

## **Counseling, Testing, and Referrals (CTR) Training & Case Management Training Frequently Asked Questions (FAQs)**

**I successfully completed CTR Modules 1, 2, and 3 prior to the CTR update. Do I need to register and complete the new CTR series?**

If you successfully completed the previous CTR series before December 31<sup>st</sup>, 2023, you do not need to enroll in the updated CTR series, unless your HIV test counselor certification has lapsed (meaning you did not re-certify). To review the recertification requirements, please visit our [website](#).

**I completed CTR Modules 1 and 2 in 2023 but did not take CTR Module 3. Do I need to start the CTR series over?**

Yes. You would need to re-start the CTR training series, starting with the updated Module 1.

**I completed CTR Modules 1 and 2 in 2023 but did not pass the exam for CTR Module 3. Do I need to start the CTR series over?**

Yes. You would need to re-start the CTR training series, starting with the updated Module 1.

**I completed CTR Module 1 in 2023 or earlier and cannot find my certificate of completion. Where can I find my certificate?**

Please look at your training transcript in your SHOARS profile. If you uploaded your certificate during registration of a training that required the Module 1 certificate to be uploaded, the certificate should be in your training transcript. If your certificate is not in SHOARS, we are unable to retrieve your certificate and you will need to retake the module. **Please note: Module 1 certificates from 2023 or earlier will NOT be accepted when registering for CTR Module 3.**

**I completed CTR Module 2 in 2023 or earlier and cannot find my certificate of completion. Where can I find my certificate?**

Please log into your account on the [Learning Management System \(LMS\)](#) and go to the "Transcripts" tab. If you completed the course, your certificate will be in the "Transcripts" tab and available for download. **Please note: Module 2 certificates from 2023 or earlier will NOT be accepted when registering for CTR Module 3.**

**Why do I need to re-start the CTR training series?**

All CTR modules have been updated. If you were not required to restart the series, you would miss out on essential HIV test counseling information. The new CTR series has updated statistics, data, information regarding HIV laws, documentation requirements, etc. that may have been missing or outdated in the previous curriculum.

### **What are the pre-requisites for the CTR trainings?**

There are no pre-requisites for CTR Module 1. You must successfully complete Module 1 to enroll in CTR Module 2. To participate in CTR Module 3, you must upload your certificates of completion for CTR Modules 1 and 2. To attend CTR Module 4, you must successfully complete CTR Modules 1, 2, and 3.

### **Do I need to have a SHOARS account to register for trainings?**

Yes. You need a SHOARS account to register for trainings. For information about SHOARS, including how to create an account and register for trainings, visit: [Michigan.gov/SHOARS](https://Michigan.gov/SHOARS). If there are any questions or concerns regarding this process, reach out to [MDHHS-SHOARS-SUPPORT@michigan.gov](mailto:MDHHS-SHOARS-SUPPORT@michigan.gov).

### **I do not have a SHOARS account. How do I create one?**

For information about SHOARS, including how to create an account and register for trainings, visit: [Michigan.gov/SHOARS](https://Michigan.gov/SHOARS). If there are any questions or concerns regarding this process, reach out to [MDHHS-SHOARS-SUPPORT@michigan.gov](mailto:MDHHS-SHOARS-SUPPORT@michigan.gov).

### **How do I register for CTR Module 1?**

To register for CTR Module 1, navigate to the [Learning Management System \(LMS\)](#). You must create an account. To learn how to create an account, please view our [LMS Quick Access Guide](#) on our [website](#). To find CTR Module 1, type in the course code (CTR-001) and register. Upon successful completion of Module 1, please save your certificate of completion as a PDF.

### **How do I register for CTR Module 2?**

To register for CTR Module 2, navigate to the [Learning Management System \(LMS\)](#). You must create an account. To learn how to create an account, please view our [LMS Quick Access Guide](#) on our [website](#). To find CTR Module 2, type in the course code (CTR-002) and register. Upon successful completion of Module 2, please save your certificate of completion as a PDF.

### **How do I register for CTR Module 3?**

To register for CTR Module 3, log in to your SHOARS account and view our Training Calendar. Select the date you would like to register for and complete all required fields. Make sure to upload all required certificates.

### **How do I register for CTR Module 4?**

To register for CTR Module 4, log in to your SHOARS account and view our Training Calendar. Select the date you would like to register for and complete all required fields.

**How do I register for Case Management Part 1?**

To register for Case Management Part 1, log in to your SHOARS account and view our Training Calendar. Select the date you would like to register for and complete all required fields. Make sure to upload all required certificates.

**How do I register for Case Management Part 2?**

To register for Case Management Part 2, navigate to the [Learning Management System \(LMS\)](#). You must create an account. To create an account and register, please view our [LMS Quick Access Guide](#). Upon successful completion of Case Management Part 2, please save your certificate of completion as a PDF.