New User Training Process

Unless otherwise requested, HMIS New User training will be conducted using ICA's Learning Management System (LMS). The online training will cover HMIS security and Policy and Procedures, HMIS user agreements, HMIS HomePage Dashboard overview, and HMIS intake forms.

Most LMS training videos are less than 20 minutes and can be completed whenever it works best for the new user and includes a mini quiz at the end of the video. Upon completing the course videos, quizzes, and in-person (or virtual) training each new user will then be required to complete test cases in the HMIS training site. Once the user has completed the test cases and the HMIS system administrator has confirmed they were entered correctly, the new user will then be set up on the HMIS live site.

New User Training Request Process

1. The new user(s) will be signed up for HMIS New User Training using the HMIS Training Request Form found on the SC ICA website at https://icalliances.org/south-carolina. This form must be completed by the new user's Project Director/Supervisor and must include all projects that person will need access to.
2. The new user(s) will be setup on ICA's online training tool within two (2) business days after receiving the request.
3. The new user will complete the following portions of the HMIS New User Training within three (3) business days of getting setup with the online training tool:
   a. HMIS Security and Privacy
   b. South Carolina HMIS Policy & Procedures
   c. HMIS User Agreement Paperwork (online form that is automatically sent to ICA)
   d. Client Entry Form

   Emails are sent to the user letting them know to expect an automated email from the LMS that will allow them to begin the training. The three business days begin the date the email is sent.
4. Once the online training tool portion of the training is complete and ICA has received the signed User Agreements, ICA will schedule an in-person or virtual training (available for staff that are outside of Charleston) that will cover the HMIS workflow(s) the user will be working with on the HMIS live site. An email scheduling the training will be sent within two (2) business days after receiving the signed forms and will be provided.
5. The HMIS new user(s) will attend the in-person or virtual training and will be provided HMIS test cases to complete immediately following the training.
6. The HMIS new user will have three (3) business days to complete the HMIS test cases and submit the client id numbers to the HMIS Help Desk so they can be reviewed.
7. ICA will review the test cases and provide feedback on any needed corrections within two (2) business days. If corrections are needed, the new user will have two (2) business days to complete the corrections and re-submit their client id numbers.
8. Once the user has successfully completed the test cases they will be setup on the live site. Training should be completed within two (2) weeks of ICA receiving the initial HMIS Training

Request Form, though three weeks may be needed if there are scheduling conflicts when scheduling the in-person/virtual training.

If the user is unable to complete any portion of the training during the required timeframes listed above, they are to contact the HMIS Help Desk and ask for an extension. If no requests are received, the user will be removed from the LMS and the HMIS training site and a new HMIS New User Training request form will need to be filled out for them to begin the training again. Upon unsuccessful completion of the user's second attempt, they will be ineligible for HMIS access for six (6 months).

For more information on the new training process or the LMS, please email the HMIS Help Desk at hmis@one80place.org.