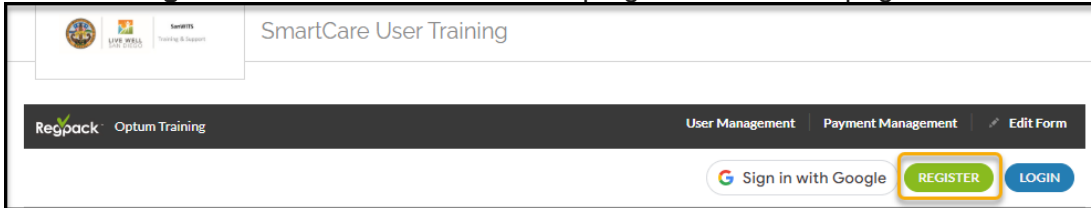


SmartCare Training Registration Tip Sheet

Step 1. – Create Account

- Go to <https://www.regpack.com/reg/SmartCare>
- Click the **Register** button located near the top right corner of the page.



- You will be directed to the **Create Account** page.
- Complete all fields accordingly and click **"Sign Me Up!"**

A screenshot of the "Create Account" form. The form is titled "Create Account" and contains the following fields and instructions:

- A dashed box containing instructions: "Create an account below by completing the required fields. Red circles note mandatory fields." and "All passwords MUST be at least 6 characters and contain no special characters (i.e. !@#%&*)".
- A note: "Browser Requirements: This system will work with all major browsers. IE11, Google Chrome, Firefox, and Safari."
- Form fields: "Account Contact First Name", "Account Contact Last Name", "Email:", "Password:", and "Confirm Password:". The "Email:", "Password:", and "Confirm Password:" fields have red circles next to them, indicating they are mandatory.
- A checkbox labeled "Keep me logged in".
- A green "SIGN ME UP!" button at the bottom right, with a yellow arrow pointing to it.

Step 2- Complete Application

- Once your account is created, you will be taken to your Dashboard (homepage).
- Click **Complete My Application Now!**

Dashboard

This is your Dashboard. It provides an overview of your entire account.
Click **Add Registrant Profile** to create a profile and make selection.
Use the **progress bar** to track progress, view or navigate to other forms.

Registrant Profile(s) **+ ADD ANOTHER REGISTRANT**

Account Contact Section 0%

Status: Missing Mandatory
You have not yet completed all forms necessary to the completion of your application.
Account Contact Confirmation

COMPLETE MY APPLICATION NOW!

- Confirm your account contact Information
- Click **Go to Next Step**

Account Contact Confirmation

→ Please confirm the person managing the account and entering registrant information.
Use the **progress bar** above to track your progress, view or navigate to other forms.
You will be able register yourself and other registrant(s) after completing this step.

Account Contact First Name ✓

Account Contact Last Name ✓


Account Contact Work Email ✓

Skip this step **GO TO NEXT STEP >>**


Step 3- Registrant Information

- Complete all fields accordingly, then click **Go to Next Step**


Registrant Information


 Red circles note mandatory fields.
Use the **progress bar** above to track your progress, view or navigate to other forms.


Enter the information of the staff that will be attending training:

Registrant Legal First Name 


Registrant Legal Middle Name


Registrant Legal Last Name 

Registrant Work Email 
Enter a work email address. Personal email address will not be used for training classes.

Work Phone - - 

Extension


Supervisor's Name 

Supervisor's Work Email: 

Will you be bringing sign language interpreter(s) with you? yes no

If you have any training registration questions please contact
Optum: 800-834-3792 Option 3 or sdu_sdtraining@optum.com

If you have any User Support Questions please contact:
MH Providers - MHEHRsupport.HHSA@sdcounty.ca.gov
SUD Providers - SUDEHRsupport.HHSA@sdcounty.ca.gov

 **GO TO NEXT STEP >>**

Step 4- Acknowledge you have completed your required CalMHSA module training.


- If you've completed your required CalMHSA training, mark the Acknowledgement checkbox on the left
- Click **Go to Next Step**


CalMHSA Required LMS Training by Role

****You must complete your required CalMHSA LMS Module training prior to registering for any additional training or support.****
Please check the CalMHSA grid (click below).

CalMHSA Required LMS Training by Role Grid

Please visit [California Mental Health Services Authority Learnings](#): Log in to the site to complete your required training for your role.

I acknowledge I have completed the required CalMHSA LMS Modules for my role. 

 **GO TO NEXT STEP >>**

Step 5- Class Questionnaire

- Select your role
 - *Note: You can only select one role. If you have multiple roles, you'll need to enroll for each. "+ Add Another Registrant" to enroll. See page 6 for instructions.*
- Select a Training Session Modality (Onsite or Virtual)
- Click **Go to Next Step**

Class Questionnaire

[This form begins the process of adding registrant profile\(s\).](#)
Each registrant requires a separate profile.
Red circles note mandatory fields.
Use the **progress bar** above to track your progress, view or navigate to other forms.

Select your Role:


- Admin Clerical Front Desk **○**
- Clinical Direct Service
- Prescribers
- Nurses
- Admin Billing Only
- Program Managers, CORs, & QA (County & CBO)
- Residential and Crisis Residential
- Crisis Stabilization Unit (CSU)

Select Training Session Modality

- Onsite/In-Person **○**
- Virtual/Remote via MS Teams

**** You must complete your required CalMHSA LMS Module training prior to registering for any additional training or support.****

If you have any registration questions please contact Optum:
800-834-3792 Option 3 or sdu_sdtraining@optum.com

 **GO TO NEXT STEP >>**

Step 6- Training Selection

- Select a training date session
- Click **Go to Next Step**

Training Selection

SELECT SESSION

SCHEDULES

Site Lead Admin - Onsite Training

- Site Lead Admin - Onsite Morning Session
Mon, Jul 29th, 2024 > Mon, Jul 29th, 2024
Mon | » 9:00 am - 11:30 am View Days
📍 Training Address: 3160 Camino del Rio South, San Diego, CA 92018
- Site Lead Admin - Onsite Afternoon Session
Wed, Jul 31st, 2024 > Wed, Jul 31st, 2024
Wed | » 1:00 pm - 3:30 pm View Days
📍 Training Address: 3160 Camino del Rio South, San Diego, CA 92018
- Site Lead Admin - Onsite Afternoon Session
Fri, Aug 02nd, 2024 > Fri, Aug 02nd, 2024
Fri | » 1:00 pm - 3:30 pm View Days
📍 Training Address: 3160 Camino del Rio South, San Diego, CA 92018

Step 7- Congratulations! - You have successfully registered for training

- Click **Finished**

Registration Complete

Congratulations!

You have successfully registered for training.

You will receive a confirmation email.
If you have any questions please contact Optum:
800-834-3792 Option 3 or sdu_sdtraining@optum.com

FINISHED >>

Note: You will receive a confirmation email with the training class and date you selected

- When finished, a window will appear and ask if you want to add another registrant.
- If you'd like to add another registrant, click **Yes! Add Another** or click **No, I am done**

Add another?

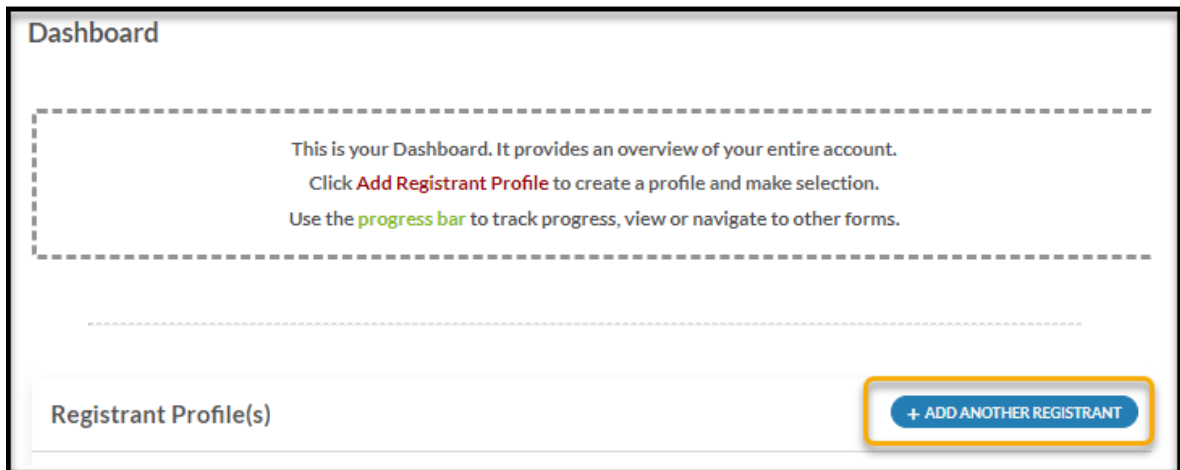
Would you like to add a new record to your account? Note that you can always add another later on the dashboard.

No, I am done ← YES! ADD ANOTHER →

How to select another role and enroll for training

Step 1. Add Another Registrant

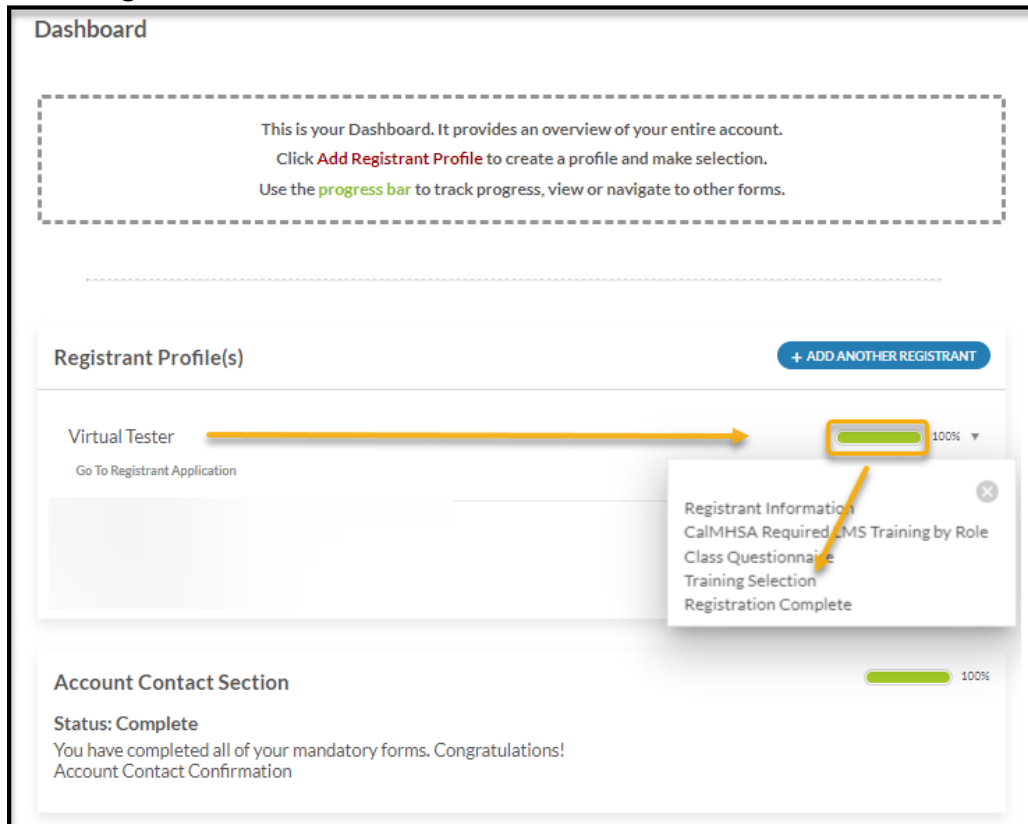
- Within your Dashboard, click “+ Add Another Registrant”
- Follow steps 3-7 above (located on pages 3-5)



How to change a Training Modality

Step 1- Remove current training selection

- Within your Dashboard, click on the green progress bar located to the far right of your name
- Click on **Training Selection**



- Locate your current training selection, and click **Remove**

Training Selection

MAKE SURE TO SCROLL ALL THE WAY TO THE BOTTOM TO SEE ALL AVAILABLE SELECTIONS.

SCHEDULES

Site Lead Admin - Onsite Training

Site Lead Admin - Onsite Morning Session
 Mon, Jul 29th, 2024 > Mon, Jul 29th, 2024
 Mon | 9:00 am - 11:30 am View Days
 Training Address: 3160 Camino del Rio South, San Diego, CA 92018
 1 in your cart already **Remove** ←

Site Lead Admin - Onsite Afternoon Session
 Wed, Jul 31st, 2024 > Wed, Jul 31st, 2024
 Wed | 1:00 pm - 3:30 pm View Days
 Training Address: 3160 Camino del Rio South, San Diego, CA 92018

Site Lead Admin - Onsite Afternoon Session
 Fri, Aug 02nd, 2024 > Fri, Aug 02nd, 2024
 Fri | 1:00 pm - 3:30 pm View Days
 Training Address: 3160 Camino del Rio South, San Diego, CA 92018

Step 2- Update Class Questionnaire/Change Training Modality

- Click on the blue progress bar located on the top right corner of your name
- Click on **Class Questionnaire**

The screenshot shows a web application interface. At the top, there is a navigation bar with 'Regpack Optum Training' on the left and 'User Management', 'Payment Management', and 'Edit Form' on the right. Below the navigation bar, there is a user profile section with 'Virtual | Home | Settings | Logout' on the left and 'Virtual Tester' with a blue progress bar at 80% on the right. A dropdown menu is open from the 'Virtual Tester' profile, listing several options: 'Registrant Information', 'CalMHSA Required LMS Training by Role', 'Class Questionnaire' (which is highlighted with a blue bar), 'Training Selection', 'Registration Complete', and 'DASHBOARD'. A yellow arrow points to the 'Class Questionnaire' option.

- The screen will display any previous selection made, change the training modality
- Click **Go to Next Step**

Class Questionnaire

This form begins the process of adding registrant profile(s).
Each registrant requires a separate profile.
Red circles note mandatory fields.
Use the progress bar above to track your progress, view or navigate to other forms.


Select your Role:

Select Training Session Modality

Onsite/In-Person ✓
 Virtual/Remote via MS Teams


**** You must complete your required CalMHSA LMS Module training prior to registering for any additional training or support.****


If you have any registration questions please contact Optum:
800-834-3792 Option 3 or sdu_sdtraining@optum.com

 **GO TO NEXT STEP >>**

- Select a new training date option from the list and click **Go to Next Step**
- You will then be returned to your Dashboard
- You will receive a new training confirmation email

If you have any registration questions, please contact Optum Training.

 800-834-3792, Option 3

 sdu_sdtraining@optum.com