Counseling, Testing, and Referrals (CTR) Training Guide: How to Complete the CTR Training Sequence

Training Unit
Bureau of HIV and STI Programs

HP-69 Authority: P.A. 368

Amended 1978 Revised: December 2025

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COUNSELING, TESTING, AND REFERRALS (CTR) MODULE 1 AND MODULE 2

Module 1 and Module 2 of the Counseling, Testing, and Referrals (CTR) training sequence are hosted in the MPHI Learning Management System (LMS). This guide will provide information on how to create an account in the LMS, register for the courses, and navigate the system.

Module 1 Training Description

Counseling, Testing, and Referrals (CTR) Training Module 1 is an online course on the Learning Management System (LMS) that covers the immune system, basics of HIV/AIDS, HIV transmission, and the history and impact of HIV. Additionally, Module 1 will discuss HIV and the intersection of bias, social determinants of health, health equity, and more. Participants will learn about programs and services related to HIV prevention and care, including MDHHS resources, and briefly overview of legislation related to HIV.

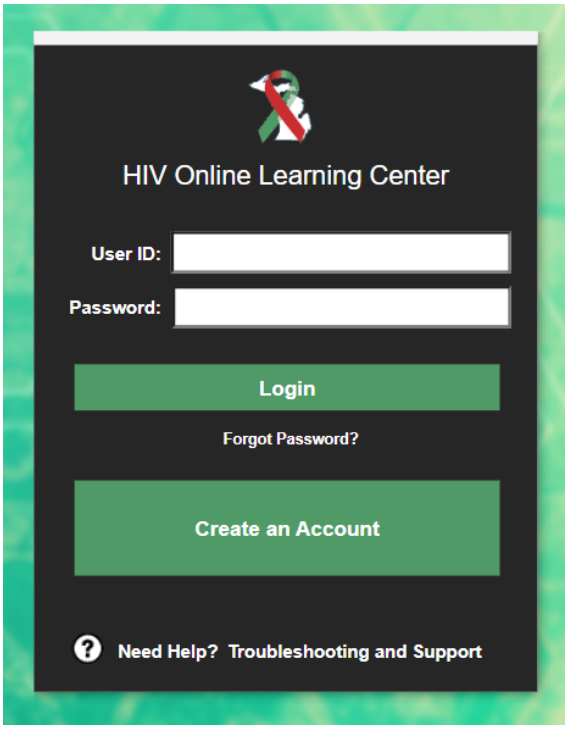
Module 2 Training Description

Counseling, Testing, and Referrals (CTR) Training Module 2 is an online course on the Learning Management System (LMS). This course is designed to provide participants with an overview of the HIV test counseling process, HIV/STI laws, and HIV testing standards. Additionally, participants will learn about HIV prevention, including injection drug use and syringe access programs, Undetectable=Untransmittable (U=U), Pre-Exposure Prophylaxis (PrEP), Post-Exposure Prophylaxis (PEP), and barrier methods (condoms). Furthermore, HIV prevention counseling standards, concepts, and skills will be examined using a client-centered framework. Upon completion of the module, participants should be able to facilitate client-centered prevention counseling.

Accessing the Learning Management System

Modules 1 and 2 are located on the MI Health Learning Management System (LMS). To access the LMS:

1. Open your Internet browser and navigate to https://mihealth.coursemill.com/html/HIV

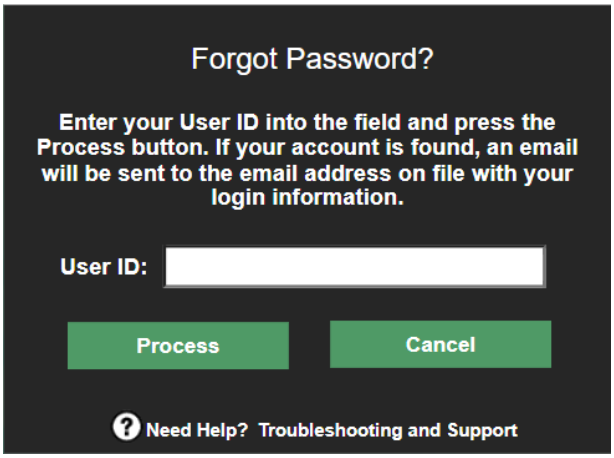


- If you already have an account, enter your **User ID** and **Password** and select the **Login** button.
- If you do not have an account, select the **Create an Account** button.
- If you are unable to access your account, select the **Forgot Password?** link.

Forgot Password

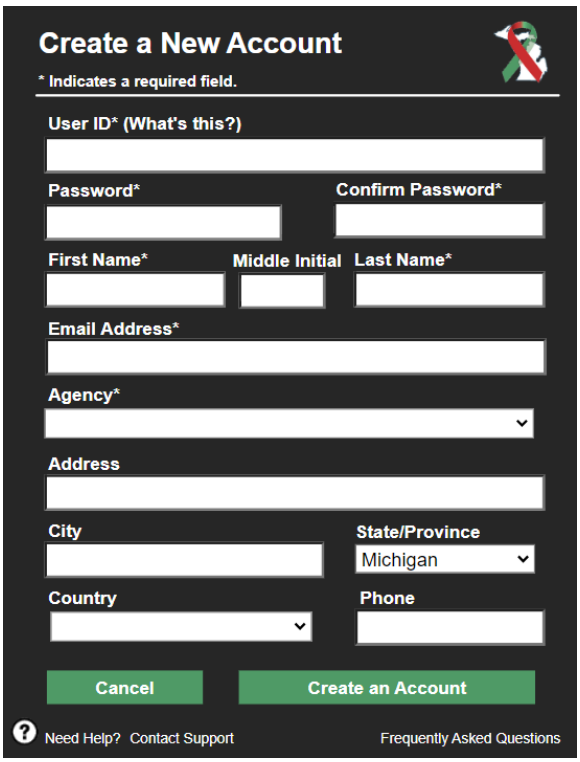
1. Select the **Forgot your Password** link on the Sign In page.
2. On the Forgot Password? screen, enter your User ID and select the **Process** button.
    a. If the account exists, the message "Your login information has sent to your email address" will appear. Please check your email account for further instructions.
    Note: This email is system-generated and may get flagged as Spam/Junk. Please check your inbox and Spam/Junk folders for the email. If you still do not receive an email, please contact eLearning@mphi.org for further assistance.
    b. If no account exists, the message "Invalid User ID" will appear.

3. If you do not remember your User ID, but believe you have an account, please contact eLearning@mphi.org for further assistance.



Creating a User ID and Password

1. On the Select the **Create New Account** button.
2. On the screen that appears, enter the requested information.
   Note: Items marked with an asterisk (*) are required.

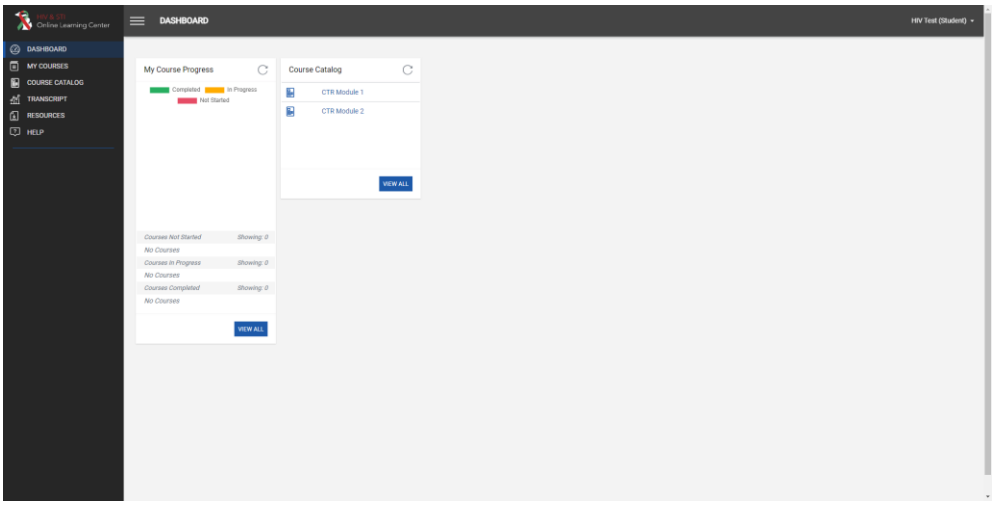


3. Select the **Create New Account** button.

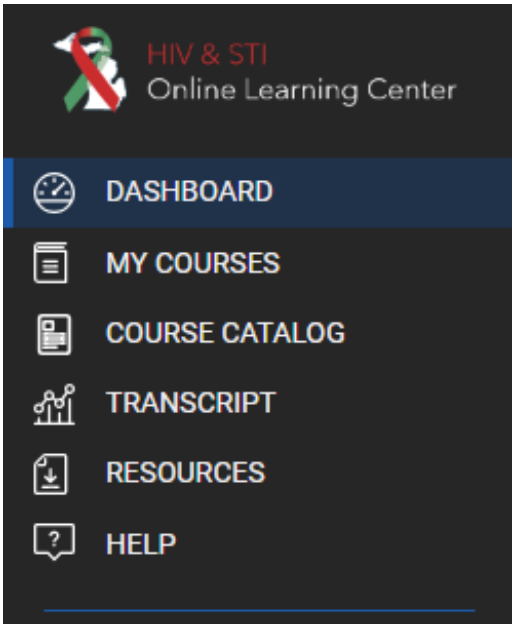
Congratulations! You are now logged into the HIV Learning Management System (LMS).

Navigating the LMS

Upon log in, you see the dashboard for the HIV LMS. This is a customizable homepage which can display active courses, status, email, and more.



The Menu on the left-hand side of the screen features a list of options:



The **Dashboard** is a customizable homepage for quick access to commonly accessed areas of the LMS. If you navigate to any other page in the LMS, you can click on the Dashboard to return home.

My Courses contains courses you are enrolled in. Launch courses from the My Courses area.

Course Catalog is a library of available courses. You can search for and enroll in courses here.

Transcript is where you can see an overview of your progress in the LMS. Additionally, you can print copies of course completion certificates from this page.

> **Note:** If you are seeking a Certificate of Continuing Education, these are available from within the course.

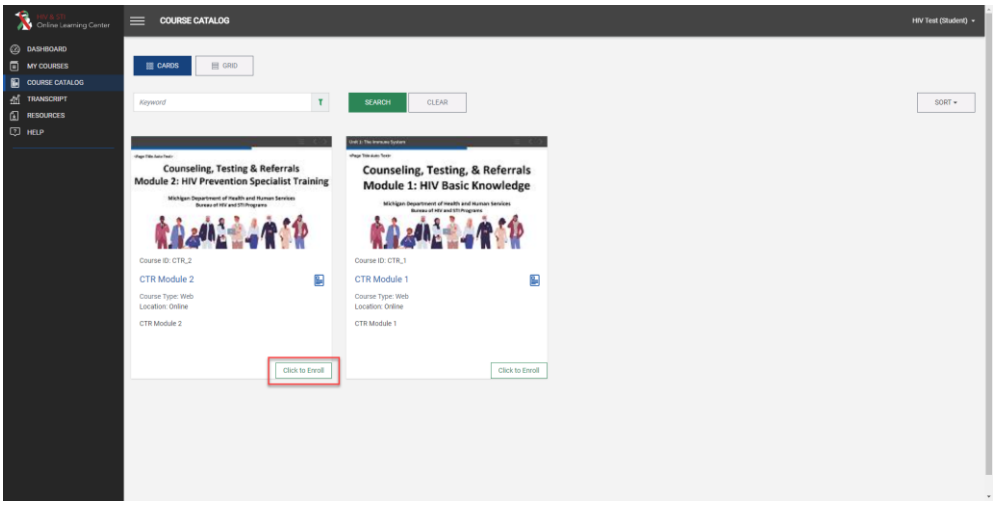
Resources contains this Quick Reference and other important information.

Help offers users similar information to this Quick Reference.

Enroll in a Course

To enroll in a course, navigate to the **Course Catalog** screen from the side menu.

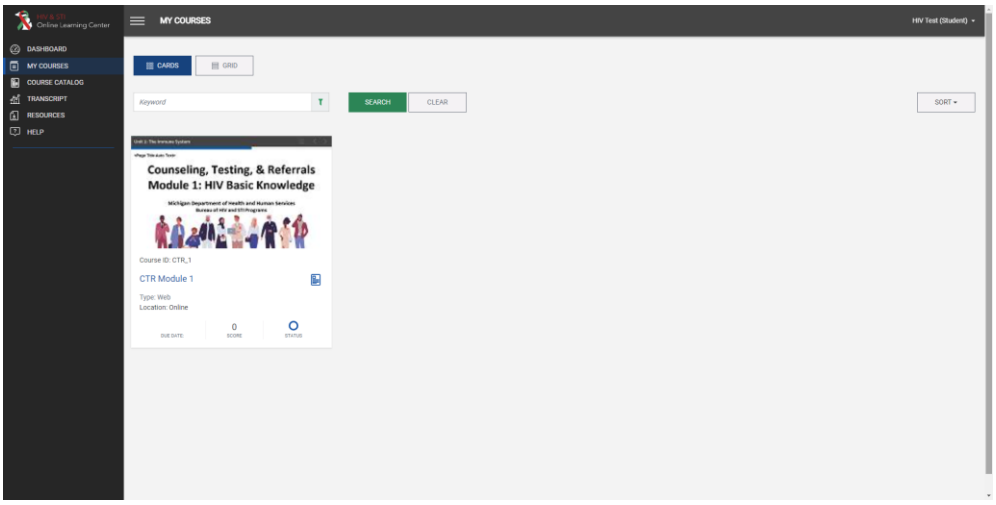
1. Locate the course you wish to enroll in and select the **Click to Enroll** button to enroll.



After selecting **Click to Enroll**, you will be taken to the **My Courses** screen.

If you are looking for a specific course, you can enter a keyword (e.g., 'Lead') in the search box at the top of the screen and click Search to display only courses with that keyword in the Course Title or Description.

By default, the Course Catalog will display courses in a Card format. Click on the **Grid** button to toggle to a list of courses. From the Grid view, you can click on any of the headers (Course ID, Title) to sort the list alphabetically. To return to the Card view, click the **Cards** button at the top of the screen.

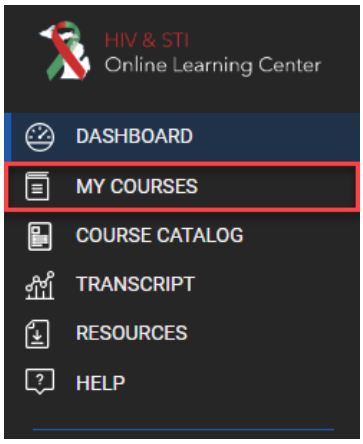


Once enrolled, a confirmation message is emailed to you.

Note: Some courses require instructor approval. In this case, the course will be added to My Courses upon approval. Approval or denial will be communicated via email.

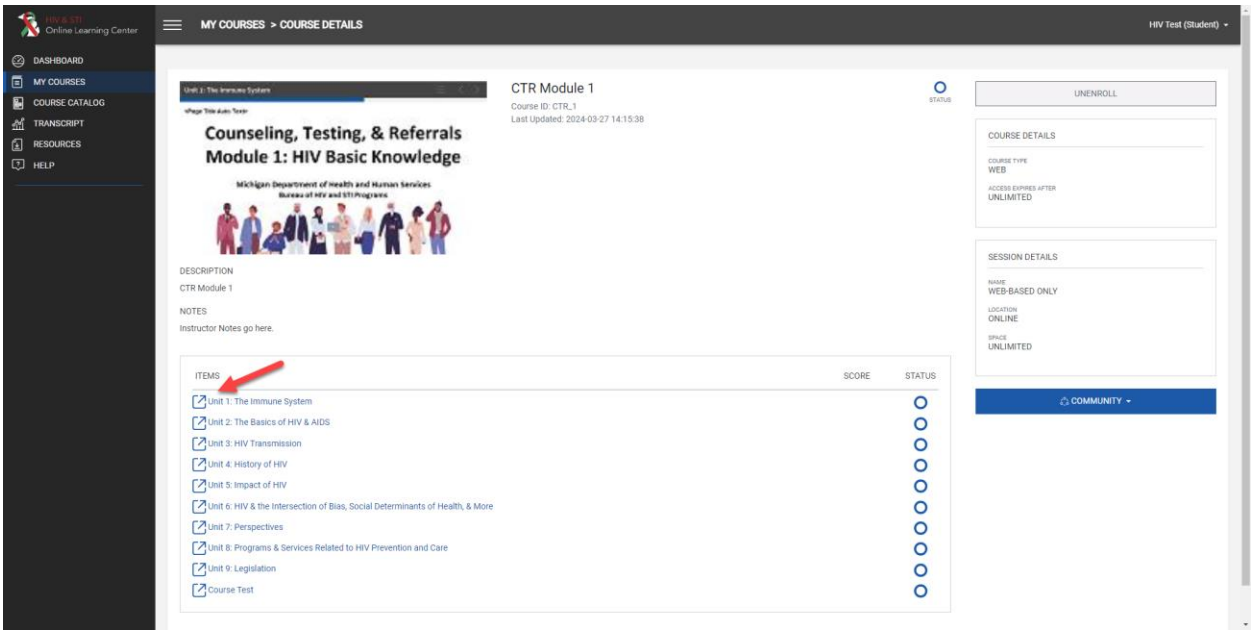
Launch a Course

To access a course, navigate to the **My Courses** screen.



Select the thumbnail image of the course you want to view. The screen below will appear. Select the **Launch** icon to launch the corresponding course content item(s).

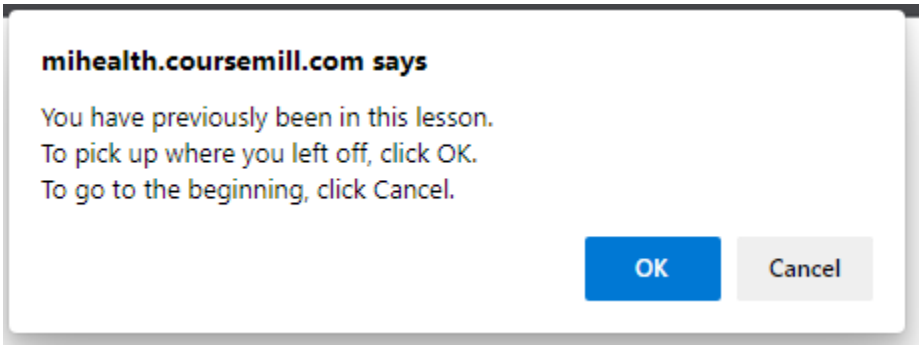
Note: Some courses may only have one content item. In the example below, the course has multiple content items.



The course will launch in a new window.

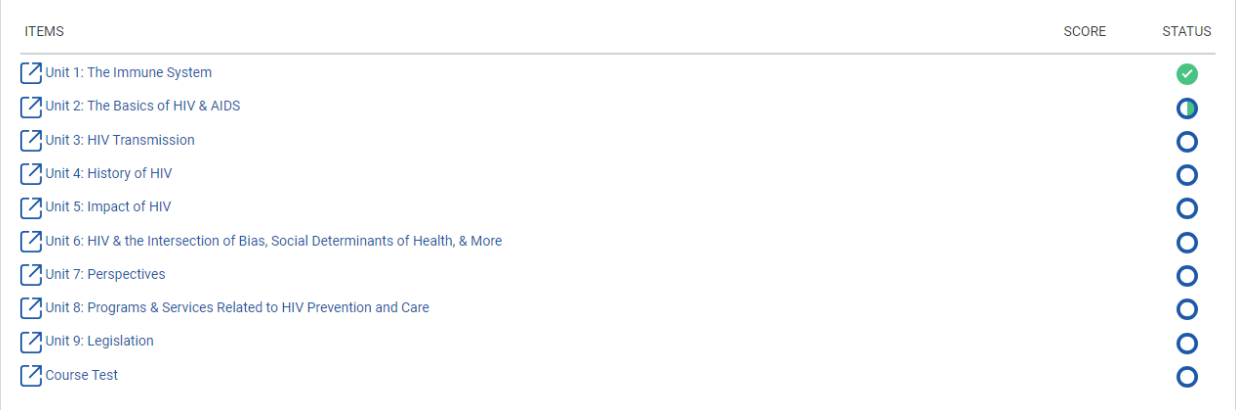
Course Progress

You may exit a course at any time and the Learning Management System will track your progress. A message will display when you return to the course if you do not complete it in one session:



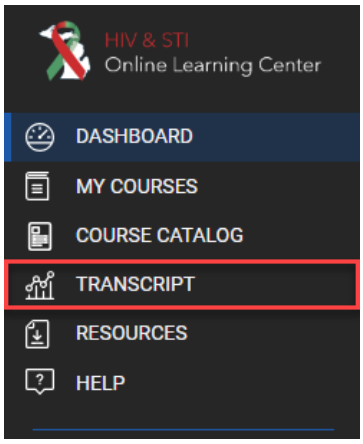
To pick up where you left off click **OK** or go to the beginning by clicking **Cancel**.

Your progress through a course will be tracked in the LMS on the My Courses page. Each content item will display as either not attempted (empty circle), in progress (half-filled circle), or complete (checkmark).

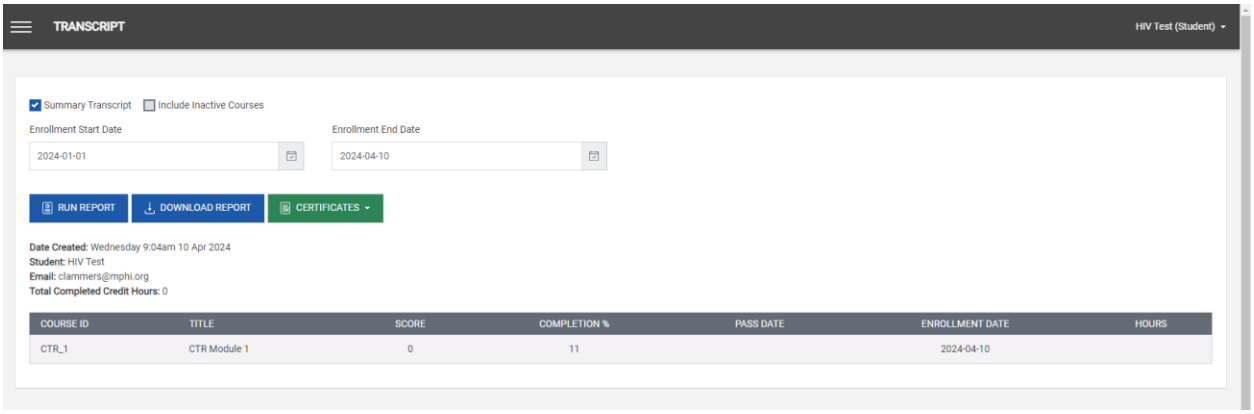


Transcript

Your transcript is available under the **Transcript** button on the left side of the screen.



The page shows courses that are completed, in progress courses, and lists any courses you are enrolled in.



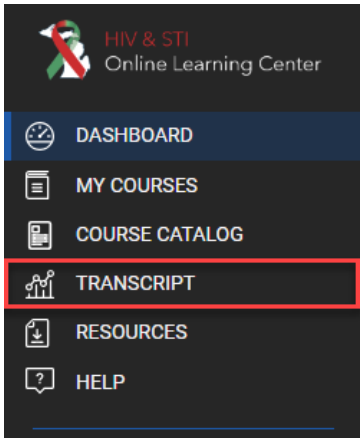
Certificates

Certificate of Completion

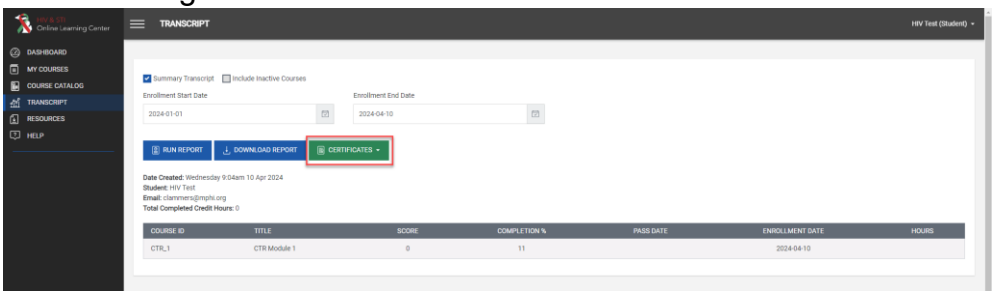
Once a course has been completed, a Certificate of Completion will be sent to the email address associated with your User ID. The PDF can be saved to your computer, printed, or e-mailed to another person (your supervisor, for example).

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

Click the **Transcript** button on the left side of the screen.



1. Click on the green **Certificates** button.



2. From the list of certificates that appears, select the course for which you would like to view a certificate.
3. A PDF of the certificate will open in a new window. You can save, print a copy, or distribute the certificate as needed.

Certificate of Continuing Education

Some courses may offer Continuing Education (CE) credit. To obtain a Certificate of Continuing Education, follow the in-course instructions to select your discipline(s) and print the certificate from within the course.

If you have trouble accessing your Certificate of Continuing Education, or need additional assistance, please contact eLearning@mphi.org.

Edit Profile
To edit your profile, select the [User ID] button in the top right corner and select Edit Profile.

The Edit Profile screen will appear. From this screen, you can edit the information entered at account creation:

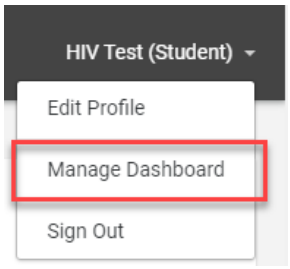
- Name, Email Address, and Password are located on the User Profile Tab.
- Type of Organization and Organization Name are located on the Sub Orgs tab.

To edit your password, select the **Reset Password** button. On the screen that appears, enter your current/old password in the top box and your new password in the following boxes and select the **Reset Password** button.

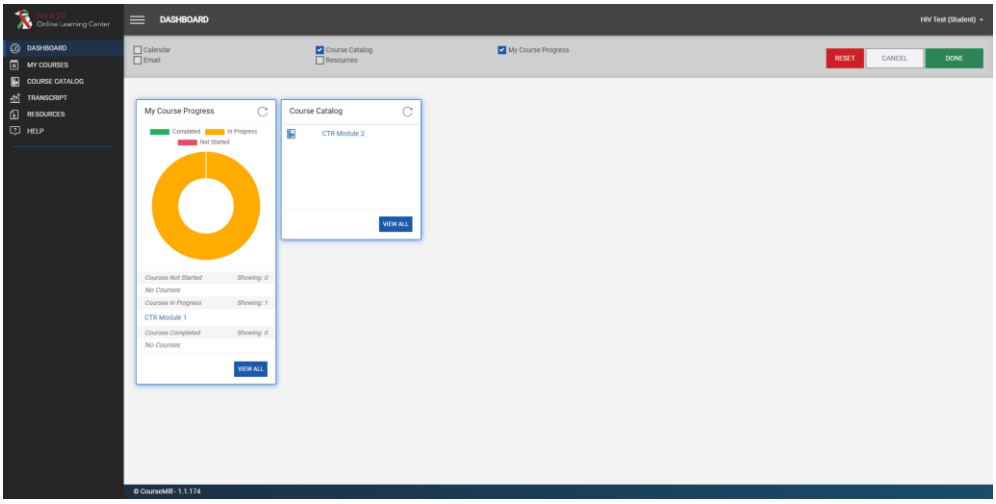
Note: The User ID field is not editable. If you need to change your User ID, please contact eLearning@mphi.org.

Manage Dashboard

To edit which options are shown on your dashboard, select the **[User ID]** button in the top right corner and select Manage Dashboard.



On the screen that appears, uncheck any dashboard items you do not wish to appear. Additionally, you can click and drag available dashboard items to reorganize how your dashboard will display.



Once all changes are made, select the **Done** button to save your changes and return to the Dashboard screen.

To reset to the default settings, select the **Reset** button.

Troubleshooting

I don’t remember my User ID

If you believe you have an account in the Learning Management System (LMS), but do not remember your User ID, please contact eLearning@mphi.org for further assistance.

I requested my password but have not received anything.

Please check your Spam/Junk mail folders. The Forgot Password option sends a system-generated email to the email address associated with your account and this message may get flagged as Spam/Junk.

If you still do not see this email, please contact eLearning@mphi.org for further assistance.

Additional Technical Issues

If you are experiencing another problem that is not addressed in this quick reference, please contact eLearning@mphi.org.

COUNSELING, TESTING, AND REFERRALS (CTR) MODULE 3

Training Description

After successfully completing Modules 1 and 2, you can register for Module 3. Counseling, Testing, and Referrals (CTR) Module 3 is a two half-day, virtual course. Participants will learn the steps of HIV counseling, testing algorithms and interpreting test results, and how to provide effective referrals, including referrals for Partner Services (PS) and Pre-Exposure Prophylaxis (PrEP). Interactive role-play activities will allow participants to practice and build skills and confidence. Upon completion of the module, participants should be able to understand and explain the counseling and testing process, accurately provide test results to clients, and link clients to PS and other referrals, if needed.

Log In or Create SHOARS Account

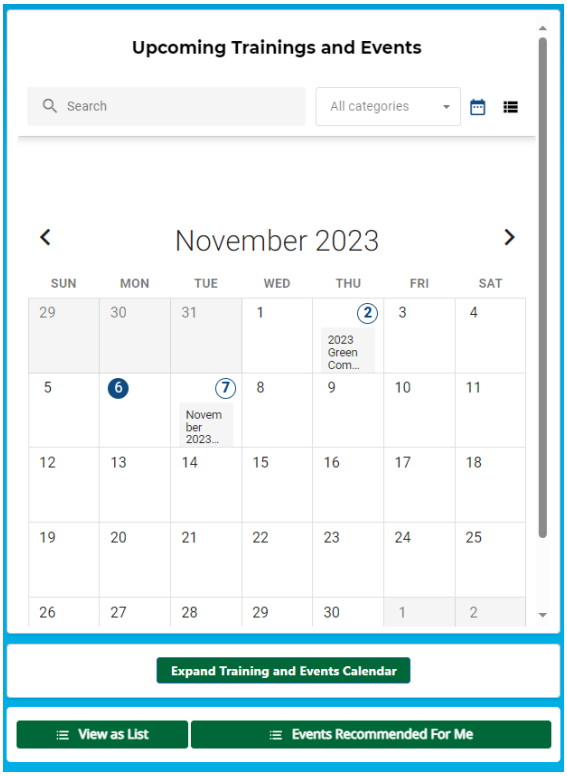
After successfully completing Modules 1 and 2, you can register for Module 3. To register for Module 3, you must have a SHOARS account. If you do not have a SHOARS account, please visit the following resources to learn how to **Create an Account**:

- For BHSP partners without a State of Michigan email address: BHSP Partner Registration Guide - Non-State of Michigan Email Address
- For BHSP partners with a State of Michigan email address: BHSP Partner Registration Guide - State of Michigan Email Address

To **Log In** to SHOARS, navigate to MiLogin or go to the SHOARS website and click the appropriate log in button.

For more SHOARS resources, please visit the SHOARS website. If you have questions or need assistance with SHOARS, please contact SHOARS Support at MDHHS-SHOARS-SUPPORT@michigan.gov.

Registering for CTR Module 3
Once you have created a SHOARS or account or logged in to your SHOARS account, you can register for the Module 3 training. On the right side of the screen, you should see the *Upcoming Training and Events* and *Training calendar*.



Click on **Expand Training and Events Calendar** to view the calendar in a new window. You can also click on **View as List** to view all remaining events for the in a list view. You can see the entire calendar for the year on our Training & Events website. Registration for all CTR Module 3 trainings opens at the beginning of the calendar year.

To register for Module 3, click on your desired date on the *Training Calendar* in SHOARS. Once you have clicked your desired date, scroll down, and click **Registration Open**. This will expand the event information and provide you with the event date, time of the event, registration deadline, participation requirements, and cancellation policy.

To register for the event, click the green **Register** button.

This will pop up the **Registration Form**. Complete the form in its entirety. *You must upload your CTR Module 1 and Module 2 certificates at this time*. Please title your certificates accordingly. Make sure your certificates include your name and date of training completion. See the **Certificates** section for more instructions on how to save your certificates appropriately.

Registration Status
After you have submitted your registration form, you will receive a **Registration Pending** email. This means your registration has not yet been approved.

If you are approved, you will receive a **Registration Confirmation** email. This means you are admitted to the training and expected to attend. When you receive the **Registration Confirmation** email, please add the training date, time, and Zoom information to your work and/or personal calendar. The system will **NOT** send you a calendar invite. It is your responsibility to note the correct date and time of the training.

If you cannot attend the training, please adhere to our **cancellation policy**, which is as follows:

> *Cancellations or modifications must be made no later than two (2) business days prior to the training date. Applicants who are unable to attend any trainings for which they are registered must contact the Training Unit at MDHHS-BHSPtraining@michigan.gov. Failure to do so will classify the participant as a no-call/no-show and may result in lost priority when registering for future trainings.*

If you are denied admittance to the training, you will receive a **Registration Denial** email.

Reasons for being denied admittance to the training include, but are not limited to:

- Did not complete training pre-requisites
- Failure to upload required documentation
- Class is at capacity

If you have questions about registering for a training, please contact the Training Unit at MDHHS-BHSPTraining@michigan.gov.

Attending the Training

The CTR Module 3 training is a **live, virtual, two-day** training. It is not a pre-recorded training or an online training in the Learning Management System (LMS). You are expected to be present for the entire training.

Joining the Training

To access the training, click on the **link** in your **Registration Confirmation** email. Entry to the training starts 10 minutes before the training time. It is *highly recommended* you log in early to troubleshoot any technical issues. If you have issues logging into the training, please email the Training Unit at MDHHS-BHSPTraining@michigan.gov as soon as possible!

Training Requirements

Camera and microphone access are **REQUIRED** for this training. If you do not have camera or microphone access on your computer, you must make arrangements prior to the training. Failure to have camera and/or microphone access may result in you being denied entry into the training or asked to register for a future training.

You must arrive on time and stay for the entire training. There is a strict 15-minute cutoff for entry into the training. *If you arrive more than 15-minutes late to the training, you will not be permitted* and will be marked as a **No-Show** in your SHOARS Attendee Record. If you leave the training early, you will be marked as **Incomplete** in your SHOARS Attendee Record.

Participation during the training is **REQUIRED**. Participation includes:

- Keeping your camera on during the training
- Contributing to group discussions
- Completing large and small group activities
- Active listening
- Asking questions

You should not be working with clients, multi-tasking, driving, etc. during the training.

Completing CTR Module 3

Successful completion of Module 3 includes attending the entire training, participating in training activities, and successfully achieving at least an 80% on the post-training exam.

After the training wraps on the second day, you must complete an exam. **You MUST complete the exam by 11:59pm that evening**. Please plan accordingly with work and your supervisor. Once you submit your exam, you will NOT automatically receive your score. Scores are manually inputted into SHOARS in the days after the event.

If you successfully complete CTR Module 3, you will receive an email stating you successfully completed CTR Module 3. You will **NOT** receive a certificate for Module 3.

Next Steps

The next step is to register for Module 4. Module 4 is discussed on the next page.

COUNSELING, TESTING, AND REFERRALS (CTR) MODULE 4

Training Description

Counseling, Testing, & Referrals (CTR) Training Module 4 is a one-day, **in-person** course. Participants will go through an overview of HIV testing, learn more about the dual rapid testing algorithm, and cover test result reporting in Aphirm and other required documentation. Participants will learn about quality assurance, as it relates to HIV testing, and discuss how to obtain and maintain their test counselor certification. Instructors will demonstrate how to use HIV testing devices, and participants will demonstrate test device competencies during the training.

How to Register

Like Module 3, please register for Module 4 in SHOARS. Please view the **Training Calendar** in SHOARS and register for your desired date. Please note, registration for Module 4 opens at the beginning of the year.

Attending the Training

The CTR Module 4 training is an **in-person, one-day training from 9am-4pm**. You are expected to be present for the entire training.

You must arrive on time and stay for the entire training. There is a strict 15-minute cutoff for entry into the training. *If you arrive more than 15-minutes late to the training, you will not be permitted* and will be marked as a **No-Show** in your SHOARS Attendee Record. If you leave the training early, you will be marked as **Incomplete** in your SHOARS Attendee Record. Participants who receive a **No-Show** or **Incomplete** will need to register and attend a different Module 4 training.

Participation during the training is **REQUIRED**. Participation includes:

- Contributing to group discussions
- Completing large and small group activities
- Active listening
- Asking questions
- Completing device competency demonstration

Completing Module 4

If you attend the entire training and successfully complete your test device competencies, your signed competency document will be uploaded to your SHOARS account. Please save this document on your computer or another secure location. Instructions on how to save this document will be provided to you at the training.

If you receive test devices from the State, you will also be assigned a Test Counselor ID after successfully completing Module 4. Your ID number will be added to your SHOARS profile approximately 7 business days after completing the training.

If you have any questions regarding Test Counselor IDs, please email the Training Unit general inbox at MDHHS-BHSPTraining@michigan.gov.

MAINTAINING HIV TEST COUNSELOR CERTIFICATION

Once assigned, your Counselor ID remains active for two years (until December 31st of the second year).

To maintain an active HIV Test Counselor Certification, you must:

1. Complete six hours, attained from one session or in smaller segments over time, of update trainings every two years, per the following guidelines:
    a. State of Michigan (SOM)- sponsored HIV update trainings are eligible to maintain certification. This includes HIV prevention, care, and PS trainings. Each training is approximately six hours.
    b. Non-SOM update trainings with HIV-related content may be eligible if the following criteria are met:
        i. HIV-related content is considered to be any subject matter that equips participants with enhanced skills or knowledge with practical application to their work with clients in the HIV field.
        ii. The following areas are eligible: counseling, psychosocial issue s, special populations' issues (e.g., substance use, women's health, etc.), epidemiology, biology, testing, and/or treatment
        iii. NOTE: If re-certification requirements are met with non-SOM trainings, participants must complete the HIV Training Update Documentation Form. All documentation must be submitted via a SHOARS Counselor ID Renewal Form on or before December 31st of the expiration year.
2. Complete two competencies each year: one for Abbott Determine™ and one for Chembio SURE CHECK®. Please submit the competencies via a SHOARS Counselor ID Renewal Form upon completion. In order to re-certify, 4 total competencies must be submitted prior to the Counselor ID expiring.

Please review the re-certification requirements on our website.

CONTACT INFORMATION

Michigan Department of Health and Human Services
Bureau of HIV and STI Programs
Training Unit
MDHHS-BHSPTraining@michigan.gov