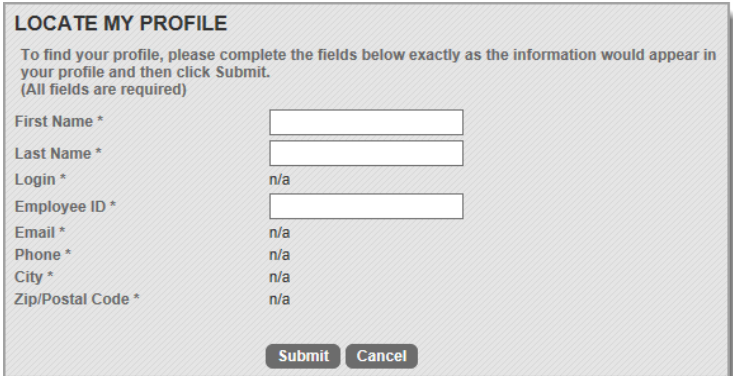# CareCentrix Learning Center Job Aid

Introduction

This job aid will provide you with instructions to complete the Provider Education courses in the CareCentrix Learning Center.

Step 1: Log into the Learning Center

Please follow the steps below to log into the Learning Center:

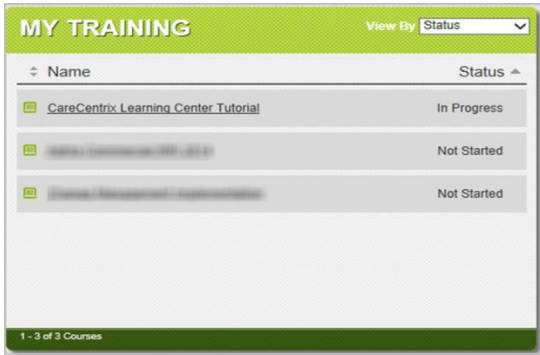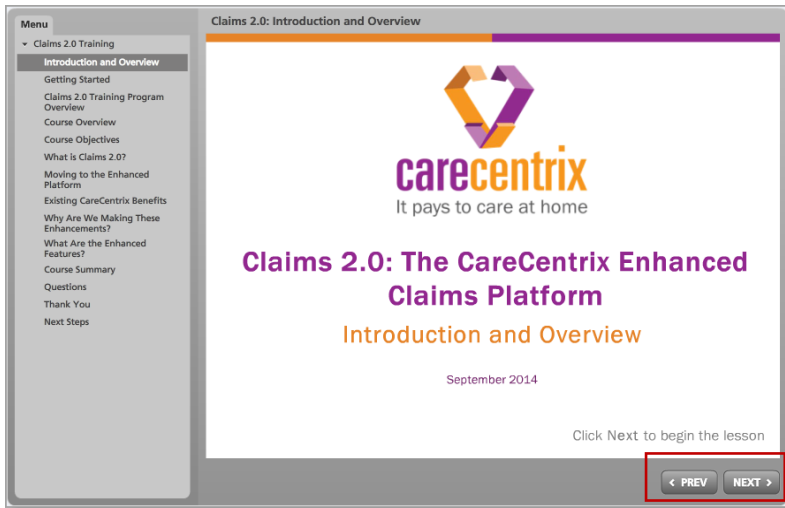| STEP	ACTION
1.	Enter https://carecentrix-greenlight.silkroad.com/olenet/student/default.aspx in the internet browser address line.
2.	Enter your **Provider Portal email address** in the Username field.
3.	• If this is the first time you are logging in, your password is *password* (lowercase). • Click the **Enter** button. You will be prompted to change your password the first time you log in.

STEP	ACTION
	If you do not remember your password

Click the **Forgot Your Password?** link. The Locate My Profile screen displays.

Type your *First name*, *Last name*, and *Employee ID* (Provider Portal email address) in each field. The instructions to reset your password will be emailed to you. If you do not receive an email, call or email your Coordinator.

 |

STOP **If you are unable to login successfully or cannot reset your password, contact your CareCentrix Coordinator at their direct extension.**

Step 2: Complete the Course

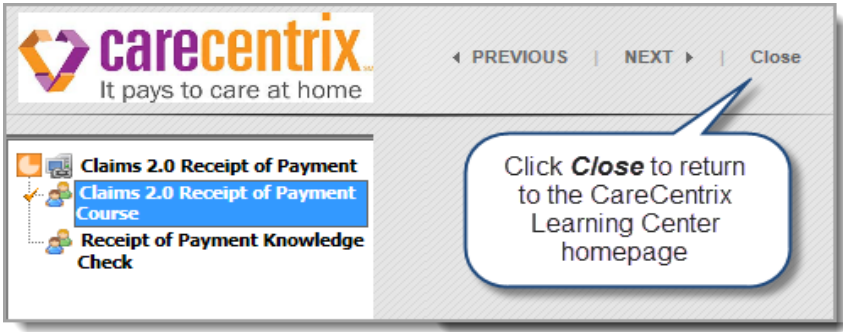Please follow the steps below to complete the course.

STEP	ACTION
1.	You will see a listing of each course you are required to complete on your My Training when you sign in. From **My Training**, click the title link for the **Claims 2.0 Introduction & Overview course**. The course will open in a new window. Note: You will access each course from the My Training page when you are ready to complete it.
2.	Complete the course as directed by clicking the "Next" button to advance through the course. Click the "Previous" button to view the previous screen.

STEP	ACTION
3.	A green checkmark will display next to the course name when the course is completed. You must view all screens in the course to achieve a completion.
4.	A short knowledge check is available with some courses. You can complete the knowledge check to verify your understanding of the information reviewed in the course. Note: The knowledge check is not scored.

Step 3: Exit the Course

Please follow the steps below to exit the course.

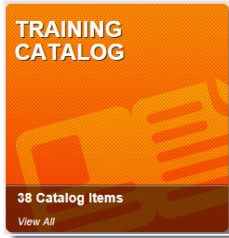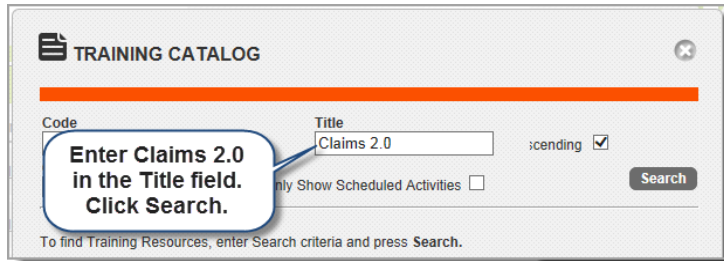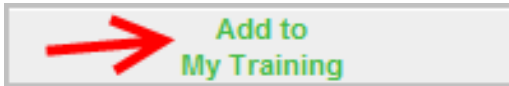| STEP	ACTION
1.	Click the *Close* tab to close the course window.

STEP	ACTION
2.	Click the *Close* link in the CareCentrix Learning Center course page to exit the course.
3.	Click the *Logout* link on the CareCentrix Learning Center homepage to log out.

For password reset, account creation, or other course completion concerns, please contact your CareCentrix Coordinator at their direct extension.

Enroll in a Course

If your courses do not display on your page, you can enroll in them using the training catalog. You can enroll in a course when:

- The course does not display on your MY TRAINING page.
- After you complete a course and would like to retake it. **Note: After you complete a course, it will no longer display on your MY TRAINING page.** You will have to enroll in the course using the course catalog.

STEP	ACTION
1.	Click on the **Training Catalog** icon to access the course listing.
2.	In the Title field, enter Claims 2.0. Click the **Search** button. A list of courses matching the search criteria will display.
3.	Click **Add to My Training** next to each compliance course. The course will now be loaded to your **My Training**.
4.	Once enrollment completed, the courses will display on your MY TRAINING page.

Note: If your training courses are already loaded on your MY TRAINING page, enrollment is not necessary.