



Registration and Enrollment Instructions Small Business Marketplace (SBM) Certification Training

A Step-by-Step User Guide



Welcome to the **MAXIMUS** on-line registration and enrollment system for the **Small Business Marketplace (SBM) Certification Training for NY State of Health Navigators**. We look forward to your participation in this program.

The Small Business Marketplace (SBM) Certification Training is currently available On-line.

Below you will find instructions on how to register and enroll in the **NY State of Health Small Business Marketplace (SBM) Certification Training**.

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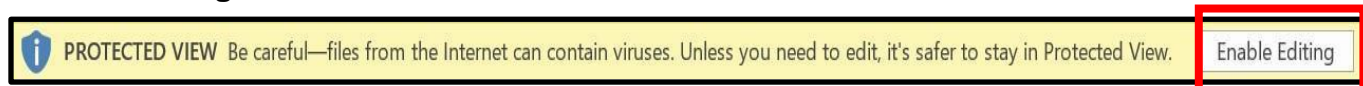
Registering and Enrolling in the On-line Course

Step 1: Determining Eligibility

If you are a Navigator and need to attend the training, please send an email to eligibility.training.support@health.ny.gov with your Full Name and Navigator Affiliated Agency Name. If you are determined eligible to take the course, you will be provided with an SBM Navigator Access Request Form.

Step 2: Completing the ACCESS REQUEST FORM - NAVIGATOR

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.



Note: Once you select the Navigator Affiliated Agency Name from the available drop-down menu (cell B12), 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.

SBM Navigator Access Request Form	
Please Complete All Fields Below	
Name/Work Information	Please Complete Below
First Name*	
Last Name*	
Work Email (Preferred)* <small>If a work email is unavailable, a personal email may be used</small>	
Contact Phone Number	
Supervisor First Name*	
Supervisor Last Name*	
Supervisor Work Email*	
Navigator Affiliated Agency Information	
Navigator Affiliated Agency Name* <small>(Please use drop down, fields below will self-populate) If unable to locate your agency, please contact Eligibility.Training.Support@health.ny.gov</small>	
Assistor Type	
Assistor Agency Type	
Contract ID #	
Assistor Agency Address	
Assistor Affiliated Agency Address - Line 1	
Assistor Affiliated Agency Address - Line 2	
Assistor Affiliated Agency Address - City/Town	
Assistor Affiliated Agency Address - State/Province	
Assistor Affiliated Agency Address - Zip Code	

Step 3: Save and Send

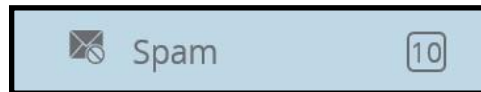
Once completed, re-save the form, and email it to RegistrationTSP@maximus.com so we may create your Absorb Learning Management System (LMS) account.

Step 4: Account Creation Email

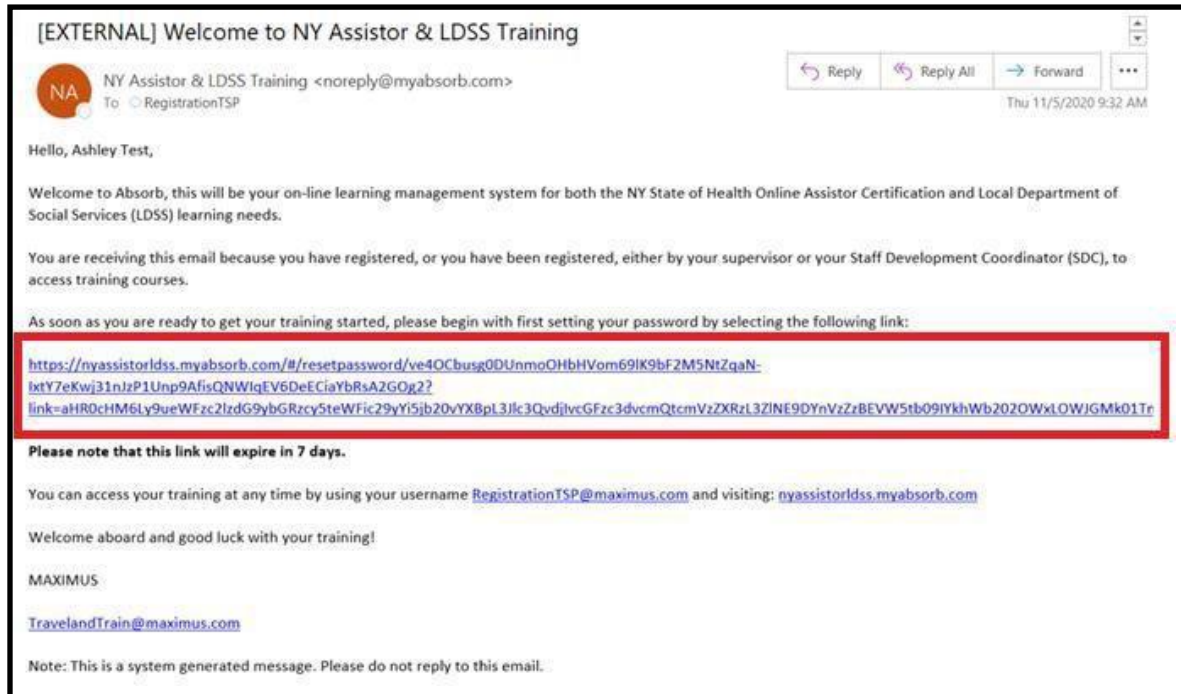
Within one (1) business day, you will receive an email from **NY Assistor & LDSS Training**, with the subject line **Welcome to NY Assistor & LDSS Training**.



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

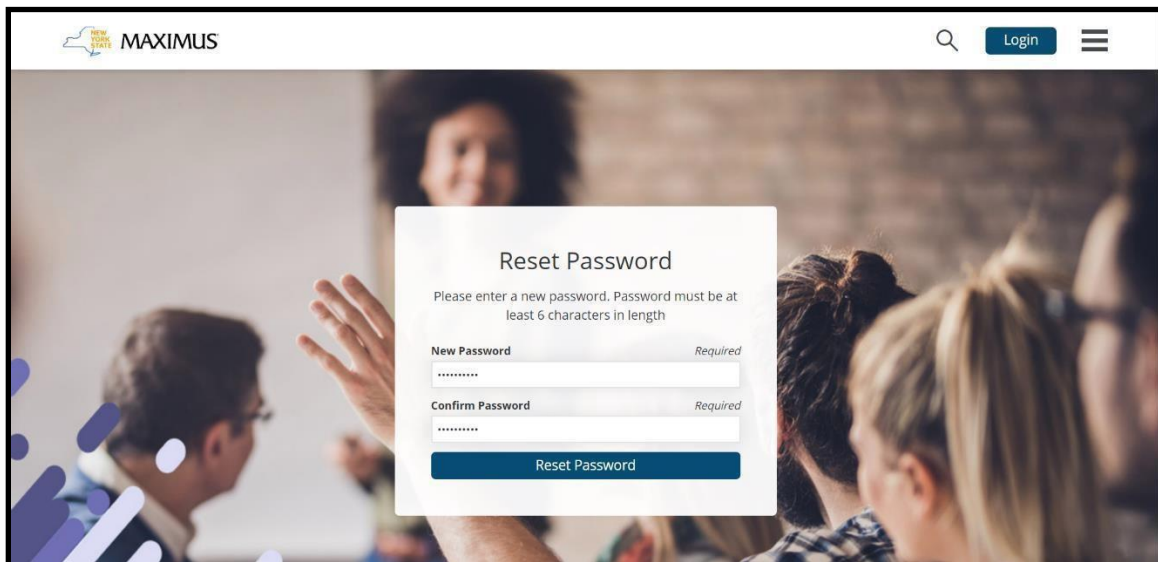


This introductory email will provide you with a link to the Absorb Learning Management System (LMS) to set up your password for the first time.



Step 5: Selecting your Password

Create a password at least 6 characters in length.

A screenshot of the MAXIMUS website's 'Reset Password' form. The form is centered on a blurred background of people in a meeting. It has a title 'Reset Password' and a instruction 'Please enter a new password. Password must be at least 6 characters in length'. There are two input fields: 'New Password' and 'Confirm Password', both marked as 'Required'. Below the fields is a blue 'Reset Password' button. The MAXIMUS logo is in the top left, and a 'Login' button is in the top right.

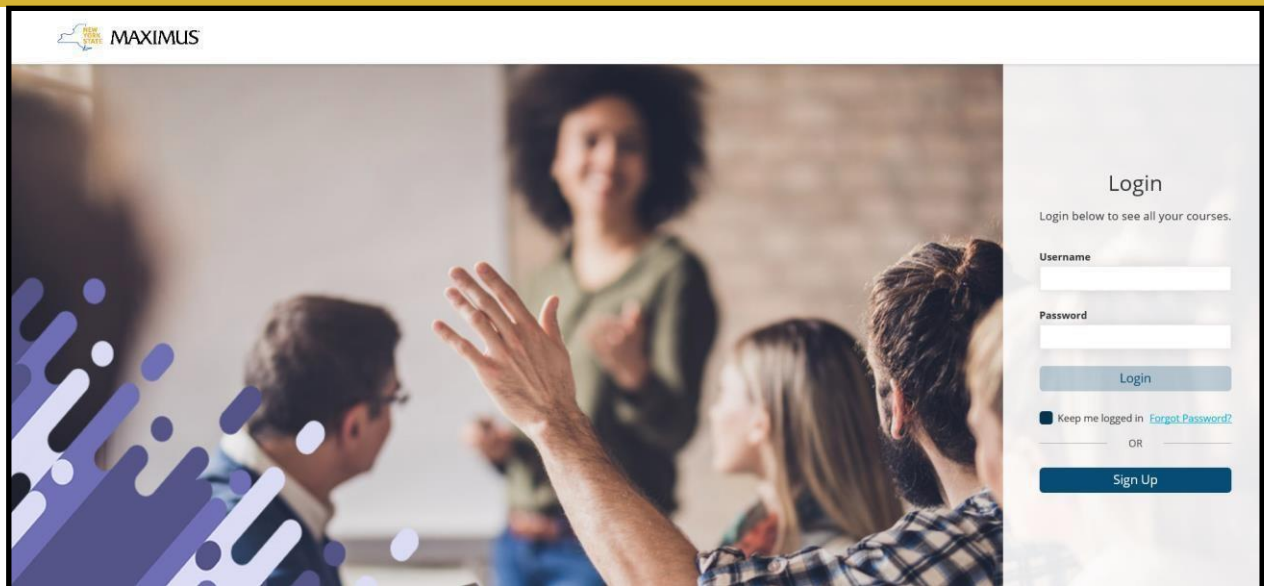
Once you have created and confirmed your password, you are ready to **Login** to the Absorb Learning Management System (LMS).

A screenshot of the MAXIMUS website's 'Login' form. The form is centered on the same blurred background. It has a green 'Remember my login details' checkbox and a blue 'Login' button. The MAXIMUS logo is in the top left, and a 'Login' button is in the top right.

Step 6: Logging In

The Absorb LMS home page is located [here](#).

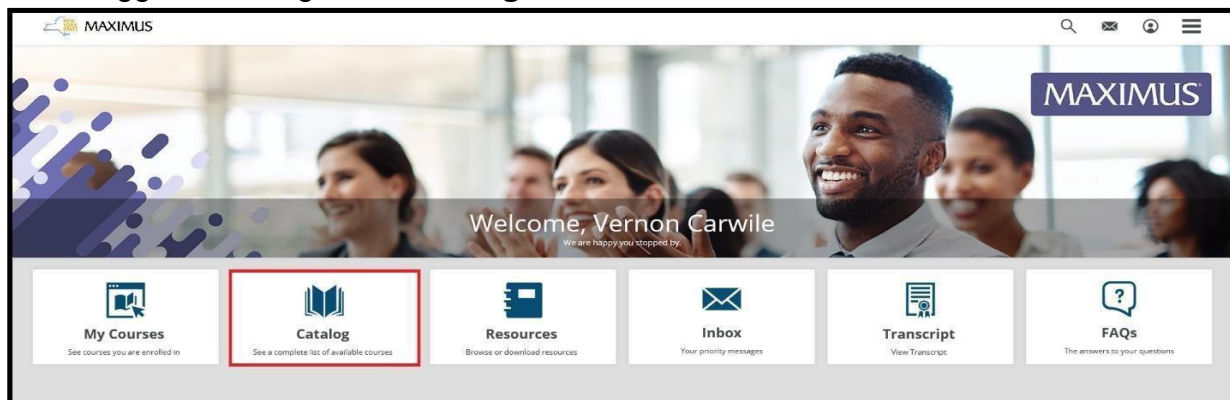
- If the above link does not work, copy and paste the following into your browser <https://nyassistorldss.myabsorb.com/#/login>
 - Your USERNAME is your email address.
 - Your PASSWORD is what you just created.



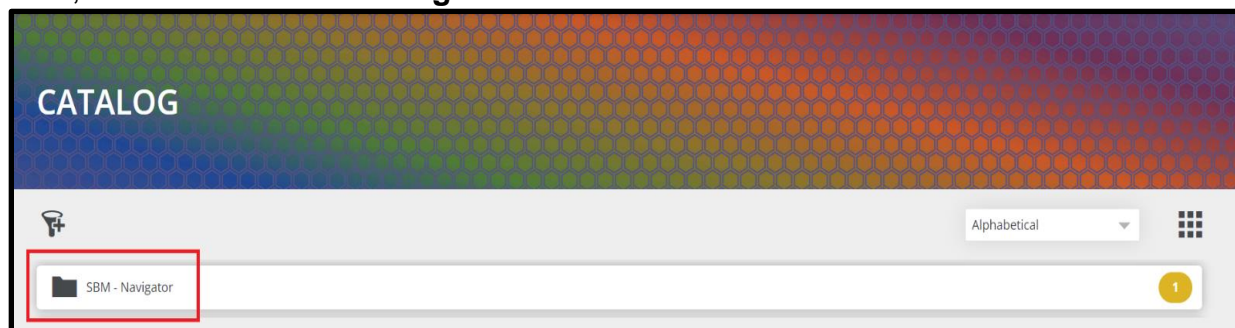
NOTE: Firefox is the preferred browser for viewing coursework in Absorb. However, other browsers will also work. Do not use Chrome, however, as completion issues are known to occur. Additionally, it is optimal to view this course on a desktop or a laptop

Step 7: Finding Your Course

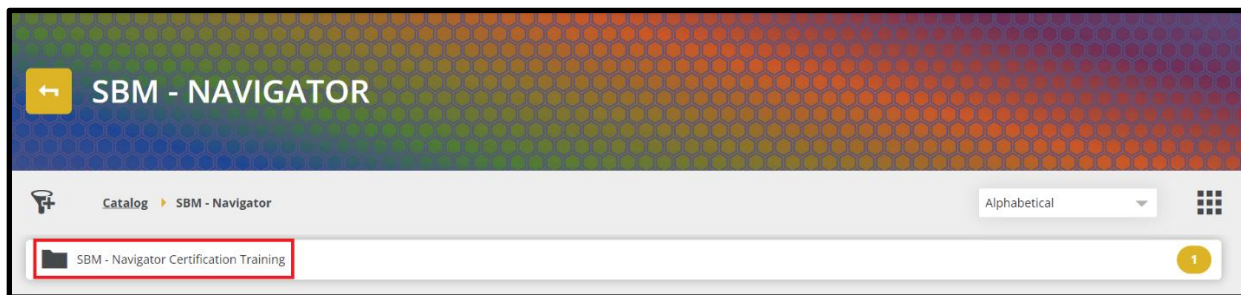
Once logged in, navigate to **Catalog**.



Next, click on the **SBM – Navigator** folder.

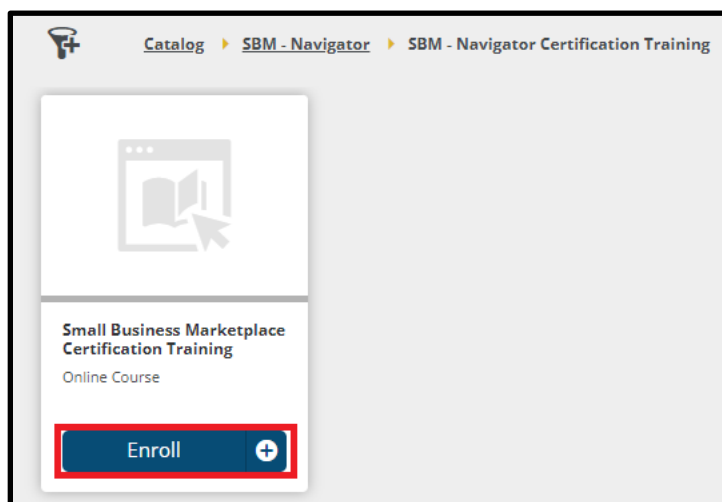


Then click on the **SBM – Navigator Certification Training** folder.



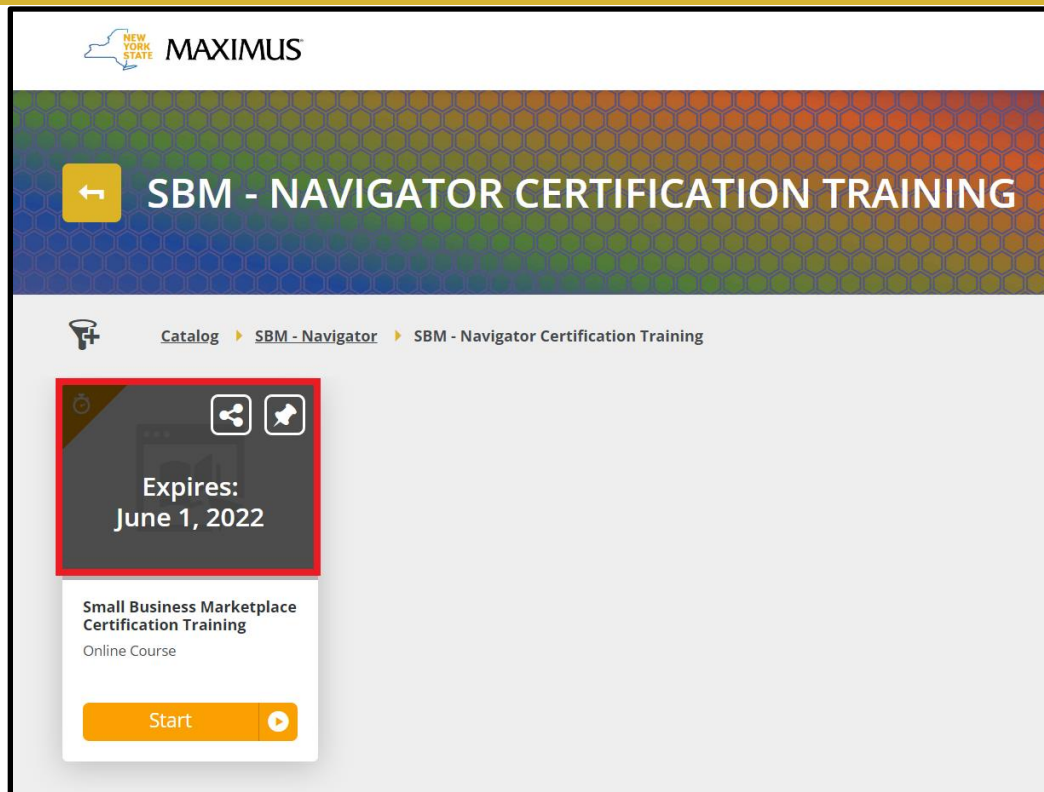
Step 8: Enrolling in the Course

You are now able to **Enroll** in your training, clicking Enroll will start your 24-hour timer to complete the course.



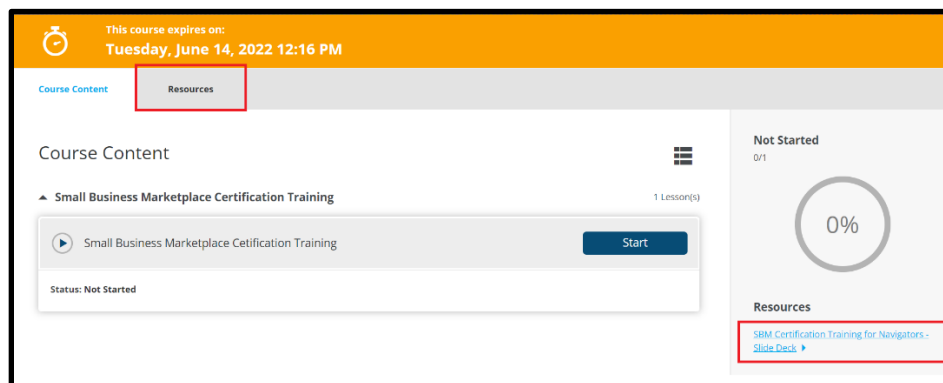
Step 9: Starting the Training

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/Resources

Course resources are located on the **right** as well as at the **top of the page**.



Step 11: Completing the Course

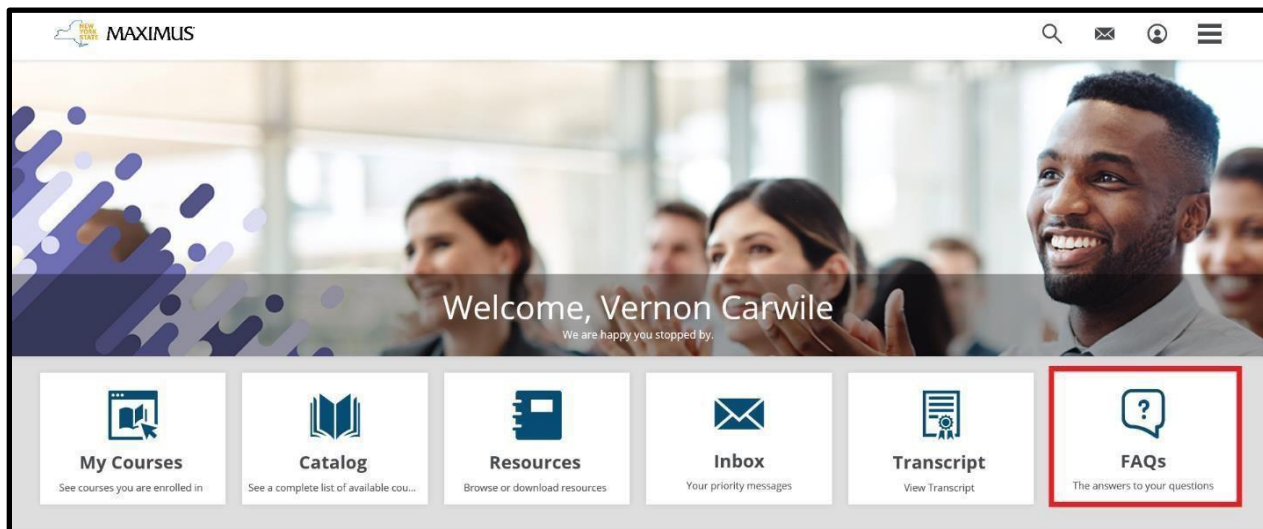
Once enrolled, you will have 24 hours to watch the video.

If you do not complete it within 24 hours, you will need to reach out to our staff at TravelandTrain@maximus.com to reset your training and restart the course from the beginning.

After completing the training, you will gain access to the Small Business Marketplace enrollment functionality on your dashboard (within 3-5 business days).

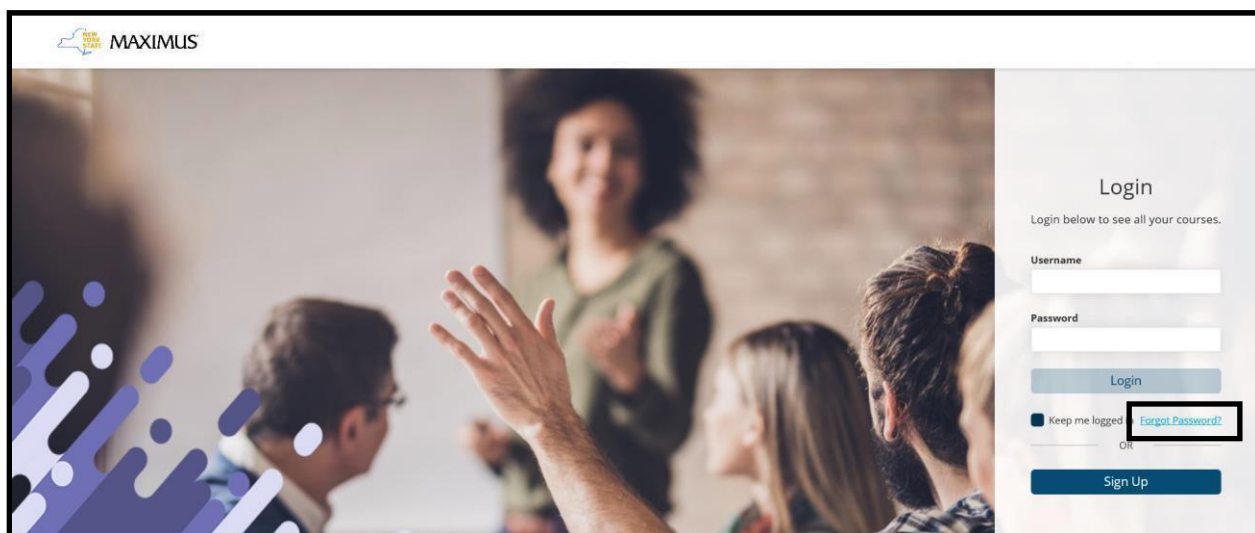
Accessing Frequently Asked Questions and Updates

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



Forgot Username or Password?

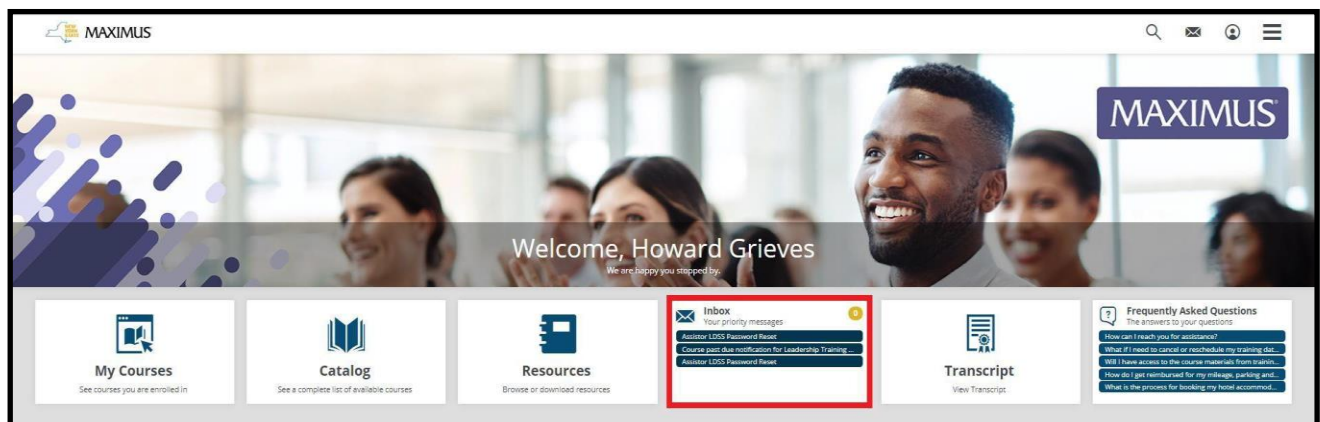
Learners can reset their password by [clicking here](#), or on the Absorb LMS home page shown below. You will need your username (which is the email address you used to register in Absorb) to reset your password. Please be sure to check your spam folder for your reset link.



Note: Please be sure to store your username and password in a safe, secure place for future use. The certification course is approximately 1.5 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 Navigators may have about their account.