



Texas Department of  
**Family and Protective Services**

# Caregiver Training Hub Job Aid

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Version 1.00

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## **Section 1. Overview**

### **1.1 Purpose**

The purpose of this job aid is to provide the instructions and the steps for Caregivers to login to the Caregiver Training Hub and access the course(s) they are required to complete.

Caregivers will be able to login to the Caregiver Training Hub after their Provider has added them as a Caregiver in the Provider Portal.

### **1.2 Scope**

This **Caregiver Training Hub Job Aid** provides the instructions and the steps for Caregivers to login to the Caregiver Training Hub and access required course(s). This job aid does not cover the steps that users will take when actually taking a course and progressing through a training course.



## Section 2. Login

### 2.1 Creating an Account and Signing In

If users have not yet created an account, they will need to first click on **Sign up now** to complete the account creation process. After the account is created, then caregivers can login using their **Username** and **Password**.

#### Steps to Create an Account and Sign In

1. Go to the Caregiver Training Hub site:  
<https://traininghub.dfps.texas.gov/>
2. The **Sign in** page will display. If you have an account, enter your **Username** and **Password** and click **Sign in**.

**Note:** During subsequent login attempts (after a user has already created their account), users are prompted to request and enter a verification code.

Sign in with your username

Username

Password

[Forgot your password?](#)

**Sign in**

[Don't have an account? Sign up now](#)

3. If you do not have an account, click **Sign up now**.
4. Enter your **Username**, enter your **Password**, reenter your **Password**, and enter your **Unique Email Address**.

**IMPORTANT:** *In order to receive the verification code (see below), the email address you enter must be unique to you, and not shared, for example, with other household members or other staff members. If you do not provide a unique email address during sign-up, you will not be able to complete the course registration and will have to contact the help mail box to correct the email address to a unique address before course*



registration can be completed. It is ***highly recommended*** that you use a personal email address (example: Jane.Doe@gmail.com) rather than a company email address (example: Jane.Doe@xyzcompany.com), in case you change providers or work for multiple providers.

A screenshot of a mobile registration form. At the top left is a back arrow and the text 'Cancel'. In the center is a 3D cube icon. Below the icon are four text input fields: 'Username', 'New Password', 'Confirm New Password', and 'Unique Email Address'. Below these fields is a blue button labeled 'Send verification code'. Further down are three more text input fields: 'Display Name', 'Legal First Name', and 'Legal Last Name'. At the bottom is a large blue button labeled 'Create'.



5. Click the **Send Verification Code** button, then you will receive the verification message stating “Verification code has been sent to your inbox. Please copy it to the input box below.”

Verification code has been sent to your inbox. Please copy it to the input box below.

testacct@hotmail.com

Verification Code

Verify code Send new code

6. Enter the **Verification Code** and click **Verify code**. This will authenticate you as a unique, valid user.  
**Note:** If you need a new verification code sent, click **Send new code**.
7. Enter remaining information (such as Name information) and click **Create**.
8. After you click **Create**, you will be prompted to request and enter a second verification code and click **Continue**. After entering the verification code, you will be navigated to your profile page in the Caregiver Training Hub.

## 2.2 Completing Profile Information / Course Registration

When you sign in to the Caregiver Training Hub for the first time, you need to complete your **Profile** information. Some of the field values will be pre-populated, based on information already provided during the account creation process.

### Steps to Complete the Profile Information / Course Registration

1. Enter (or modify) the field values, as necessary.
  - a. Legal First Name
  - b. Legal Last Name
  - c. Email Address
  - d. Email Display
  - e. Legal Middle Name  
**Note:** Expand the **Additional names** section.
  - f. Job Role Type



g. Job Role

**Note:** You can click the dropdown and type the first letter of your job role to quickly find it in the dropdown. For example, if your job role is Social Worker, type S. Select the job role aka title that best fits if you can't find an exact match.

h. Do you Administer Psychotropic Drugs?

i. SSN/ITIN

j. Date of Birth

k. Mobile Number

The screenshot shows the 'Edit profile' page for a user named 'Test Account1R'. The page is divided into several sections:

- Profile:** Includes fields for Legal First Name (Test), Legal Last Name (Account1R), Email Address (testaccount1r@dfps.texas.gov), and Email Display (Allow only other course members to see my email address).
- Additional names:** Includes a field for Legal Middle Name.
- Course Registration:** Includes fields for Job Role Type (Caregiver), Job Role (Foster Parent), Do You Administer Psychotropic Drugs? (Yes), SSN/ITIN (222-22-2222), Date Of Birth (7, December, 2021), and Mobile Number (222-222-2222).

Required fields are indicated by a red exclamation mark icon. A 'Collapse all' link is visible in the top right corner of the profile section. At the bottom of the form are 'Save' and 'Cancel' buttons.

**Note:** Required fields are indicated with an exclamation mark in a red circle:

**Note:** You can expand all sections by clicking on the **Expand all** link (top right corner).



2. Click **Save**.

**Note:** You must complete and save this information prior to proceeding.

3. After you click **Save**, you will be taken to the Caregiver Training Hub if your Provider has entered you as a Caregiver in the Provider Portal.

**Note:** If you receive the message below, contact your Provider or the person who asked you to go to the Caregiver Training Hub and ask them to enter you as a Caregiver in the Provider Portal. If they state you are in the Provider Portal, then validate that your SSN/ITIN entry in the Provider Portal and Caregiver Training Hub match. Read the below message for next steps if SSN/ITIN does not match.

Walled Garden

You are seeing this page because something went wrong during your registration or enrollment

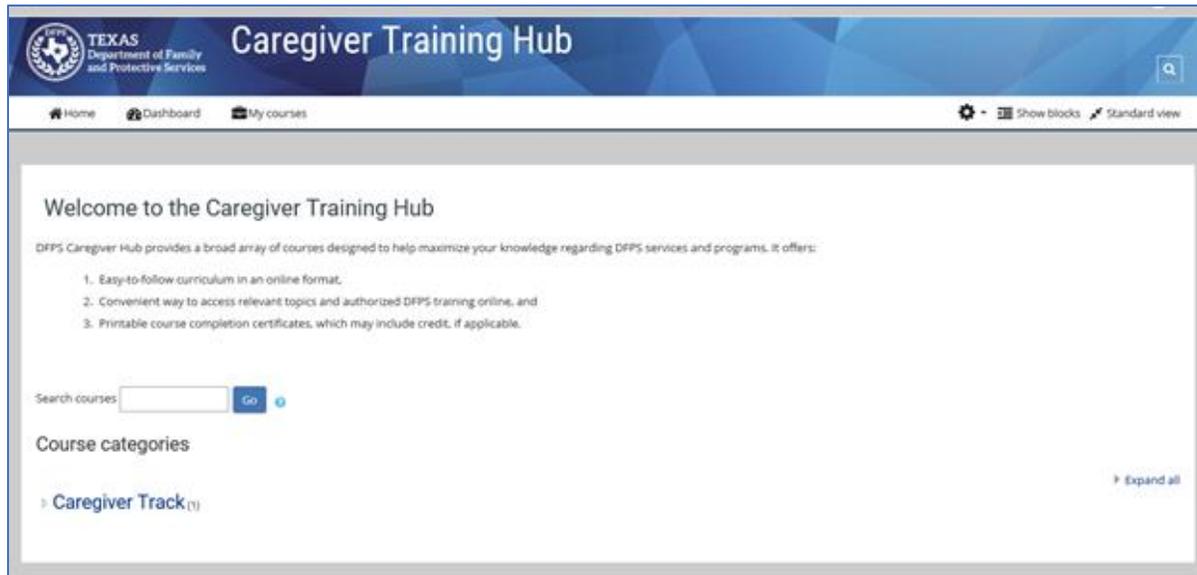
Your enrollment was not successful. The likely reason for this error message is, you are either not designated as a Caregiver in the Provider Portal system or your SSN/ITIN does not match your Provider Portal record. DFPS Employees Only: Please check with your supervisor to ensure they have entered you as a Caregiver in the Provider Portal before completing your registration. If the issue is an SSN/ITIN mismatch, please call the DFPS Help Desk. Non-DFPS Employees: Please check with your Provider to ensure they have entered you as a Caregiver in the Provider Portal before completing your registration. If the issue is an SSN/ITIN mismatch, please email [DFPSCaregiverTraining@dfps.texas.gov](mailto:DFPSCaregiverTraining@dfps.texas.gov) to report the issue.

Error: No records were found in the Salesforce with the given user id: 381

## Section 3. Caregiver Training Hub

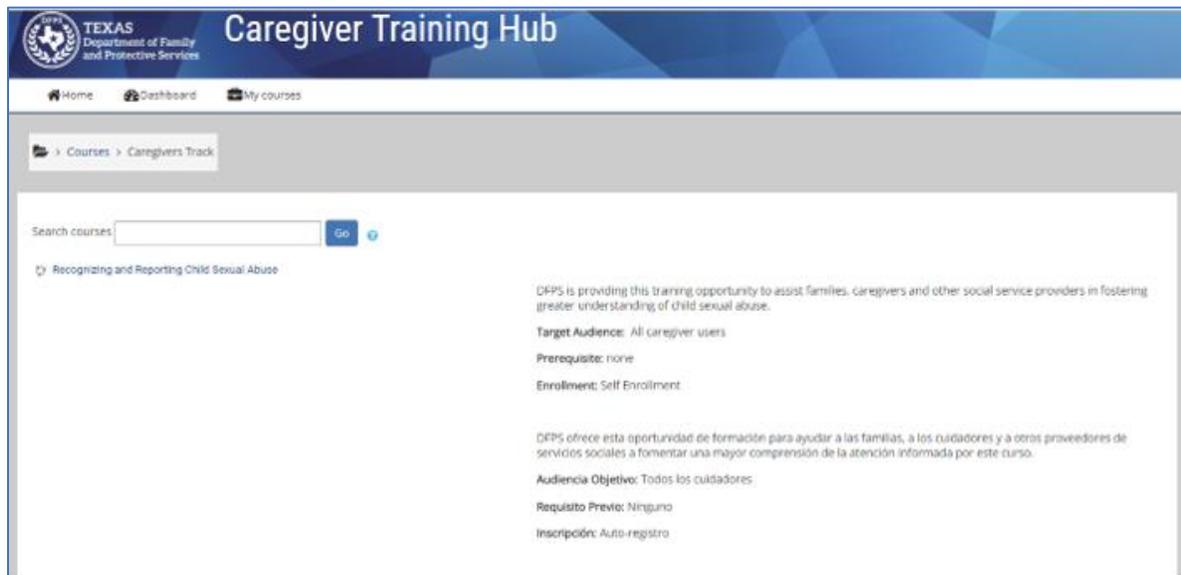
### 3.1 Accessing Courses on the Caregiver Training Hub

When you first login to the Caregiver Training Hub, you will see a Welcome message and basic information about the courses provided.



#### Steps to Access Courses on the Caregiver Training Hub

1. Click on **Caregivers Track**.
2. Course(s) in the Caregivers Track will display (currently, **Recognizing and Reporting Child Sexual Abuse**).



3. Read the information about the course (provided in English and Spanish).



4. When you are ready to take the course, click on the course link.

**Note:** The individual must take *Recognizing and Reporting Child Sexual Abuse* training prior to starting as a Caregiver who provides direct care to a child/youth in care. If the individual has previously taken the training, the Caregiver must retake the training in the Caregiver Training Hub by the annual due date or by January 31, 2022 at 11:59 PM, whichever is sooner.

**Note:** February 1, 2022 and after, the individual must take *Recognizing and Reporting Child Sexual Abuse* training in the Training Hub prior to starting as a Caregiver who provides direct care to a child/youth in care.

### 3.2 Steps for Course Completion

After you click on the course link to open the course, the course will open and display information about course completion.

#### Steps for Course Completion

1. View the entire course.
2. Complete and pass the Knowledge Assessment with a score of 70% or higher.
3. Select the certificate link and save and print Certificate to keep for your records.

Recognizing and Reporting Child Sexual Abuse



**Please Read:** Only complete the English or Spanish version not both. Please note that it can take up to 1 hour for credit to appear in the Provider Portal.

**Steps for Course Completion:**

1. View the entire CBT
2. Complete and pass the Knowledge Assessment with a score of **70% or higher**
3. Select the **Certificate** link and save and print **Certificate**

**Reconocer y Denunciar el Abuso Sexual Infantil**

**Pasos para la finalización:**

1. Ver módulo del curso
2. Pasar el examen del curso con **70% or más**
3. Imprimir **certificado** del curso



The bottom portion of the screen will display the **Course Module**, **Knowledge Assessment**, and **Certificate** information in English and Spanish.

When you are ready to take the course, click on the link for the course under **Course Module**. After you have completed the Course Module, the Knowledge Assessment will become available (the checkbox will not display until you have finished either the English or Spanish version and it will remain grayed out until you have completed the Course Module). Likewise, after you complete the Knowledge Assessment, the Certificate will become available.

<b>Course Module</b>		
	Recognizing and Reporting Child Sexual Abuse Module	<input checked="" type="checkbox"/>
	1 attempted	
<b>Módulo del curso</b>		
	Reconocer y Denunciar el Abuso Sexual Infantil	<input checked="" type="checkbox"/>
	0 attempted	
<b>Knowledge Assessment</b>		
	Recognizing and Reporting Child Sexual Abuse Knowledge Assessment	<input checked="" type="checkbox"/>
	0 attempted	
	Not available unless: The activity <b>Recognizing and Reporting Child Sexual Abuse Module</b> is marked complete	
<b>Evaluación del conocimiento</b>		
	Reconocer y Denunciar el Abuso Sexual Infantil Evaluación del conocimiento	<input checked="" type="checkbox"/>
	0 attempted	
	Not available unless: The activity <b>Reconocer y Denunciar el Abuso Sexual Infantil</b> is marked complete	
<b>Certificate/Certificado</b>		
<b>Please Read:</b> It can take up to 1 hour for credit to appear in the Provider Portal.		
	Recognizing and Reporting Child Sexual Abuse Certificate/Certificado	<input type="checkbox"/>
	Not available unless any of:	
	<ul style="list-style-type: none"> <li>The activity <b>Recognizing and Reporting Child Sexual Abuse Knowledge Assessment</b> is complete and passed</li> <li>The activity <b>Reconocer y Denunciar el Abuso Sexual Infantil Evaluación del conocimiento</b> is complete and passed</li> </ul>	



## Section 4. Revision History

Version			
1.00	12/28/2021	DFPS	Final