



Registration and Enrollment Instructions NY State of Health Assistor

A Step-by-Step User Guide



*Welcome to the **MAXIMUS** on-line registration and enrollment system for the NY State of Health Assistor Certification Training. We look forward to your participation in this program.*

These trainings are for individuals who are already employed by established NY State of Health Assistor agencies.

If your agency is looking to become an established Assistor Agency and have staff enroll in the NY State of Health Assistor training, please send an email to Eligibility.Training.Support@health.ny.gov.

This training is not for brokers or individuals seeking credentials or skills to help them find employment.

*Below you will find instructions on how to register for and enroll in the NY State of Health **On-line Assistor Certification training**.*

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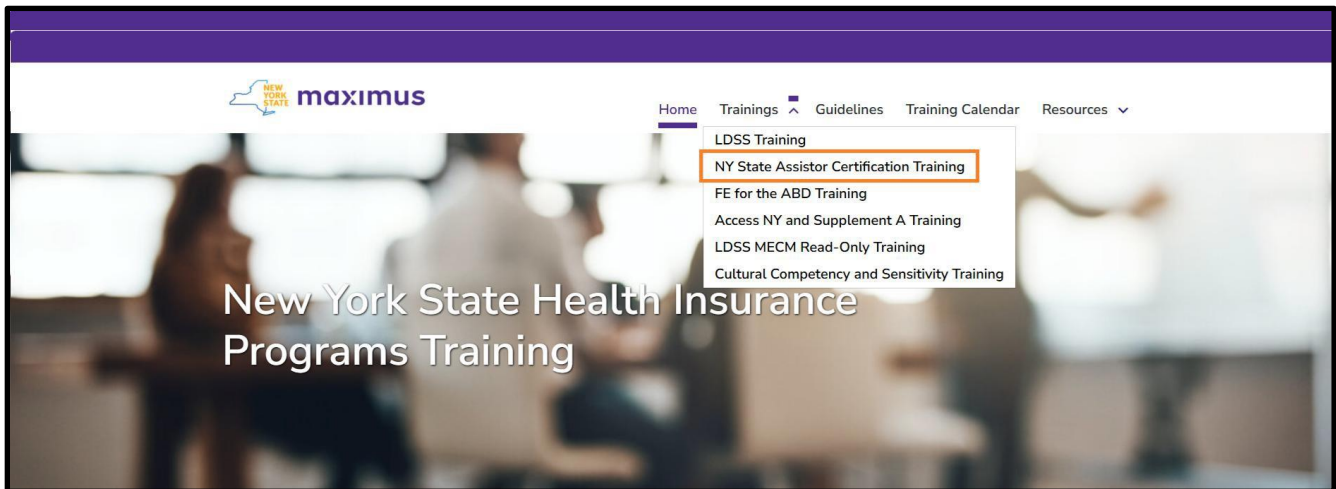
Registering and Enrolling in the On-line Course

Step 1: Obtaining Online Access

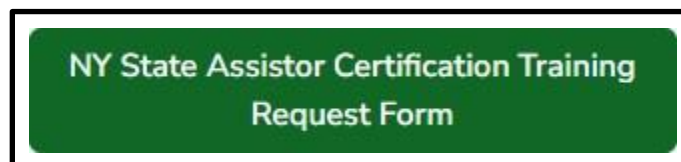
Navigate to the NY Training Services website, located [here](#).

NOTE: If the above link does not work, copy and paste the following into your browser: www.nytrainingservices.com

- Click on the NY State Assistor Certification Training tab



- Read the information on the page and then click on



Step 2: Completing the TRAINING REQUEST FORM - ASSISTOR

Required fields are designated with a red asterisk (*). Your registration will not be complete without entering information in these fields.

The form can be accessed by clicking [here](#)

maximus

NY State Assistor Certification Training

Fields marked with an asterisk (*) are required.

First Name *

Last Name *

Email *

Contact Phone Number *

Supervisor First Name *

Supervisor Last Name *

Supervisor Work Email *

Supervisor Phone Number *

First time taking a NYSOH Assistor training?
Check the box for yes

Are you able to assist the deaf or hard of hearing
Check the box for yes

Assistor Affiliated Agency Name
Start typing the agency name if you know it, or select from the dropdown menu.
If unable to locate your agency, please contact Eligibility.Training.Support@health.ny.gov.

☐ Send me a copy of my responses

Submit

[Smartsheet Privacy Notice](#) | [Report Abuse](#)

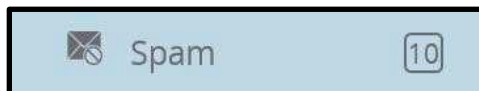
Once all fields have been completed, click the **Submit** button to send to Maximus.

Step 3: Account Creation Email

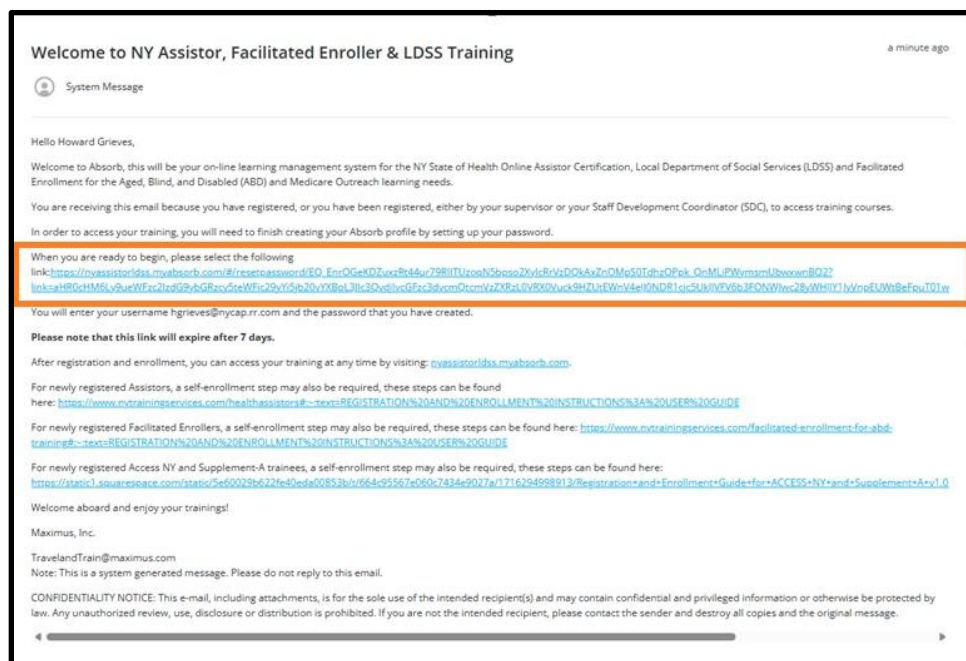
- Within one (1) business day, you will receive an email from **NY Assistor & LDSS Training**, with the subject line **Welcome to NY Assistor & LDSS Training**



- If you do not see an email, it may be in your SPAM folder.

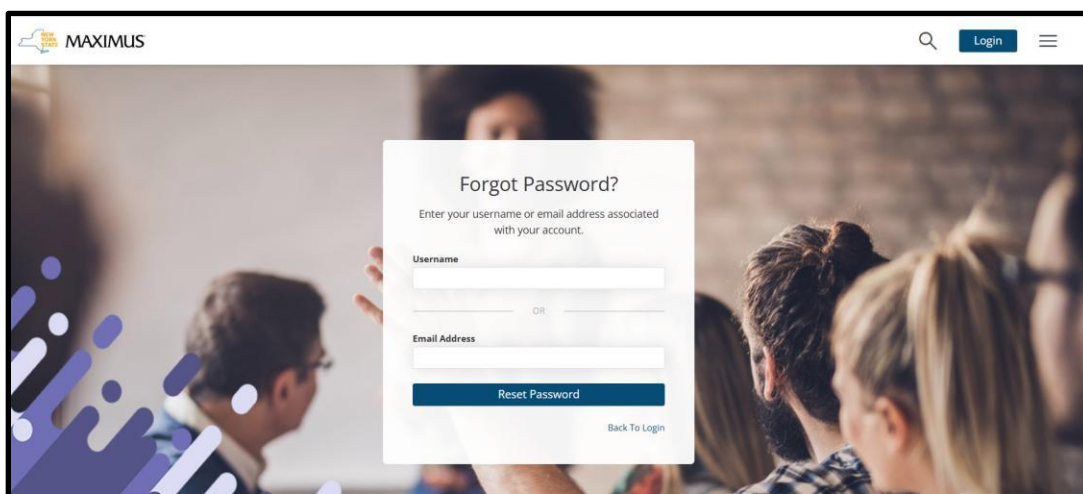


- This introductory email will provide you with a link to the Absorb Learning Management System (LMS) to set up your Password for the first time.

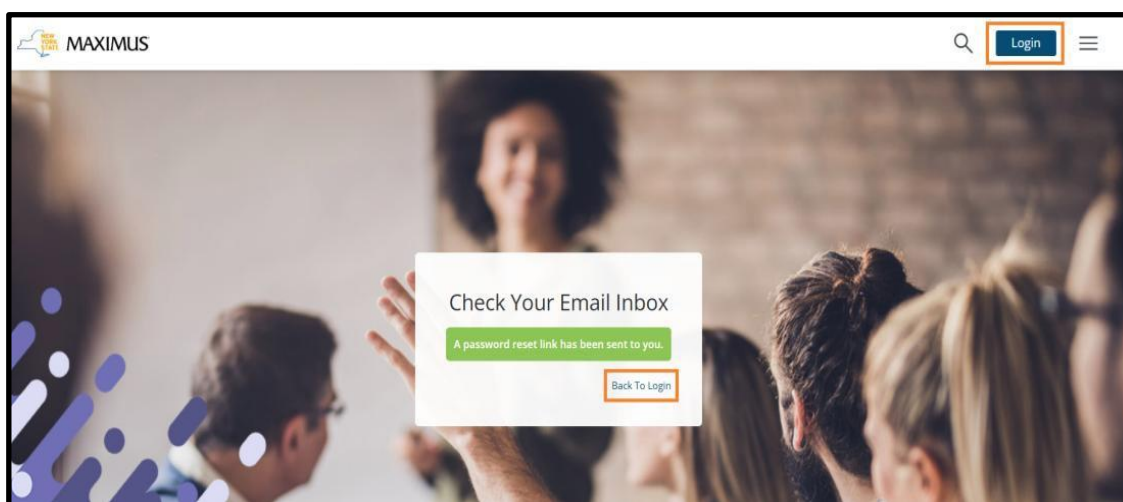


Step 4: Selecting your Password

- Create a password at least 6 characters in length.

A screenshot of the MAXIMUS website's 'Forgot Password?' form. The form is centered on a blurred background of people. It has a title 'Forgot Password?' and a subtitle 'Enter your username or email address associated with your account.' Below this are two input fields: 'Username' and 'Email Address', separated by an 'OR' label. A blue 'Reset Password' button is at the bottom, with a 'Back To Login' link below it. The MAXIMUS logo is in the top left, and a search icon and 'Login' button are in the top right.

- Once you have created and confirmed your password, you are ready to **Login** to the Absorb Learning Management System (LMS).

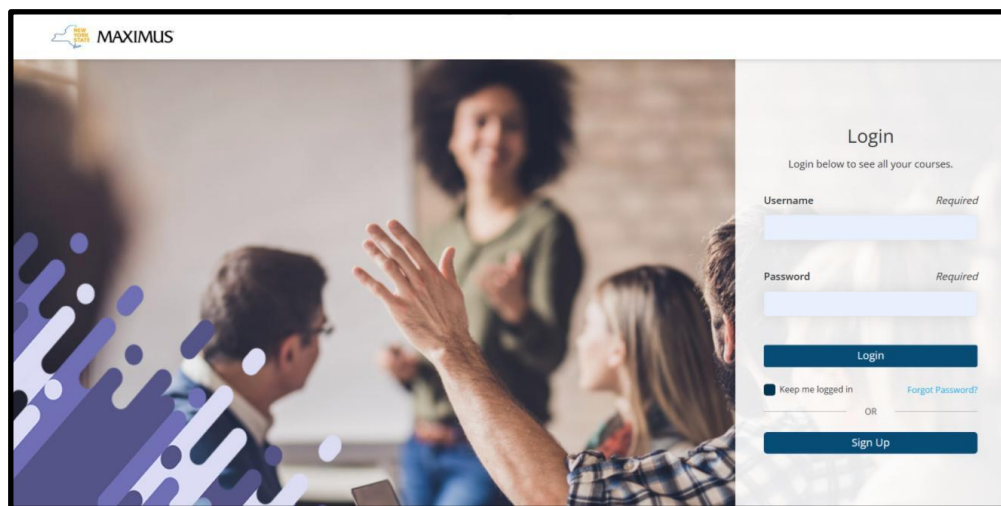
A screenshot of the MAXIMUS website showing a confirmation message. The message box is titled 'Check Your Email Inbox' and contains the text 'A password reset link has been sent to you.' in a green box. Below this is a 'Back To Login' button. The 'Login' button in the top right navigation bar is highlighted with an orange box. The MAXIMUS logo is in the top left, and a search icon is in the top right.

Step 5: Logging In

- The Absorb LMS home page is located [here](#).
 - o If the above link does not work, copy and paste the following into your browser <https://nyassistorldss.myabsorb.com/#/login>
 - Your USERNAME is your email address
 - Your PASSWORD is what you just created

Note:

Please be sure to store your username and password in a safe, secure place for future use. The certification course is approximately 18 hours, and you will need to log in to Absorb using this username and password each time you return to the course.

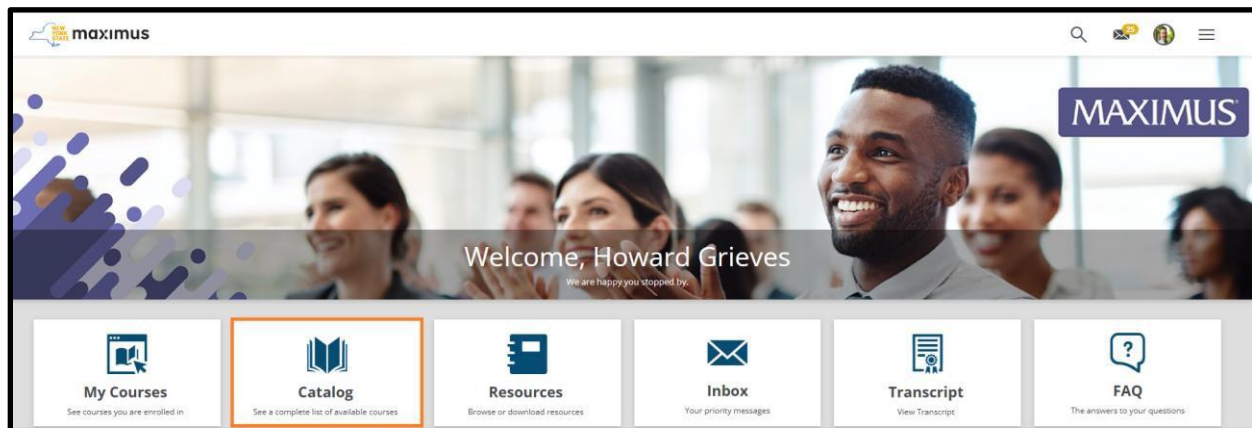


Note:

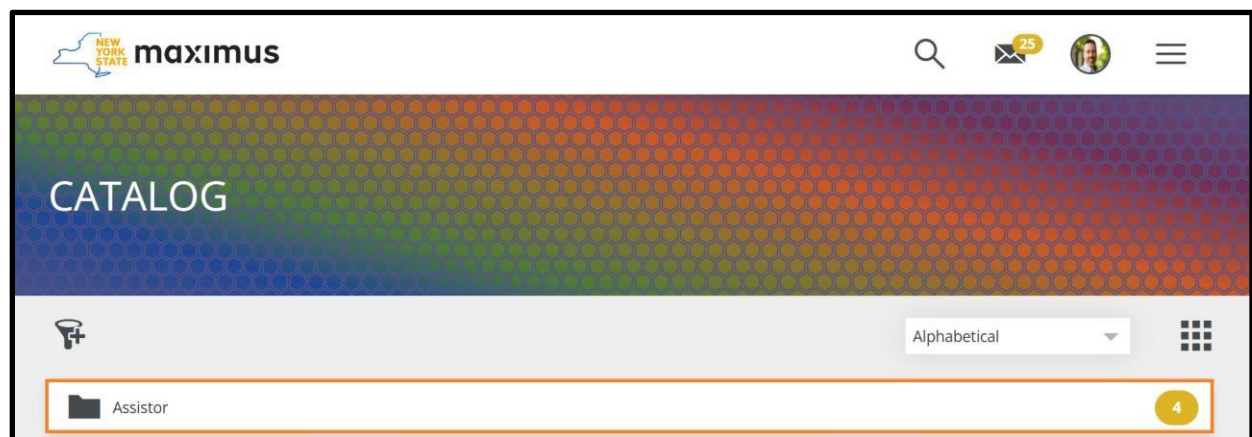
Firefox is the preferred browser for viewing coursework in Absorb. However, other browsers will also work. Do not use Chrome, however, as completion issues are known to occur. Additionally, it is optimal to view this course on a desktop or a laptop computer.

Step 6: Finding Your Course

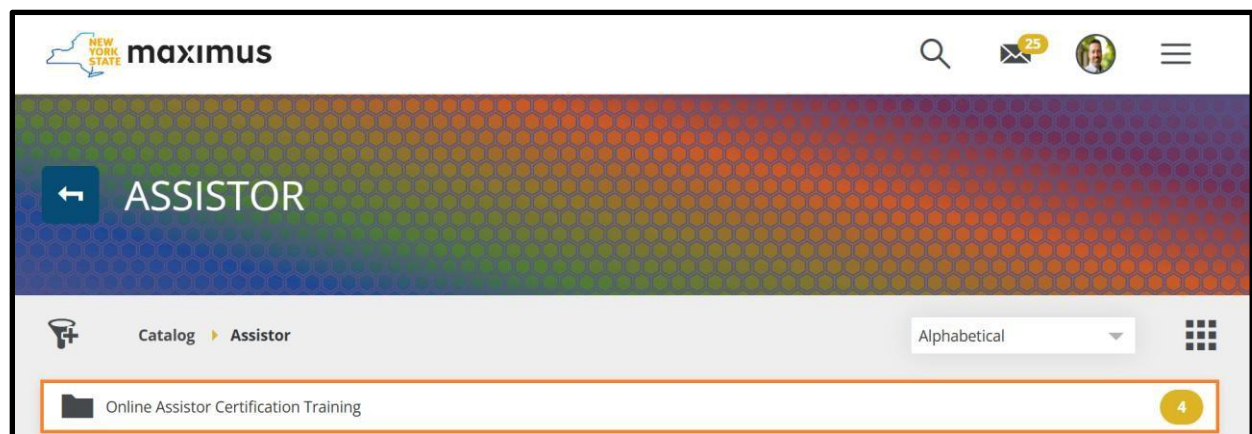
Once logged in, navigate to **Catalog**.



- Next, click on the **Assistor** folder.

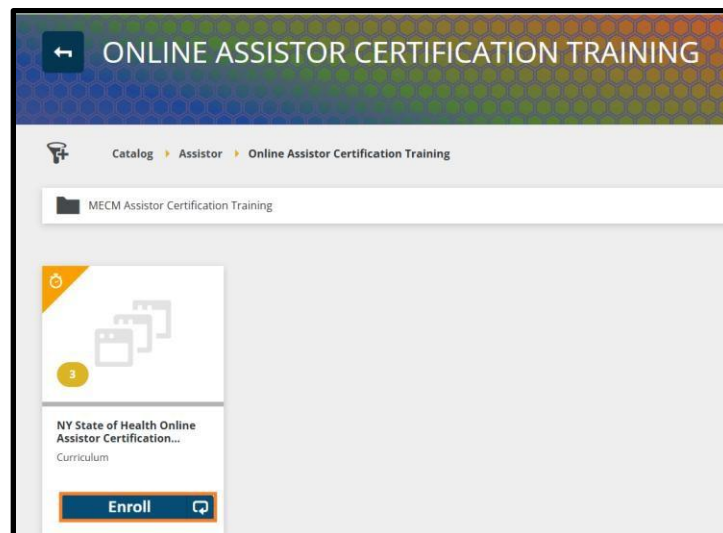


- Then click on the **Online Assistor Certification Training** folder



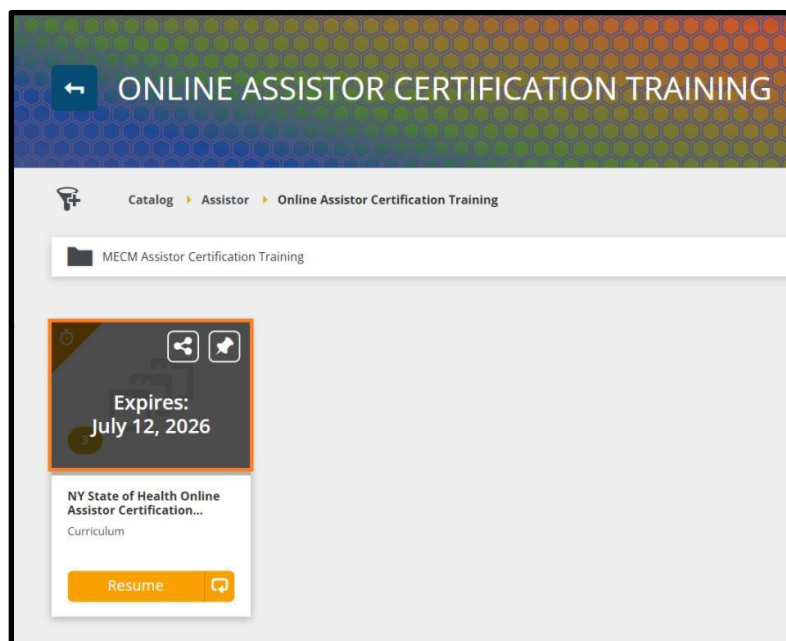
Step 7: Enrolling in the Course

You are now able to **Enroll** in your training, clicking Enroll will start your 30 day timer to complete the course.



Step 8: Starting the Training

Once Enrolled, you can now Start the training, hovering over the top half of the course will tell you when this course expires.



Step 9: Accessing Course Content

- Once you have launched the course an overall completion percentage will be displayed on the right-hand side.

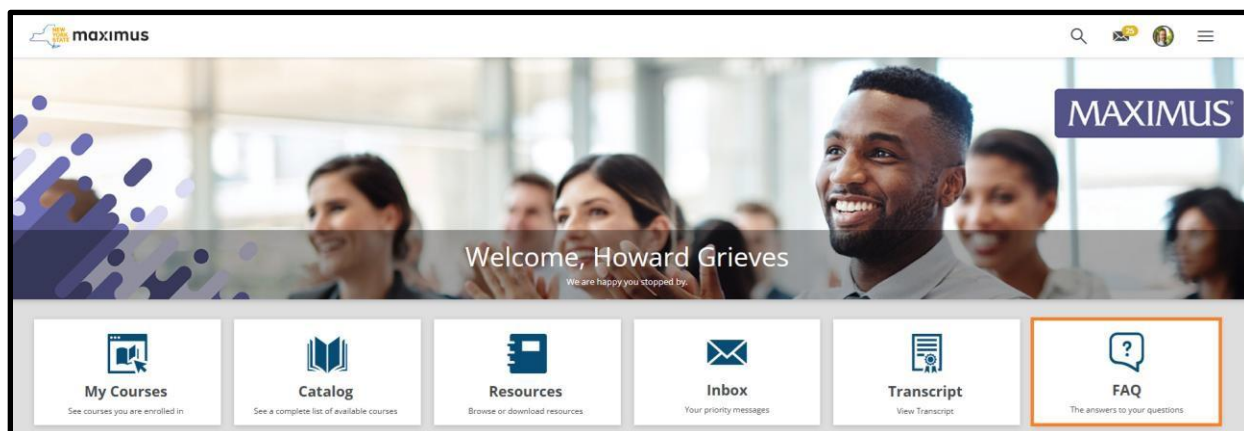
The screenshot shows the 'NY State of Health Online Assistor Certification Training Curriculum' page. At the top, it states 'This course expires on: Thursday, September 10, 2026 11:32 AM' and 'This course is required to be completed by: Thursday, September 10, 2026 11:32 AM'. Below this, there are tabs for 'Course Contents' and 'Resources'. The 'Course Contents' tab is active, showing a list of modules. The first module is 'Module 1-11' with a play icon and the text 'You must complete 1 of the following course(s)'. Below it, there is a list of courses: 'Online Assistor Certification Training - Part 1 (Modules 1-11)' with an 'Enroll' button. The second module is 'Modules 12-18' with a lock icon and the text 'You must complete 1 of the following course(s)'. Below it, there is a list of courses: 'Online Assistor Certification Training - Part 2 (Modules 12-18)' with an 'Enroll' button. The third module is 'Modules 19-23' with a lock icon and the text 'You must complete 1 of the following course(s)'. Below it, there is a list of courses: 'Online Assistor Certification Training - Part 3 (Modules 19-23)' with an 'Enroll' button. On the right side, there is a 'Not started' section with a circular progress indicator showing '0%' and a 'Resources' section with a link to 'Assistor Roadmap: all resources are linked in this document'.

Step 10: Completing the Course

- You have 30 calendar days to complete the certification course once you enroll. If you do not complete the course within 30 days, your account will be suspended, and you will receive an email notifying you that your course has been suspended.
- To reactivate your account, your supervisor must request an extension by sending an email to TravelandTrain@maximus.com.
- All coursework will be available in the Absorb LMS after you attend a class, and on-line modules will continue to be updated as policies change. You will be able to log-in and access these updated modules through your existing account.

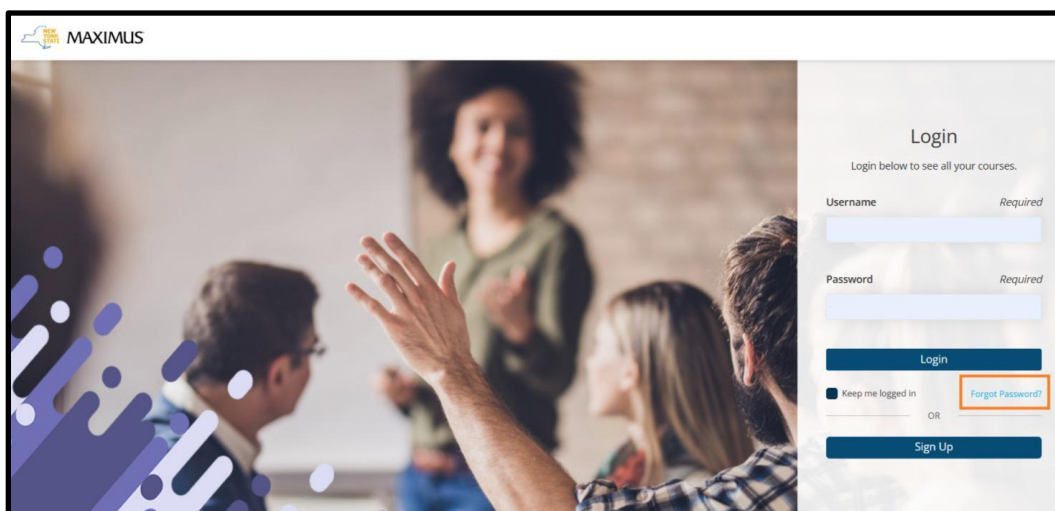
Accessing Frequently Asked Questions and Updates

The FAQ tab on the Absorb LMS Home Page provides some commonly questions and answers that may also be viewed on our website FAQ tab.



Forgot Username or Password?

Learners can reset their password by [clicking here](#), or on the Absorb LMS home page shown below. You will need your username (which is the email address you used to register in Absorb) to reset your password. Please be sure to check your spam folder for your reset link.

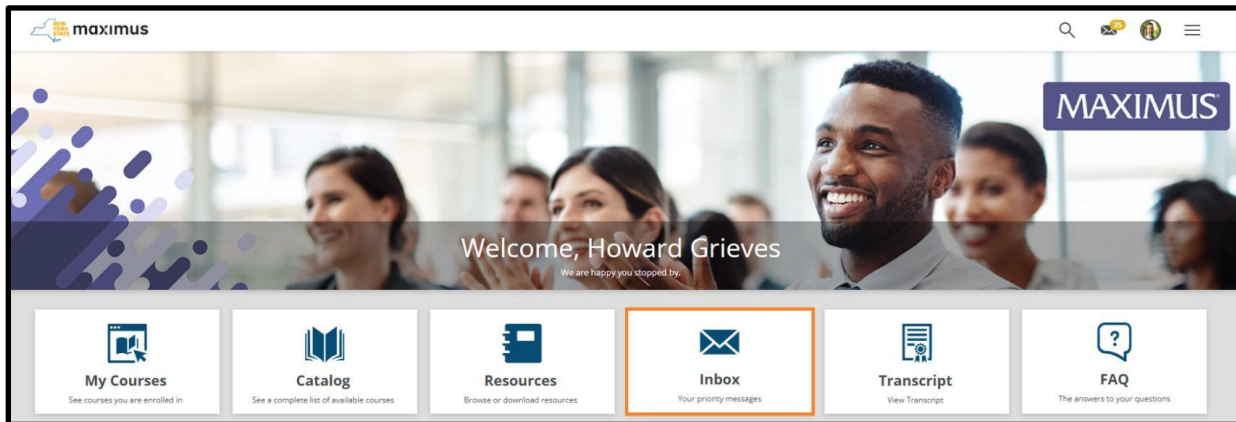


Note:

Please be sure to store your username and password in a safe, secure place for future use. The certification course is approximately 18 hours, and you will need to log in to Absorb using this username and password each time you return to the course.

Messages in Absorb

You will also receive messages in your Absorb inbox informing you of a password reset or that a course you've enrolled in is due.



Need Additional Assistance?

If you need additional assistance registering, please email us with your specific question and contact information.

Registration Mailbox (RegistrationTSP@maximus.com) – This mailbox should be used for all initial registration issues, submission of the Training Request Form and any correspondence relating to the initial registration.

Travel and Train Mailbox (TravelAndTrain@maximus.com) – This mailbox should be used to address any issues regarding an enrollment or respond to any additional questions that Assistors may have about their account.