

Consumer Instructions--PLEASE READ these important notes before you begin:

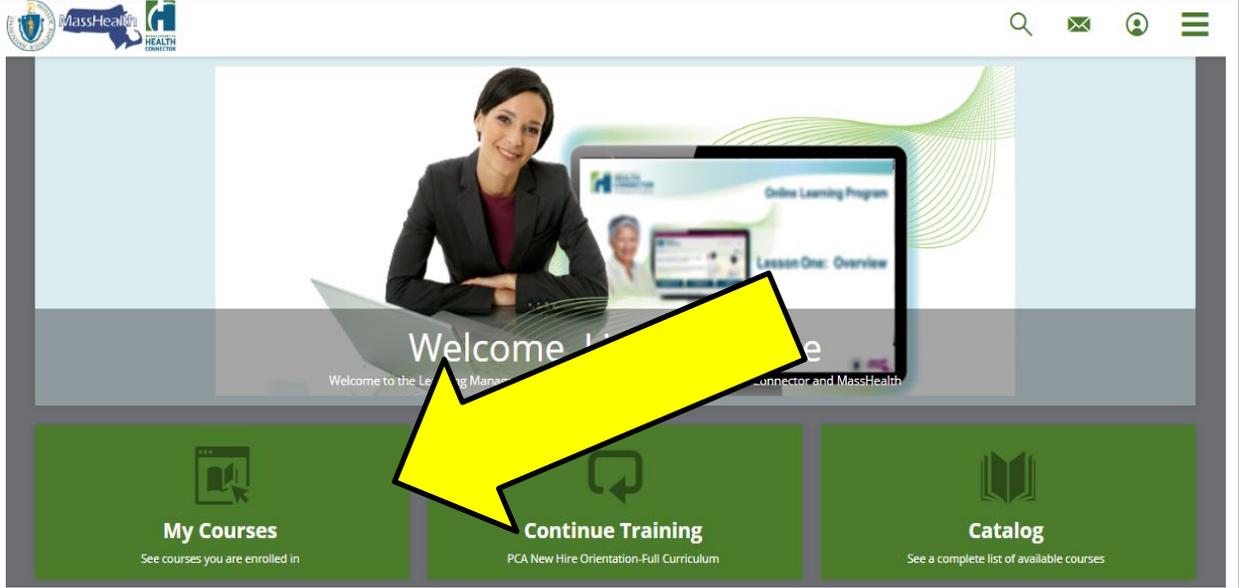
1. There is an audio portion of the orientation course, be sure to adjust your speakers so you can hear it.
2. For closed captioning, click on the caption box/dialog bubble to the left of the progress bar on the bottom of the slide (#9 below).
3. Only PCAs named in the letter from the FI will be paid to complete the orientation during non-working hours.
4. If you are in the course and scroll back to previously covered material, you cannot fast forward, it is advised to go through all the material without going back to complete the course within the required three hours.
5. The PCA will only be paid for three hours to complete the orientation.
6. There are 10 parts to this 3-hour course, once all 10 parts have been completed, a system-generated report is emailed directly to your FI for payment to your PCA.

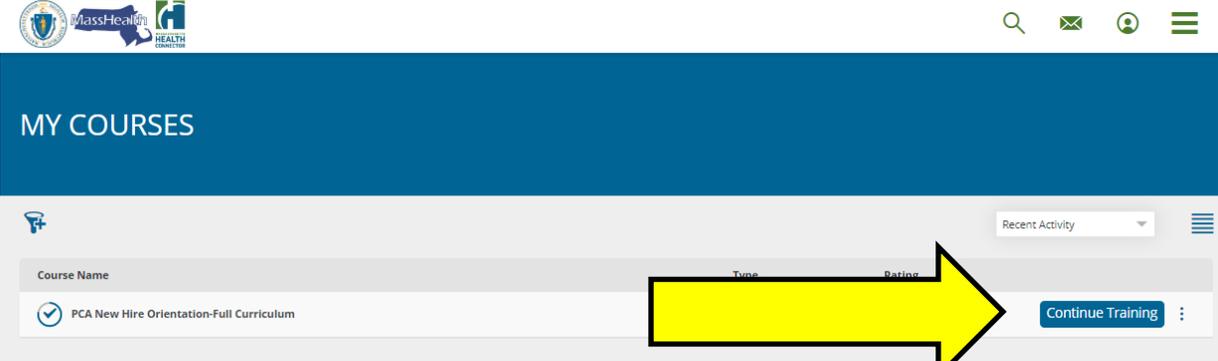
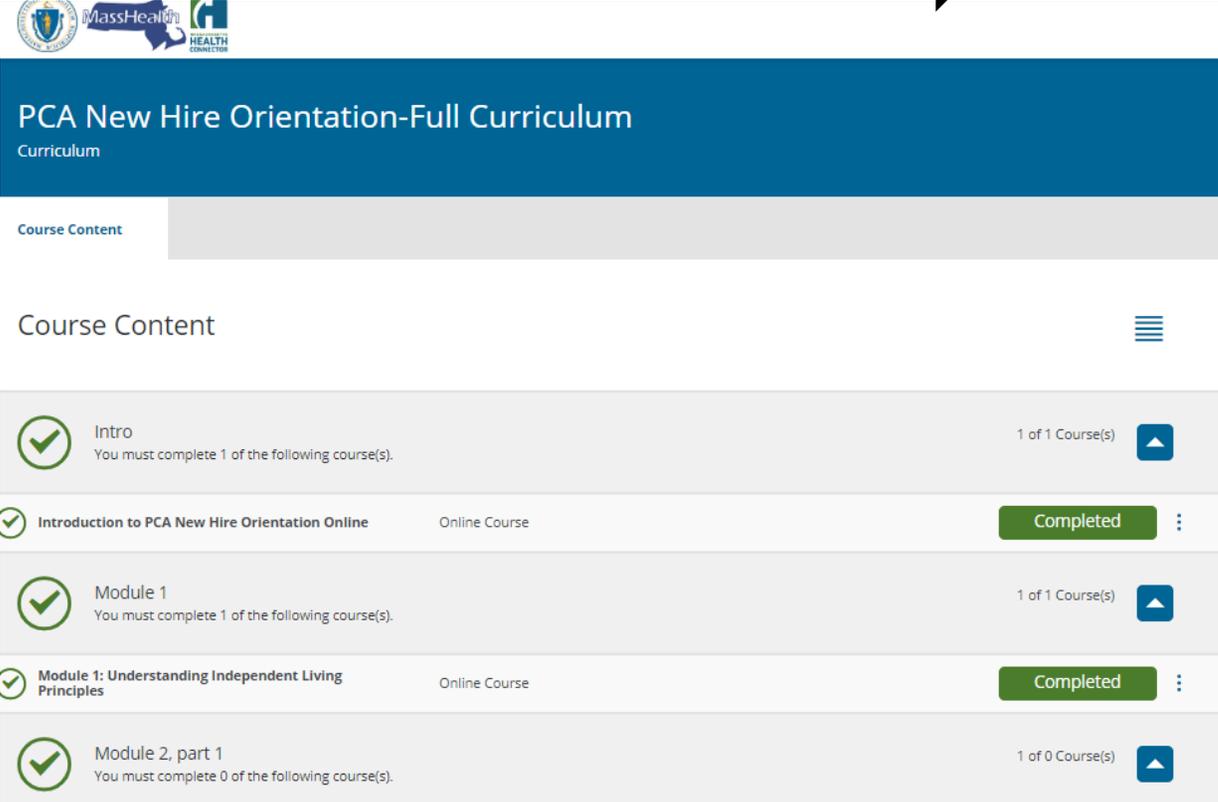
Step	Instructions	Photo/Illustration
1	Go to	https://pcaworkforcecouncil.training.ehs.state.ma.us
2	<p>The login screen looks like this:</p> <p>Your <u>username</u> is your Consumer ID and the PCAs unique ID. For example, if your Consumer ID is 'EW12' and your PCA unique ID is '123456', you would enter: EW12123456 in the username field.</p> <p>Password1 is the <u>password</u> for the system, this is case sensitive and you can change the password to something else after you complete the registration process. Instructions for changing your password are on www.mass.gov/pca</p>	

3 After you log in, you will be on the home page of the PCA New Hire Orientation, which looks like this:

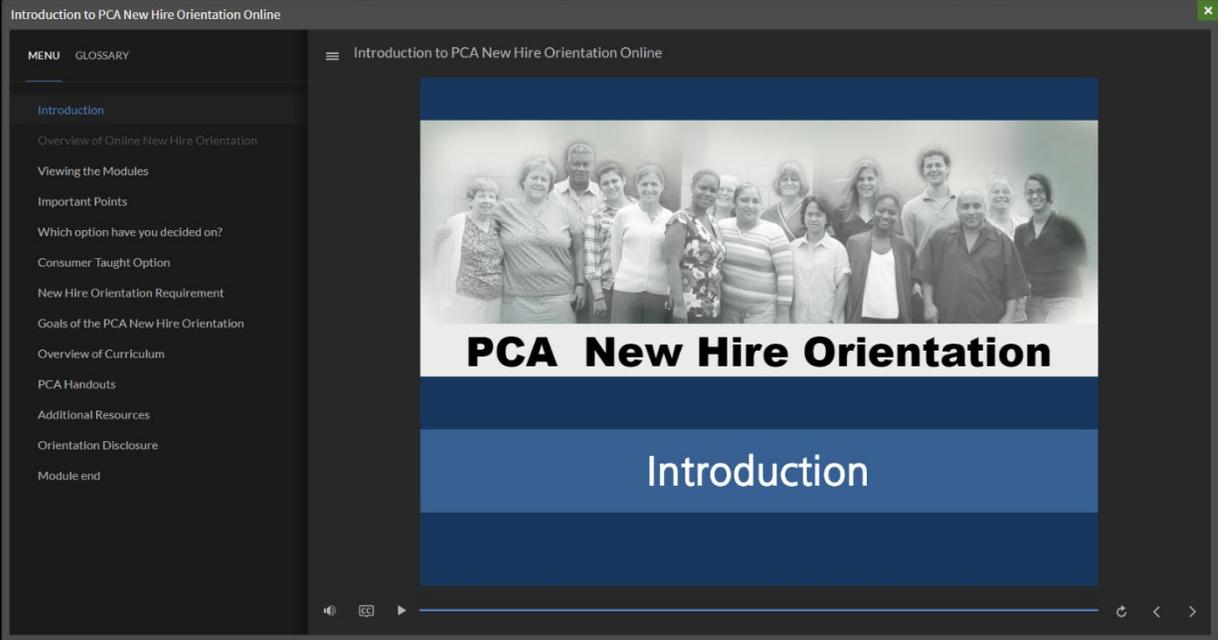
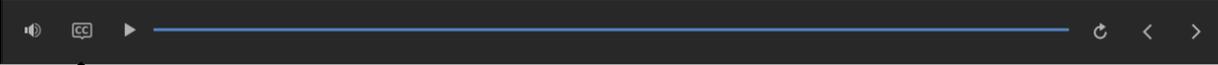
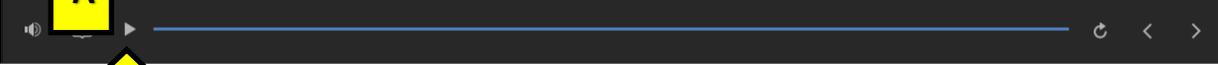
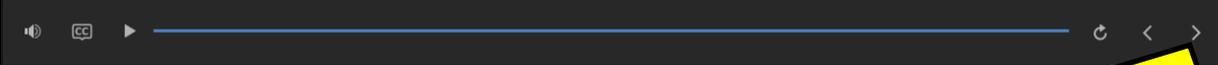


4 Click anywhere in the green box called "My Courses" on the left.



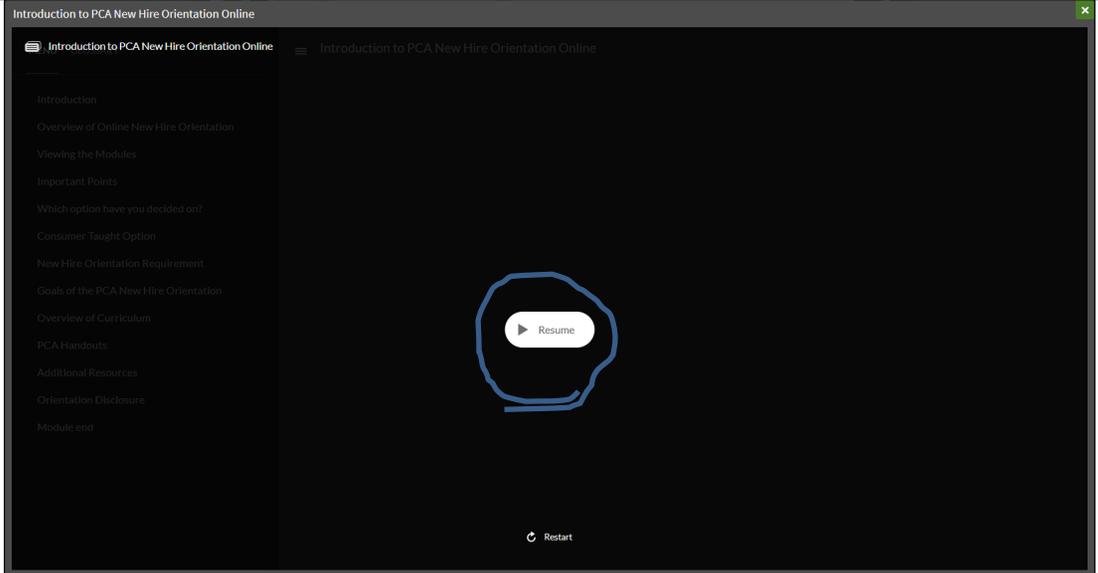
<p>5</p>	<p>The “My Courses” page opens, click on the blue button on the right to open the course. (This example says, “Continue Training”, new users will see something else)</p>	
<p>6</p>	<p>The “PCA New Hire Orientation-Full Curriculum” page opens and shows all 10 parts to the PCA New Hire Orientation.</p> <p>After you finish the <i>Intro</i>, the <i>Module 1</i> becomes available and so on.</p>	

<p>7</p> <p>Click on “Enroll”, then click on “Start” to open each module.</p> <p>As you complete modules, the “Enroll” button changes to “Completed”.</p>	 <p>The screenshot shows a list of course modules. Module 3, part 2 is marked as 'Completed'. Module 4, part 1 has a 'Start' button. Module 4, part 2 is locked. Module 4, part 2 has an 'Enroll' button.</p>
<p>Click on “Start” to open the module.</p>	 <p>The screenshot shows the course page for 'Module 4: Workers' Rights Part 1'. A yellow arrow points to the 'Start' button in the course content list.</p>

<p>8</p>	<p>This is the first slide of the first part of the PCA New Hire Orientation course.</p>	
<p>9</p>	<p>The closed caption button (A) is located on the left of side of the navigation bar.</p>	
<p>10</p>	<p>The play/pause button (B) is to the right of the closed caption (A) button on the navigation bar.</p>	
<p>11</p>	<p>Click the "Next" arrow (C) after the audio has stopped to advance through the course.</p>	

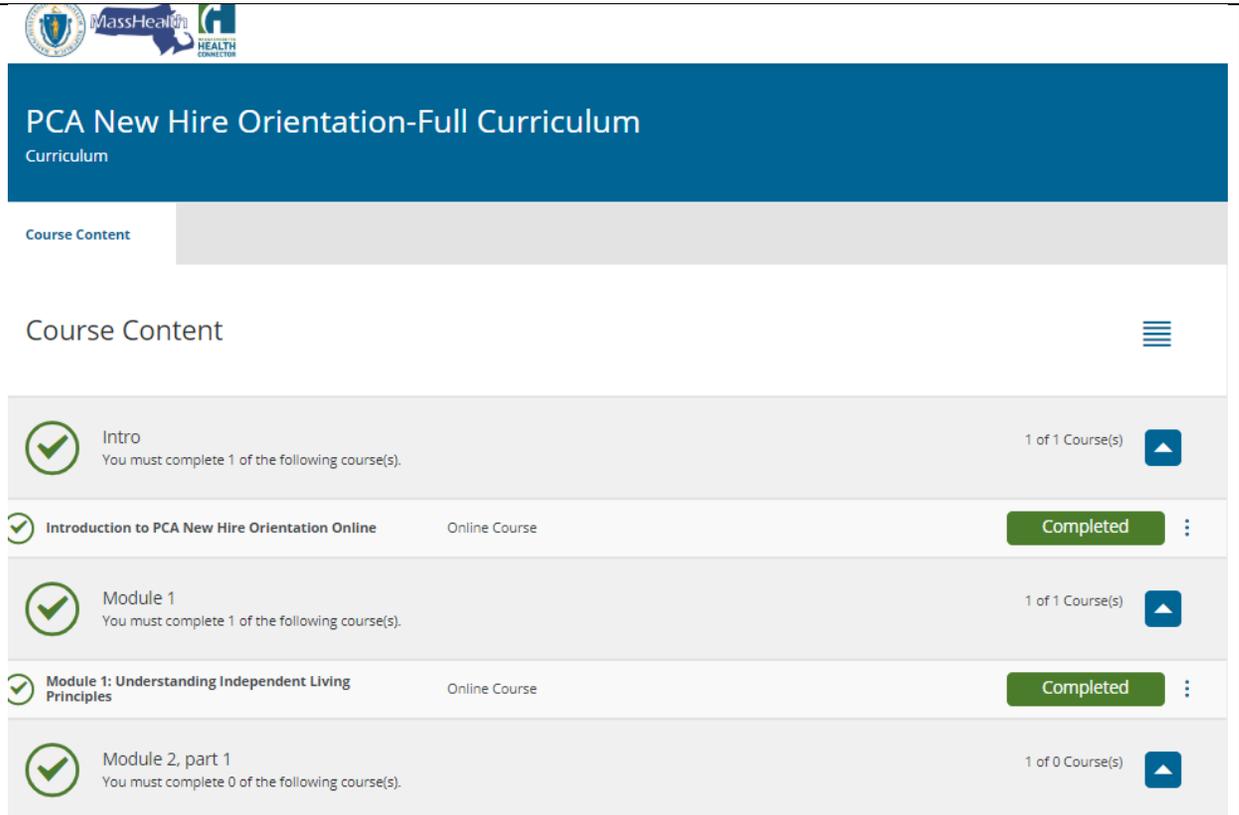
12

If you leave the course, you should resume where you left off (click “Resume”) otherwise, you start from the beginning without the ability to fast forward through the material you have already finished in the module.



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The PCA New Hire Orientation has 10 parts, as you complete them, they inform you of which are completed.



MassHealth HEALTH CONNECTOR

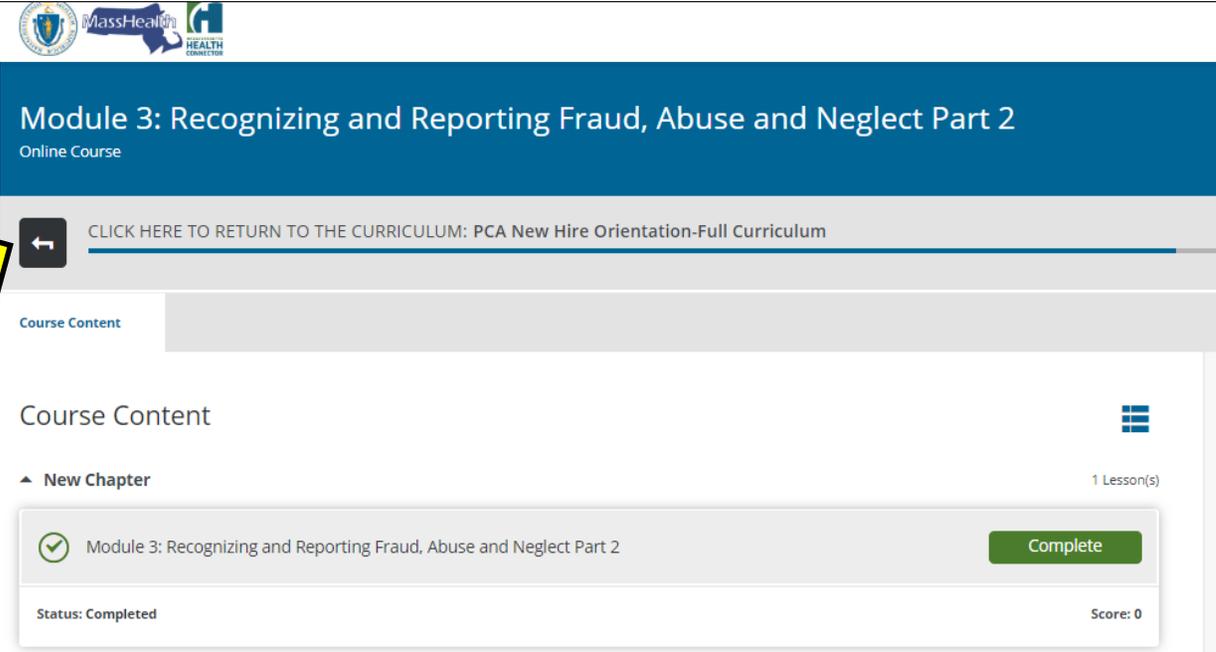
PCA New Hire Orientation-Full Curriculum

Curriculum

Course Content

Course Content

-  Intro
You must complete 1 of the following course(s). 1 of 1 Course(s) 
-  Introduction to PCA New Hire Orientation Online Online Course **Completed** 
-  Module 1
You must complete 1 of the following course(s). 1 of 1 Course(s) 
-  Module 1: Understanding Independent Living Principles Online Course **Completed** 
-  Module 2, part 1
You must complete 0 of the following course(s). 1 of 0 Course(s) 

<p>14</p>	<p>When you complete a part and cancel out of it, the system brings you to a screen that looks like this, click on the black cube with the arrow in it to get to the list of parts to begin the next one.</p>	 <p>Module 3: Recognizing and Reporting Fraud, Abuse and Neglect Part 2 Online Course</p> <p>CLICK HERE TO RETURN TO THE CURRICULUM: PCA New Hire Orientation-Full Curriculum</p> <p>Course Content</p> <p>Course Content</p> <p>▲ New Chapter 1 Lesson(s)</p> <p>✓ Module 3: Recognizing and Reporting Fraud, Abuse and Neglect Part 2 Complete</p> <p>Status: Completed Score: 0</p>
<p>15</p>		<p>Questions? Go to the FAQs on the PCA New Hire Orientation by visiting www.mass.gov/pca</p>