MNsure
Where you choose health coverage

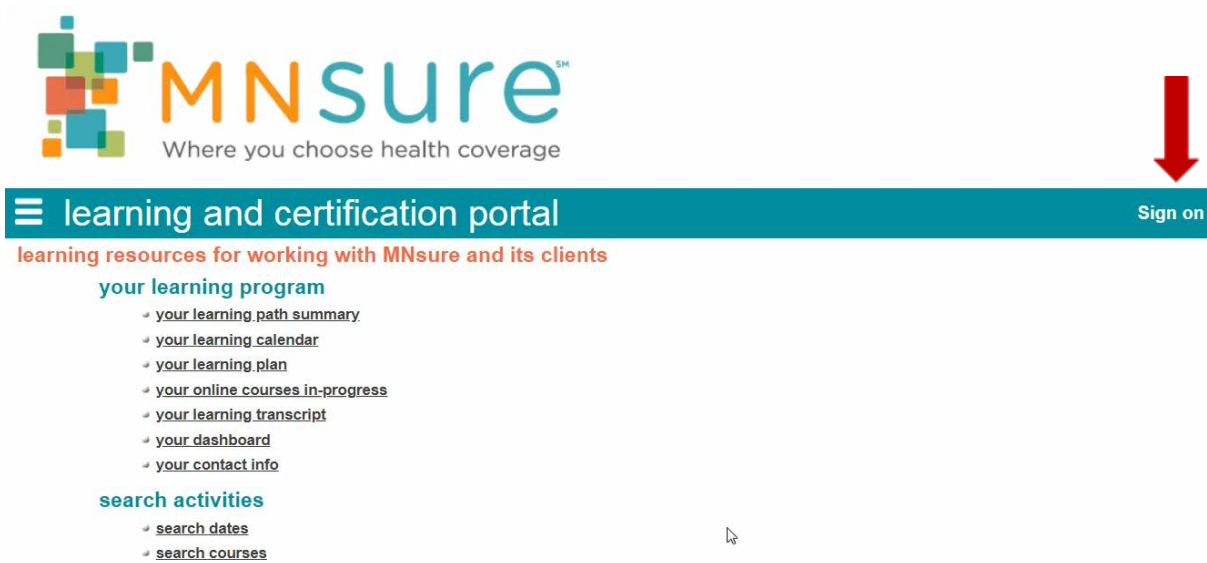# How to Access MNsure Learning Center 2018

Contents

Tip Sheets are created by the Instructional Design Team at MNsure. Please email MNsure_MNsureTraining@state.mn.us for any questions, requested changes, or updates.

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Accessing your Learning:

1) Click on the link below to access the **MNsure Learning Center.**

   http://pathlore.dhs.mn.gov/stc/mnsure

2) Click on the **Sign On** link in the upper right-hand corner of the page.

3) Enter your **Unique Key**, and Click **OK.**

   If you do not have your Unique Key, email the Broker Line or Assister Resource Center for assistance.

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4) Confirm that your name is in the upper right-hand corner. Click on the **Your Learning Path Summary** under the your learning program menu.

5) Your courses have already been assigned to you and are listed by Learning Path. A Learning Path is a series of courses. The number and names of the Learning Paths assigned are based on your role with MNsure. They will vary depending on your role. The screen shots in this guide are examples, your screen may look different.
Click the plus (+) icon to the left of a Learning Path to view all the courses in that path.

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6) Complete your courses in the order they are listed. Begin by clicking on the Course Code for the first course. After clicking on a Course Code, you will see the course tabs.

Prerequisites

7) If you see the Prerequisites tab, click the tab to see other courses that must be completed before you can start this course. The Prerequisites tab will show if the prerequisites have been met. If any have not been met, they will be listed.

An example where all prerequisites have been met:

An example of a course where prerequisites have not been met:

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Launching a course

8) If there is no Prerequisites tab or you have completed all prerequisites, click the Course Activities tab. There may be multiple parts or lessons for each course. Select the Start button to launch the lesson in a new browser window. Do not close the window that the lesson launches from.
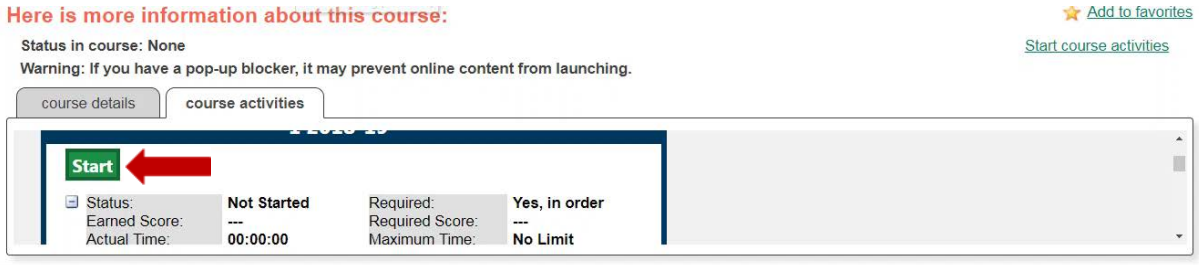
Important note: If you need to take a break while in the middle of a lesson, close the lesson completely. You can resume the lesson by clicking the Continue button. If you do not close the lsesson properly, the Learning Center will time out and **not record** your progress. The lesson will not show as complete. If the status shows "In Progress" you have not completed the lesson. If this happens, you will need to clear your cache, cookies and browsing history, and will have to complete the lesson again. Restart and make sure you have selected every slide and link. Courses are built this way to meet regulatory requirements.
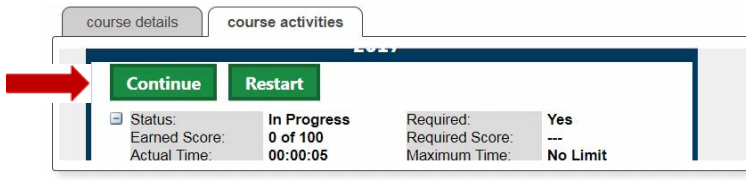
9) When you finish a lesson you will return to the Learning Center. Do not close the window that launched the lesson. Go back to the course activities tab. Here you can confirm that you successfully met the course requirements.

You will receive credit for the lesson/course if your status shows Mastered or Completed.

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Important information about viewing courses

- The lesson/course may have timed slides. If it does, the NEXT button may not appear on the slide until the required time has passed. Slide times vary depending upon content. This is to meet regulatory requirements.

- In order to complete a lesson/course you must view every slide.

- Lessons/courses have links to more information. It is necessary to go to links for more information and current information. Be sure to select all relevant links.

- Some lessons/courses have audio and closed captioning. It is suggested that you use headphones and listen to the audio. Closed captioning will open automatically when a course launches. To turn off or turn on closed captioning click the "cc" in the lower left of the screen. Closed captioning may contain some information that is not on the slide, so we recommend you leave it on even if you are not using the audio.

- "Check your understanding slides" are there to help you learn. Correct answers are not necessary to proceed on these slides.

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Assessments

Some Learning Paths have built in required assessments. If an assessment is included in the Learning Path, it is required after all the courses are completed.

If the Learning Path includes an assessment, your Earned Score must be at least the Required Score. If your Earned Score is less than the Required Score, you will not be credited for completing the Learning Path no matter what the Status is. Take the course again until you achieve the Required Score.

For most Learning Paths, if you are unable to master the test after three attempts, you will need to take the courses again.

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Printing Your Transcript:

1) Once you have completed all your courses, you can print a copy of your **Transcript** for your records. Click on the **Main Menu** Link

   Note: Course completions will be automatically reported to MNsure for certification and CE credit, if applicable. Printing a transcript is for personal records, and not necessary for certification or CE credit.
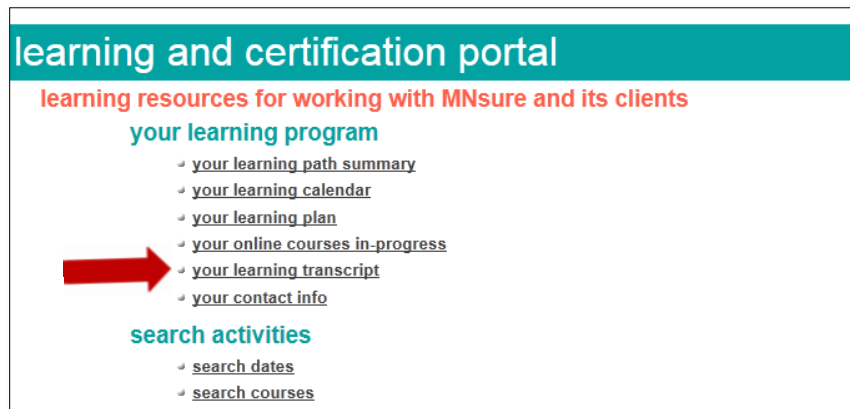
Main menu

≡ your learning path summary

Expand a learning path to see its details

Show learning paths with these statuses: ☑ complete / all current ☑ in progress ☑ not started or expired

☑ Show descriptions ☐ Show Course Equivalents

2) Click on the **Your Learning Transcript** link. Completed courses will show a status of **Finished** or **Mastered**.

learning and certification portal

learning resources for working with MNsure and its clients

your learning program
- your learning path summary
- your learning calendar
- your learning plan
- your online courses in-progress
- your learning transcript
- your contact info

search activities
- search dates
- search courses

3) Select **Print** from your browser menu or use the Ctrl and P keys to print your transcript.

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