

## NM Waiver Training Hub FAQs

This document has answers to many frequently asked questions about DDSD's Online Training and the NM Waiver Training Hub.

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### Q: What if I forgot my password?

If you're just trying to take training, you shouldn't need a password at all. If you have your DDSD ID, you just find the course you need from the list here:

<http://www.cdd.unm.edu/other-disability-programs/disability-health-policy/ddsd-courses/index.html>

After clicking into one and watching the modules, click 'Competency' which takes you to the test. At that time just enter your DDSD ID. Then, you just complete the competency and your training profile will be updated.

If you haven't been provided a DDSD ID, contact your agency admin or whoever is in charge of your training.

### Q: What if I can't log in?

This is similar to the question above: You shouldn't need to login at all, so if you're on the login screen, you're probably in the wrong place. Just find the course you need from the list here:

<http://www.cdd.unm.edu/other-disability-programs/disability-health-policy/ddsd-courses/index.html>

After clicking into one and watching the modules, click 'Competency' which takes you to the test. At that time just enter your DDSD ID. Then, you just complete the competency and your training profile will be updated.

- If you haven't been provided a DDSD ID, contact your agency admin or whoever is in charge of your training.

### **Q: How do I find my training requirements?**

You can find them here:

<https://www.cdd.unm.edu/cddlearn/ddsd/JobRequirementsByJobClassification.pdf>

Just click your waiver on page three, and then click your specific position, and you'll be taken to a page with your specific requirements. Note that if you've taken some training before, you may already have credit towards some of these requirements. For more info, contact your agency admin or whoever is assigning you training.

### **Q: How do I take an online course?**

There's a list of all online courses here: <http://cdd.unm.edu/other-disability-programs/disability-health-policy/ddsd-courses/index.html>

Just find the course you need in the list and click on it. After watching the modules, click 'Competency' which takes you to the test. At that time just enter your DDS ID. Then, you just complete the competency and your training profile will be updated.

- If you haven't been provided a DDS ID, contact your agency admin or whoever is in charge of your training.
- If you don't see your course, it could be a livestream or in person course. Check out the next question "How do I sign up for a course on the Training Calendar?"

### **Q: How do I sign up for a course on the Training Calendar?**

The Training Calendar is found here: <https://ddsdtrain.cdd.unm.edu/Calendar.aspx>

You'll need to find a section of the course you need that has space and is taught by your agency, the state, or another agency that allows outsiders. It may be worth getting advice from your agency admin or whoever is assigning your training on which trainings are the ones they want you to enroll in.

After you find the section, click on it and scroll to the bottom of the new window that pops up. (If you don't get a popup, make sure your browser is not blocking them.) Click on the 'Login and Registration' button and enter your DDS ID and the email associated with it. You will receive a confirmation email.

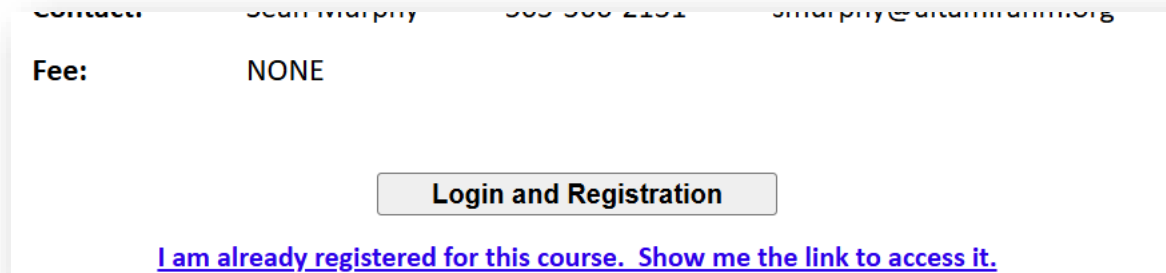
- If you haven't been provided a DDS ID, contact your agency admin or whoever is in charge of your training.

### **Q: What should I do if a class I enrolled in is almost here but I haven't heard anything from the teacher?**

Some teachers only send out meeting invites the day of the training. There are several things to try however.

If you can re-find the listing in the training calendar, click on it and scroll to the bottom of the new window that pops up. (If you don't get a popup, make sure your browser is not blocking them.) Below the 'Login and Registration' button should be a

link that says "I am already registered for this course. Show me the link to access it." Click that and fill in the info and you will be shown the zoom link if the teacher has made it available. (Example below)



The screenshot shows a registration form with the following fields and content:

Contact:	Sean Murphy	505 300 2101	smurphy@unm.edu
Fee:	NONE		
<div>Login and Registration</div>			
<a href="#">I am already registered for this course. Show me the link to access it.</a>			

The other thing to try is to look at the contact info on that same course page for the Contact Info, and call or email the person listed.

### Contact Us:

You can always contact the New Mexico Waiver Training Hub at:

[CDD-NMWaiverTrainingHub@salud.unm.edu](mailto:CDD-NMWaiverTrainingHub@salud.unm.edu)