nystateofhealth
The Official Health Plan Marketplace

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 or agencies who are looking to become established Assistor agencies. This training is not for brokers or individuals seeking credentials or skills to help them find employment.

There are two NY State of Health Assistor Certification training options available:

1)   Complete the On-line Assistor Certification training, or
2)   Attend a three (3) day in-person session

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

Instructions:

Registering and Enrolling in the On-line Course

Step 1: Obtaining On-line 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
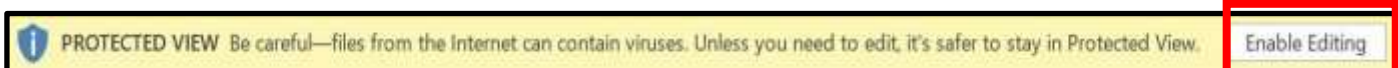
- Click on the **Assistor Certification Training** tab

- Read the information on the page and then click on

Step 2: Completing the ACCESS REQUEST FORM - ASSISTOR

- Save a copy of the form, then populate all required fields. You may need to select the **Enable Editing** box to make edits to the form.

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View.   Enable Editing

Note: Once you select the Assistor Affiliated Agency Name from the available drop-down menu (cell B14), all fields underneath will automatically populate for the agency.
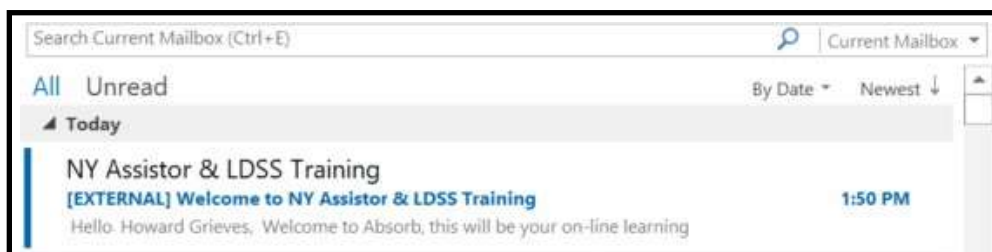
Required fields are designated with a red asterisk (*). Your registration will not be complete without entering information in these fields. Other fields are optional.
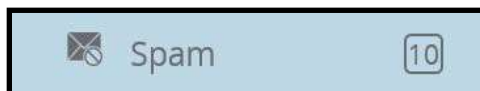
Step 3: Save and Send

- Once completed, re-save the form and email it to RegistrationTSP@maximus.com so we may create your Absorb Learning Management System (LMS) account.

Step 4: 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**

Search Current Mailbox (Ctrl+E)   Current Mailbox ▾

All Unread   By Date ▾ Newest ↓

◢ Today

NY Assistor & LDSS Training
[EXTERNAL] Welcome to NY Assistor & LDSS Training   1:50 PM
Hello. Howard Grieves, Welcome to Absorb, this will be your on-line learning

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

✉ Spam   10

- 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.

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[EXTERNAL] Welcome to NY Assistor & LDSS Training

NY Assistor & LDSS Training <noreply@myabsorb.com>
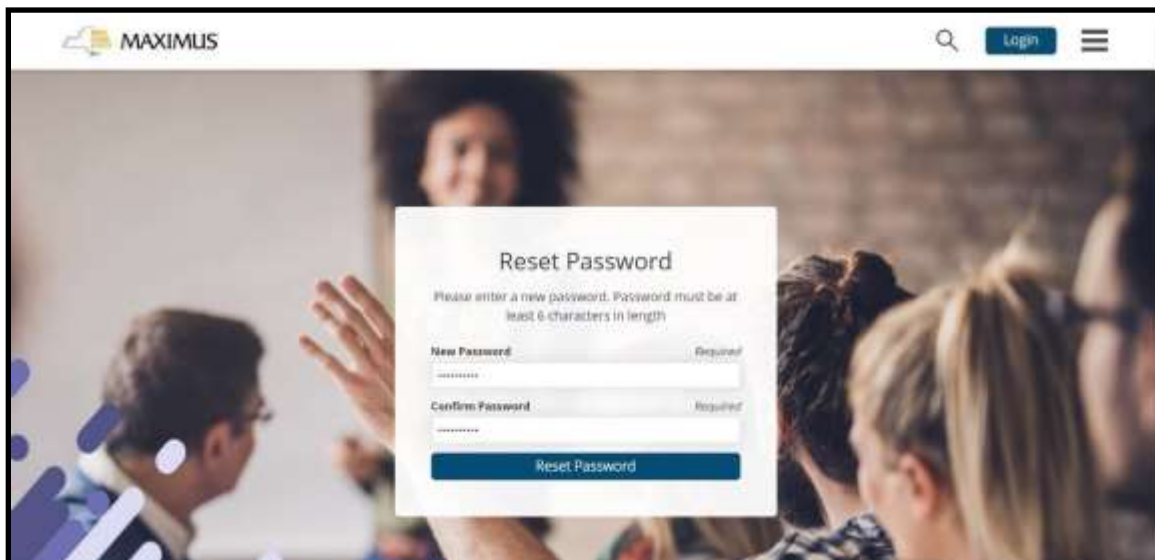To ○ RegistrationTSP

Reply | Reply All | Forward | ...

Thu 11/5/2020 9:32 AM

Hello, Ashley Test,

Welcome to Absorb, this will be your on-line learning management system for both the NY State of Health Online Assistor Certification and Local Department of Social Services (LDSS) learning needs.

You are receiving this email because you have registered, or you have been registered, either by your supervisor or your Staff Development Coordinator (SDC), to access training courses.

As soon as you are ready to get your training started, please begin with first setting your password by selecting the following link:

https://nyassistorldss.myabsorb.com/#/resetpassword/ve4OCbusg0DUnmoOHbHVom69IK9bF2M5NtZqaN-IxtY7eKwj31nJzP1Unp9AfisQNWIqEV6DeECiaYbRsA2GOg2?
link=aHR0cHM6Ly9ueWFzc2lzdG9ybGRzcy5teWFic29yYi5jb20vYXBpL3Jlc3QvdjIvcGFzc3dvcmtQtcmVzZXRzL3ZlNE9DYnVzZzBEVW5tb0lYkhWb202OWxOWxOWJGMk01Tr

Please note that this link will expire in 7 days.

You can access your training at any time by using your username RegistrationTSP@maximus.com and visiting: nyassistorldss.myabsorb.com

Welcome aboard and good luck with your training!

MAXIMUS

TravelandTrain@maximus.com

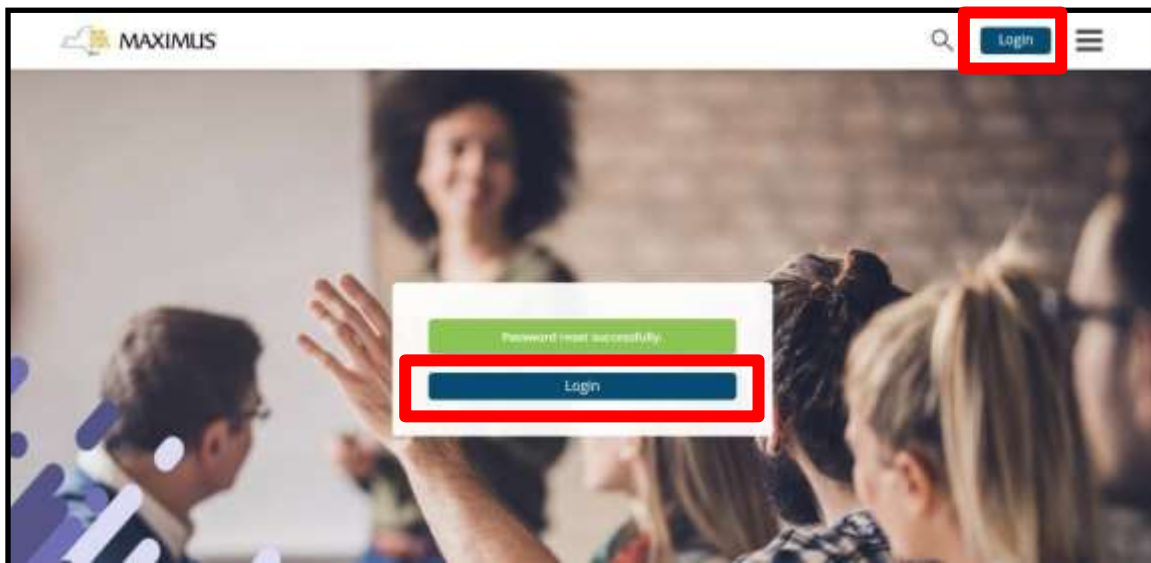Note: This is a system generated message. Please do not reply to this email.

Step 5: Selecting your Password

- Create a password at least 6 characters in length.

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

Step 6: 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.
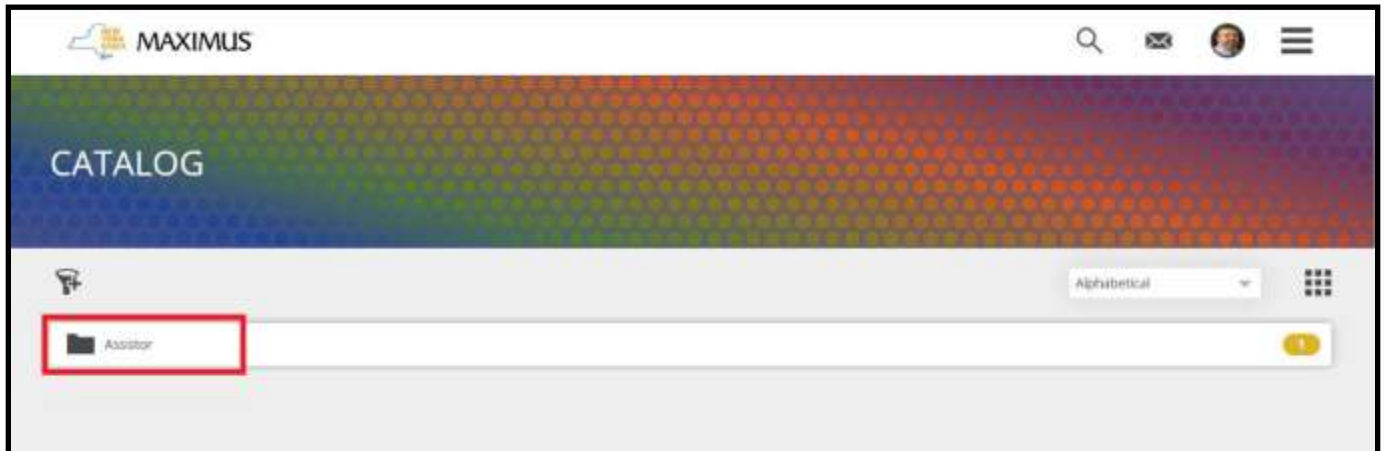
Note:

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.
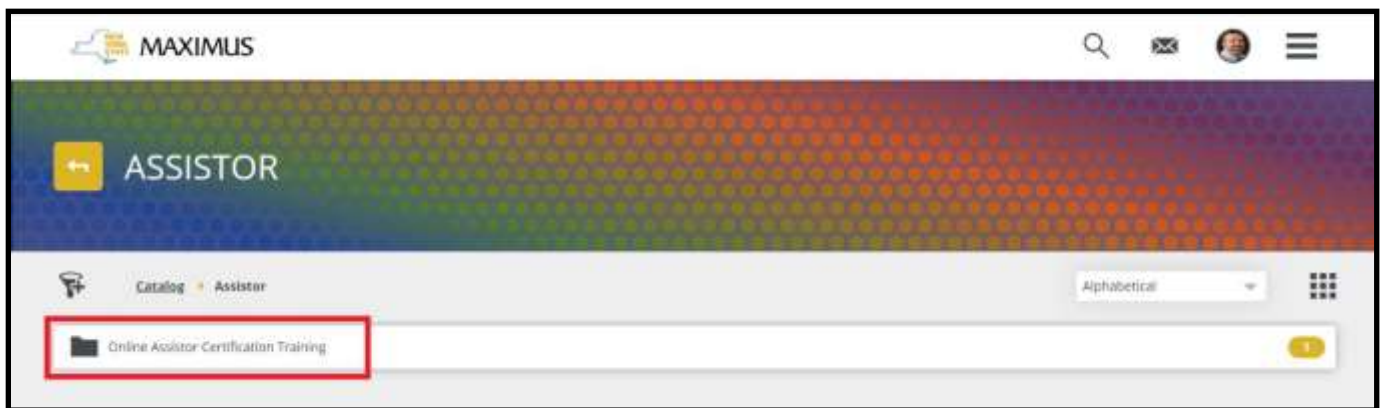
Step 7: Finding Your Course

Once logged in, navigate to **Catalog.**
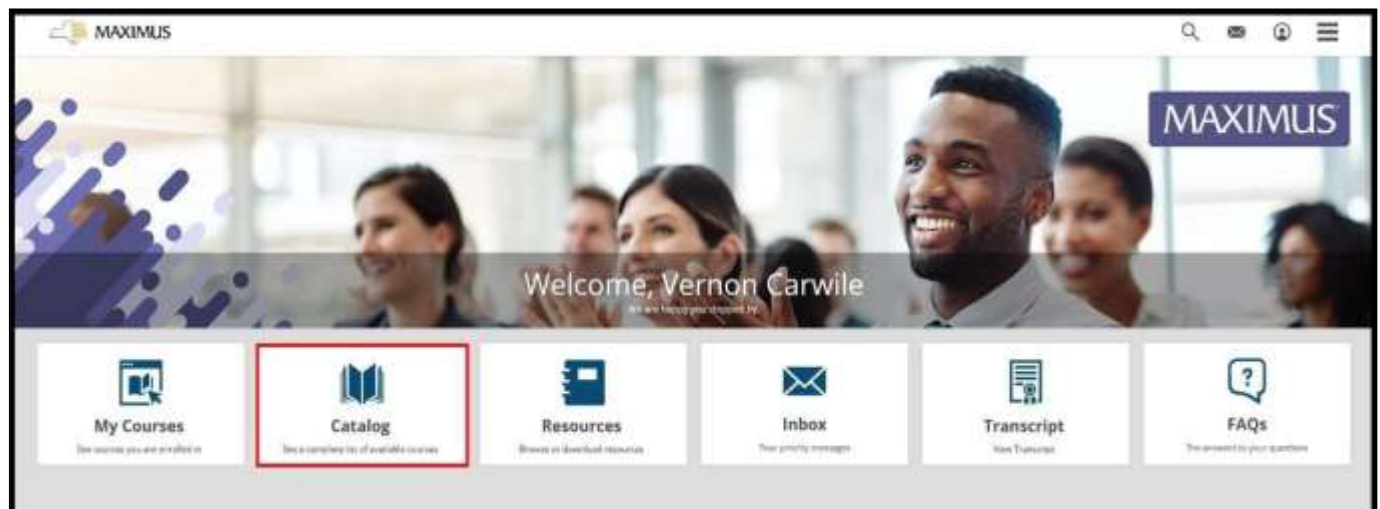
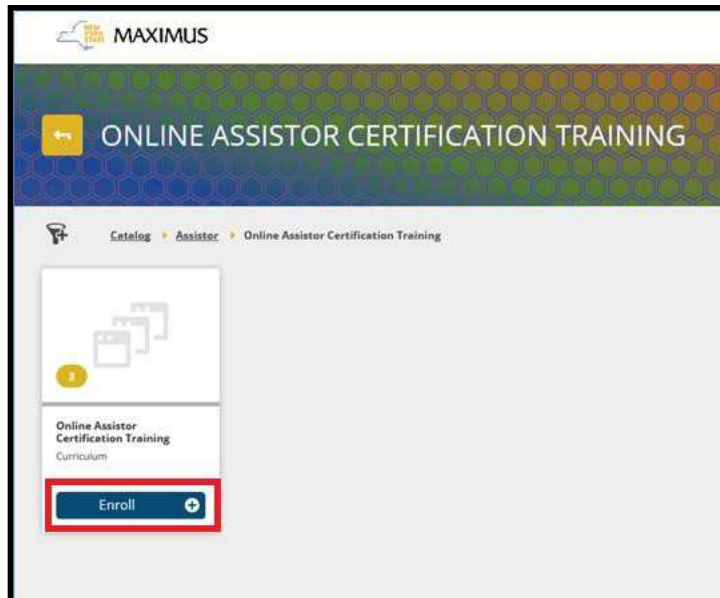- Next, click on the **Assistor** folder.

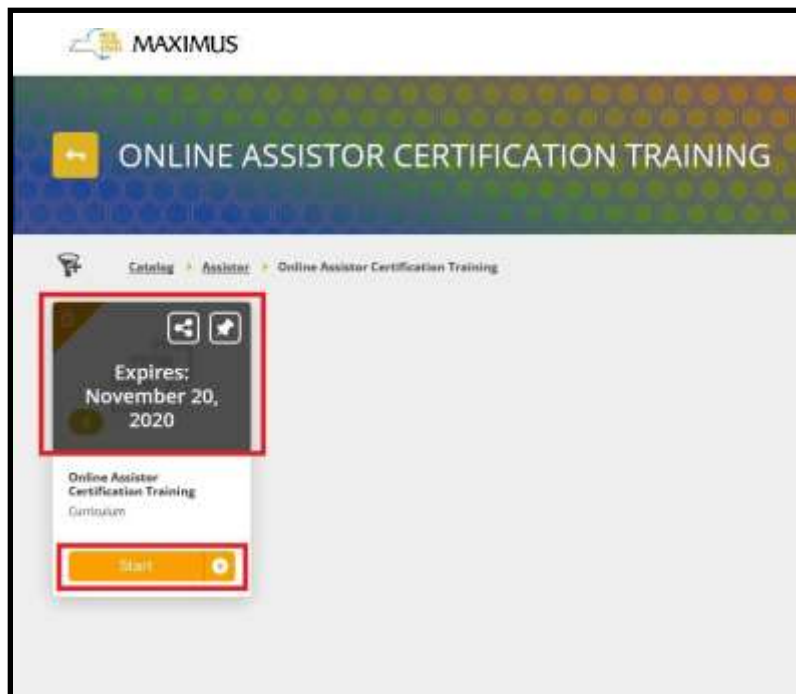- Then click on the **Online Assistor Certification Training** folder

Step 8: 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.
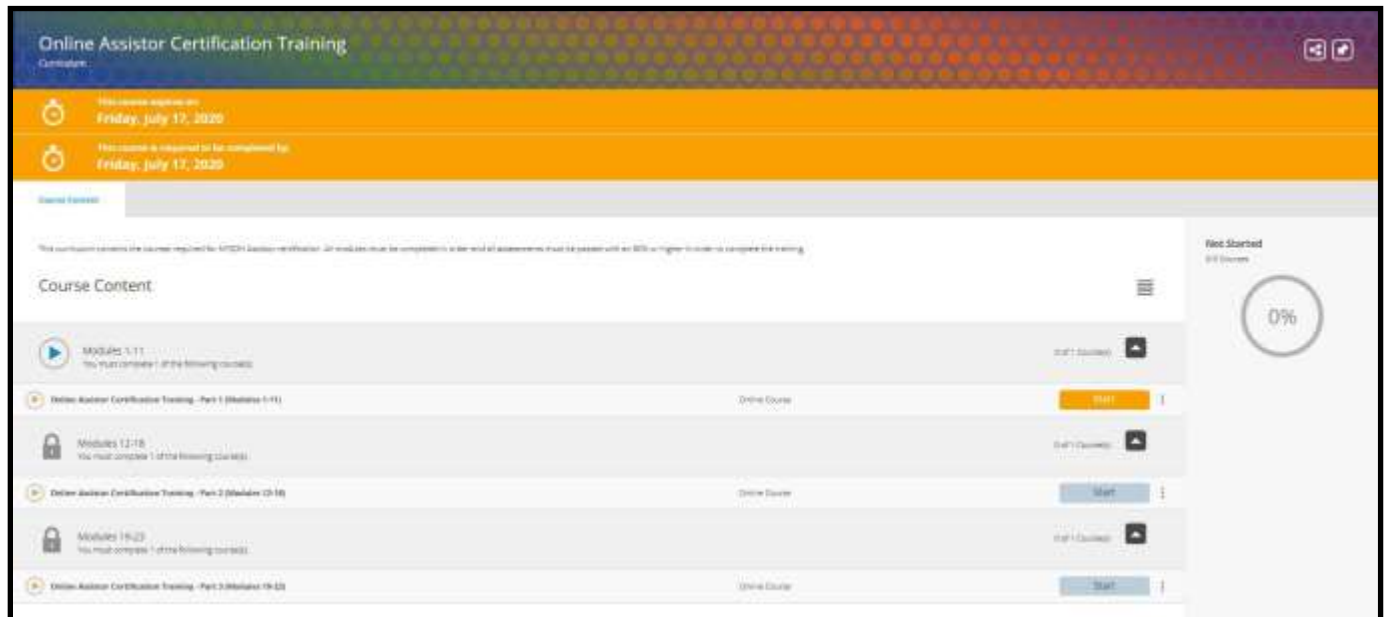

Step 9: Starting the Training

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

Step 10: Accessing Course Content

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

Step 11: 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.

<u>Messages in Absorb</u>

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.
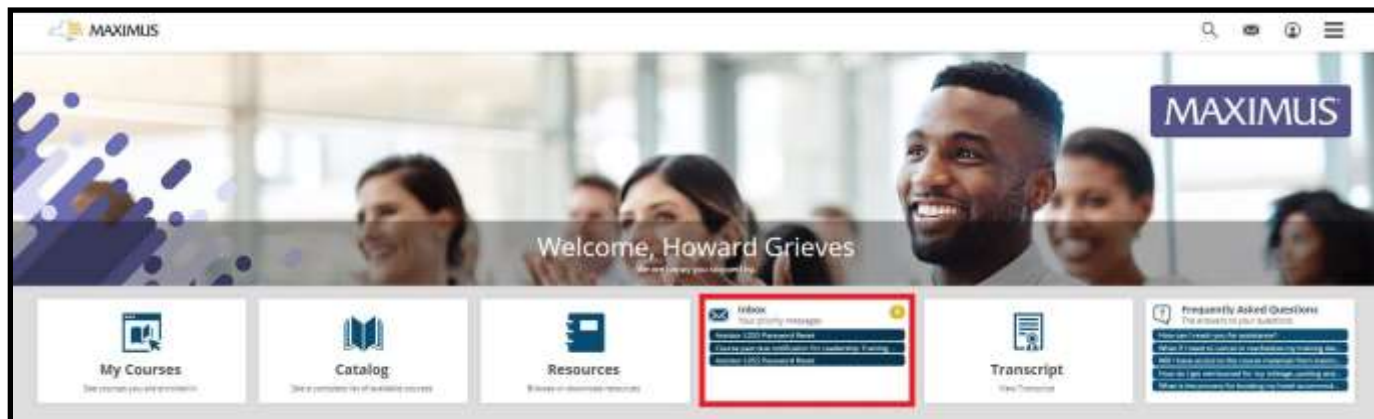
<u>Need Additional Assistance?</u>

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.

<u>Would you prefer to attend the three (3)-day in-person NY State of Health Assistor Certification training?</u>

If you prefer to register for the three (3)-day in-person Assistor Certification training, you can view a list of upcoming trainings on the Training Calendar tab of our website at www.nytrainingservices.com.