
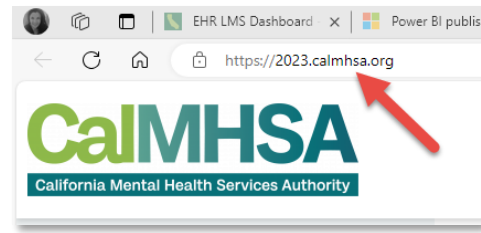
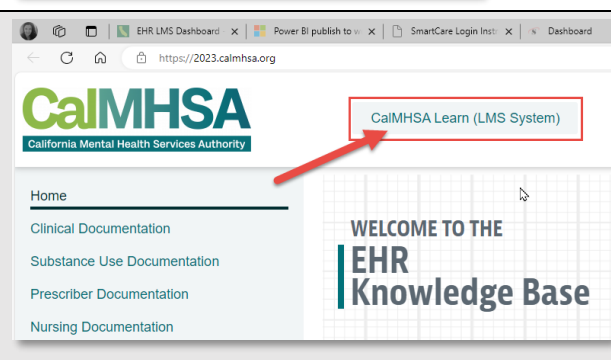
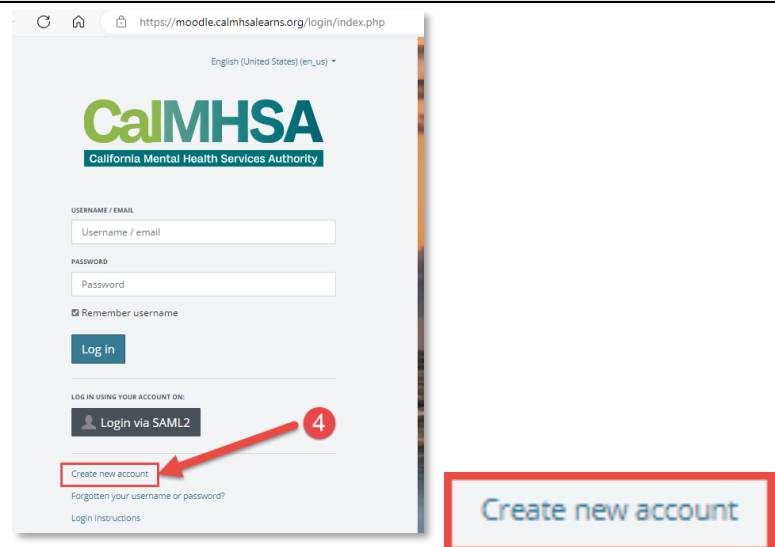
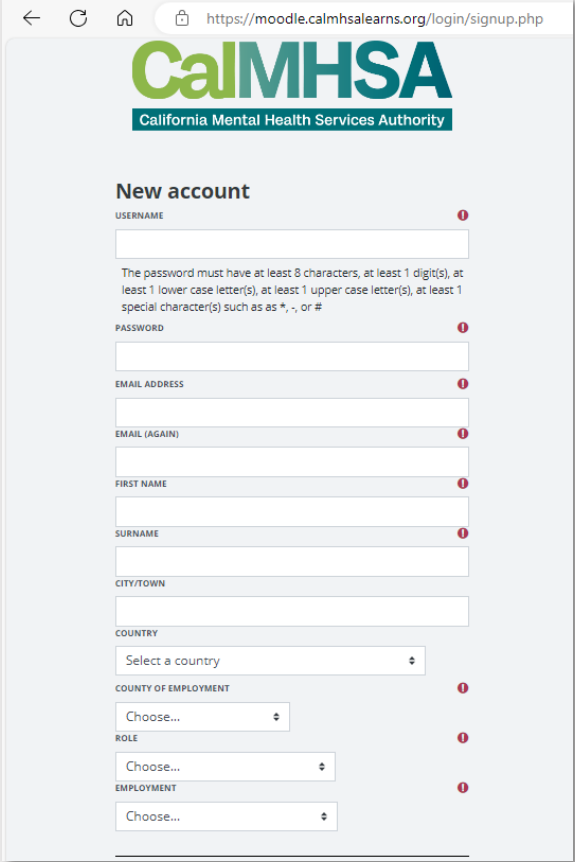
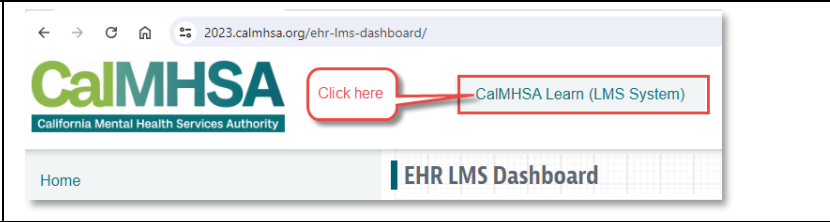


SmartCare LMS	
<p>This Tip Sheet is designed to help you understand how to log into, register and use the CalMHSA Learning Management System (LMS) so you can prepare for the SmartCare go-live on September 1, 2024. It will help you understand where to locate training materials and how to register for the LMS modules (a.k.a. training videos on their Moodle LMS platform) and how to complete the trainings. As a reminder, completion of the necessary LMS modules by August 2, 2024 is required for access to SmartCare at go-live.</p>	
Creating a New Account	
<p>1. Launch Google Chrome or MS Edge</p>	
<p>2. Log into CalMHSA site https://2023.calmhsa.org or site Home - 2023 CalMHSA</p>	
<p>3. From the options at the top, select the CalMHSA Learn (LMS System) link.</p> <p>It will open a new tab for you with the login page.</p>	
<p>The first time you log in, you will need to create a new account.</p> <p>4. Select the link for Create new account</p>	

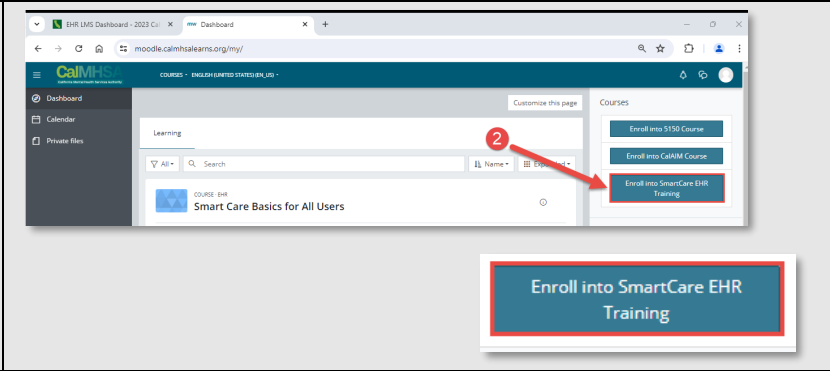
<p>5. Enter in the information to create a new account.</p> <p>Note: The password requirements are:</p> <ol style="list-style-type: none"> Minimum of 8 characters At least 1 numerical digit At least 1 lower case letter At least 1 upper case letter At least 1 special character (* - #) 	
<ol style="list-style-type: none"> At the bottom of the form, place a checkmark next to the “I’m not a robot” security question. Select the Create my new account button to complete the process. 	
<p>Return to the login screen and log in by entering</p> <ol style="list-style-type: none"> Username/email Password Check the “Remember username” option Log in button 	

Enrolling for and Completing the LMS Training

1. Log into the CalMHSA site and select the **CalMHSA Learn (LMS System)** link at the top of the page. This will take you to the LMS Dashboard.

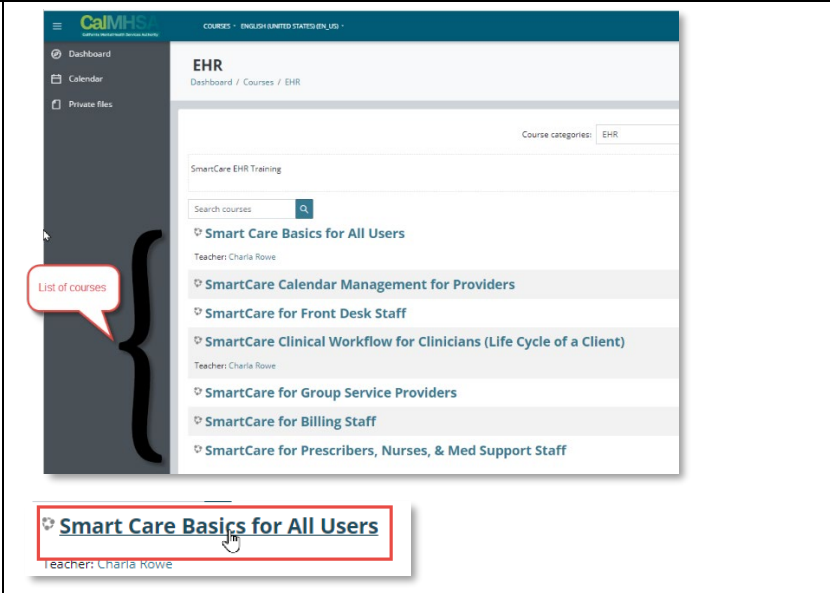


2. From the Dashboard, select the button to the right **Enroll into SmartCare EHR Training**



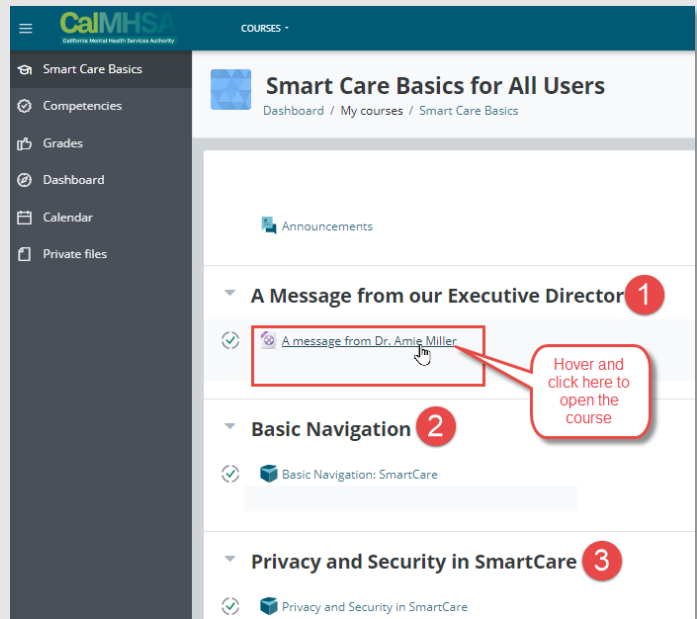
This will take you to the list of courses.

3. All users must take the **SmartCare Basics for All Users**, so select this link first.

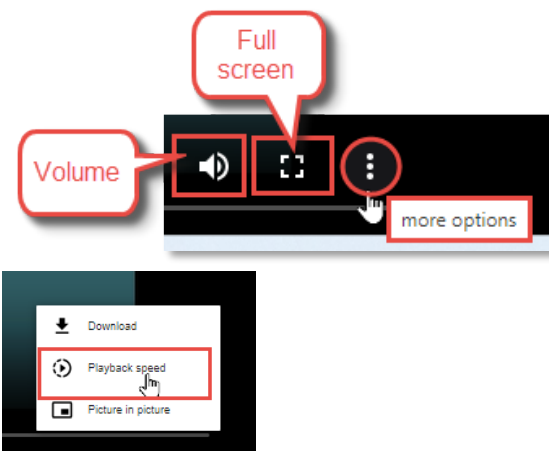


- Some courses may consist of a single module, or up to three. This course has three modules. To launch the first module, hover over and click the hyperlink shown here. The video will launch immediately.

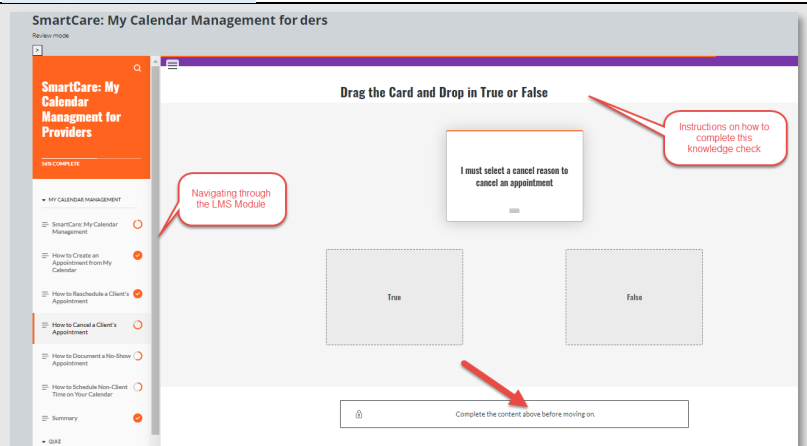
All users will need to complete all three sections of *this* module, however, depending on your role, you may only need to complete certain modules or certain sections of certain modules for certain roles. Please refer to the document at the end of this Tip Sheet for more information.



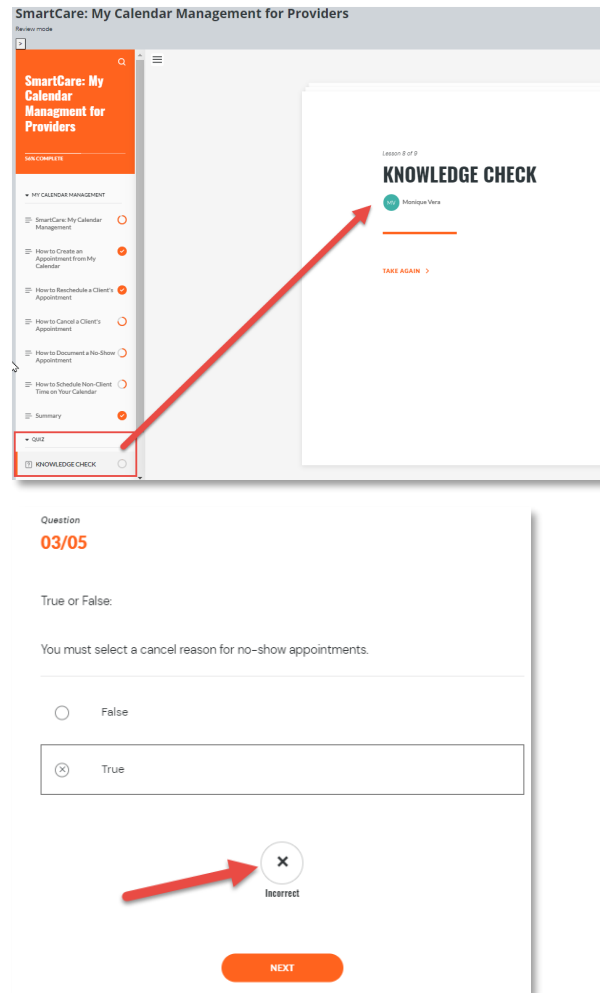
- In addition to pausing and stopping the video, you can adjust the volume, view in full screen, by selecting the **more options icon** you can adjust the playback speed.




- Some modules will include “Knowledge Checks” (interactive questions or components) that must be completed before you can continue. The directions are typically included on the screen.

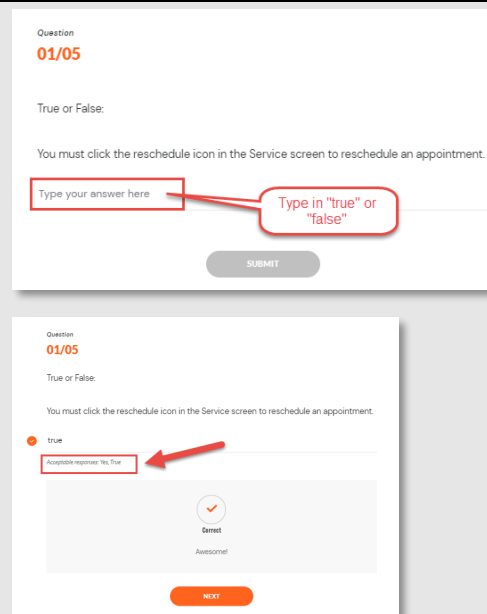


7. At the end of most modules, you will need to complete a Quiz. Please note:
- The quizzes are generally short (less than 10 questions each)
 - The system will tell you immediately if you answered the question correctly or not.
 - You will get a score at the end of the quiz. You must pass **with at least 80% to pass the quiz and obtain credit for the module.**
 - You can retake the quiz as many times as you need in order to pass.
 - The questions and answers are scrambled each time you retake a quiz.



8.  **Pro Tip:** Many of the True/False questions are not built as radio buttons but as “fill in the blanks.”

For these, be sure to key in “true” or “false” only. Answers such as “yes” or “correct” may be marked as “incorrect.”



CalMHSA Required Training by Role: Must be completed between July 15th and August 2nd

Role*								Required CalMHSA online LMS Moodle Training Videos**							
Admin Clerical Front Desk (2 hours)	SmartCare Basics for All Users 100%	SmartCare for Front Desk Staff: 100%	SmartCare Clinical Workflow for Clinicians-Life Cycle of a Client: a. Life Cycle of a Client: Servicers, Screening and Intake and Assessment												
Clinical Direct Service (3 ½ hours)	SmartCare Basics for All Users 100%	SmartCare Calendar Management for Providers: 100%	SmartCare Clinical Workflow for Clinicians-Life Cycle of a Client: a. Life Cycle of a Client: Servicers, Screening and Intake and Assessment b. Life Cycle of a Client: Services		Clinical Workflow Training: 100%	SmartCare for Group Service Providers: 100%									
Prescribers (4 hours)	SmartCare Basics for All Users 100%	SmartCare Calendar Management for Providers: 100%	SmartCare for Front Desk Staff: 100%	SmartCare for Prescribers, Nurses, and Med Support Staff: 100%			SmartCare Clinical Workflow for Clinicians-Life Cycle of a Client b. Life Cycle of a Client: Services								
Nurses (4 hours)	SmartCare Basics for All Users 100%	SmartCare Calendar Management for Providers: 100%	SmartCare for Front Desk Staff: 100%	SmartCare for Prescribers, Nurses, and Med Support Staff: 100%			SmartCare Clinical Workflow for Clinicians-Life Cycle of a Client: b. Life Cycle of a Client: Services								
Admin Billing Only (3 hours)	SmartCare Basics for All Users 100%	SmartCare for Billing Staff 100%													
Program Managers, CORs, and QA, (County and CBO) (5 ½ hours)	SmartCare Basics for All Users 100%	SmartCare Calendar Management for Providers: 100%	SmartCare for Front Desk Staff: 100%	SmartCare Clinical Workflow for Clinicians-Life Cycle of a Client: a. Life Cycle of a Client: Servicers, Screening and Intake and Assessment b. Life Cycle of a Client: Services	Clinical Workflow Training: 100%	SmartCare for Group Service Providers: 100%	SmartCare for Billing Staff: c. Billing: Client Account and Charges/Claims								
Residential and Crisis Residential (90+ minutes)	SmartCare Basics for All Users 100%	Residential TBD													
CSU (90+ minutes)	SmartCare Basics for All Users 100%	CSU TBD													
SDCPH (90+ minutes)	SmartCare Basics for All Users 100%	SDCPH TBD													
Edgemoor (90+ minutes)	SmartCare Basics for All Users 100%	Edgemoor TBD													

*Times are estimates of the total time needed to complete the video modules shown for each role. This will vary for each user. Plan 3-5 hours.

**Percentages indicate you must take the entire module. Otherwise, if only part of the module is needed, the chapter name is provided.