

Michigan Department of Health and Human Services (MDHHS) Learning Center Quick Reference Guide for External Staff

Introduction: This Quick Reference will provide instructions for Michigan Department of Health and Human Services (MDHHS) EXTERNAL STAFF (contractors or staff without an @michigan.gov email address) on accessing the MDHHS Learning Center, taking the required trainings, and obtaining certificates of completion. State of Michigan staff should go to the State of Michigan intranet system and click the Learning Center link.

Note: *If using Internet Explorer, be sure browser zoom is set to 100%. You can quickly set this by pressing **Ctrl & 0**. More detailed instructions will be at the end of the quick reference.*

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Access the Learning Center

1. Open your Internet browser and go to <https://courses.mihealth.org/MDCH>.
2. If you already have an account, enter your **User ID** and **Password** and click on the **Go** button.


If you do not have a **User ID** and **Password**, follow the steps on the next page to create an account.





Forgot your **User ID** and/or **Password**? Contact ISGTraining@mphi.org.


Create a User ID and Password

1. Click on the button.
2. From the **Select an Organization** pop-up, enter the Access Code **SOLO** and click the button.
3. Complete the **Create New User** pop-up by providing the required information:
 - User Profile Tab:
 - User ID – enter your email address
 - First Name
 - Last Name
 - Email – enter the email address from the User ID field
 - Password
 - Confirm Password
 - Sub Orgs Tab
 - MDCH – ensure 'External' is selected
4. After all required information is entered, click the button.
5. When the **Terms of Use** pop-up appears, click the button.

Launch a Training Course

1. From the Enrolled tab, click the Launch Course  icon next to the desired course.

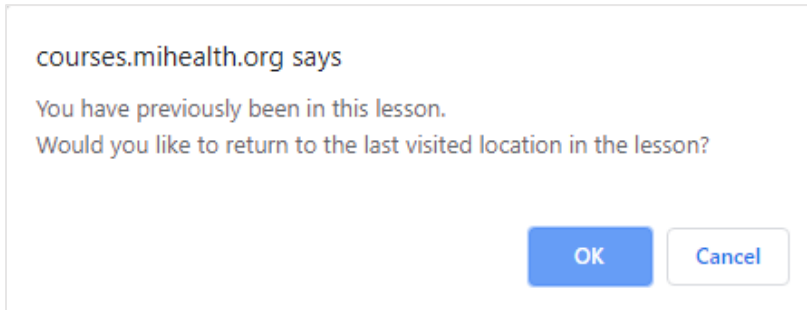
Enrolled	
	Title
	Annual Recipient Rights Training
	BI Query Software Training
 	MDHHS Security Training

Legend:  **Launch Course:** Click to Open the Course or Unit

The course will open in a new tab/window. Follow the in-course instructions for navigating and completing the course, including any tests or assessments.

Course Status

You may exit a course at any time and the Learning Center will track your progress. If you leave a course partially through, when you launch the course again, the following message will display:



Click **OK** to resume the course from where you left off, or click **Cancel** to restart the course from the beginning.

Courses will remain in the **Enrolled** tab until they have been completed, and will display one of two statuses:

- 0% - Not Attempted
- 10% - In Progress

Once you have completed a course, it will also be moved to the **Completed** tab and display as either:

- 100% - Completed
- 100% - Passed

Troubleshooting

The following are common technical issues that are experienced when accessing courses on the MDHHS Learning Center.

Course Won't Launch / Course Freezing

Internet Explorer users must have their zoom set to 100% when viewing courses in the MDHHS Learning Center. Your current zoom settings can be seen in the lower right hand corner of the browser.


There are two ways to reset Internet Explorer zoom to 100%.

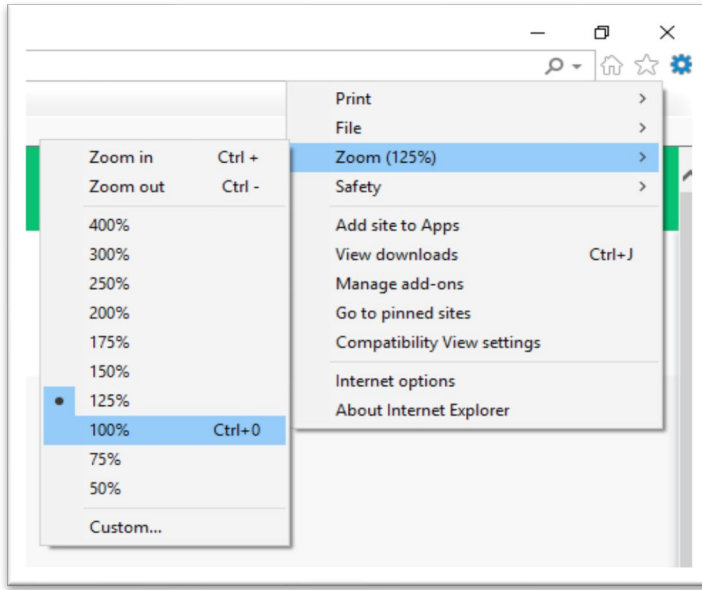
Keyboard Shortcut

While in Internet Explorer:

1. Hold down the **Ctrl** key on your keyboard and strike the **0** (zero) key at the same time.
 - a. -OR-
2. Hold down the **Ctrl** key on your keyboard and strike the - (minus) or + (plus) key at the same time to increase (+) or decrease (-) your zoom.

Using the Browser Menu

1. Click the **Tools**  icon in the upper, right corner of the browser window.
2. In the menu that appears, locate the **Zoom** option.



3. Hover your mouse cursor over the **Zoom (%)** option in the menu.
4. In the sub-menu that appears, select the **100%** option.

Forgot User ID and/or Password

If you forget your User ID or password please contact ISGTraining@mphi.org.

Additional Technical Issues

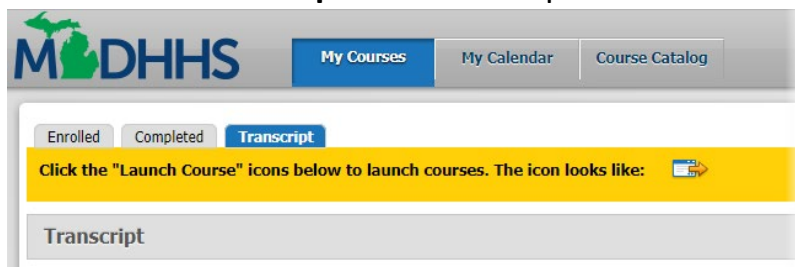
If you are experiencing another problem that hasn't been addressed in this quick reference please contact ISGTraining@mphi.org.

Certificate of Completion

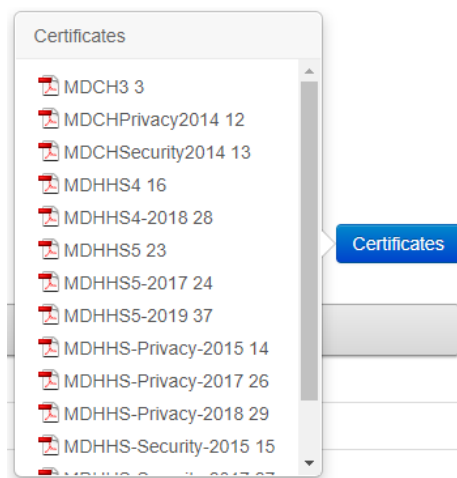
Once a course has been completed, a PDF copy of your Certificate of Completion will be sent to the email address associated with your User ID. The PDF can be saved to your computer, printed, or e-mailed to another person (your supervisor, for example).

A copy of your Certificate of Completion can also be obtained from within the Learning Center by following the steps below:

1. Click on the **Transcript** tab at the top of the screen.



2. Click on the **Certificates** button on the right hand side.
3. From the list of Certificates that appears, select the Course ID of the certificate you wish to view.



The PDF certificate will open in a new window, from which you can save or print a copy.