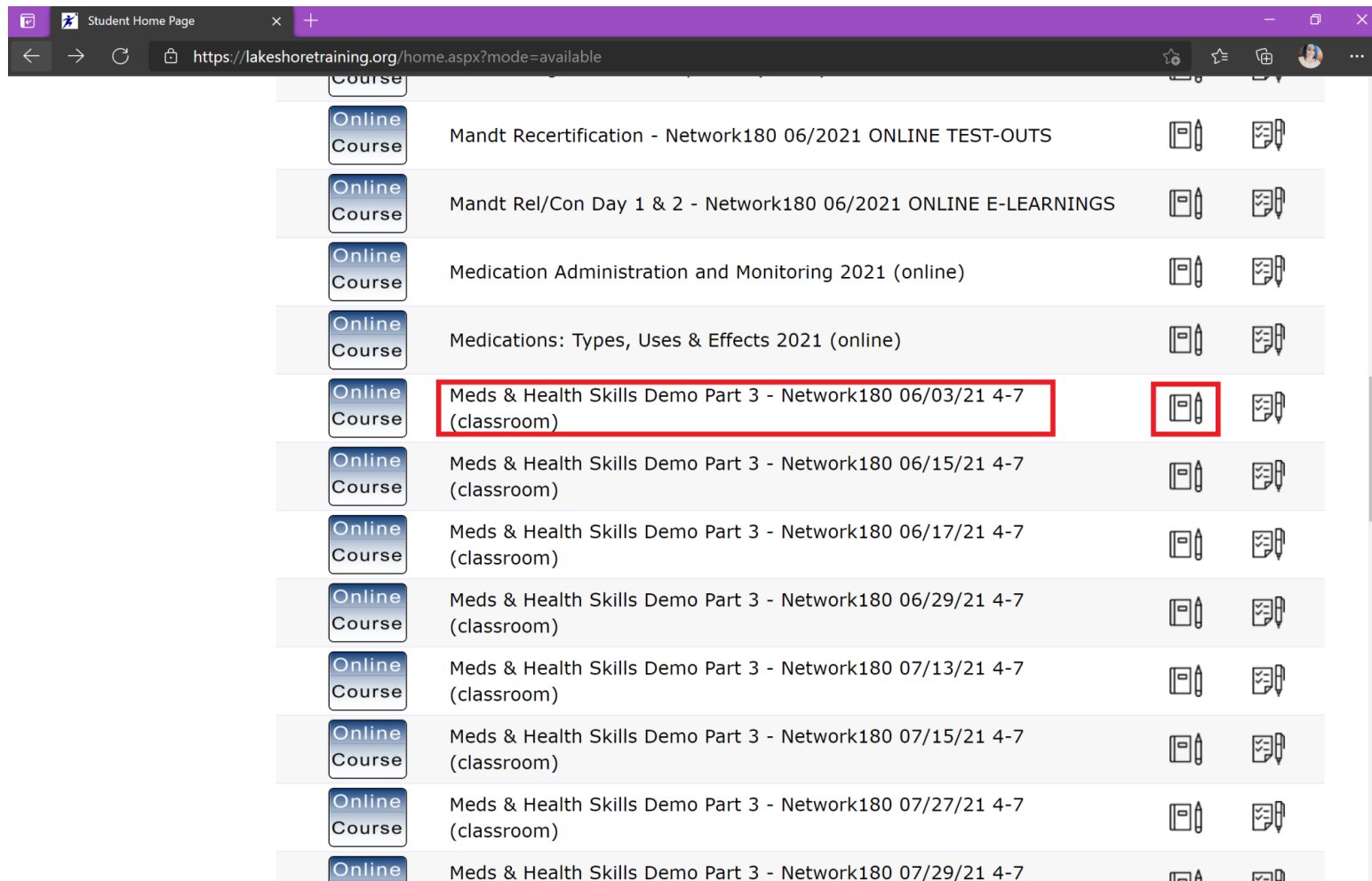
Number of Assignments: 0

























Assignments Completed: 0

If you would like to unenroll, click the button below:

Unenroll Now

- Prompt unenrollment is viewed as respectful to those who may want to take a class that appears to be full.
- Prompt unenrollment assures maximum capacity in the class.
- The LMS automatically tracks open seats in a class, based on enrollments and unenrollments.
- Open seats can be viewed by clicking on the “enroll” icon next to the name of the training.



Course		
Online Course	Mandt Recertification - Network180 06/2021 ONLINE TEST-OUTS	 
Online Course	Mandt Rel/Con Day 1 & 2 - Network180 06/2021 ONLINE E-LEARNINGS	 
Online Course	Medication Administration and Monitoring 2021 (online)	 
Online Course	Medications: Types, Uses & Effects 2021 (online)	 
Online Course	Meds & Health Skills Demo Part 3 - Network180 06/03/21 4-7 (classroom)	 
Online Course	Meds & Health Skills Demo Part 3 - Network180 06/15/21 4-7 (classroom)	 
Online Course	Meds & Health Skills Demo Part 3 - Network180 06/17/21 4-7 (classroom)	 
Online Course	Meds & Health Skills Demo Part 3 - Network180 06/29/21 4-7 (classroom)	 
Online Course	Meds & Health Skills Demo Part 3 - Network180 07/13/21 4-7 (classroom)	 
Online Course	Meds & Health Skills Demo Part 3 - Network180 07/15/21 4-7 (classroom)	 
Online Course	Meds & Health Skills Demo Part 3 - Network180 07/27/21 4-7 (classroom)	 
Online Course	Meds & Health Skills Demo Part 3 - Network180 07/29/21 4-7	 

Enroll into a Class

https://lakeshoretraining.org/Enroll.aspx?ClassNumber=9292

Course Finder

My Profile

Email Admin

News & Updates

Calendar

Transcript

Logout

Course

Class:

Meds & Health Skills Demo Part 3 - Network180 06/03/21 4-7 (classroom)

Description

The Medications & Health Skills Demonstration training allows students to practice and demonstrate preparing and administering medications AND the skills for taking and measuring vital signs.

ALL STUDENTS MUST COMPLETE THE 2 ONLINE PRE-REQUISTIE MODULES BEFORE REGISTERING FOR THE CLASS Automatic unenrollments will occur if this is not the case. PRE-REQUISITIES MUST BE COMPLETED NO MORE THAN 60 DAYS PRIOR TO ATTENDING THE CLASS. Please contact the Training Department at training@network180.org to get the pre-requisites reset if you are outside of this time frame.

Due to COVID19, physical distancing practices have been put in place and more stringent registration practices will be adhered too. No more than 6 students per class will be allowed to register.

Masks must be worn throughout the duration of the class. The class will be shortened to 3 hours to minimize physical contact.

Temperatures will be taken at arrival for check-in.

Class starts on time. Students arriving 5 minutes after or later will NOT be admitted into the training.

A \$25 NO-SHOW FEE HAS BEEN INSTITUTED AND WILL BE CHARGED TO DIRECTLY TO THE STUDENT'S AGENCY. If you are unable to attend the training, please give the Training Department 24 hour notice via phone or email.

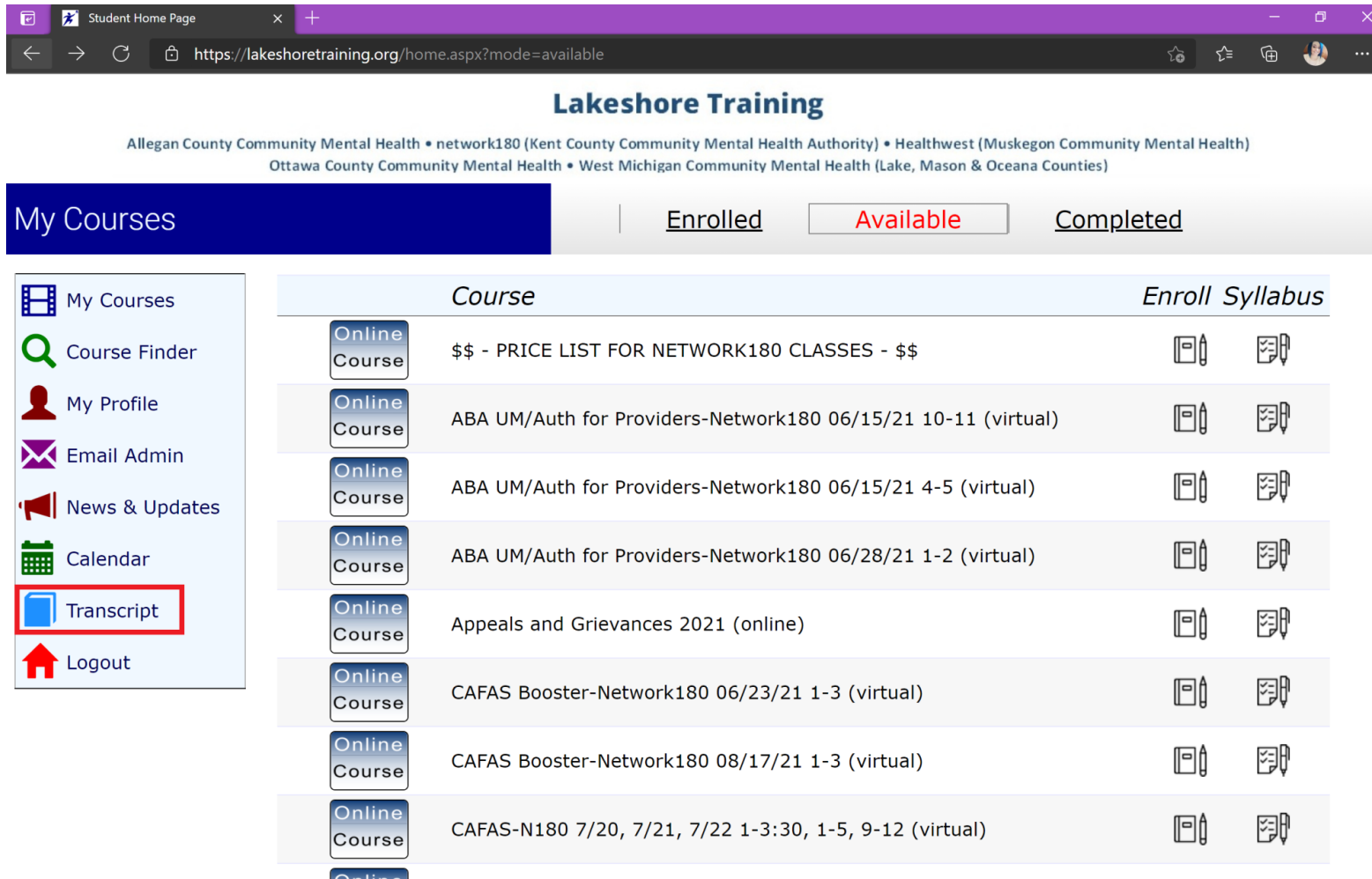
Walk-ins are NOT allowed for this class.

Seats Open:1 out of 6

Enroll Now

Accessing Training Transcripts

- After a student completes a classroom training, the Training Department will mark the training complete on the student's account. NOTE: This process is manual and may take 1-5 business days to complete.
- Online modules will automatically register as completed once the student passes the final exam.
- Students, and supervisors who share login information, can access an individualized transcript from the Student Home Page. Simply click on the "Transcript" link in the left margin.



The screenshot shows a web browser window with the URL <https://lakeshoretraining.org/home.aspx?mode=available>. The page title is "Lakeshore Training". Below the title, there is a list of affiliated organizations: Allegan County Community Mental Health, network180 (Kent County Community Mental Health Authority), Healthwest (Muskegon Community Mental Health), Ottawa County Community Mental Health, and West Michigan Community Mental Health (Lake, Mason & Oceana Counties).

The main content area is titled "My Courses" and has three tabs: "Enrolled", "Available", and "Completed". The "Available" tab is selected. Below the tabs is a table of courses.

Course	Enroll	Syllabus
Online Course: \$\$ - PRICE LIST FOR NETWORK180 CLASSES - \$\$		
Online Course: ABA UM/Auth for Providers-Network180 06/15/21 10-11 (virtual)		
Online Course: ABA UM/Auth for Providers-Network180 06/15/21 4-5 (virtual)		
Online Course: ABA UM/Auth for Providers-Network180 06/28/21 1-2 (virtual)		
Online Course: Appeals and Grievances 2021 (online)		
Online Course: CAFAS Booster-Network180 06/23/21 1-3 (virtual)		
Online Course: CAFAS Booster-Network180 08/17/21 1-3 (virtual)		
Online Course: CAFAS-N180 7/20, 7/21, 7/22 1-3:30, 1-5, 9-12 (virtual)		

On the left side of the page, there is a sidebar menu with the following links: My Courses, Course Finder, My Profile, Email Admin, News & Updates, Calendar, Transcript (highlighted with a red box), and Logout.

Accessing Training Certificates

- Students and supervisors with shared access, can print training certificates for courses where certificates are available.
- After the Training Department has marked the course complete, or the student completes and passes an online module, the certificate will be made available.
- Go to the “Completed” tab and click on the “Info” icon next to the name of the training.
- Scroll to the bottom of the page that appears and click on the “Print Certificate” link.

Lakeshore Training
 Allegan County Community Mental Health • network180 (Kent County Community Mental Health Authority) • Healthwest (Muskegon Community Mental Health)
 Ottawa County Community Mental Health • West Michigan Community Mental Health (Lake, Mason & Oceana Counties)

My Courses | Enrolled | Available | **Completed**

	Course	Completed	Enter	Info
Online Course	Advance Directives 2021 (online)	5/27/2021		
Online Course	Cultural Competence 2016 (online)	5/17/2016		
Online Course	EXCEL Part 1: Basics & Beyond-Network180 7/11/19 1-3 (classroom)	7/11/2019		
Online Course	Meds & Health Skills Demo Part 3 - Network180 09/13/19 12:30-4:30 (classroom)	9/13/2019		
Online Course	QPR - Network180 01/25/21 3-4:30 (virtual) 1/25/2021			

My Courses
 Course Finder
 My Profile
 Email Admin
 News & Updates
 Calendar
 Transcript
 Logout

The screenshot shows a web browser window with the address bar displaying https://lakeshoretraining.org/Course_Info.aspx?ClassNumber=8942. On the left is a navigation menu with the following items: My Courses, Course Finder, My Profile, Email Admin, News & Updates, Calendar, Transcript, and Logout. The main content area displays the following information:

Class Name	Advance Directives 2021 (online)
Description	This online course was developed and approved by the Community Mental Health organizations who are members of Lakeshore Regional Partners: Allegan CMH, Healthwest (Muskegon CMH), Network180 (Kent CMH), Ottawa CMH, and West Michigan CMH (Lake, Mason, & Oceana). Content for this class is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum. Content has been updated to meet the recommendations of the State Training Guidelines Workgroup in this area: Advance Directives. For your convenience, you can exit this online training before it is completed and resume at the place where you exited. You will be able to access the link for the final test when you have completed all of the online content. Difficulties in moving through this course may be best resolved by changing internet browsers (for example, switch from Internet Explorer to Google Chrome or Microsoft Edge). You may need to close the training and complete the remainder in a different internet browser. IMPORTANT: For full functionality, use Google Chrome or add this site to your Internet Explorer compatibility view settings!
Student Name:	Kelsey Syrek
Enrollment Date:	5/27/2021
Enrollment Status:	Active
Class Start:	1/1/2021
Class End:	1/1/2050
Credit Hours:	1
Course Sections:	1
Sections Completed:	1
Number of Tests:	1
Tests Completed:	1
Number of Assignments:	0
Assignments Completed:	0

At the bottom of the page, there is a button labeled "Print Certificate" which is highlighted with a red rectangle.

- Please note: the CMH does not have access to, or keep, copies of certificates obtained by students. It is the student's responsibility to maintain accurate records of their trainings.

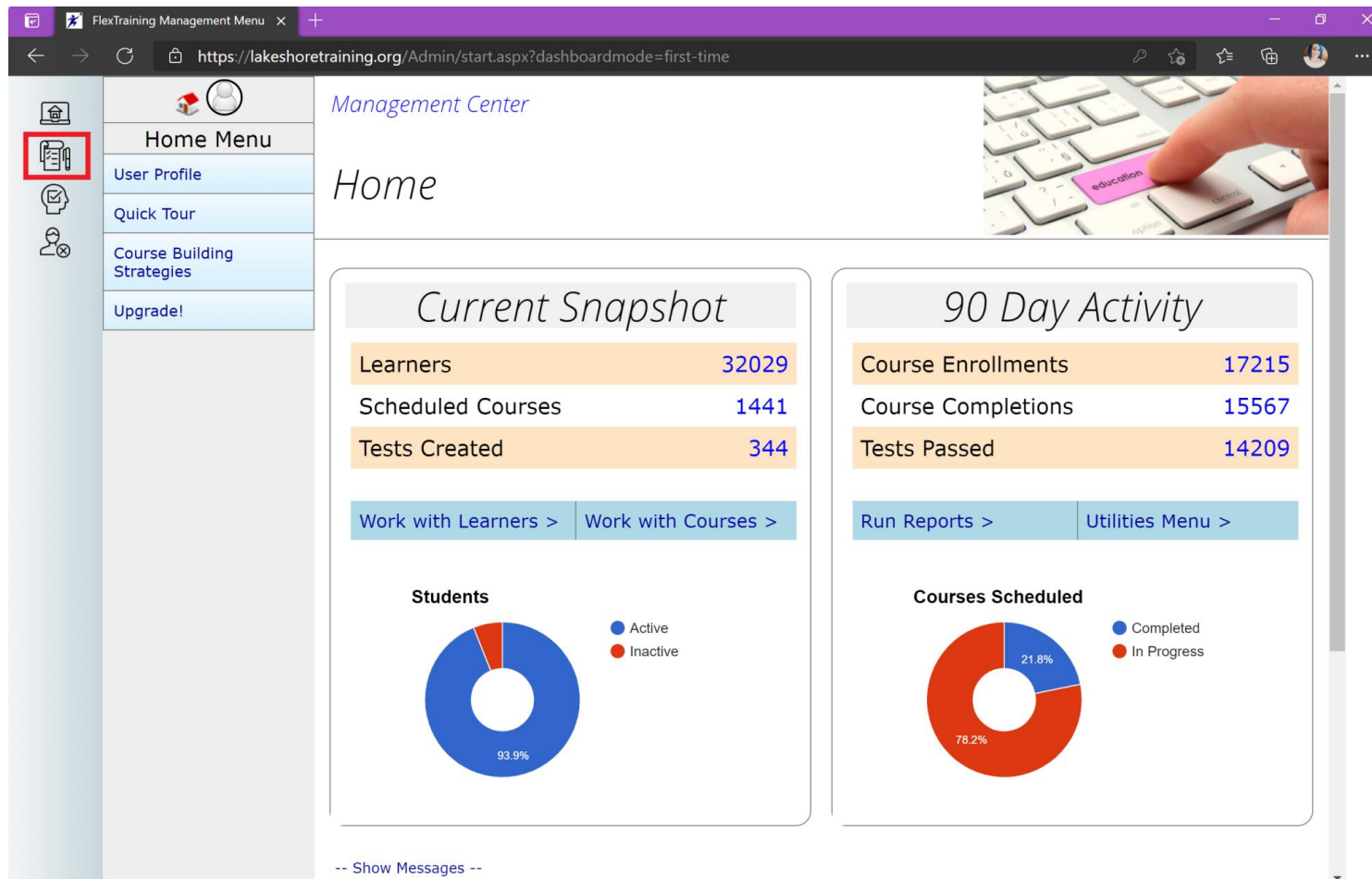
PROVIDER ADMINISTRATOR Access

Supervisors who are listed as Managers can have additional functions within the LMS when they are given “Provider Administrator” access to work in the LMS.

- Provider Administrator status is typically assigned to one and not more than five individuals in a provider agency.
- A Provider Administrator has access to a separate administrative website within the LMS, allowing them to view transcripts, run reports, maintain compliance checks, etc. A Manager will be informed of enrollments, unenrollments, and can assign trainings only.
- Provider agencies determine who they would like to serve as a Provider Administrator based on the role and responsibilities of that designee and send that information (name and email) to gina.schaner@healthwest.net
- Each “Provider Administrator” is issued a specific username and password to allow access to the administrative website of the LMS.
- IMPORTANT: Provider Administrators will have 2 ways to login to the LMS dependent on the work that is being done:
 1. As a student (to complete required trainings)
 2. As a Provider Administrator (to assure staff compliance)
- To login as a Provider Administrator, using your Provider Administrator username and password, go to the LMS’s administrative website: <https://lakeshoretraining.org/admin>

Provider Administrator Home Page

- This is the homepage you will see when you log on to the administrative side of the LMS as a Provider Administrator.
- Click on the “Reports” tab to run reports and generate transcripts for the staff in your organization.
 - Note: the “Home” and “Help” tabs will not be especially relevant for Provider Administrators, as they are oriented around CMH manager functions.



Provider Administrators: Running Reports

- Provider Administrators can run reports in the categories listed on the left.

The screenshot shows the FlexTraining Management Menu interface. The left sidebar contains a list of report categories, with a red box highlighting the 'Reports' section. The main content area displays a table with descriptions for each category.

Report Category	Description
Enrollment	The FlexTraining reporting system provides up-to-the-minute activity and analysis reports. Student activity, progress, course and test details, and other types of information are available. Reports may be run at any time, even while students are engaged in learning or testing activity.
Test & Course Completions	The reports system is based on the concept of filtering . Each report starts with a screen where one or more filters are presented to you. Selecting values in various filters tells the system which information to extract, and keeps your reports to a manageable size.
Inactive Students	After running a report, you may return to the filters screen and change the way data is selected for your report, and re-run the report as many times as needed. Or you may select another report from the menu on the left.
Tuition	After each report has run, the resulting output may be printed, downloaded, or e-mailed, using the provided toolbar.
Registrations	
Training Effectiveness	
Transcript	
Time Logging	
Item Analysis	
Evaluations	
Custom Reporting	
Demographics	

- Enrollment: tells you who has been enrolled in training(s), and whether trainings are completed or not.
- Test & Course Completions: tell you who (and who has not) successfully completed classes.
- Inactive Students: The Training Department will not typically be marking students as "inactive."
- Tuition: attempts to show the value of the tuition associated with the training of your staff. HealthWest does not use this system for billing.
- Registrations: refers to individuals who have student accounts on the LMS system.
- Training Effectiveness: this will not be relevant as we do not use pre and post-test structures.
- Transcript: allows you to generate a transcript for an individual student in your organization.
- Time Logging: provides you with the log in and log out time for individual students from your organization. Course titles are also included.
- Item Analysis: refers to analysis of specific test questions when tests are offered for online modules.
- Evaluations: will not be relevant as we do not use evaluations.
- Custom Reporting: allows you to mix and match variables captured in the LMS data tables to create your own reports. These reports are not especially user-friendly.
- Demographics: will not have relevant information.

Sample Report Creation Screen

- Clicking on the report links from the prior slide will give you different options depending on the report.
- If you need a transcript for one employee, the “Transcript” report page is shown below.
- Use the drop-down next to “Select a Student” to see that employee’s transcript.

The screenshot displays the FlexTraining web application interface. The browser's address bar shows the URL: `https://lakeshoretraining.org/Admin/rpt/ReportFront_M.aspx?report=Transcript`. On the left, a vertical sidebar contains a 'Reports' menu with various options. The 'Transcript' option is highlighted with a red rectangular box. The main content area is titled 'Management Center - Reports' and 'Lakeshore Online Training Center - Transcript'. Below the title, there is a 'Students:' label followed by a dropdown menu that currently displays 'Select a Student'. This dropdown menu is also highlighted with a red rectangular box. Below the dropdown, there is a light blue 'SUBMIT' button and a link labeled 'Return to Menu'.

FlexTraining

https://lakeshoretraining.org/Admin/rpt/ReportFront_M.aspx?report=Transcript

Management Center - Reports
Lakeshore Online Training Center - Transcript

Students: Select a Student

SUBMIT

[Return to Menu](#)

Reports

- Enrollment
- Test & Course Completions
- Inactive Students
- Tuition
- Registrations
- Training Effectiveness
- Transcript**
- Time Logging
- Item Analysis
- Evaluations
- Custom Reporting
- Graphing
- Demographics

Frequently Asked Questions

1. What if my Organization, Program or Manager is not an option in the Student Registration drop downs or I need to remove an outdated Organization, Program or Manager?
 - a. If you are a student and your Organization or Program is not listed, please select “No Contract.”
 - b. If you are working in a self-directed arrangement, please select “Self-Determination-Direct Employment” for your Organization and “Direct Employment” for your Program.
 - c. If your manager is not listed, please select the first option: “0-, No Manager.”
 - d. If you are an Organization or Manager that would like to be added to the LMS, please email this request to gina.schaner@healthwest.net
2. How does an Organization change Manager, Organization, Program, or Provider Administrator information?
 - a. You may request these changes by emailing gina.schaner@healthwest.net
3. How do I find information on what classes are available?
 - a. An alphabetical listing of all courses is available on the LMS Student Homepage, under the “Available” tab.
4. What happens when a staff person transfers from one employer to another?
 - a. When a student transfers from one employer to another, that student may continue to use the same LMS account. The students must notify the HealthWest Training Department of their new employer and request the system be changed to reflect this. At that point, the student may choose to continue to use the same username and password or they may choose to change them. **PLEASE DO NOT CREATE A SECOND OR THIRD STUDENT ACCOUNT.**
5. How does it work when a staff person works for multiple employers at the same time?
 - a. Because of the way the LMS is structured, individual student accounts are tied to a specific Organization.
 - b. It is preferable the student has one account in the system and either shares their login information or provides multiple employers with copies of their transcript/certificates.

6. I can't remember my username or password. Should I create a new account?
 - a. DO NOT CREATE A NEW ACCOUNT. If you cannot remember your login information, please contact the Training Department either by email or phone to retrieve your username & reset your password.
 - b. The Training Department can merge multiple accounts together, however, training records may be lost in the merge.
7. I failed the final exam. How do I get this reset?
 - a. A supervisor will need to contact the Training Department via email or phone and request the training be reset.
8. I have clicked on the link to access the module, but it is not opening.
 - a. Our trainings open in a second window. You will need to disable any pop-up blockers for the website.
9. Can modules be completed on a cell phone?
 - a. It is best to use a desktop or lap top computer to access and complete modules.
10. I can't find my certificate for this class. Can you send me a copy?
 - a. The Training Department does not have access to certificates, nor do we keep copies of them. It is the responsibility of the student to keep track of these.
 - b. If a student cannot access their certificate, a copy of their transcript can be submitted as proof to the employer that the training was completed. Instructions on how to access a student transcript are discussed within this guide.
11. I am pretty sure I completed this training in the past, but it is still showing as incomplete on my account. Can you mark it complete for me?
 - a. Without a copy of the certificate or a copy of the transcript showing it as completed, we are unable to verify completion of the training and therefore cannot mark it complete.

12. I completed a module but am being denied access to the test?

- a. This might be occurring for multiple reasons, and typically it is due to something within the module not registering as complete.
- b. Completion can be tracked by looking at the list of lesson titles on the left-hand side. If there is a check mark next to the title of the lesson, the lesson is complete. If there is any form of a circle next to the title of the lesson, this means something within that lesson has not been marked complete. You will need to re-enter into that lesson by clicking on the lesson title. To mark the lesson complete, you will need to continue to scroll or click the “continue” button within the lesson until it is fully completed. An example of a complete and incomplete lesson is shown below.
- c. If after checking to make sure all lessons are complete, you are still unable to access the test, please contact the Training Department by email or phone to have the module reset.

The screenshot displays the training module interface. On the left, a sidebar lists the following items: 'Advance Directives' (with a 20% COMPLETE progress bar), 'MDHHS Advance Directives for Mental Health Care' (highlighted with a red box and a red checkmark icon), 'National Resource Center on Psychiatric Advance Directives' (with an empty circle icon), 'Resources' (with an empty circle icon), and 'Congratulations!' (with an empty circle icon). To the right of the sidebar, the main content area is titled 'What does the Michigan Department of Health and Human Services have to say about Advance Directives for Mental Health Care?'. Below the title, there is a list of bullet points. The first bullet point is 'We all value the right to make decisions for ourselves. Whether we term this autonomy, liberty or independence, it is central to our concept of dignity.' The second bullet point is 'One important area in which we exercise independence is in choosing the mental health treatment we receive.' The third bullet point is 'Unfortunately, due to illness, we may become unable to make informed choices about our care.' The fourth bullet point is 'No one likes to consider the possibility of becoming unable to make decisions even on a temporary basis.' The fifth bullet point is 'It is easy to put off thinking about that happening, and what treatment we would like in those circumstances.' The sixth bullet point is 'As difficult as it is to confront these issues, by doing so we can help ensure our wishes are honored in the future.' The seventh bullet point is 'Any action you take to plan is completely voluntary. Once you determine your'.

13. I have tried using the “Forgot Your Password” link on the login page but it isn’t working. How do I reset my password?

- a. Please contact the Training Department by email or phone to have the password reset.
- b. Once reset, you can login to your account and change the password by clicking the “My Profile” link in the left-hand margin.
- c. Other updates to the student profile may be made under this same link.

Lakeshore Training
Allegan County Community Mental Health • network180 (Kent County Community Mental Health Authority) • Healthwest (Muskegon Community Mental Health)
Ottawa County Community Mental Health • West Michigan Community Mental Health (Lake, Mason & Oceana Counties)

Student Profile

- My Courses
- Course Finder
- My Profile**
- Email Admin
- News & Updates
- Calendar
- Transcript
- Logout

Name (First then Last)	Network180	Test
Date of Hire	06/17/2019	
Social Work License # for CE Hours (if applicable)		
Job Title	Test	
User Name (Unique ID)	test.network180	
Email Address	training@network180.org	
Phone Number	616 855 5210	
Manager	0-, No Manager	
Birth Date	9/24/1989	
Password		
Repeat Password		
Profile Picture	Choose File No file chosen	
	Upload	

UPDATE PROFILE

THANK YOU

If you have additional questions, please contact the Training Department

- Email: gina.schaner@healthwest.net
- Phone number: 231-638-9095
- Hours of Operation: Monday through Friday, 8 am to 5 pm