

Puerto Rico Learning Management System First-Time User Guide

Medicaid Management Solutions

Release: 1.0

Release Date:10/2023

Note: This user manual is a draft document and will continue to be updated to reflect new functionality and UI changes as a result of future releases.



Privacy and Security Rules

The Health Insurance Portability and Accountability Act of 1996 (HIPAA – Public Law 104-191) and the HIPAA Privacy Final Rule¹ and the American Recovery and Reinvestment Act (ARRA) of 2009 requires that covered entities protect the privacy and security of individually identifiable health information.

¹ 45 CFR Parts 160 and 164, Standards for Privacy of Individually Identifiable Health Information; Final Rule

Revision History

Version #	Published/ Revised	Author	Section/Nature of Change
1.0	04/19/2023	Natalia Carril	Rebranding to PR specific
1.1	05/01/2023	Toni Myers	QA Review and Rebranding
1.2	10/04/2023	Natalia López	Updating LMS link and Homepage screenshot.

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1. Introduction

The purpose of this user guide is to assist students with registering for the Puerto Rico Learning Management System (LMS).

2. Information You Will Need

In order to access the Puerto Rico LMS site, you will need to have an email address and the appropriate enrollment key. For more information on registering for the LMS and obtaining an enrollment key, refer to the Registering for the Puerto Rico Learning Management System section of this user guide.

3. System Requirements

The LMS is a web-based application that runs through a standard web browser. The LMS does not have any specific system requirements and will display on a multitude of devices.

Note: The LMS should not be run in multiple browsers or windows/tabs concurrently. Doing so may result in unexpected behavior. Manipulating browser cookies can cause issues with the normal execution of the LMS operations.

You may also need additional software plug-ins depending on the eLearning videos you are using. The most common plug-ins include Adobe (PDF) or Microsoft's Media Player.

4. Registering for the Puerto Rico Learning Management System

4.1 The LMS Hyperlink

To access the LMS website, complete the following steps:

1. Click the following hyperlink: <https://prmmislearningcenter.myabsorb.com/#/login>.
2. The **Puerto Rico Medicaid Management Information System (PRMMIS) Learning Center** home page appears. Refer to Figure 4.1.

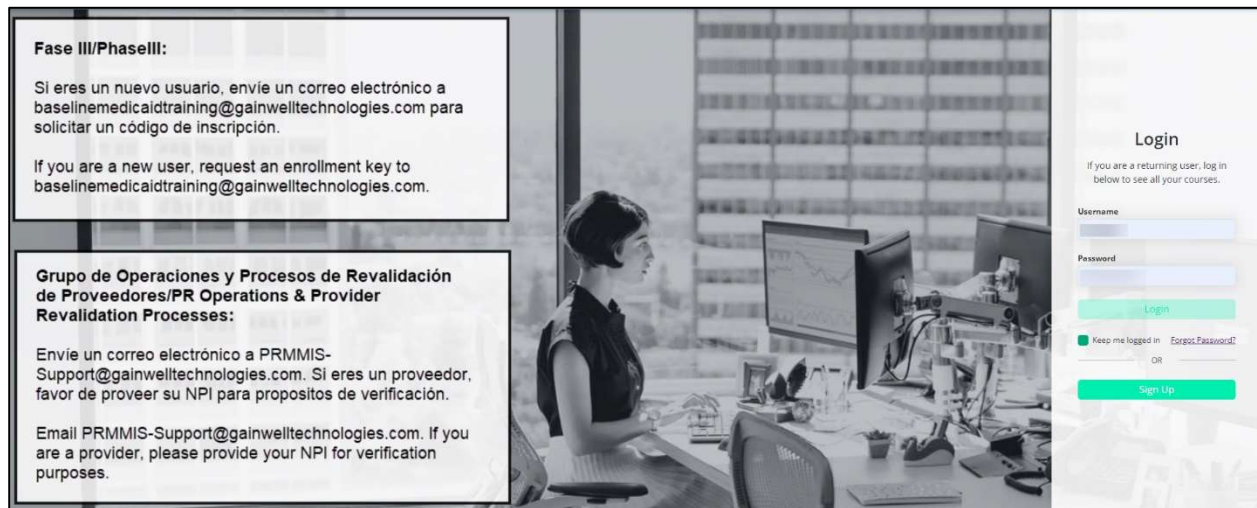


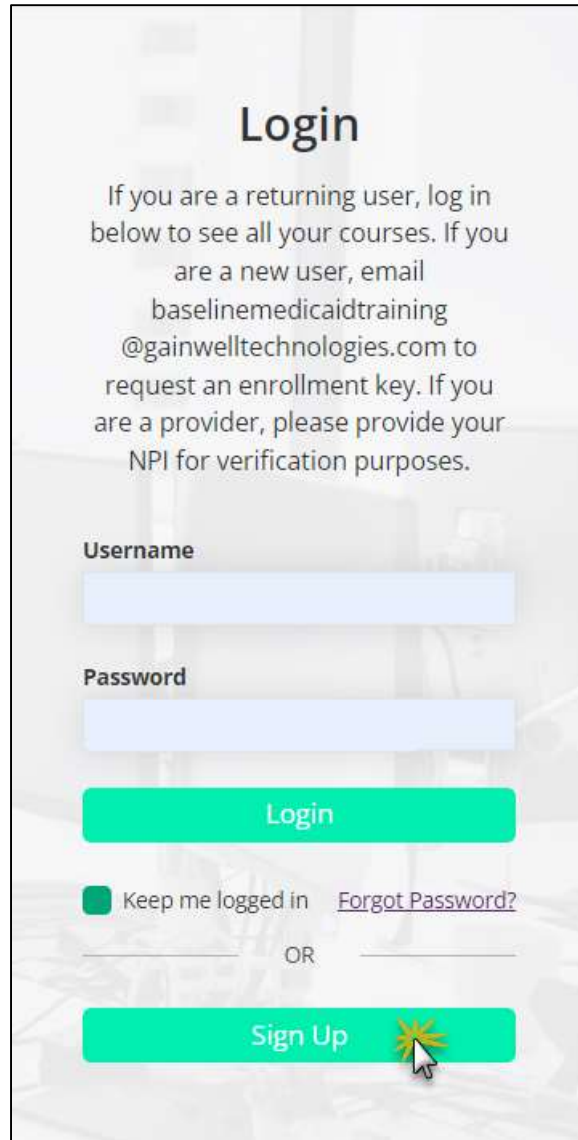
Figure 4.1 – PRMMIS Learning Center Home Page

4.2 Registration

All first-time users must register to create a username and password.

To complete registration, follow the steps below:

1. Click **Sign Up** on the **PRMMIS Learning Center** home page. Refer to Figure 4.2.

A screenshot of a login and sign-up interface. At the top, the word "Login" is centered in a large, bold, black font. Below it, a paragraph of text provides instructions for returning users, new users (with email baselinemedicaidtraining@gainwelltechnologies.com), and providers (requesting an enrollment key and NPI). The form includes two light blue input fields labeled "Username" and "Password". Below these is a green "Login" button. Under the "Login" button is a checkbox labeled "Keep me logged in" and a link "Forgot Password?". A horizontal line with the word "OR" in the center separates the login section from the sign-up section. At the bottom is a green "Sign Up" button, which is being clicked by a yellow starburst cursor icon.

Login

If you are a returning user, log in below to see all your courses. If you are a new user, email baselinemedicaidtraining@gainwelltechnologies.com to request an enrollment key. If you are a provider, please provide your NPI for verification purposes.

Username

Password

Login

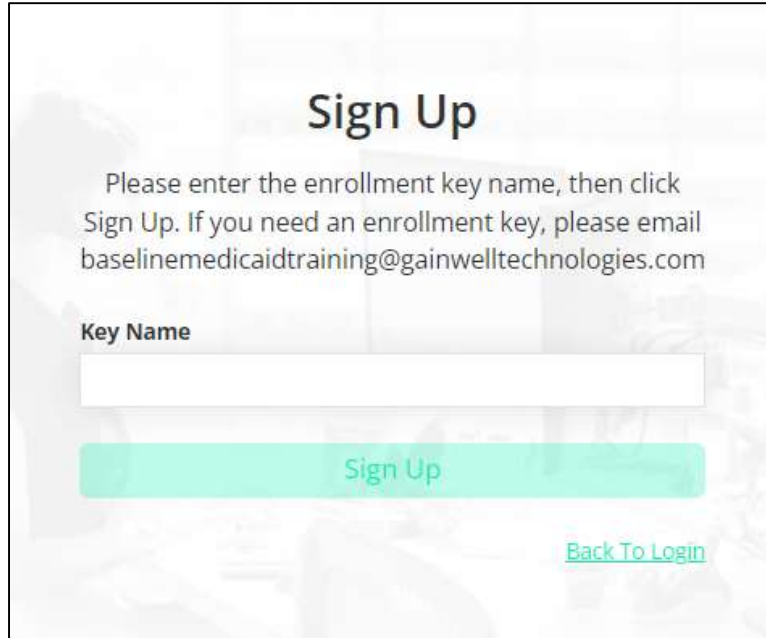
☒ Keep me logged in [Forgot Password?](#)

OR

Sign Up

Figure 4.2 – New User Sign Up Button

2. The **Sign Up** window appears. Refer to Figure 4.3.



Sign Up

Please enter the enrollment key name, then click Sign Up. If you need an enrollment key, please email baselinemedicaidtraining@gainwelltechnologies.com

Key Name

Sign Up

[Back To Login](#)

Figure 4.3 – New User Sign Up Window

3. Enter your enrollment key and click **Sign Up**. The **Sign Up** window appears.

Note: If you need an enrollment key, send an email with your request to Baselinemedicaidtraining@gainwelltechnologies.com.

4. Complete the required fields in the **Sign Up** window. A description of each field is included in the table below. Refer to Table 4.1.

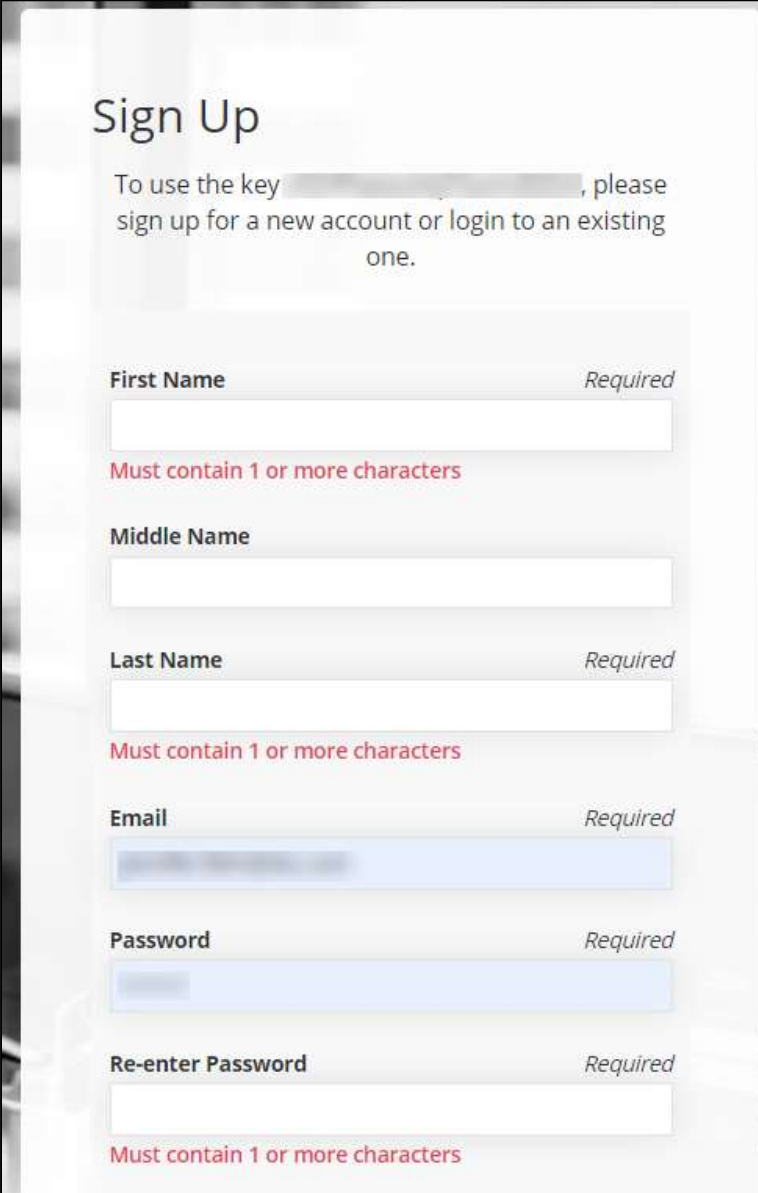
Note: Fields marked with, “Required,” are required to be completed.

Field	Description
First Name	Enter your first name.
Middle Name	Enter your middle name.
Last Name	Enter your last name.
Email	Enter your email address. This will be the email address that the LMS sends system notifications to.
Password	Create the password to use for accessing the system. Your password must contain at least one letter, one number, and be at least eight characters in length.
Re-enter Password	Re-enter your password.
Phone Number	Enter your phone number starting with the area code.
Address	Enter line 1 of your address.
Address 2	Enter line 2 of your address.
Country	Select your country from the drop-down list.
State/Province	Select your state from the drop-down list.
City	Enter the city of your address.
Postal/Zip Code	Enter the postal/zip code of your address.

Table 4.1 – Sign Up Fields and Descriptions

5. Click **Sign Up**.

Note: If you have not filled in a required field, the system notifies you of the error. Refer to Figure 4.4.



The screenshot shows a 'Sign Up' form with the following fields and error messages:

- First Name** (Required): Must contain 1 or more characters
- Middle Name**
- Last Name** (Required): Must contain 1 or more characters
- Email** (Required)
- Password** (Required)
- Re-enter Password** (Required): Must contain 1 or more characters

Figure 4.4 – Required Fields Error Messages

Note: If all the information passes the validation test, the account is created, and you are automatically logged into the system.

4.2.1 Username

Your email address serves as your username once the account is created.

4.2.2 Password Length

Standard setup requires the password to contain at least one letter, one number, and be at least eight characters in length.

If you do not comply with the password settings listed above, the system generates an error message. Refer to Figure 4.5.

A screenshot of a web form for password creation. At the top, the word "Password" is on the left and "Required" is on the right. Below this is a text input field containing three dots "...". Underneath the input field, a red error message reads: "Password must contain at least: 1 letter, 1 number and be at least 8 characters in length".

Figure 4.5 – Password Error Message

Note: Once you have created an account, you can change your password. Refer to section 4.2.3 for more information.

4.2.3 Help Logging In

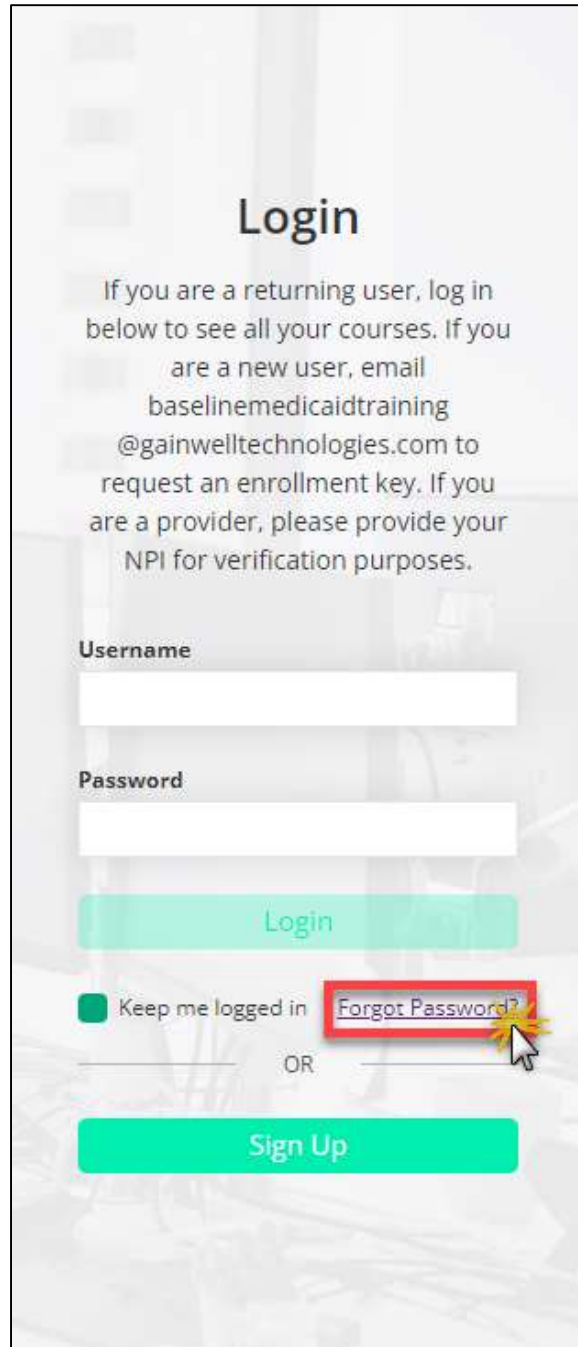
If you have previously registered an account in the LMS and cannot remember your username and/or password, there are two available options:

- If you know your email address connected to your user account, refer to section 4.2.3.1 of this user guide for further instructions.
- If you do not remember your email address connected to your user account, refer to section 4.2.3.2 of this user guide for further instructions.

4.2.3.1 Using the Email Address on File

To reset a password using the email address that was provided during initial registration, follow the instructions below:

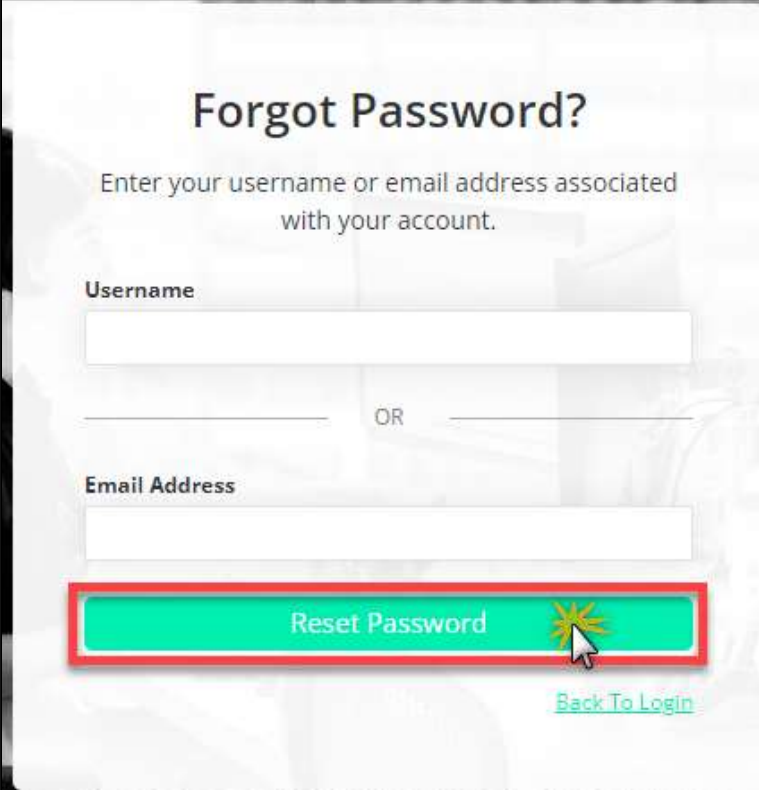
1. On the **MMIS Learning Center** login window, click the **Forgot Password** hyperlink. Refer to Figure 4.6.



The screenshot shows a login interface with the title "Login". Below the title is a paragraph of instructions: "If you are a returning user, log in below to see all your courses. If you are a new user, email baselinemedicaidtraining@gainwelltechnologies.com to request an enrollment key. If you are a provider, please provide your NPI for verification purposes." Below this text are two input fields labeled "Username" and "Password". A teal "Login" button is positioned below the password field. Under the "Login" button is a checkbox labeled "Keep me logged in" and a red-bordered link labeled "Forgot Password?". A mouse cursor is clicking on the "Forgot Password?" link. Below the link is the text "OR" and a teal "Sign Up" button.

Figure 4.6 – Forgot Password Hyperlink

2. The **Forgot Password** window opens.
3. In the field provided, enter your username or email address.
4. Click **Reset Password**. Refer to Figure 4.7.

A screenshot of a web form titled "Forgot Password?". Below the title is the instruction "Enter your username or email address associated with your account." There are two input fields: "Username" and "Email Address", separated by an "OR" label. Below the "Email Address" field is a red-outlined button labeled "Reset Password" with a yellow starburst icon and a mouse cursor pointing at it. To the right of the button is a blue link labeled "Back To Login".

Forgot Password?

Enter your username or email address associated with your account.

Username

OR

Email Address

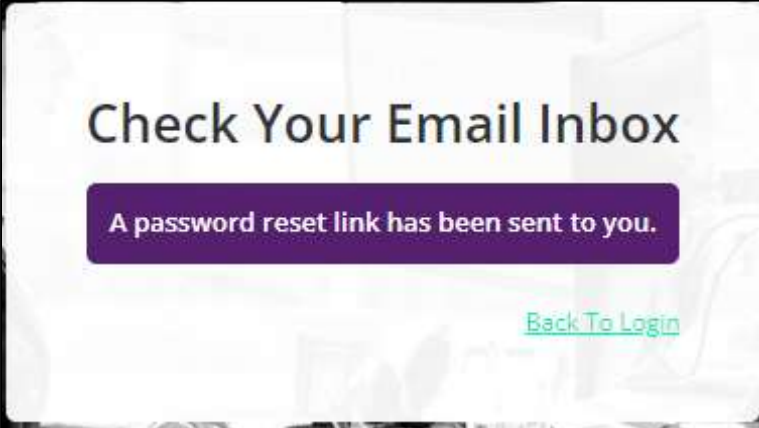
Reset Password

[Back To Login](#)

Figure 4.7 – Forgot Password Window

5. If you enter the correct email address, a message displays stating that a password reset link was to you. An email containing the link to complete the reset process arrives in your inbox. Refer to Figure 4.8.

Note: This link will expire after 24 hours.

A screenshot of a web page titled "Check Your Email Inbox". Below the title is a purple box with the text "A password reset link has been sent to you." Below this box is a blue link labeled "Back To Login".

Check Your Email Inbox

A password reset link has been sent to you.

[Back To Login](#)

Figure 4.8 – Password Reset Email Notification

Note: If you enter an email address that is not on file or enter your email address incorrectly, you will not receive an email to reset your password. Refer to section 4.2.3.2 of this user guide for more information.

6. Once you receive the password reset email, click the **Password Reset** hyperlink provided to reset your password. Refer to Figure 4.9.

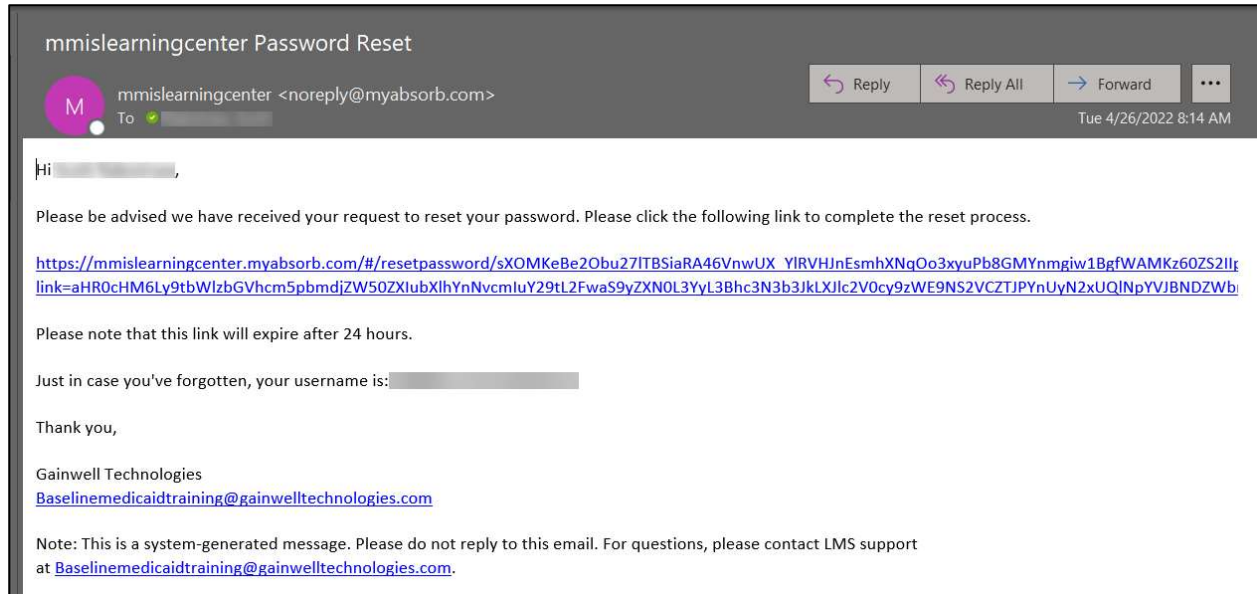


Figure 4.9 – Password Reset Email

Note: Your username is also provided.

7. The **PRMMIS Learning Center** website appears, and a **Reset Password** window opens.
8. In the **New Password** field, enter your new password.

Note: As a reminder, the system requires the password to contain at least one letter, one number, and be at least eight characters in length.

9. In the **Confirm New Password** field, enter your new password again for confirmation.
10. Click **Reset Password**. Refer to Figure 4.10.

Figure 4.10 – Reset Password Window

11. The system updates the password, and the **Login** button appears. Click **Login**. Refer to Figure 4.11.

**Figure 4.11 – Successful Password Reset Window**

4.2.3.2 No Email Address on File/Password Reset Email Not Received

If you do not receive an email to reset your password, follow the instructions below:

1. Draft an email to the LMS administrators at Baselinemedicaidtraining@gainwelltechnologies.com to tell them you forgot your username/password.
2. Once the email is received, A member of the LMS administrator team will assist you in regaining access to the system.

4.3 Terminology

To successfully navigate the LMS, it is important to understand the terminology and field names being used. Refer to Table 4.2.

LMS Term	Definition
Catalog	The Catalog displays all available online courses, cats (ILCs), and curricula.
Curriculum	A Curriculum is a group of online courses and/or ILCs placed together to accomplish a learning goal.
Dashboard	The Dashboard is the main page and contains all learner information including information on courses, registrations, notifications, transcripts, and more.
Instructor Led Course (ILC)	An ILC is training that is delivered by an instructor.
My Courses	The My Courses window displays a list of all online courses, ILCs, and curricula that you have registered for, started, or completed.
Online Course	An online course is a video.
Profile	The Profile window contains profile information such as first name, last name, password, email, address, and department.
Search	The Search function allows you to search courses by course type, ratings, venues, tags, and more.
Transcript	The Transcript page contains course completion and certification information.

Table 4.2 – LMS Terminology