

FlexTraining Learning Management System

USER GUIDE



HealthWest

Muskegon's Behavioral Wellness Connection

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Initial Considerations:

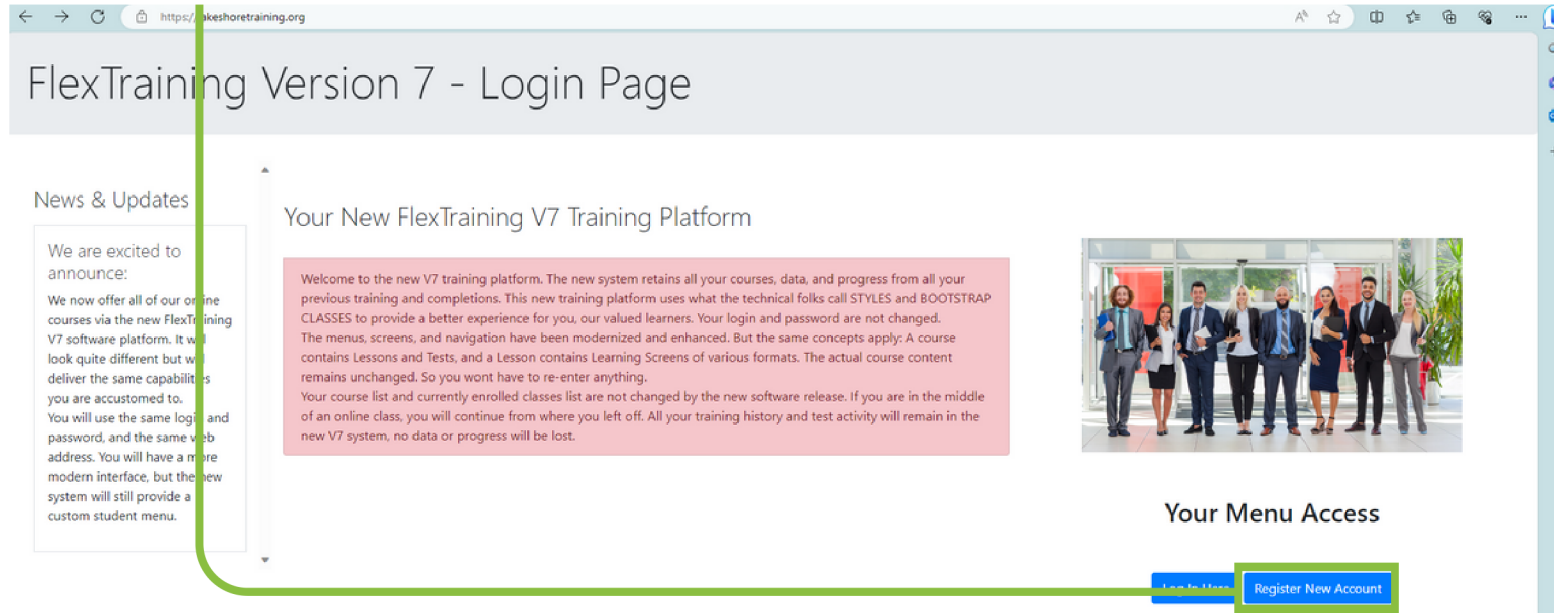
Who Creates Student Accounts?

- 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

1. Go to: <http://lakeshoretraining.org/>

2. Click "Register New Account"




3. Click "Healthwest Registration"



4.

4. Student Registration

Name (First then Last)	<input type="text"/>	<input type="text"/>
User Name (Unique ID)	<input type="text"/>	
Email Address	<input type="text"/>	
Date of Hire	<input type="text"/>	
Social Work License # for CE Hours (if applicable)	<input type="text"/>	
Job Title	<input type="text"/>	
Phone Number	<input type="text"/>	
Birth Date	<input type="text"/>	
Region	<input type="text" value="Lakeshore Region"/>	
CMH	<input type="text" value="Muskegon - Healthwest"/>	
Organization Name	<input type="text" value="Please Select One"/>	
Program Name	<input type="text" value="Please Select One"/>	
Manager	<input type="text" value="No Manager Selected"/>	
Password	<input type="text"/>	
Repeat Password	<input type="text"/>	

- Name - first box is first name; second box is last name.
- Username/Unique ID 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.
 - The Manager is designated by their role and responsibilities within the provider agency, usually a supervisor or lead staff person.
 - Provider agencies may have as many LMS Managers as they have teams. It is recommended that this role be used sparingly.
 - 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

1. Go to: <http://lakeshoretraining.org/healthwest>



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](#)

2. Log-on to LMS by entering the username/unique ID and password.

A screenshot of the LMS login interface. It features two input fields: 'Login:' and 'Password:'. A green bracket groups these two fields. Below the 'Password:' field is a 'Login' button, which is highlighted with a green rectangular box. Below the button are two links: 'Forgot your password?' and 'New Students: Click here for registration'. A green line originates from the 'Login' button and extends downwards and to the left, connecting to the third step of the instructions.

3. Click "Login"

Enrolling In a Class

4. Click "Continue" under "Available Courses."

FlexTraining Version 7 - Course Finder

The screenshot shows the FlexTraining Version 7 Course Finder interface. On the left is a 'Learner Toolbar' with links: My Courses, Course Finder, Course Catalog, My Profile, Email Admin, Calendar, Transcript, News, and Logout. The main area features a search bar and a scrollable list of courses. On the right is a sidebar with three sections: 'Available Courses' (with a 'Continue »' button), 'Completed Courses' (with a 'Continue »' button), and 'Skill Groups' (with a 'Continue »' button). A green line connects the 'Continue »' button in the 'Available Courses' sidebar to the top of the course list.

Search for a class...

Advance Directives 2023 (online)
Appeals and Grievances 2023 (online)
Be SMART 2023 (online)
Corporate Compliance 2023 (online)
CPR/First Aid - HealthWest 10/30/23 9:00-4:30 pm (Classroom) HUB
CPR/First Aid - HealthWest 11/02/23 9:00-4:30 pm (Classroom) HUB
CPR/First Aid - HealthWest 11/21/23 9:00-4:30 pm (Classroom) HUB
CPR/First Aid - HealthWest 12/11/23 9:00-4:30 pm (Classroom) HUB
Cultural Competence 2023 (online)
Culture of Gentleness 12/07/23 9:00-4:30 pm (Classroom) HUB
Emergency Preparedness 2023 (online)
Health and Wellness 2023 (online)
HIPAA 2023 (online)
Introduction to Human Services 2023 (online)
Introduction to Trauma Informed Care 2023 (online)
Knowledge of First Aid 2023 (online)

Available Courses
Use this **Course Finder** feature to locate and enroll in courses that are available to you.
[Continue »](#)

Completed Courses
A list of the courses you have already completed, for review purposes.
[Continue »](#)

Skill Groups
Skill Groups provide a unique learning path for each learner, or for a designated group of learners.
[Continue »](#)

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

Enrolling In a Class

5. Click on the course you want to enroll in.

FlexTraining Version 7 - Enroll Into a Class

The screenshot displays the FlexTraining Version 7 interface. On the left is a 'Learner Toolbar' with links: My Courses, Course Finder, Course Catalog, My Profile, Email Admin, Calendar, Transcript, News, and Logout. To the right of the toolbar is an 'Online Course' section for 'Cultural Competence 2023 (online)'. The description states the course was developed and approved by various Community Mental Health organizations. It also mentions that users can exit and resume the training and that difficulties in moving through the course may be resolved by changing internet browsers. Below the description, the 'Seats' section shows '999994122 out of 999999999' are open. The 'Syllabus' section has a document icon. At the bottom of the course details, there is a blue 'Enroll Now' button and a grey 'Go back' button. A green rectangular box highlights the 'Enroll Now' button, and a green line extends from the box to the right, indicating the next step in the process.

6. In the new screen that pops-up, click the “Enroll Now” button.

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.

FlexTraining Version 7 - Student Home Page

Learner Toolbar

- My Courses
- Course Finder
- Course Catalog
- My Profile
- Email Admin
- Calendar
- Transcript
- News
- Logout

Online Course

Cultural Competence 2023 (online)

This online course was developed and approved by the Community Mental Health organizations who are members of Lakeshore Regional Partners: On Point (Allegan CMH)...

[Enter](#)

Available Courses

Use this **Course Finder** feature to locate and enroll in courses that are available to you.

[Continue »](#)

Completed Courses

A list of the courses you have already completed, for review purposes.

[Continue »](#)

Skill Groups

Skill Groups provide a unique learning path for each learner, or for a designated group of learners.

[Continue »](#)

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 trainings are listed on the LMS.

For online trainings, the student will access the material by clicking the “Enter” button under the name of the training.

- In the new window, click the “Enter” button under the blue heading and class name.
- The trainings will open in yet another window.
- NOTE: If you are not seeing the new window, disable your pop-up blockers.

Course: Cultural Competence 2023 (online)

Course Toolbar

- Course Menu
- Announcements
- Gradebook
- Unenroll
- Exit Course
- Logout

CC 2023

Enter

CC 2023 Final Exam

Enter

Additional Reading

Additional online material may help clarify and expand on the knowledge gained in this course.

[Continue »](#)

Course Guide

This reference guide is included with the course and may be downloaded and retained.

[Continue »](#)

Collaborate

You may link to external sites for a meeting, webinar, or other collaborative activity.

[Continue »](#)

- Upon completion of the course, students will return to the same screen to access the final exam by clicking the “Enter” button under the green heading and Final Exam.
- 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.

Checking Available Seats

Open seats can be viewed by clicking on the “Enroll” button of a class.

Classroom Training

FlexTraining Version 7 - Enroll Into a Class

Learner Toolbar


- My Courses
- Course Finder
- Course Catalog
- My Profile
- Email Admin
- Calendar
- Transcript
- News
- Logout

Online
Course

Class: CPR/First Aid - HealthWest 10/30/23 9:00-4:30 pm (Classroom) HUB

Description: CPR/First Aid - HealthWest

Seats Open: 0 out of 10

Syllabus: 

No Available Seats

[Go back](#)

Online Training

FlexTraining Version 7 - Enroll Into a Class

Learner Toolbar

- My Courses
- Course Finder
- Course Catalog
- My Profile
- Email Admin
- Calendar
- Transcript
- News
- Logout

Online
Course


Class: Cultural Competence 2023 (online)

Description: This online course was developed and approved by the Community Mental Health organizations who are members of Lakeshore Regional Partners: On Point (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: Cultural Competence.

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.

Seats Open: 999994122 out of 999999999

Syllabus: 

[Enroll Now](#)

[Go back](#)

Unenrolling In a Class

Click "Enter" on the course you wish to unenroll from.

FlexTraining Version 7 - Student Home Page

The screenshot displays the FlexTraining Version 7 Student Home Page. On the left is a 'Learner Toolbar' with links: My Courses, Course Finder, Course Catalog, My Profile, Email Admin, Calendar, Transcript, News, and Logout. The central 'Online Course' section features a card for 'Cultural Competence 2023 (online)'. A green line originates from the instruction text and points to a green-bordered box around the 'Enter' button at the bottom of this course card. The right sidebar contains three sections: 'Available Courses' with a 'Continue »' link, 'Completed Courses' with a 'Continue »' link, and 'Skill Groups' with a 'Continue »' link.


Unenrolling In a Class


Click “Unenroll” from the Course Toolbar.

Course: Cultural Competence 2023 (online)

Course Toolbar

- Course Menu
- Announcements
- Gradebook
- Unenroll**
- Exit Course
- Logout


CC 2023
[Enter](#)


CC 2023 Final Exam
[Enter](#)

Additional Reading

Additional online material may help clarify and expand on the knowledge gained in this course.

[Continue »](#)

Course Guide

This reference guide is included with the course and may be downloaded and retained.

[Continue »](#)

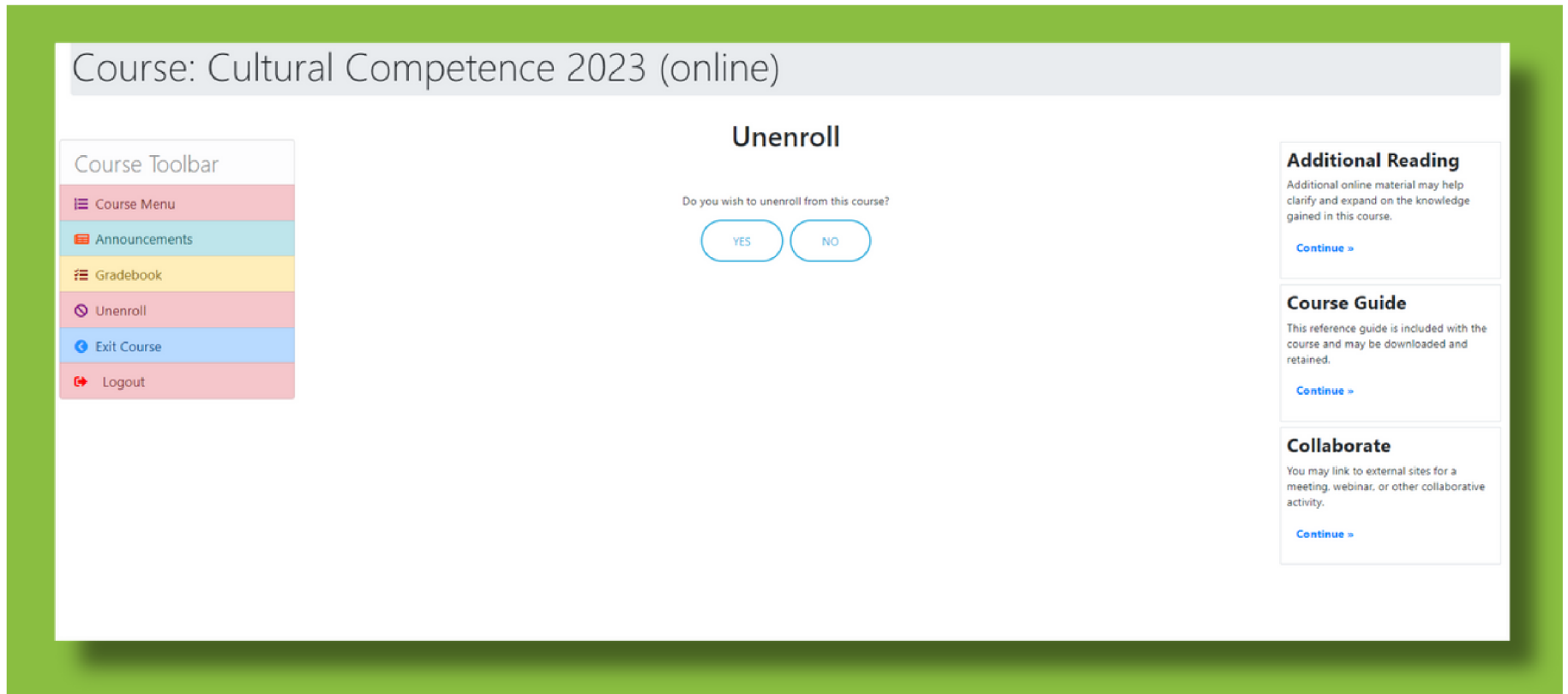
Collaborate

You may link to external sites for a meeting, webinar, or other collaborative activity.

[Continue »](#)

Unenrolling In a Class

Click “Yes” when the question comes up confirming your unenrollment.



- 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.

Assessing 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.
- Click "Transcript" under the Learner Toolbar.

FlexTraining Version 7 - Student Home Page

The screenshot shows the FlexTraining Version 7 Student Home Page. On the left is the 'Learner Toolbar' with the following links: My Courses, Course Finder, Course Catalog, My Profile, Email Admin, Calendar, Transcript (highlighted with a green box and a green line), News, and Logout. The main content area features an 'Online Course' titled 'Cultural Competence 2023 (online)'. Below the title is a description: 'This online course was developed and approved by the Community Mental Health organizations who are members of Lakeshore Regional Partners: On Point (Allegan CMH)...'. At the bottom of this section is an 'Enter' button. On the right side of the page, there are three sections: 'Available Courses' with a 'Continue »' link, 'Completed Courses' with a 'Continue »' link, and 'Skill Groups' with a 'Continue »' link.

Assessing Training Transcripts

Click on each completed course to view all course information including the student's score, status of the course, and how many credit hours earned.

FlexTraining Version 7 - Student Transcript

Transcript
As of 10/18/2023

Completed Courses (Click Course Titles to Expand / Collapse)

Advance Directives 2021 (online)

Advance Directives 2022 (online)

Test Name: AD 2022 Final Exam
Test taken on 5/31/2022
Passed on Attempt 1
Score: 100
Passing Score: 80
Status: Passed Test
Credit Hours Earned: 1
Completion Date: 5/31/2022

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.

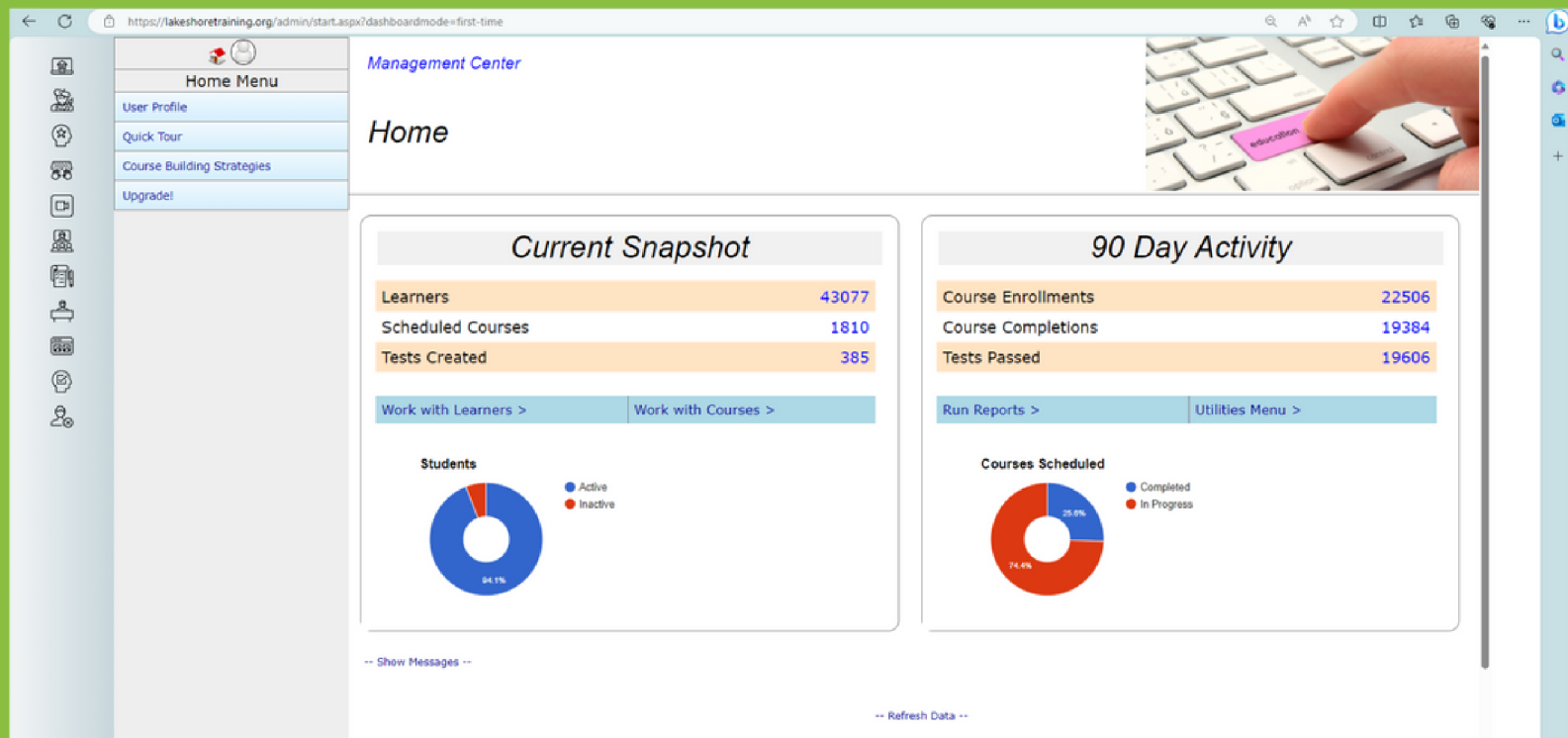
- Provider Administrator status is typically assigned to one and not more than five individuals in a provider agency.
- A Provider Administrator has access to a separate administrative website within the LMS, allowing them to view transcripts, run reports, maintain compliance checks, etc. A Manager will be informed of enrollments, un-enrollments, 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.

Provider Administrator Access

- 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 two 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)
 - These two accounts will need different email addresses. It is suggested to use a personal email address for the student account and the business email for the provider administrator account.
- To login as a Provider Administrator, using your Provider Administrator username and password, go to the LMS’s administrative website: <https://lakeshoretraining.org/admin>.

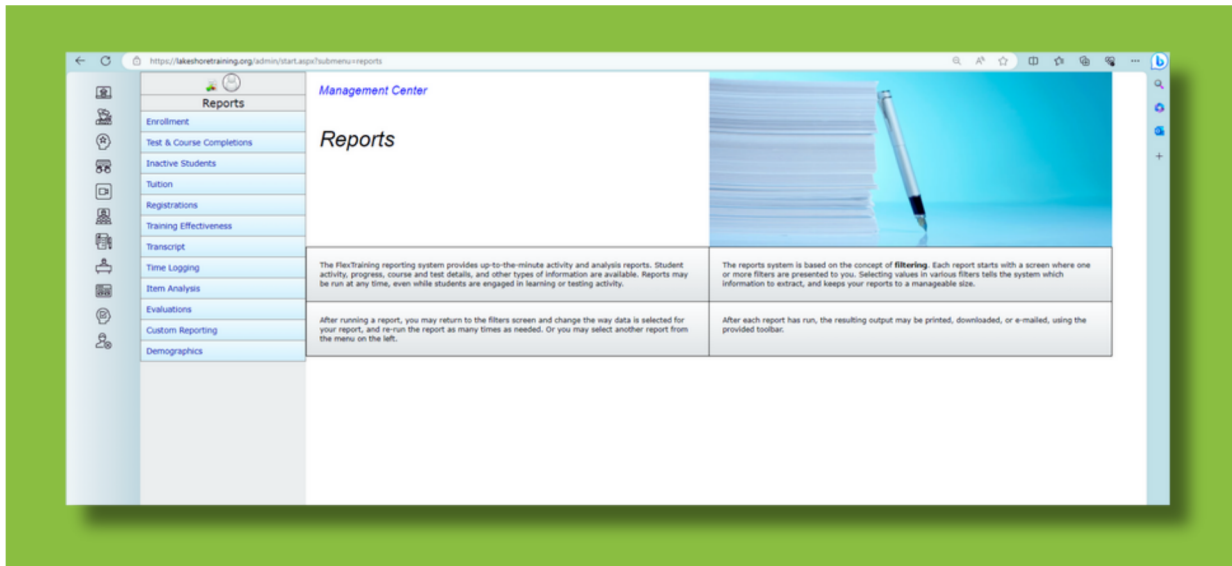
Provider Administrator Homepage

- 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

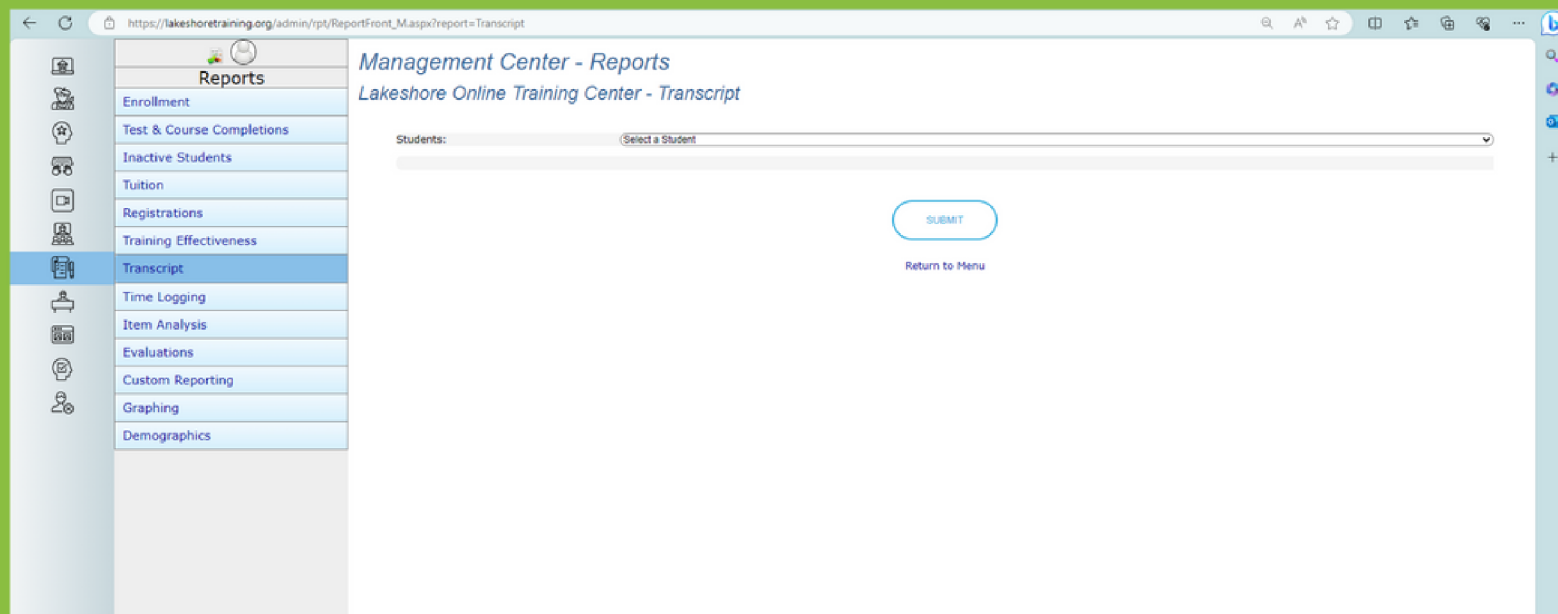
Provider Administrators can run reports in the categories listed on the left.



- Enrollment: Tells you who has been enrolled in training(s), and whether trainings are completed or not.
- Test & Course Completions: Tells you who (and who has not) successfully completed classes.
- Inactive Students: The Training Department will not typically be marking students as "inactive."
- Tuition: Shows 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, click “Transcript”.
- Use the drop-down next to “Select a Student” to see that employee’s transcript.



Frequently Asked Questions

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?

Answer

- If you are a student and your Organization or Program is not listed, please select "No Contract."
- If you are working in a self-directed arrangement, please select "Self-Determination-Direct Employment" for your Organization and "Direct Employment" for your Program.
- If your manager is not listed, please select the first option: "0-, No Manager."
- If you are an Organization or Manager that would like to be added to the LMS, please email your request to gina.schaner@healthwest.net.

How does an Organization change Manager, Organization, Program, or Provider Administrator information?

Answer

You may request these changes by emailing gina.schaner@healthwest.net.

How do I find information on what classes are available?

Answer

An alphabetical listing of all courses is available on the LMS Student Homepage under "Available Courses."

What happens when a staff person transfers from one employer to the other?

Answer

When a student transfers from one employer to another, that student may continue to use the same LMS account. The student 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 use the same username and password or they may choose to change them. PLEASE DO NOT CREATE A SECOND OR THIRD STUDENT ACCOUNT.

Frequently Asked Questions

How does it work when a staff person works for multiple employers at the same time?

Answer

- Because of the way the LMS is structured, individual student accounts are tied to a specific Organization.
- It is preferable that the student has one account in the system and either shares their login information or provides multiple employers with copies of their transcript.

I can't remember my username or password. Should I create a new account?

Answer

- 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 and to reset your password.
- The Training Department can merge multiple accounts together; however, training records may be lost in the merge.

I failed the final exam. How do I get this reset?

Answer

A supervisor will need to contact the Training Department via email or by phone to request the training be reset.

I have clicked on the link to access the module, but it is not opening.

Answer

Our trainings open in a second window. You will need to disable any pop-up blockers for the website.

Can modules be completed on a cell phone?

Answer

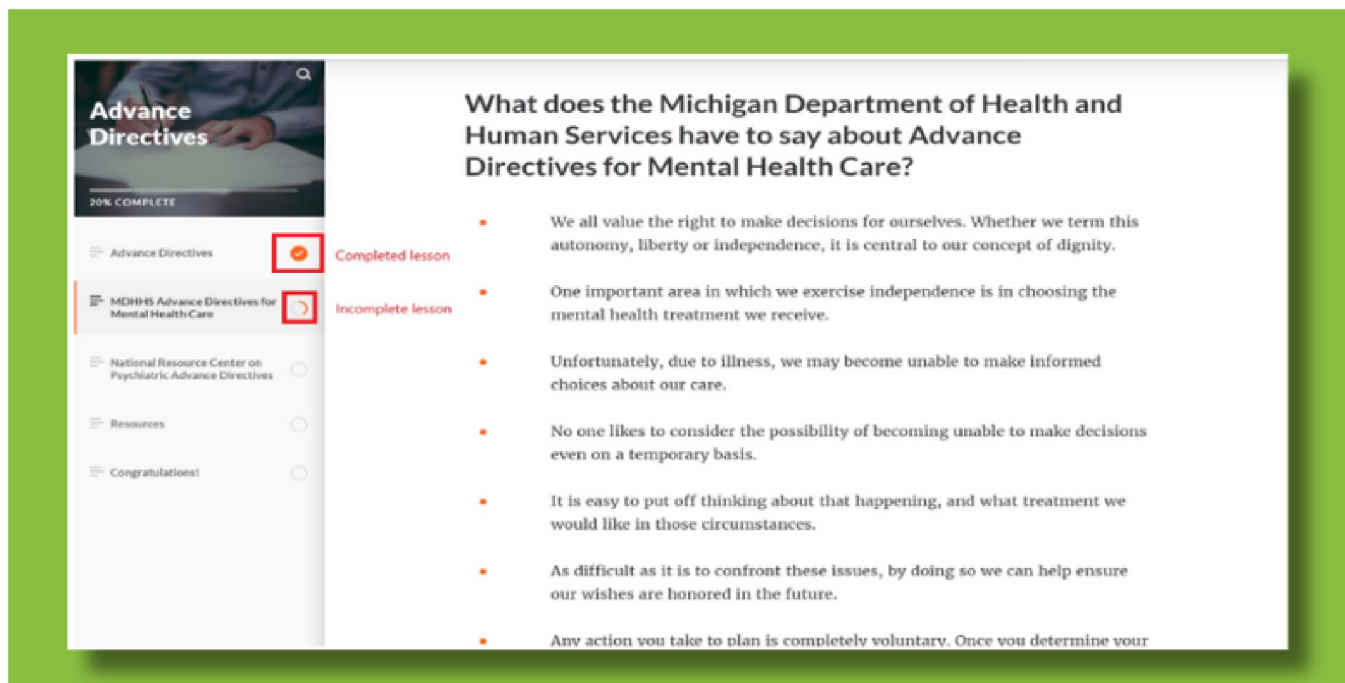
It is best to use a desktop or a laptop to access and complete all modules.

Frequently Asked Questions

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

Answer

- This might be occurring for multiple reasons, and typically it is due to something within the module not registering as completed.
- 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.
- If after checking to make sure all lessons are complete and you are still unable to access the test, please contact the Training Department by email or phone to have the module reset.



Frequently Asked Questions

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

Answer

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

The screenshot shows a web application interface for a user profile. On the left is a sidebar with a vertical list of links: 'My Profile' (highlighted with a blue border), 'Email Admin', 'Calendar', 'Transcript', 'News', and 'Logout'. The main content area is a form titled 'My Profile'. It contains several input fields: 'Date of Hire*', 'Social Work License # for CE Hours (if applicable)', 'Department', 'Job Title', 'Email Address', 'Phone Number*', 'Manager*', 'Birth Date*', 'Password*' (with a strength indicator), 'Repeat Password*', and 'Profile Picture' (with 'Choose File' and 'Upload' buttons). A blue rectangular box highlights the 'Password*' and 'Repeat Password*' fields. At the bottom of the form is a blue button labeled 'UPDATE PROFILE'.

Frequently Asked Questions

I am pretty sure that I completed this training in the past, but it is still showing as incomplete on my account. Can you mark it complete for me?

Answer

Without a copy of the certificate or transcript showing it as completed, we are unable to verify completion of the training and, therefore, cannot mark it as complete.

Thank You

If you have additional question, please contact the Training Department.

- Email: gina.schaner@healthwest.net
- Phone Number: 231-638-9095
- Hours of Operation: Monday - Friday from 8am - 5 pm