

How to Access and Register for Training in SkillPort

SkillPort is the Learning Management System (LMS) for NCTracks. State users can utilize SkillPort to register for Instructor Led Training (ILT), whether they plan to attend in person or remotely (via WebEx). SkillPort is also used to take eLearning, Computer-Based Training (CBT) courses. State users can access SkillPort using a link on the current NCTracks website. Please **print a copy of this article to reference as a guide** before proceeding to the NCTracks site.

An NCID is required to access SkillPort. If you do not already have an NCID, navigate to the NCID website at <https://ncid.nc.gov> and register. For more information, view the “How to Obtain an NCID” Took Kit at http://ncmmis.ncdhhs.gov/files/updates/NCTRACKS_Tool_Kit_NCID.pdf.

The following are step-by-step instructions for accessing and registering for training using SkillPort:

ACCESSING SKILLPORT FOR THE FIRST TIME

1. Navigate to the NCTracks website at <https://www.nctracks.nc.gov>.
 - a. Ensure that your internet browser settings will allow pop-ups.
 - b. Click on the **Operations** link in the upper-left corner.

The screenshot shows the NCTracks website homepage. At the top, there is a navigation menu with links for Home, Providers, Recipients, and Operations. The 'Operations' link is circled in red. Below the navigation menu, the 'Home' section contains a welcome message and links for Providers and Recipients. A 'STATE and FISCAL AGENT Staff' link is also present. Below the 'Home' section, there are four featured sections: 'Provider User Guides and Training', 'Getting Started', 'Providers', and 'Recipients'. Each section includes a brief description and a 'read on' link.

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- c. Then click on the “NCTracks Operations Portal Secure Login” link in the upper-left corner.

https://www.nctracks.nc.gov/content/public/operations.html

Home Providers Recipients **Operations**

Home > Operations

State and Fiscal Agent Operations Users

The NCTracks Operations Portal is for State and Fiscal Agent users. The Portal provides secure access to provider and recipient information needed in the operation and maintenance of NCTracks. State and Fiscal Agent users can log into the NCTracks Operations Portal by clicking on the green lock on the left side of this page.

ShareNET is the file sharing and information repository for the State and Fiscal Agent users. ShareNET also houses the File Maintenance Request System and the CSR Tracking System. State and Fiscal Agent users can log into ShareNET by clicking on the ShareNET logo on the right side of this page. Authorized State and Fiscal Agent users can also access ShareNET from within the NCTracks Operations Portal.

Reminder: The username format for ShareNET is ncmms\username

Access to the NCTracks Operations Portal requires an active [NCID](#) and approved authorization. Access to ShareNET requires an NCMMS ID. State and Fiscal Agent users should see their Security Officer to obtain IDs and approved authorization to access the NCTracks Operations Portal and ShareNET. Access to the NCTracks Operations Portal and ShareNET is managed separately -- some users may have access to ShareNET and not the NCTracks Operations Portal.

ShareNET Login

Account Management

- [New User/Change Password](#)
- [Forgot my Password](#)
- [Unlock my Account](#)
- [Account Troubleshooting](#)

Troubleshooting

If you are not able to log into ShareNET, please use the Troubleshooting link or one of the Account Management links above.

Note: The Account Lockout is 30 minutes in length.

[About](#) [Legal](#) [Privacy](#) [Accessibility](#) [Contact Us](#) [Site Map](#) [System Requirements](#) [Report Fraud](#)

MMIS
North Carolina Department of Health and Human Services
Powered By
CSC TRANSCEND

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- From here you will be taken to the NCTracks Secure Login page. Key in your NCID and password.

The screenshot shows a web browser window with the URL <https://www.nctracks.nc.gov/ncmmisPortal/loginAction?flow=OP>. The page features the NCTracks logo and a language selector for English and Spanish. The main content area is titled "Operations Portal Login" and includes a disclaimer: "The NCTracks Web Portal contains information that is private and confidential. Only users of legal age or with parental consent authorized by the North Carolina Medicaid Management Information Systems (NC MMIS) may utilize or access NCTracks Web Portal for approved purposes. Any unauthorized use, inappropriate use, or disclosure of this system or any information contained therein is prohibited and may result in revocation of access and/or legal action. If you are not an authorized individual, this private and confidential information is not intended for you. If you are not authorized to access this content, please click 'Cancel'." Below this, it states: "NC MMIS retains the right to monitor, record, distribute, or review any user's electronic activity, files, data, or messages. Any evidence of illegal or actionable activity may be disclosed to law enforcement officials. By continuing, you agree that you are authorized to access confidential eligibility, enrollment and other health insurance coverage information. Please read more in our [Legal](#) and [Privacy Policy](#) pages." A section titled "Your Account" lists requirements: "All users are required to have an [NCID](#) to log in to secure areas." and "Passwords are case-sensitive. Please ensure your Caps Lock key is off." The login form contains two input fields: "User ID (NCID):" and "Password:". Below the "User ID" field is a link for "Forgot Login", and below the "Password" field is a link for "Forgot Password". At the bottom of the form are buttons for "Log In", "Clear", and "Cancel". The footer contains navigation links: "About", "Legal", "Privacy", "Accessibility", "Contact Us", "System Requirements", and "Browser Support". It also features logos for "MMIS", "HHS" (North Carolina Department of Health and Human Services), and "CSC Transcend".

- If you have forgotten your password, navigate to the NCID website at <https://ncid.nc.gov> and answer the security questions to retrieve/reset your password.

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- Successful entry of your NCID and password will place you on the NCTracks Secure Operations Portal home page. From here select *Learning Management System* from the “Other” drop-down menu in the upper, mid-section of the screen.

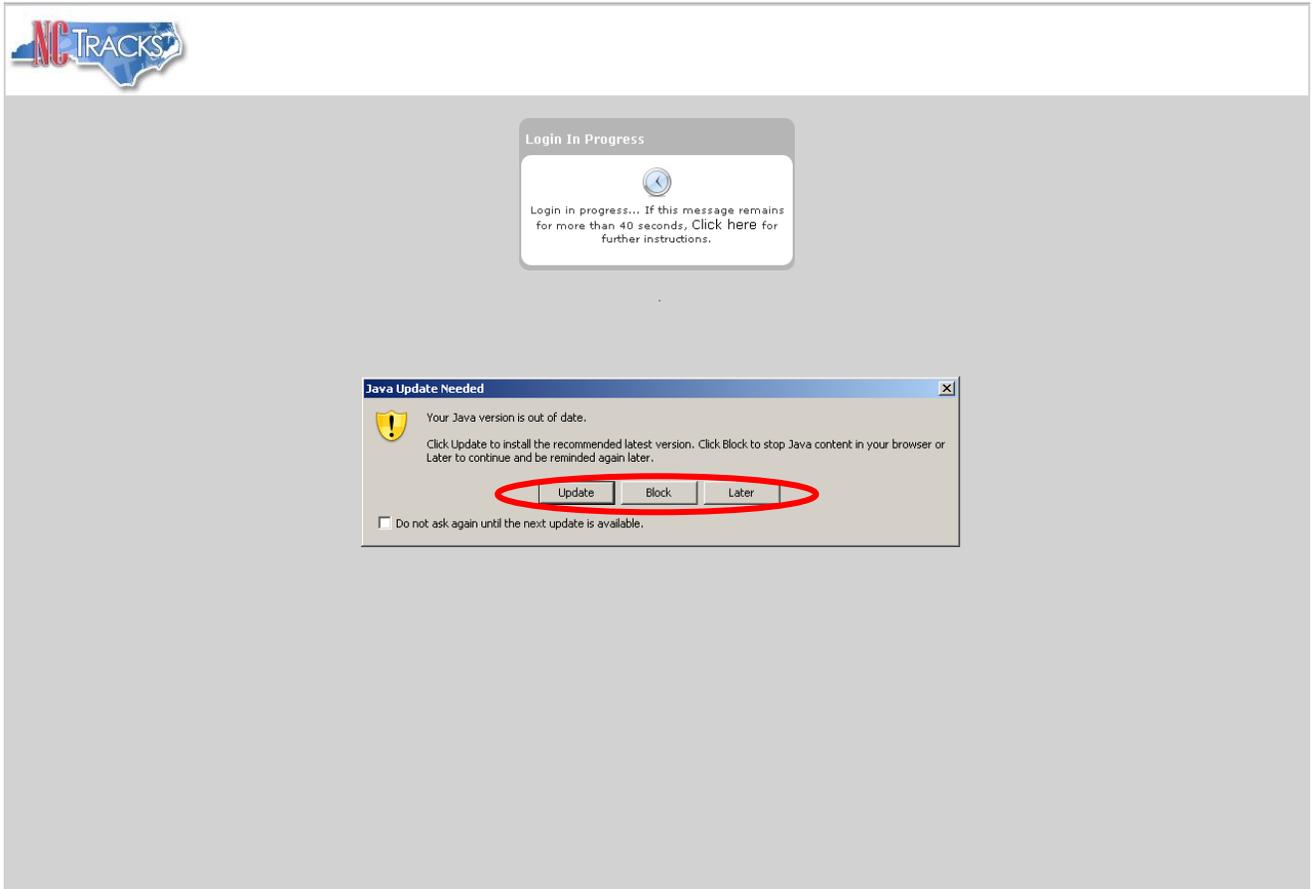
The screenshot shows the NCTracks Operations Portal. At the top, there is a navigation bar with tabs for 'Operations', 'Claims', 'Financial', 'Provider', 'Recipient', 'Reference', 'Prior Approval', 'TPL', 'Other', and 'Admin'. The 'Other' tab is currently selected, and a dropdown menu is open, listing options such as 'Report2Web', 'Provider Enrollment', 'Recipient Enrollment', 'Document Intake', 'Prior Approval Management', 'TPL Reclamation Billing', 'Finance Premium Billing', 'Call Center', 'Learning Management System', and 'Content Management'. The 'Learning Management System' option is highlighted in green. Below the navigation bar, the page title is 'Operations Portal'. There is a 'Home' link and a 'Subscription Preferences' link. The main content area features a 'General Announcements' section with a 'Stay on top of ICD-10' announcement. To the right, there is a 'Quick Links' section with several links. At the bottom, there is an 'Announcements' section with a date of 'Jul 16, 2013 12:00:00 AM' and attention to 'State Staff'. The footer contains various logos and links, including 'About', 'Legal', 'Privacy', 'Accessibility', 'Contact Us', 'System Requirements', 'Browser Support', and logos for MMIS, the North Carolina Department of Health and Human Services, and CSC Transcend.

- Next you will be prompted to run Java. You can either elect to “Run this time” or “Always run on this site”.

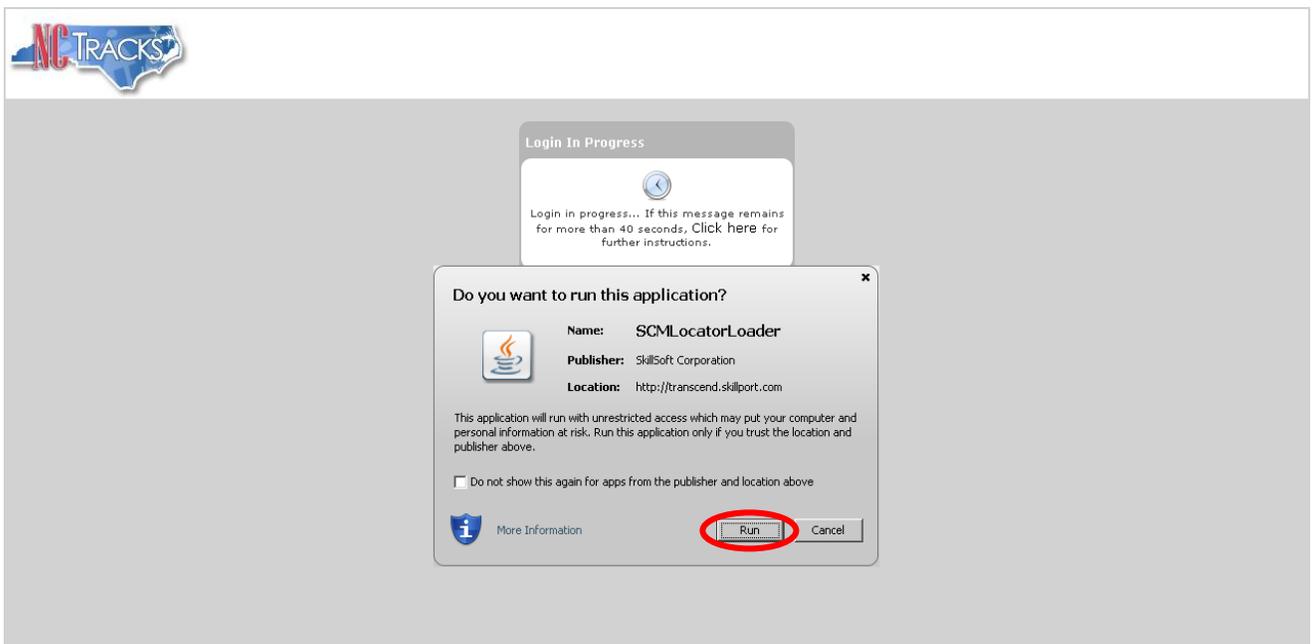
The screenshot shows a Java security warning dialog box. The dialog box is titled 'Login In Progress' and contains a circular arrow icon. The text reads: 'Login in progress... If this message remains for more than 40 seconds, Click here for further instructions.' The background shows the NCTracks logo and a search bar.

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- Once your selection is made, if your Java is out of date, you will be asked to choose “Update”, “Block”, or “Later”. *Update* or *Later* are the only options that can secure your access to SkillPort. Make a selection between these options.



- You will be asked “Do you want to run this application?” Select *Run*.



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8. You will be directed to the SkillPort home page.

Home

SEARCH & LEARN™ Search for Category Language English (All) Search

MY PLAN

MY PROGRESS

CATALOG

Instructor Led Training

Welcome to NC Department of Health and Human Services (DHHS)
NCTracks Training Center!

Urgent! Please complete the following prior to accessing training opportunities:

1. **Update your Profile** In order to receive credit for all training opportunities, you must update your Profile Page.
2. **Browser Test!** Ensure your system is properly configured to utilize Skillssoft products.
3. Disable your Pop-Up Blockers!

For support, please contact the CSC Call Center, 800-688-6696, or email nctracksprovider@nctracks.com.

News & Announcements:

Home

SEARCH & LEARN™ Search for Category Language English (All) Search

MY PLAN

MY PROGRESS

CATALOG

Instructor Led Training

My Profile

Update Your User Profile

Configure Language Settings

Select Player Skin

POWERED BY skillssoft

9. Select the “Update your Profile” link then “Update Your User Profile” to provide (or confirm) information for each of these required fields:

- a. First Name – Confirm your first name
- b. Last Name – Confirm your last name
- c. Email Address – Confirm your work email address
- d. User Role – Select one from the drop-down box (CSC Staff, Provider, State Employee, or LME)
- e. NPI or Atypical ID – This entry field will only be applicable to Providers. All other users should leave this field blank.

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- f. Provider Type – This entry field will only be applicable to Providers. State users should select “Not Applicable.”
- g. DHHS Division – Select one from the drop-down box (DMA, DMH DD SAS, DPH, ORHCC, OMMISS, Other, DMH–LME, LME, CDSA, CDSA-LME, DPH-CDSA, DHHS-Controller, or Not Applicable).

Update Your User Profile

First Name

Last Name

Email Address

*** User Role**

NPI or Atypical ID - Mandatory if you are a Provider

*** Provider Type**

*** DHHS Division - Member - affiliated with - or most often billed**

10. Once you have entered (or confirmed) all of the required fields in your Profile, click on the “Update Profile” button. Any changes you make will take effect the next time you log into SkillPort.

11. You will see a confirmation message indicating the successful update of your profile.

SEARCH & LEARN™ Search for Category Language

MY PLAN [Update Your User Profile](#)

MY PROGRESS [Configure Language Settings](#)

CATALOG [Select Player Skin](#)

Success! Changes will take effect on your next login.

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ENROLLING IN COMPUTER-BASED TRAINING

- From here, select “Catalog” from the left side of the screen to bring up the catalog of courses currently available. Click on the plus sign (+) next to the **State Operations Training** Folder. SkillPort will display folders for Self-Paced eLearning (Computer-Based Training), Instructor Led Training (ILT): On-Site, ILT Remote via WebEx, Participant User Guides (PUG), Job Aids, Provider Training, and Pre-Go Live ILT Webinar Recordings. Some folders contain sub-categories based on the course topic.
- Click on the plus sign (+) next to “Self-Paced eLearning” to display the list of available Computer-Based Training courses. The General folder is a sub-category of the eLearning folder. Within it, the “NTracks Overview Operations Portal” eLearning course should be completed prior to any other NTracks training.



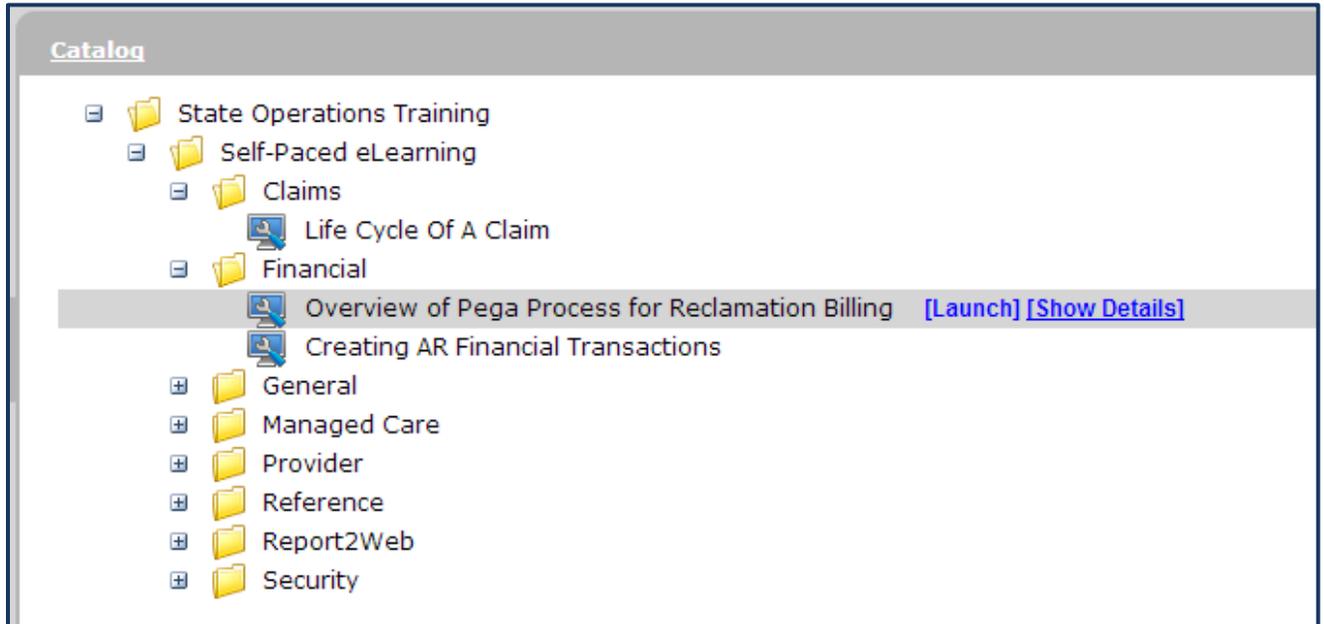
Home

The screenshot displays the SkillPort interface. At the top, there is a search bar with the text "SEARCH & LEARN" and a search button. Below the search bar, there are dropdown menus for "Category" (set to "All") and "Language" (set to "English (All)"). The main content area is titled "Catalog" and shows a tree view of training folders. The left sidebar contains navigation options: "MY PLAN", "MY PROGRESS", "CATALOG", and "Instructor Led Training". The tree view shows the following structure:

- State Operations Training
 - Self-Paced eLearning
 - Call Center
 - Claims
 - Financial
 - General
 - NTracks and Taxonomy
 - Basic_Medicaid_Overview
 - NTracks Overview Provider Portal for FA/State
 - NTracks_Overview_Recipient_Portal
 - NTracks_Overview_Operations_Portal [\[Launch\]](#) [\[Show Details\]](#)
 - On_Request_Financial_Letters
 - HealthCheck
 - Magnolia Content Management System
 - Managed Care
 - Pend Resolution
 - Prior Approval
 - Provider
 - Recipient
 - Reference
 - Report2Web
 - Security
 - Third Party Liability
 - Instructor Led Training (ILT): On-Site
 - Syllabi
 - Call Center
 - Claims
 - HealthCheck
 - Managed Care
 - Prior Approval
 - Provider Approval/Denial
 - Recipient
 - Reference
 - Third Party Liability

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14. To take a Self-Paced eLearning course, click on the plus sign (+) next to the appropriate folder, select a course subject (such as General), place your cursor over the course title and click on the word “Launch” that appears beside it. Once the content loads, your course will begin. If you need to stop prior to completing the course, SkillPort will remember where you left off and you can resume taking the course at a later time.



15. Each eLearning course includes questions upon completion to test your understanding of the content presented. A course may be taken more than once.

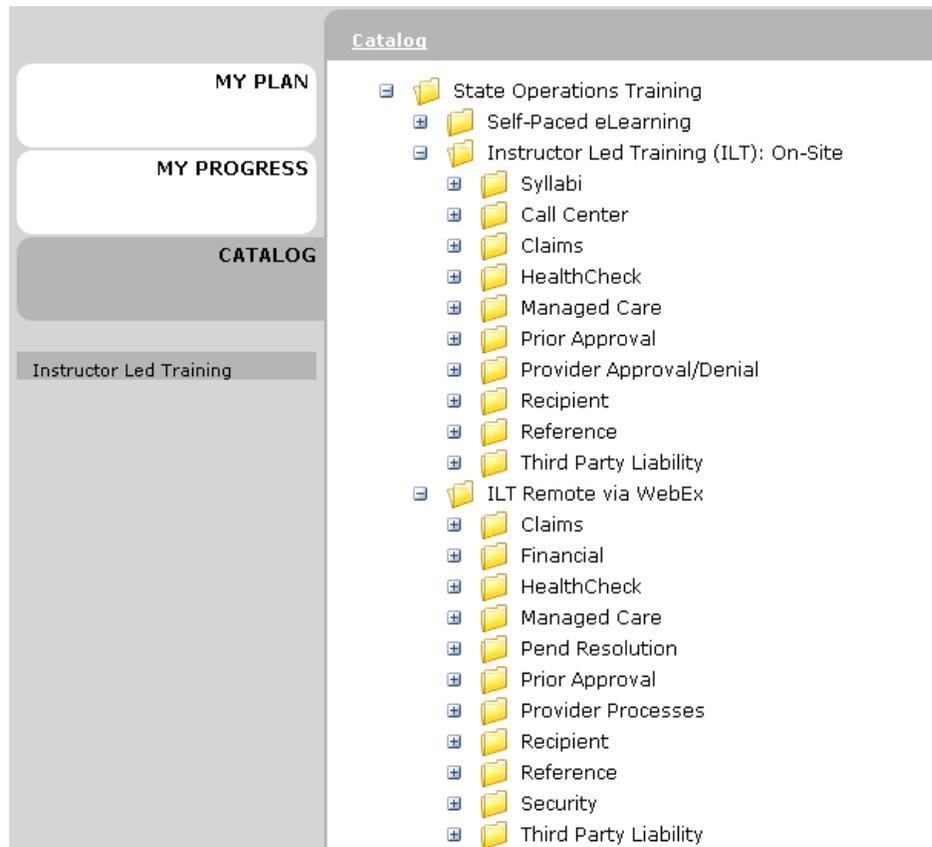
However, a passing score of 80% or higher is required to receive credit for the course.

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ENROLLING IN INSTRUCTOR LED TRAINING

16. Instructor Led Training (ILT) for State Users and CSC Staff will be held at 2610 Wycliff Road. Instructor Led Training can be attended on-site or remotely via WebEx.

17. To register for on-site Instructor Led Training, click on the plus sign (+) next to “Instructor Led Training (ILT): On-Site” or “ILT Remote via WebEx” to display the list of available Instructor Led Training courses.



18. Instructor Led Training courses are listed according to:

- a. Subject – the topic related to the course being offered (such as Prior Approval)
- b. Date(s) and Time(s) – the date(s) and time(s) the course is being offered
- c. Location – the room where the course is being offered

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19. Register for the appropriate Instructor Led Training course(s) based on the course subject, date(s)/time(s), and location where you want to take the training. There are limits to the number of participants who can attend training at each location, both on-site and remotely via WebEx. The courses listed under “ILT Remote via WebEx” are the same exact sessions offered under “Instructor Led Training (ILT): On-Site”. WebEx participants will also be able to ask the Instructor questions as if they are on-site. If you plan to attend remotely, it is important to register in the course(s) listed under “ILT Remote via WebEx” so that there will be an accurate count of the number of participants using the webinar. Groups can jointly attend Remote Instructor Led Training via WebEx, but each participant should register separately for Remote Training course(s) to be counted as an attendee.

Courses attended remotely via WebEx are listed separately from on-site Instructor Led Training. Based on limited seating availability at each training venue, it is mandatory that you register for all the sessions you plan on attending.

20. To register for a particular ILT course, place your cursor over the name of the course and the word “Sessions” will appear to the right. Select “Sessions”.



A screenshot of the SkillPort catalog interface. At the top, there is a search bar with the text 'SEARCH & LEARN™' and a 'Search' button. Below the search bar are three dropdown menus: 'Search for', 'Category' (set to 'All'), and 'Language' (set to 'English (All)'). The main content area is titled 'Catalog' and displays a tree view of training categories. The categories are: State Operations Training, Self-Paced eLearning, Instructor Led Training (ILT): On-Site, Syllabi, Call Center, Claims, HealthCheck, Managed Care, Prior Approval, How to Complete Prior Approvals in the Provider Portal (with links for [Sessions] and [Show Details]), Provider Approval/Denial, Recipient, Reference, Third Party Liability, and ILT Remote via WebEx. The ILT Remote via WebEx category is expanded, showing sub-categories: Claims, Financial, HealthCheck, Managed Care, Pend Resolution, Prior Approval, Provider Processes, Recipient, Reference, Security, and Third Party Liability. On the left side of the interface, there are three buttons: 'MY PLAN', 'MY PROGRESS', and 'CATALOG'. Below the 'CATALOG' button, there is a section titled 'Instructor Led Training'.

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21. Scroll down and select the link for the session you would like to attend, then click the “Enroll Me” button, and you will be registered for that course. You will need to register for each course separately.

My ILT

View Course

Course Details

Title File Maintenance Request and Reference Tabs Refresher
Course ID ilt_rfr121_r
Language English (United States) - enUS
Status Active
Duration 7 hours , 0 minutes
Mastery Level 80 %
Cost \$0.00
Manager Approval Required No
Session Approval Required No
Course Description

This course provides an overview of the File Maintenance process and the Reference Tabs in the Operations Portal. File Maintenance is a support system consisting of multiple, independent table maintenance modules; specific updates are initiated through the FMR system. File Maintenance functions as a “reference library” for other functional areas such as Claims Processing. The Reference tabs access the “reference library”.

At the end of training, as an authorized user, you will be able to do the following:
-Identify the FMR Workflow
-Access and navigate the FMR system
-Create, modify, and inquire on FMRs
-Navigate through the Reference Functional Area

Click a **Session ID** below to view session details or enroll [View Session Calendar](#)

Type	Session ID	Available Seats	Start	End	Facility Name	Classroom Name
	ilt_rfr121_r-0001	43	May 1, 2014 9:00 AM Eastern Daylight Time	May 1, 2014 4:00 PM Eastern Daylight Time	CSC- Wydiffe	Ground Floor Training Room

To enroll in a session, click on that session link above. If none of the above sessions will work for you, click the button below to add yourself to the Watch List for this class.

[Add this course to my Watch List](#)

Learner My ILT

My ILT View Session

Course Details

Session Details [Return to Session List](#)

Session ID ilt_rfr121_r-0001
Instructor Collins, Emerson
Status Confirmed
Session Type Physical Classroom
Manager Approval Required No
Session Approval Required No

Meeting schedule for ilt_rfr121_r-0001

Start	End
May 1, 2014 9:00 AM Eastern Daylight Time	May 1, 2014 4:00 PM Eastern Daylight Time

[Enroll me](#)

Enrolled / Capacity 2/45 (4%)
Enrollment Deadline Never
Session Notes

No note available.

Location

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SEARCHING FOR TRAINING COURSES

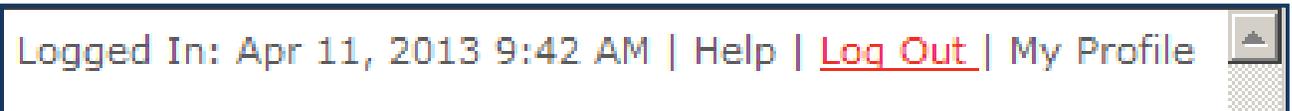
22. If you do not readily find the course you are looking for, either eLearning or ILT, you can use the Search feature at the top of the screen. Enter one or more key words into the “Search for” box and click on the Search button. Then, SkillPort will return results for courses that match those criteria.



The screenshot shows the top navigation bar of the SkillPort website. On the left is the 'SEARCH & LEARN' logo. To its right is a search bar with the placeholder text 'Search for'. Further right are two dropdown menus: 'Category' with 'All' selected and 'Language' with 'English (All)' selected. A red 'Search' button is located to the right of the dropdowns.

23. When you are ready to exit SkillPort, click the “Log Out” button in the upper right corner of the screen. Logging off will return you to the NCTracks website. You can re-enter SkillPort at any time, by following the same procedure outlined in this article, beginning with Step number 1.

You do not need to re-enter the User Profile information, unless something has changed.



The screenshot shows a user profile navigation bar. It contains the text 'Logged In: Apr 11, 2013 9:42 AM | Help | [Log Out](#) | My Profile' followed by a small icon of a person's profile.

ATTENDING INSTRUCTOR LED TRAINING

24. You will not receive a reminder regarding the ILT course(s) you have registered for, so keep a record of your course registration(s) in a personal calendar. To review the ILT courses you are currently enrolled in on SkillPort, click the “Instructor Led Training” link on the left side of the screen. If the date and/or venue of an ILT course you have registered for changes, a notification will be sent to the email address entered in your Profile.



The screenshot shows the user dashboard of the SkillPort website. At the top left is the 'NC TRACKS' logo. Below it is the 'SEARCH & LEARN' logo and a search bar with 'Search for', 'Category' (All), and 'Language' (English (All)) dropdowns, and a 'Search' button. On the left side, there are three buttons: 'MY PLAN', 'MY PROGRESS', and 'CATALOG'. Below these is a 'Support' link with a right-pointing arrow. The 'Instructor Led Training' link is circled in red. Below it is the 'Provider ILT Calendar' link. On the right side, there is a large image of a group of people in a classroom setting. Below the image, the text reads: 'Welcome to NC Department of Health and Human Services (DHHS) NCTracks Training Center!'.

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We look forward to working with you in learning more about NCTracks. **If you have any questions regarding NCTracks training or the use of SkillPort, please contact the CSC Call Center at 800.688.6696.** If you have questions or problems regarding your NCID, contact the NCID help desk at <https://ncid.nc.gov>.