

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

Michigan Department of Health and Human Services (MDHHS)  
Bureau of HIV and STI Programs (BHSP)  
Training Unit  
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**Do I need to have a SHOARS account to register for trainings?**

Yes. You need a SHOARS account to register for the majority of our 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).

**What are the prerequisites for the Counseling, Testing, and Referrals (CTR) and Case Management (CM) trainings?**

Please review our [Training & Events website](#) and our [Interactive Calendar](#) for a detailed description of the CTR and CM trainings, as well as the associated pre-requisites.

**How do I register for CTR Module 1 and 2?**

To register for CTR Module 1 and 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 [Training & Events website](#).

To enroll in CTR Module 1, type in the course code (CTR-001) and register. To enroll in CTR Module 2, you must first complete CTR Module 1. After completing Module 1, search for Module 2 by typing in the course code (CTR-002) and register.

Upon successful completion of CTR Modules 1 and 2, please save your certificates of completion as PDFs. You will need your certificates to register for CTR Module 3.

**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. Certificates must be dated within one year of the training date you are registering for.

### **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. Please note, Module 4 is now conducted in-person.

### **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. Certificates must be dated within one year of the training date you are registering for.

### **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.

### **I completed the online CTR Modules in 2024 and cannot find my certificates 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 courses, your certificates will be in the "Transcripts" tab and available for download. **Please note:** Your Module 1 and 2 certificates must be dated within one year of the CTR Module 3 training date you are registered for.

### **I completed CTR Modules 1 and 2 in 2024 but did not take CTR Module 3. Do I need to start the CTR series over?**

No, you do not need to start the series over if your Module 1 and 2 certificates are dated within one year of the training you are registered for. For more information on training pre-requisites, please review the [Interactive Calendar](#).

### **I successfully completed the CTR series in 2024. Do I need to register and complete the 2025 CTR series?**

If you were fully certified prior to January 1, 2024, then you do not need to retake the CTR series (unless your certification has lapsed).

- If you are from a BHSP-funded/supported agency, being fully certified means that you completed CTR Modules 1, 2, 3 (prior to 2024) or CTR Modules 1, 2, 3, and 4 (in 2024).
- If you are *not* from a BHSP-funded/supported agency, being fully certified means that you completed CTR Modules 1, 2, and 3 in 2024 or before.

**How do I maintain my certification?**

To maintain your certification, please review the “Re-certification Requirements and HIV Training Update Documentation” section on our [website](#).