L.A. Care | Technology Human Resources

L.A. Care UNIVERSITY

Effective 11/15/24

Quick Reference Guide

Health Plan Dementia Care Specialist Training – *External Learners*

IF YOU ARE NEW OR IF YOUR ACCOUNT WAS DEACTIVATED DUE TO EXPIRED REGISTRATION CODE, YOU MUST REGISTER FOR A NEW ACCOUNT.

1 Login URL

Please use *Google Chrome.* Click the link to access the L.A. Care University External Learner portal then click "**Sign In**" and log in with your **email address** and **password**.

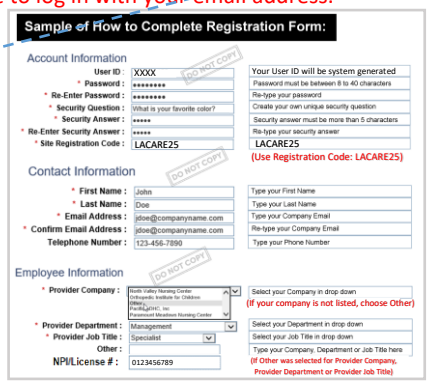
IMPORTANT: Do not share your login credentials anyone. If you forgot your password, please click on the forgot password link to reset your password.

2 Registration Process

(Steps 2 and 3 are only applicable when creating a new account)

If you are new or if your account was deactivated due to an expired registration code, click on "**Click here to register**" and use registration code, **LACARE25**. Please fill out the required fields marked with a red asterisk * and do not use the same email address for multiple accounts.

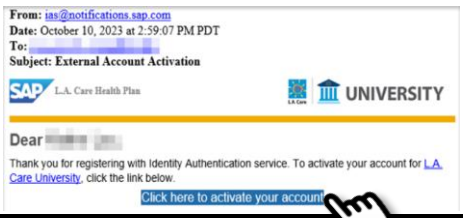
Effective 11/15/24 you will be automatically assigned with a numerical user ID during the registration process and you will be able to log in with your email address.



Tip: If your company name, department, or job title are not listed in the dropdown menu, please choose "*Other*" then type your information in the 'Other' text box. *If applicable, please provide your NPI/License #.*

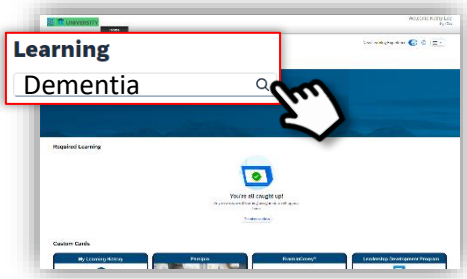
3 Activation Link

You will receive an account activation email with a **link within the next 60 minutes** to the email address you registered with in the previous step. If you do not receive the activation email after 60 minutes, please **DO NOT** create another account and email LMS_Admin@lacare.org



4 Locate the "Find Learning" section

Type **"Dementia"** then hit enter on your keyboard or click on **"Search"**



5 Search for the Online Training

Locate the curriculum for **"Health Plan Dementia Care Specialist"** and click on the title.

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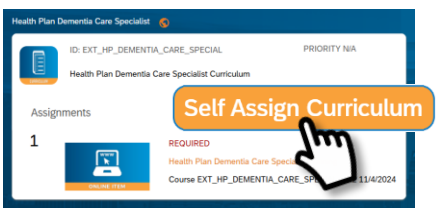
Then click on **"Self Assign Curriculum"**



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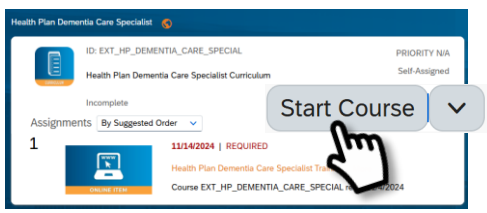
Click on the **"Start Course"** to begin**.**



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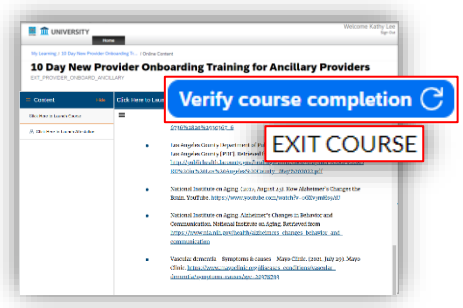
When finished, click on **"Verify course completion"** or **Exit Course".**



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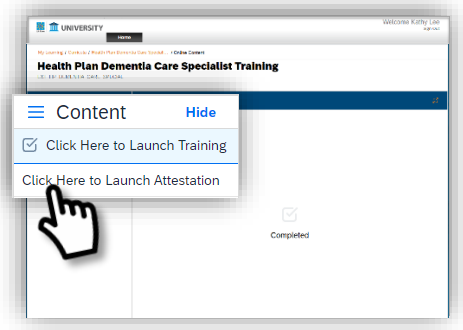
Next, click on **"Click Here to Launch Attestation"**



Note: Completing the training content is a prerequisite before completing the attestation.

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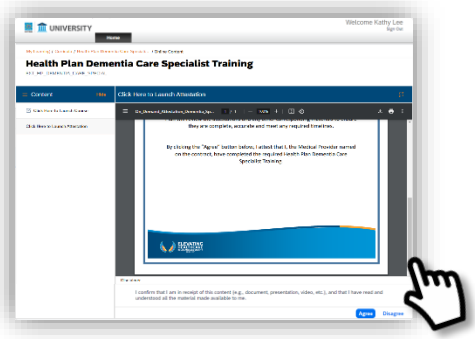
Read the document in its entirety.



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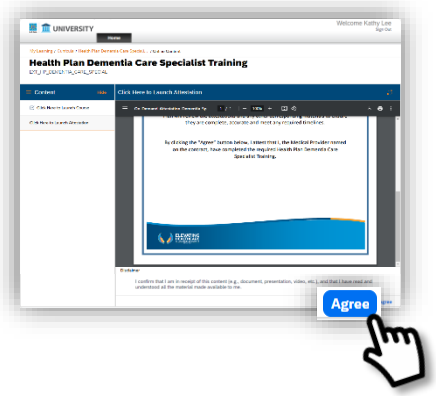
After reading the document, click on **"Agree"** to digitally acknowledge the attestation.



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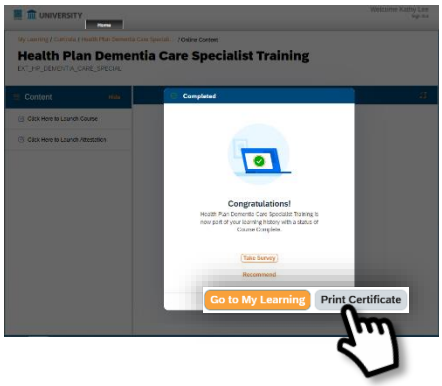
Then click on **"Print Certificate"** to download or print a copy of your completion certificate.



Tips when taking L.A. Care University trainings:

Tip 1: *Use Google Chrome for the training. (Do* ***NOT*** *use Internet Explorer, Microsoft Edge, or Firefox as they are not supported and may not record completion; you will not receive credit if completion is not recorded).*

Tip 2: *Plan to complete the training within one sitting. For security purposes, the course will time out due to inactivity after 30 minutes. If you need to step away, close the browser window and your course will resume where you left off.*

Tip 3: *When the training is in progress, do not close or navigate away from your main course window, as it may not record your progress or completion.*

Tip 4: *Take notes and be ready for the quiz after each module.*

Tip 5: *When the course is completed, take a screenshot of the completion slide, just in case the course does not register as complete.*

Tip 6: *Do not launch multiple trainings at the same time and do not take your training in "incognito" mode as this blocks out the communication needed to record your progress and completion.*

Tip 7: *Save your digitally signed eAttestation completion certificate after completing your training.*