

# New Worker Training Registration & User Guide



This guide provides step-by-step instructions for registering for training and getting started in the Carewell Learning Portal. More information can be found at [carewellseiu503portal.org](https://carewellseiu503portal.org).

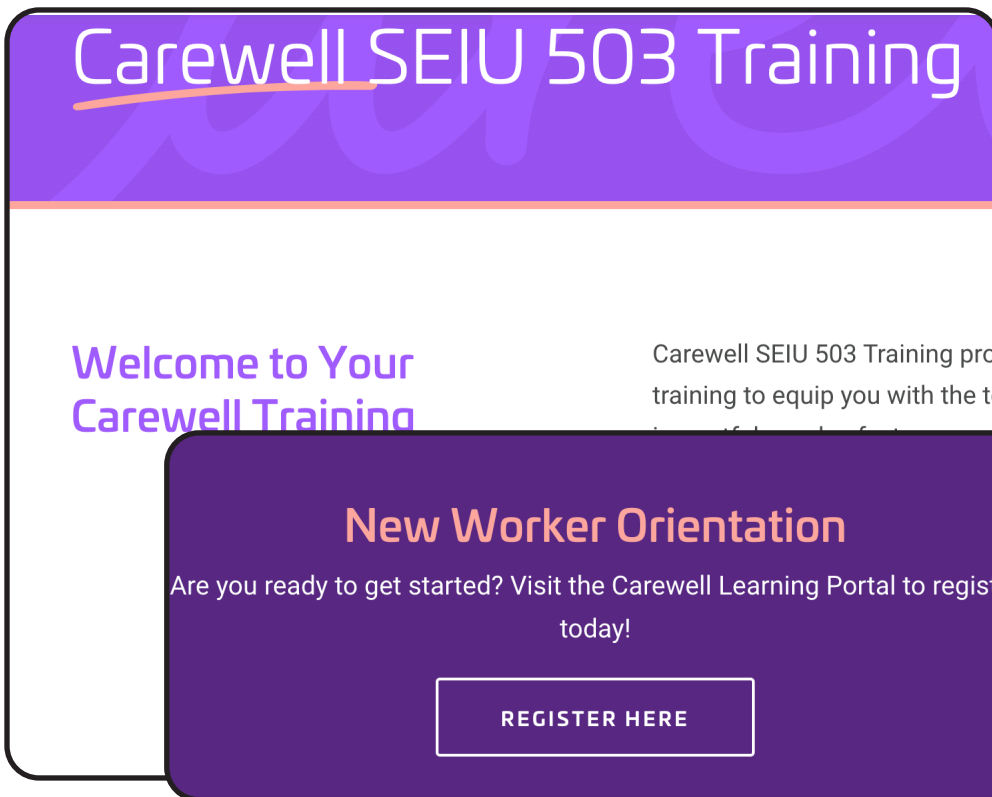
General information about training can be found on our website, [CarewellSEIU503.org/training](https://CarewellSEIU503.org/training).

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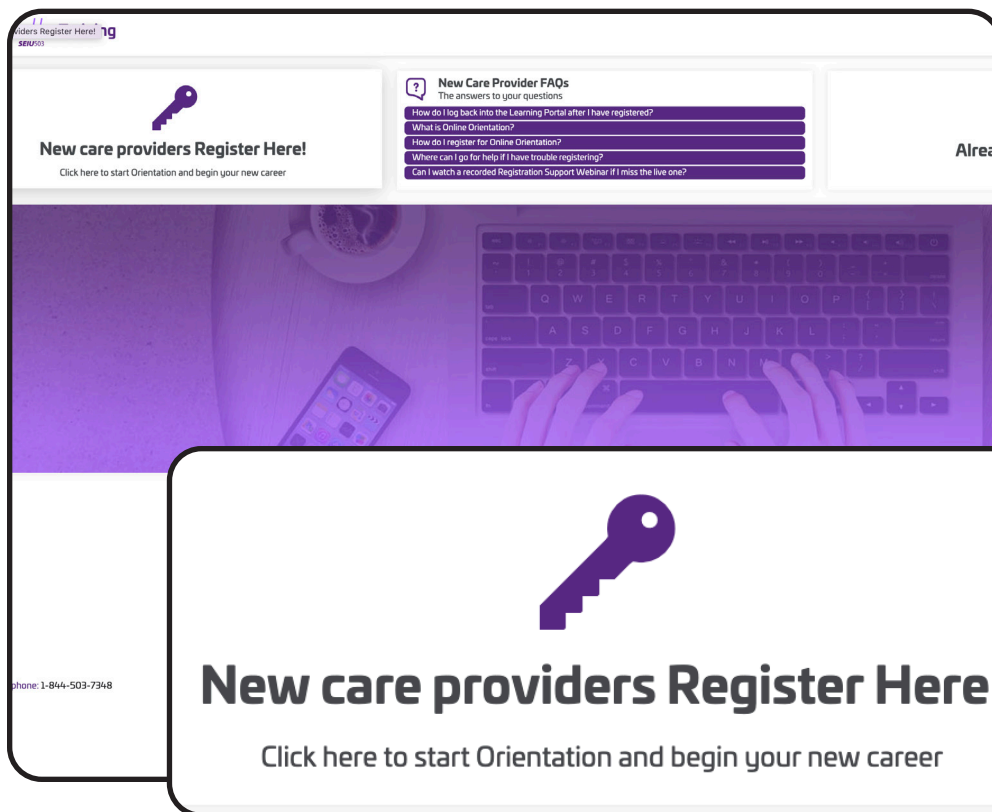
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Carewell

# Getting Started - Orientation



On the Carewell SEIU 503 Training webpage ([CarewellSEIU503.org/training](http://CarewellSEIU503.org/training)), click “REGISTER HERE” under “New Worker Orientation.”



Click the “New care providers register here!” button with the purple key on the left side of the screen.

## Registration Guide

**Sign Up**

Please enter your information below to create a new account

**First Name** *Required*

**Last Name** *Required*

**Email** *Required*

**Password** *Required*

**Re-enter Password** *Required*

Fill in the required information on the Sign Up screen. You will need a valid email address to complete this step.

**Language** *Required*  
Language

**PSW or HCW** *Required*  
PSW or HCW

**Are you caring for your spouse, child, or parent?** *Required*  
Are you caring for your spouse, child, or parent?

**Where did you apply?** *Required*  
Where did you apply?

**Can we text you about your training?** *Required*  
Can we text you about your training?

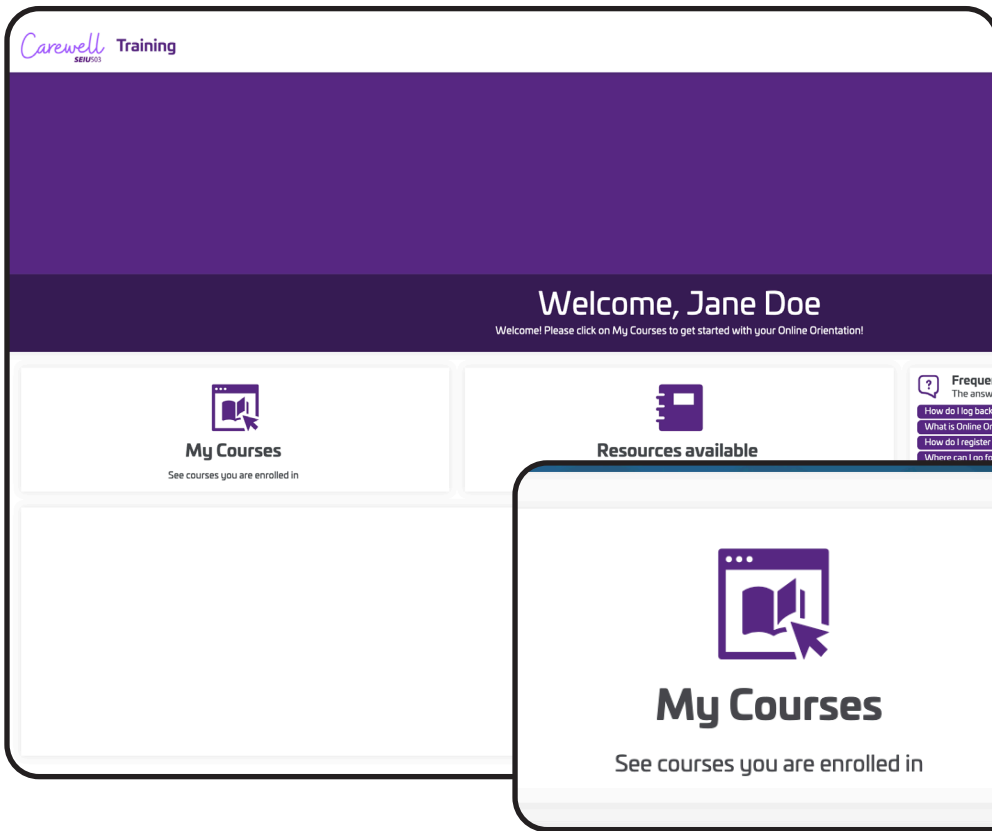
**Date of Birth** *Required*  
MM/DD/YYYY

**Sign Up**

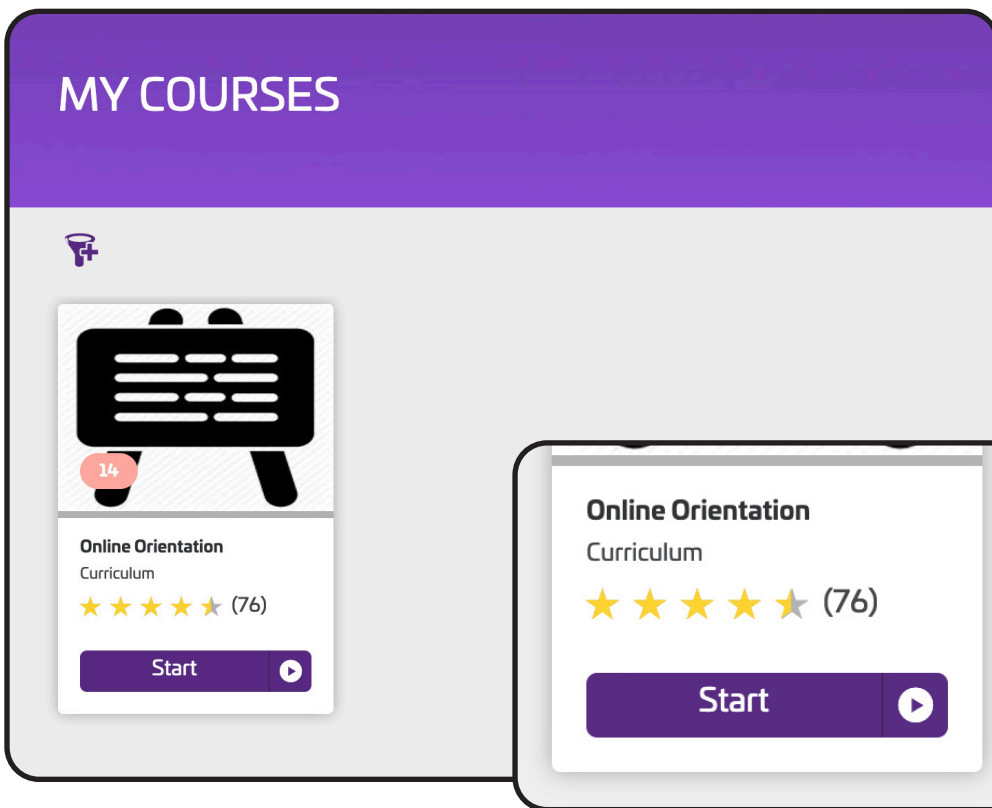
Make sure to answer each question and select the option that best fits you from the drop-down menus.

Click “Sign Up” after filling in all the fields.

# Registration Guide

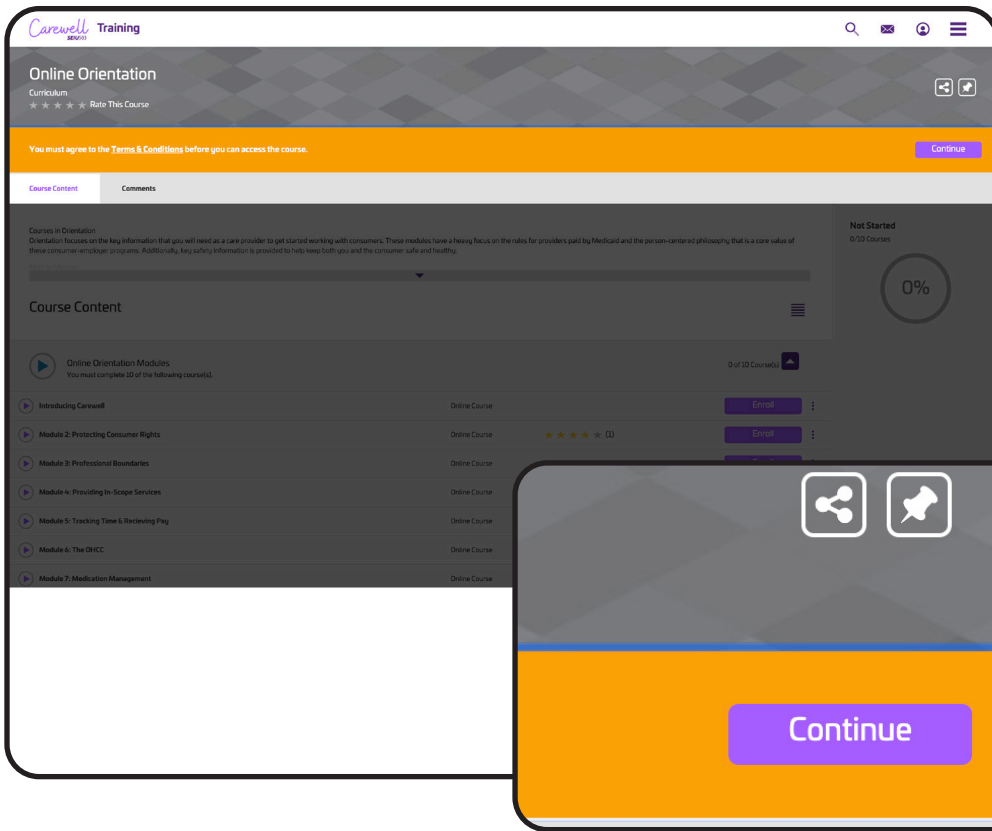


Click the “My Courses” button on the left side of the screen.

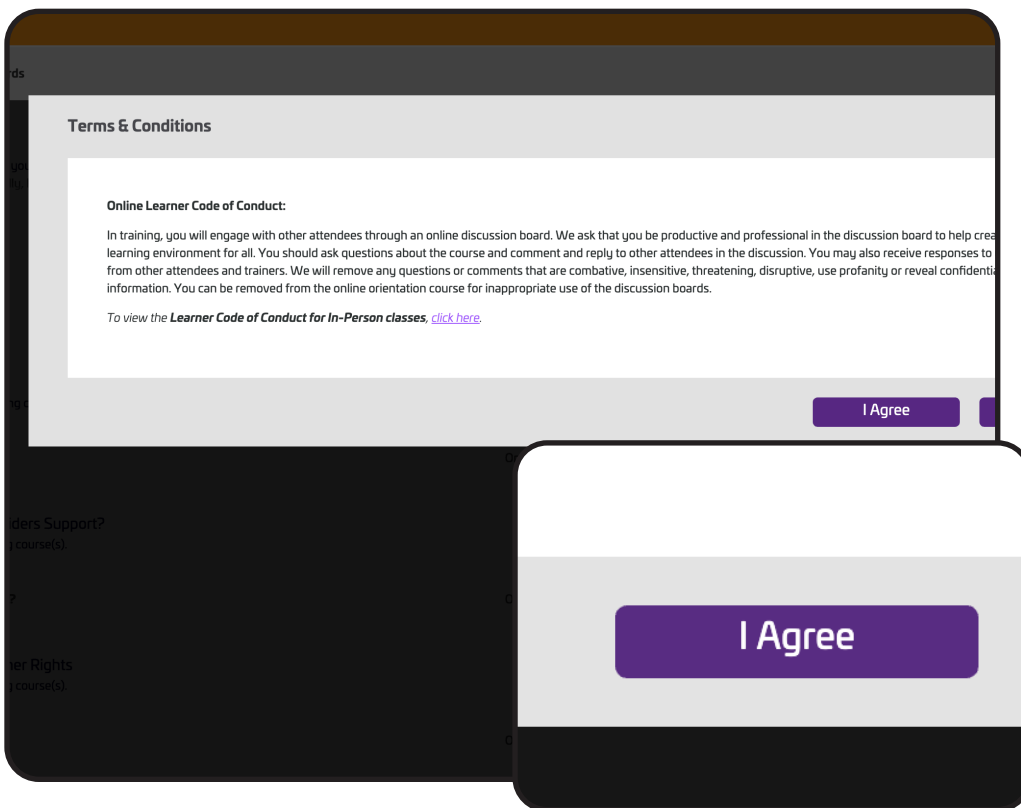


Click the purple “Start” button under the Online Orientation section.

# Registration Guide

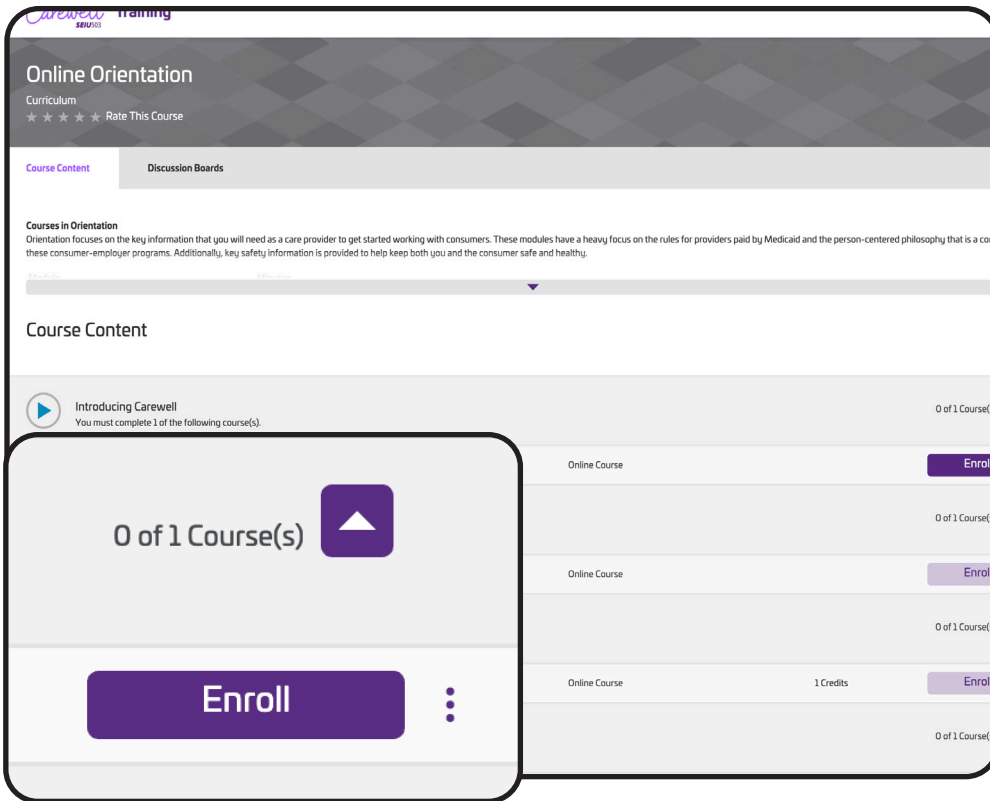


A message will appear asking you to agree to the Terms & Conditions. Click the purple “Continue” button on the right side of the screen.

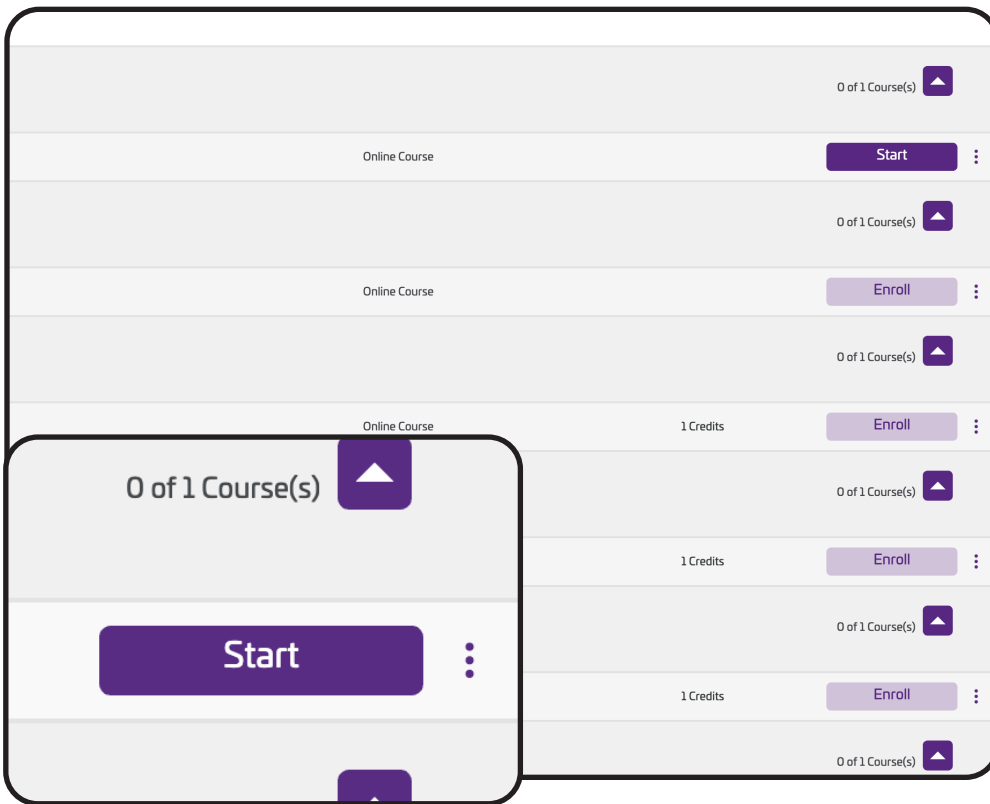


Read the message and click “I Agree” to continue.

# Registration Guide

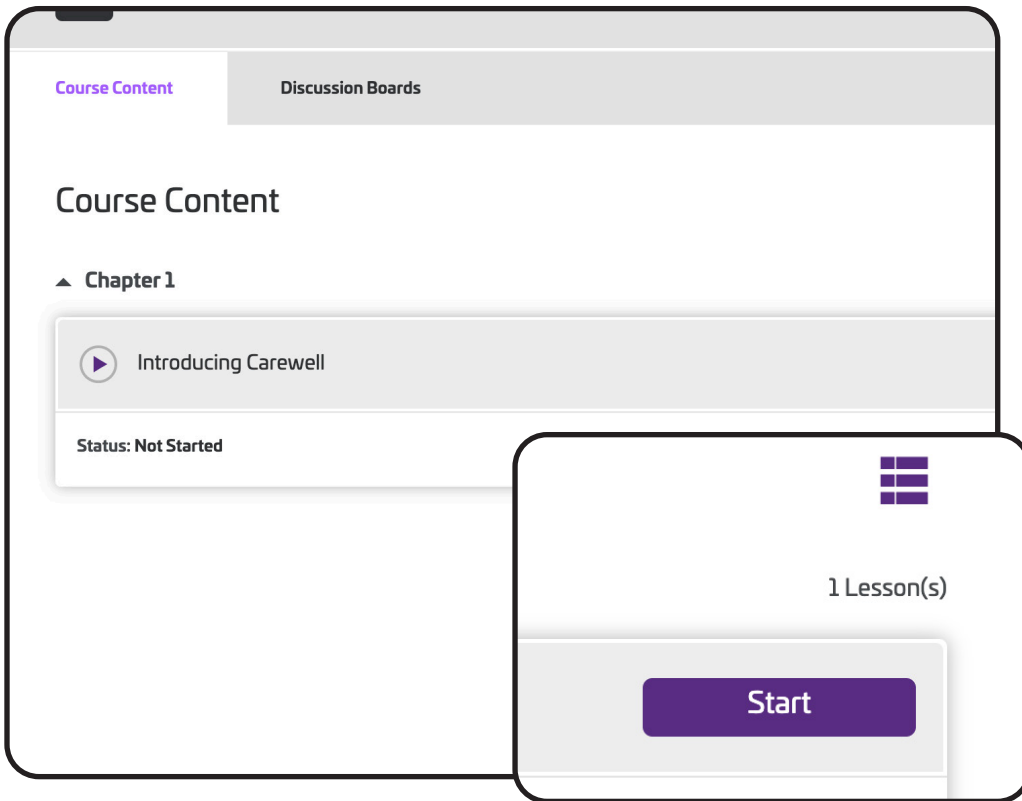


You will see each of the modules listed out. Click the purple “Enroll” button next to the first course module, “Introducing Carewell.”



The “Enroll” button will change to say “Start.” Click “Start” to begin that course module.

## Registration Guide



This will take you to the page for the module. Click the purple “Start” button on the right side of the screen to begin.

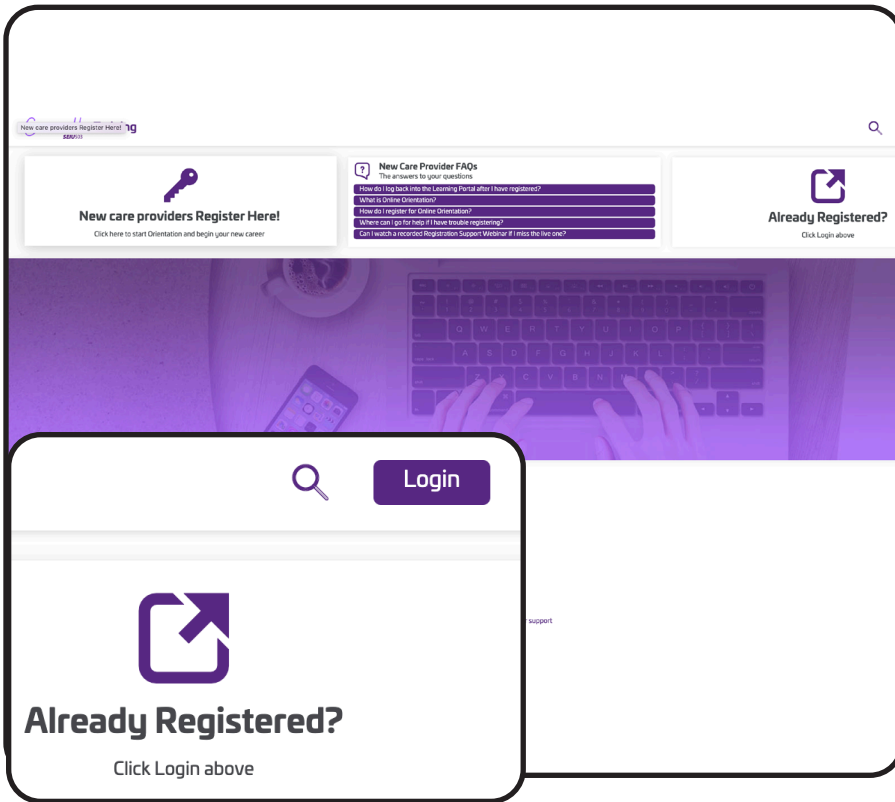
Once you have completed the first module, the next will become available for you to enroll into and begin.

**Congratulations!** You are ready to start the training.

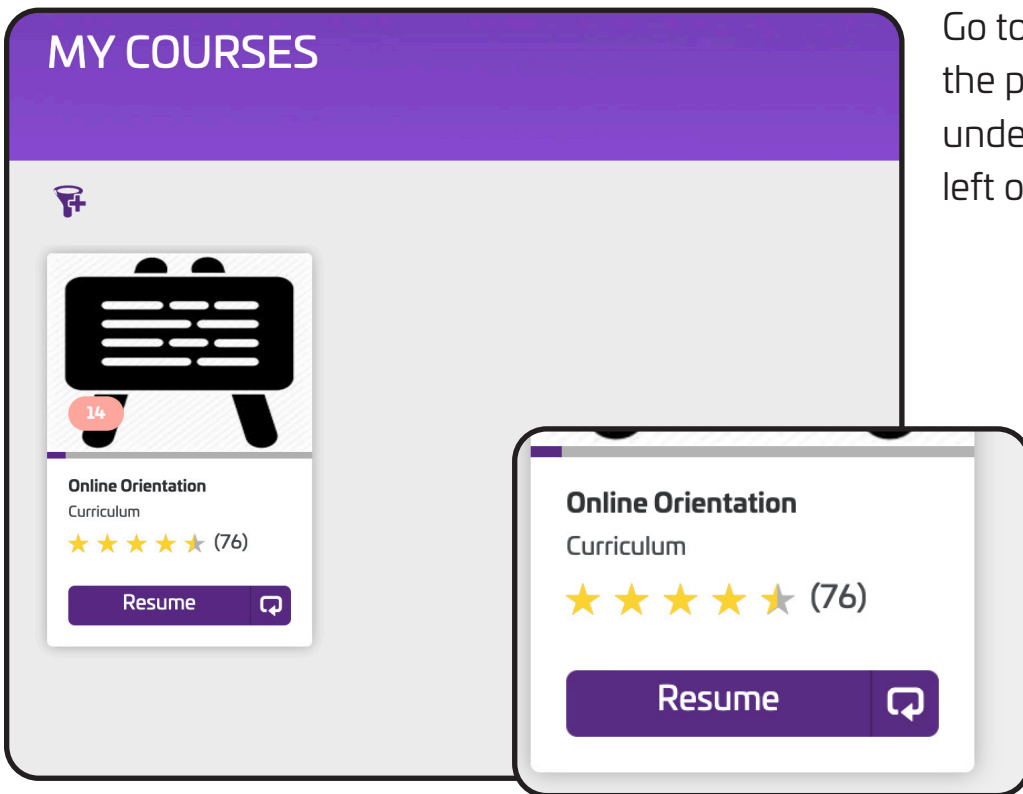


# Resuming Training

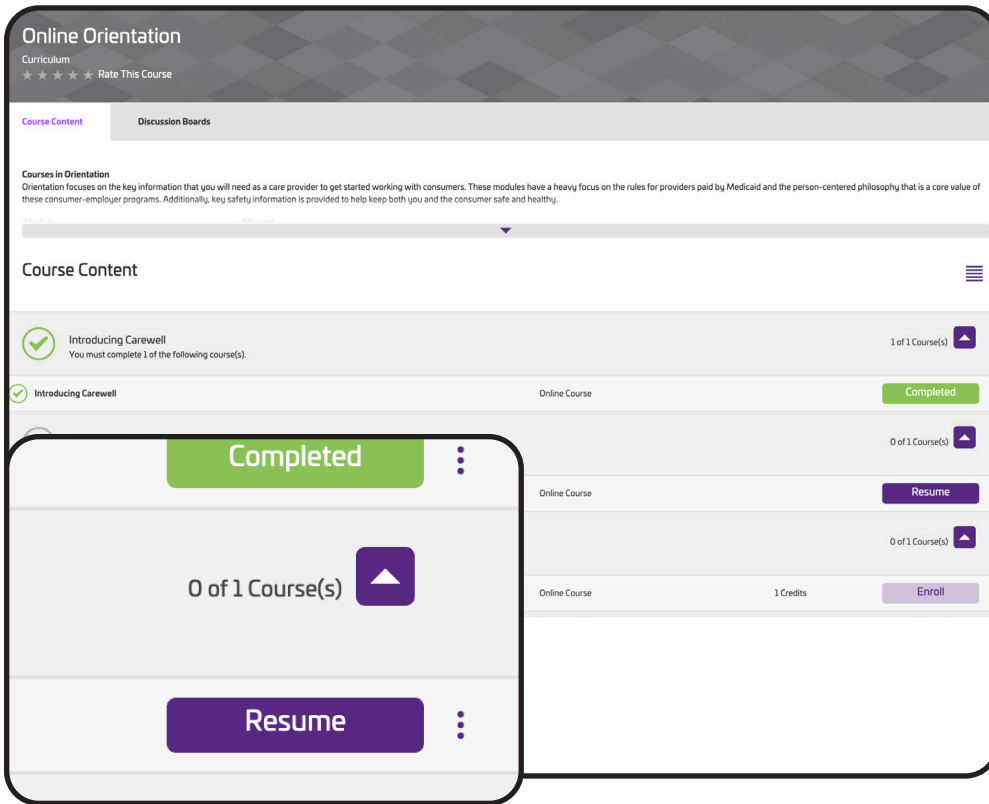
If you have to exit the training, you can resume again by navigating to [carewellseiu503portal.org](http://carewellseiu503portal.org) and clicking the purple “Login” button on the right side of the screen. Type in your email where it says “Username” and then your password. Click “Login” just below to continue.



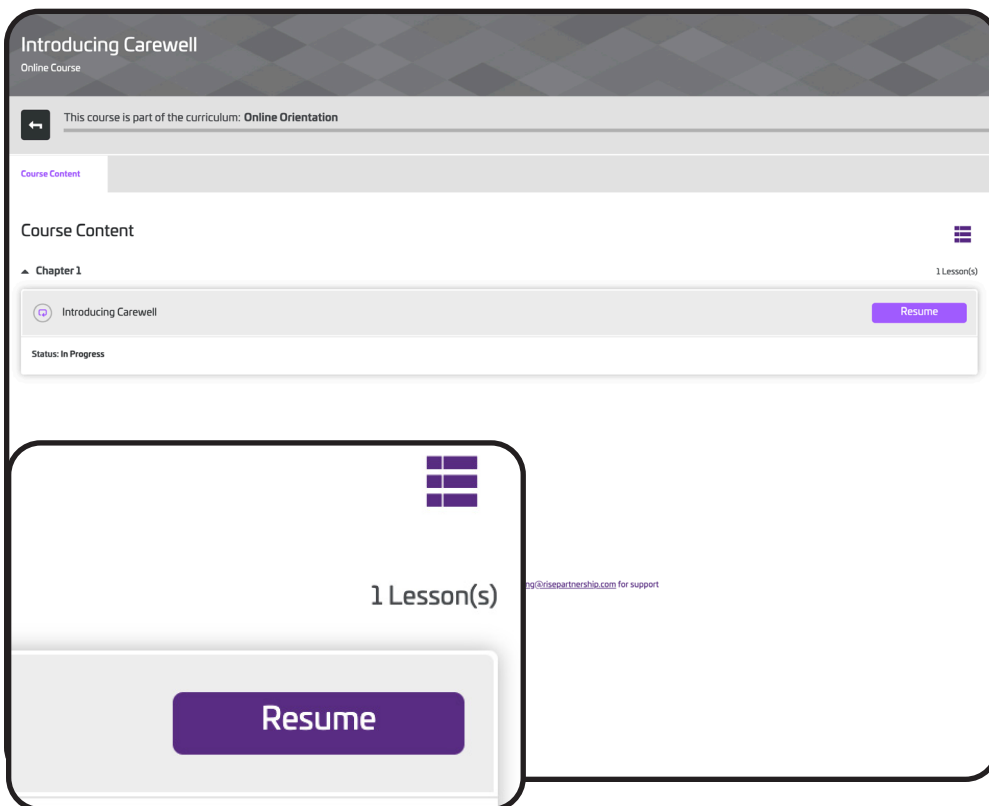
Go to “My Courses,” and click the purple “Resume” button under the course where you left off.



# Registration Guide

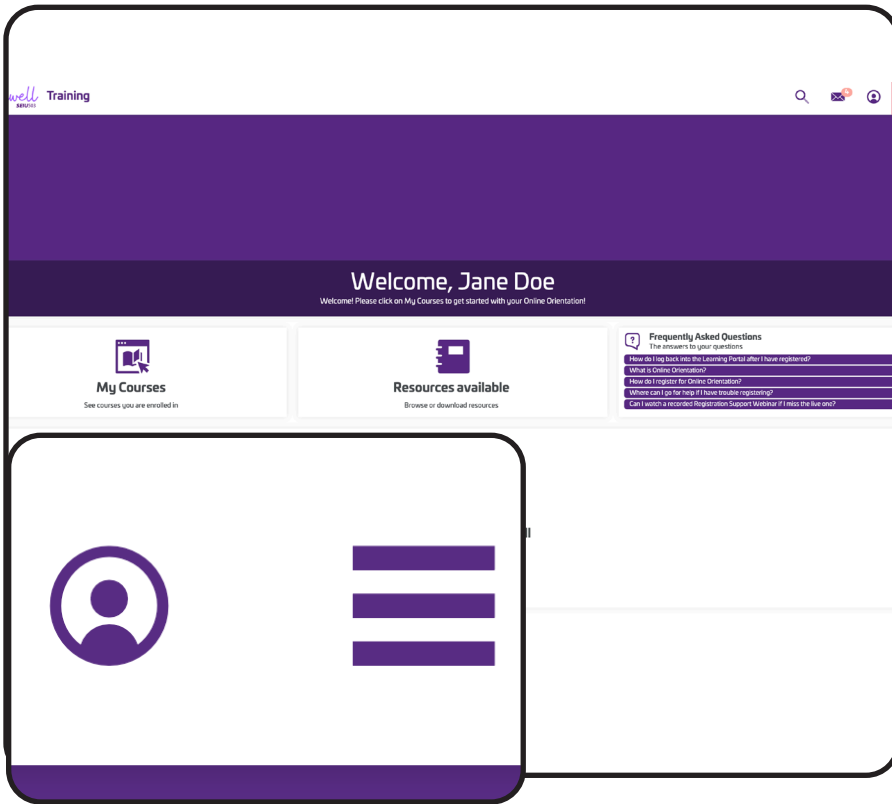


You can pick up where you left off in the module by clicking the purple “Resume” button on the right side of the screen next to the incomplete module.



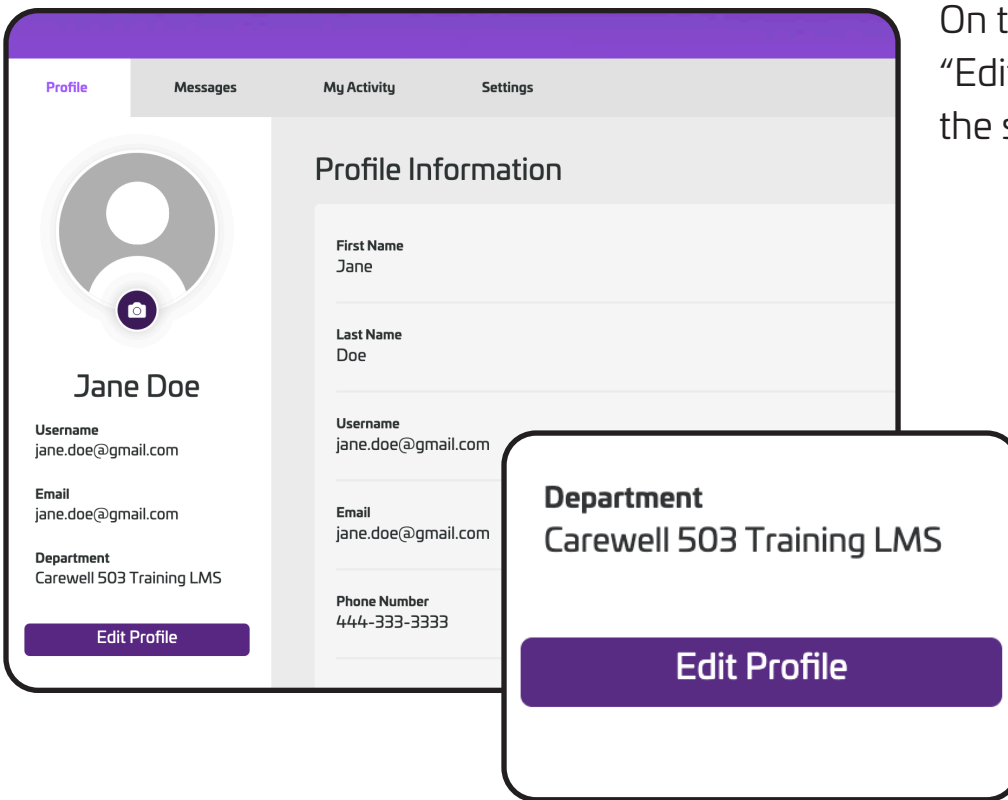
This will take you to the incomplete module. Click the purple “Resume” button on the right side of the screen.

# Entering Your Provider Number



After you have completed Orientation and have passed a background check, you should receive a provider number from the Department of Human Services (DHS) or the Oregon Health Authority (OHA). You will need to enter it into the Learning Portal to continue training.

After logging in, go to your profile by selecting the round icon in the upper right corner of the screen.



On the profile screen, select “Edit Profile” on the left side of the screen

## Registration Guide

**Profile Information**

First Name *Required*  
Jane

Last Name *Required*  
Doe

Username *Required*  
jane.doe@gmail.com

HCW Provider Number (6 digits) *Required*

HCW Provider Number Start Date (MM/DD/YYYY) *Required*

PSW Provider Number (6 digits)

PSW Provider Number start date (MM/DD/YYYY) *Required*

Update the Profile Information with the six-digit HCW or PSW provider number and start date from the notification you received from DHS or OHA.

MM/DD/YYYY

PDC Cert Expiry Date

Enhanced Cert Expiry Date

Exceptional Cert Expiry Date

VDQ Cert Expiry Date

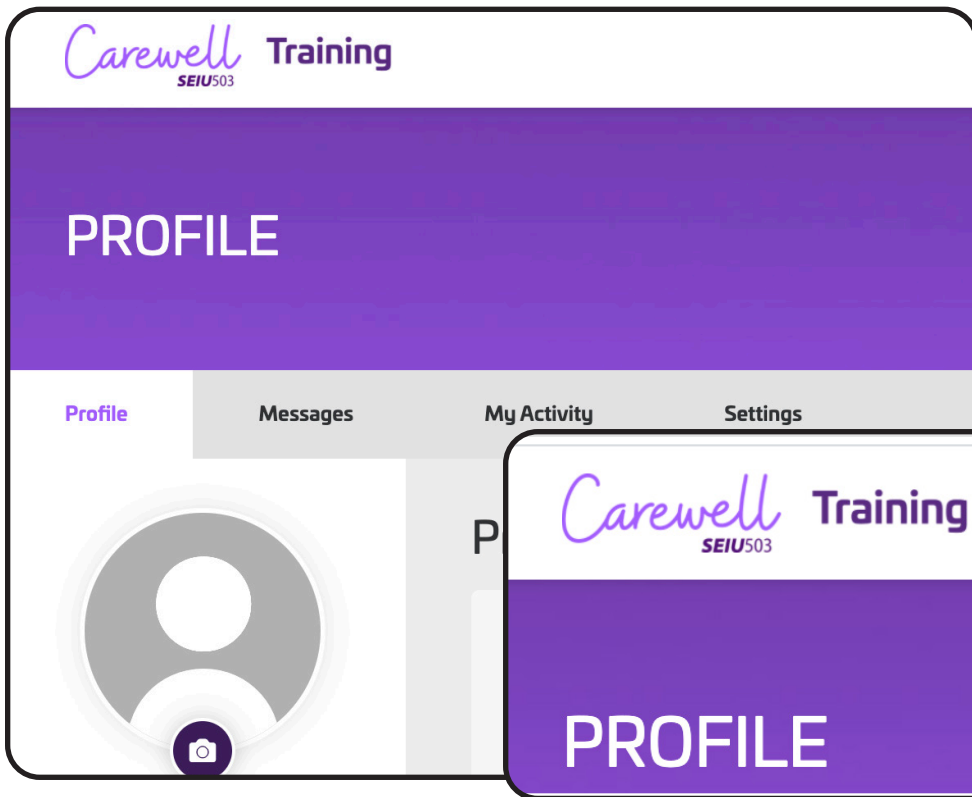
Traditional HW Cert Expiry Date

**Save**

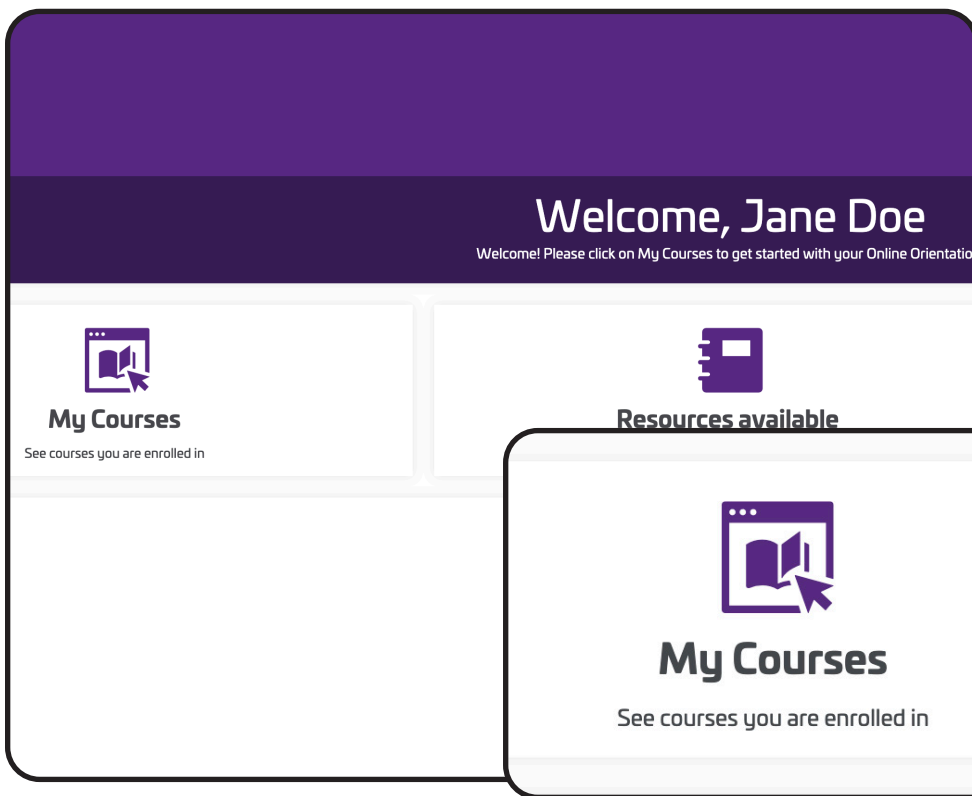
Save Cancel

Once you have entered in your provider number and start date click the purple “Save” button at the bottom of the window.

## Registration Guide

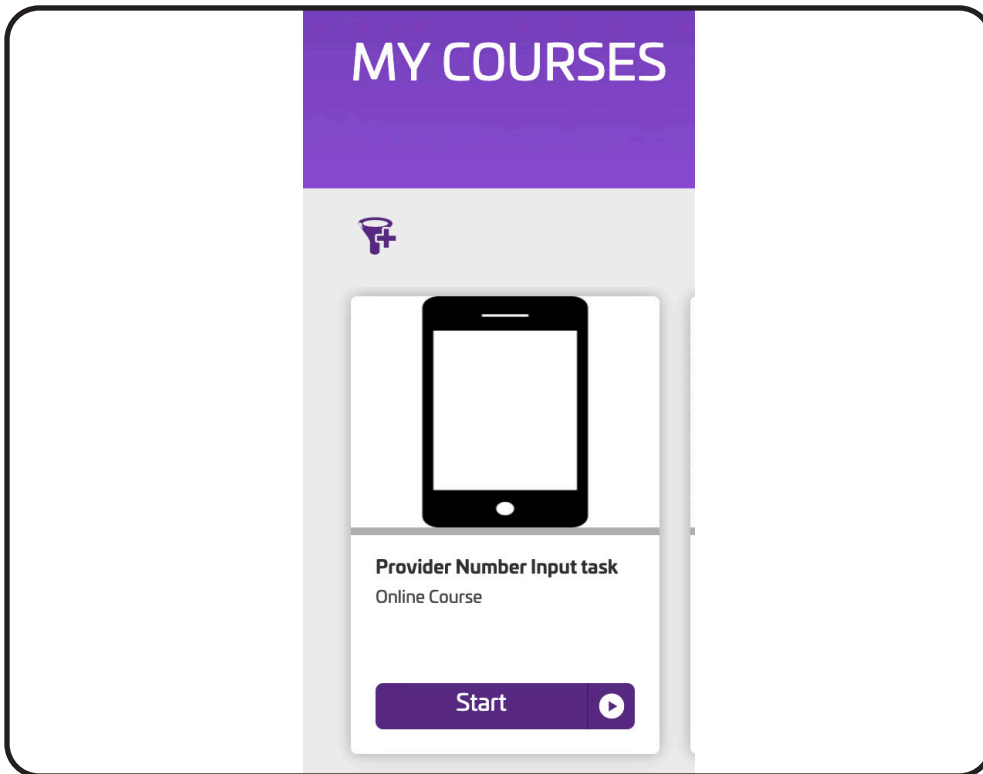


After updating your profile, return to the home screen by clicking the Carewell logo in the upper left side of the screen.

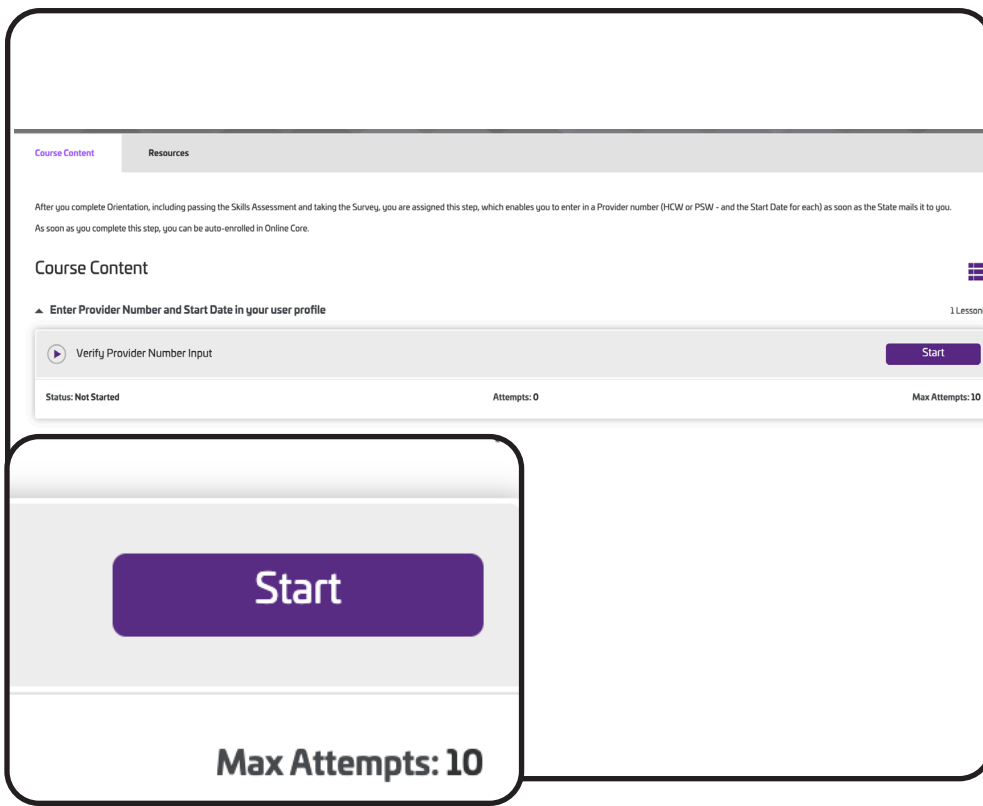


Select "My Courses" from the home screen.

## Registration Guide



Click "Start" under the Provider Number Input Task course.



Click "Start" on the right side of the screen.

## Registration Guide

In order to complete your Orientation training, you need to enter the Provider Number and Provider Number Start Date you received from the State into the Carewell Learning Portal.

For detailed instructions, [click here](#).

After you enter your data in your profile, use the form on the next page to confirm that you've edited your profile.

When this step is complete, you will be ready to be enrolled in the next part of your training. When the Online Core module becomes available, you will get an email notifying you that you have been automatically enrolled.

**Proceed** →

**Proceed** →

Click the blue “Proceed” button after reading through the dialog box.

**Question 1**

Have you entered your Provider Number and Provider

Yes

No

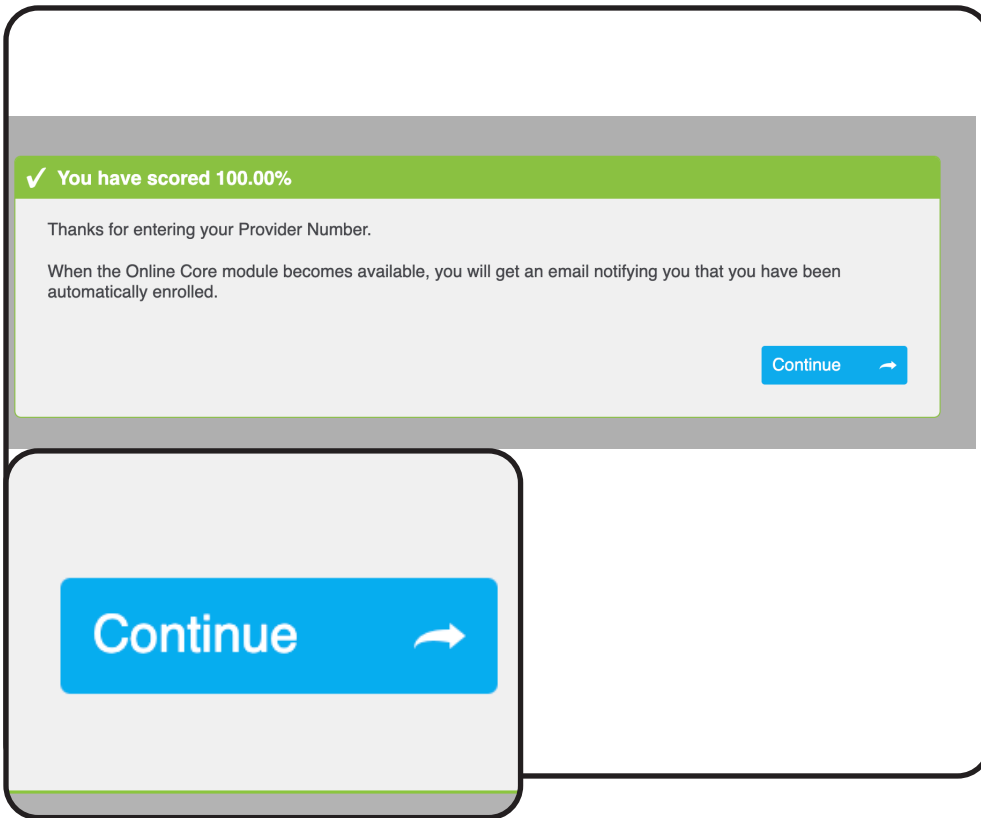
1 of 1 Questions Remaining

**Submit Response** ✓

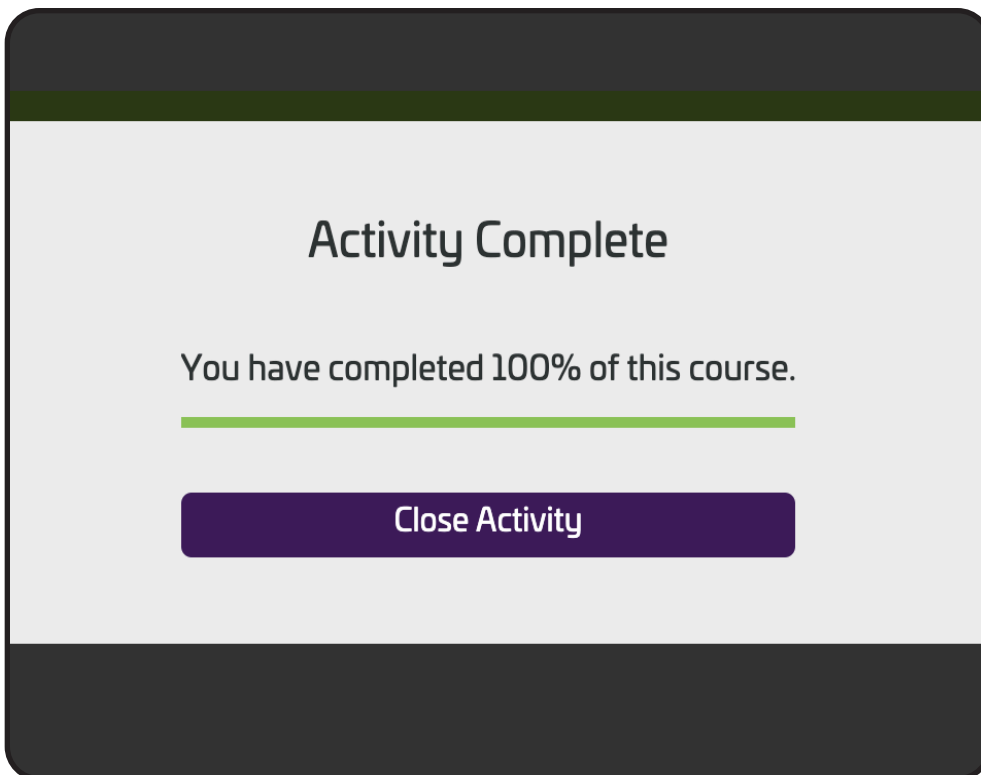
Select “Yes” from the options and then click “Submit Response.”

## Registration Guide

Click "Continue."



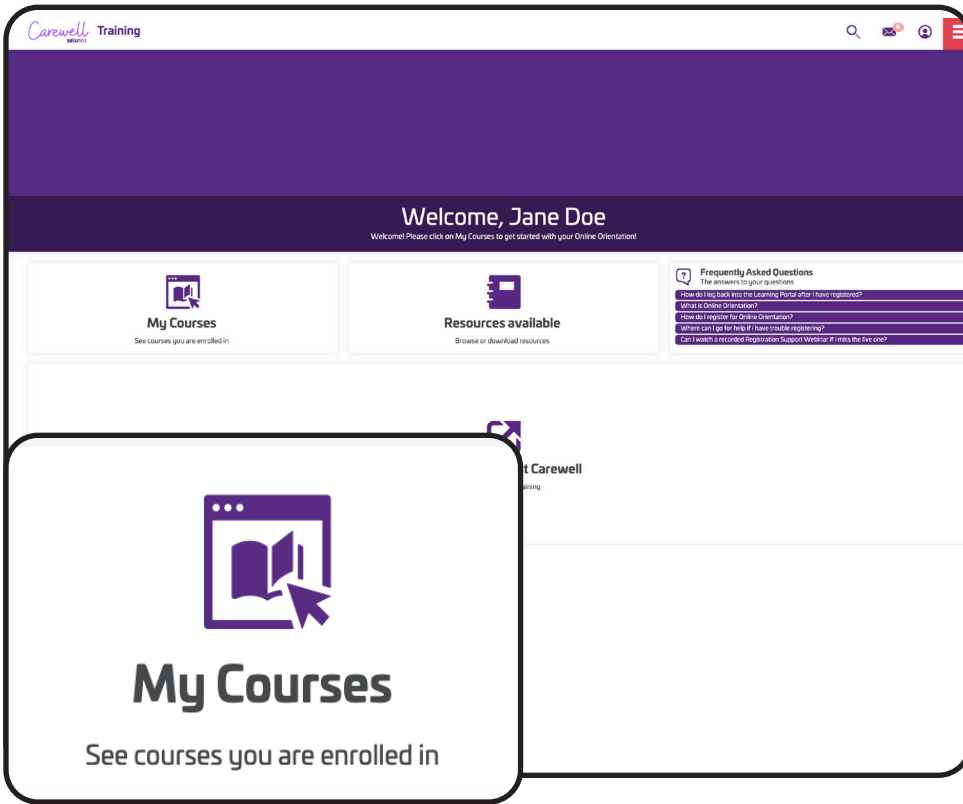
Click "Close Activity" to finish. You should now be able to begin the next section of training.



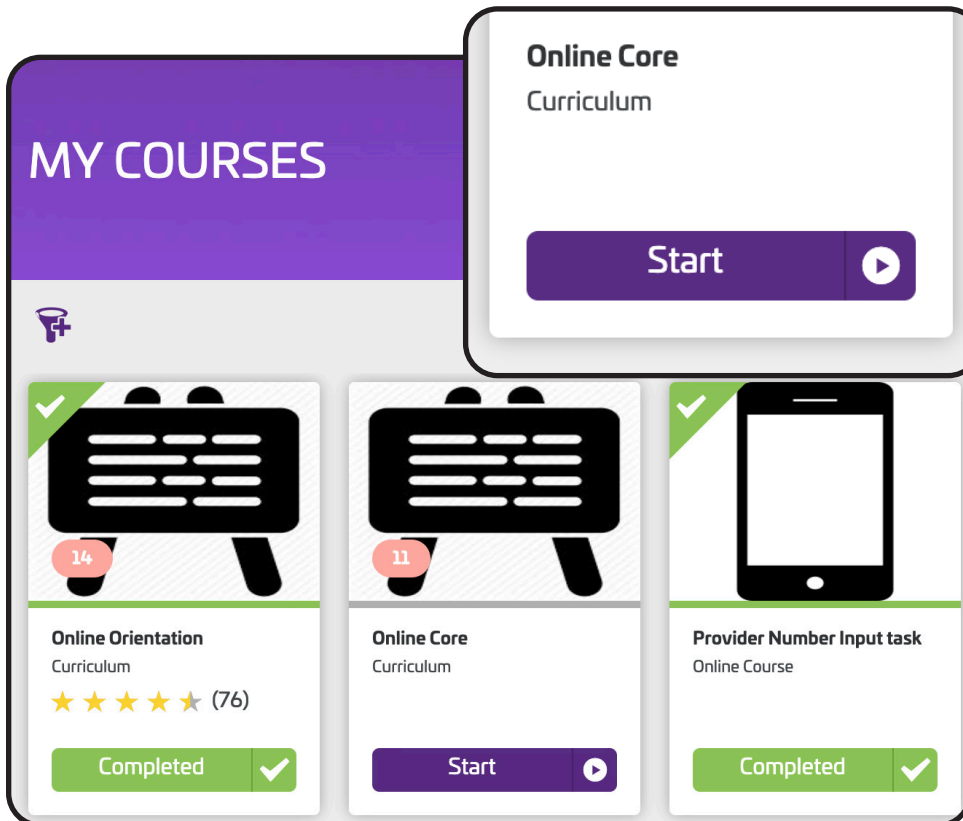


# Online Core

On the home screen select “My Courses” from the left side of the screen.

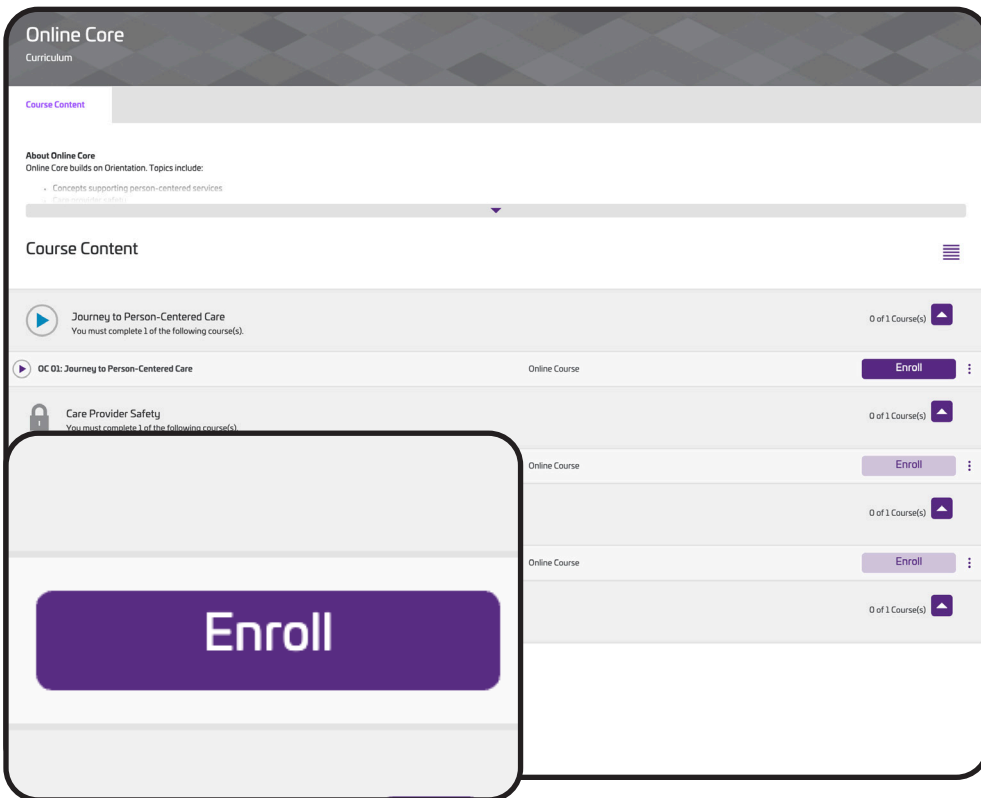
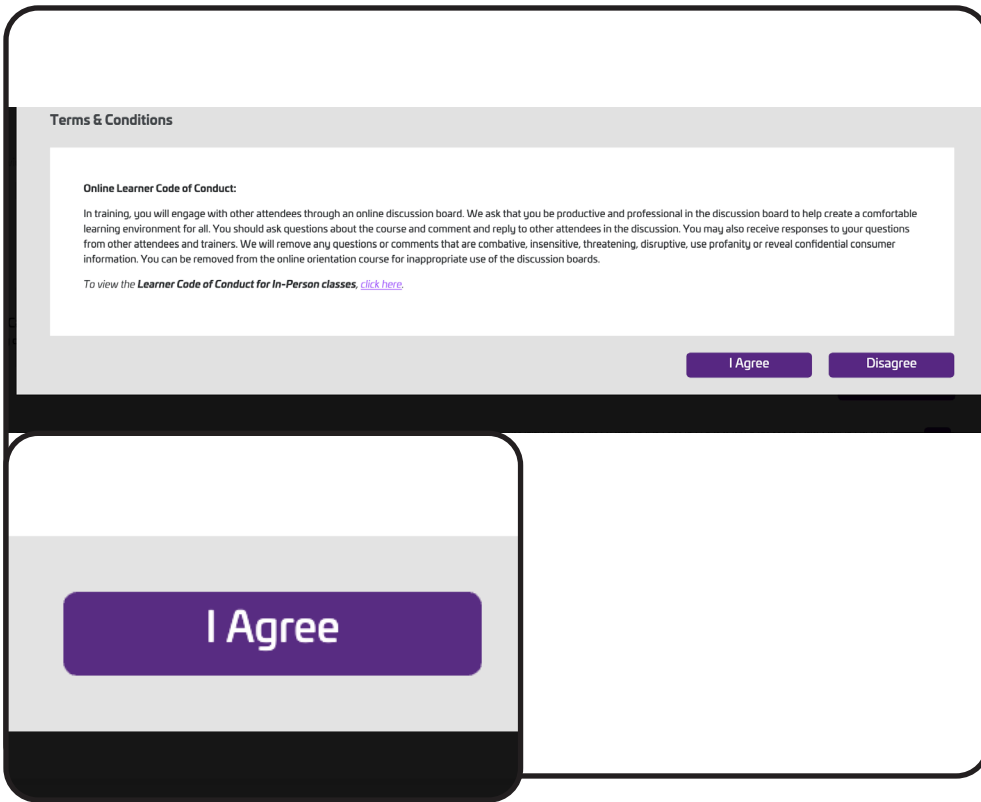


Click “Start” under the Online Core course.



# Registration Guide

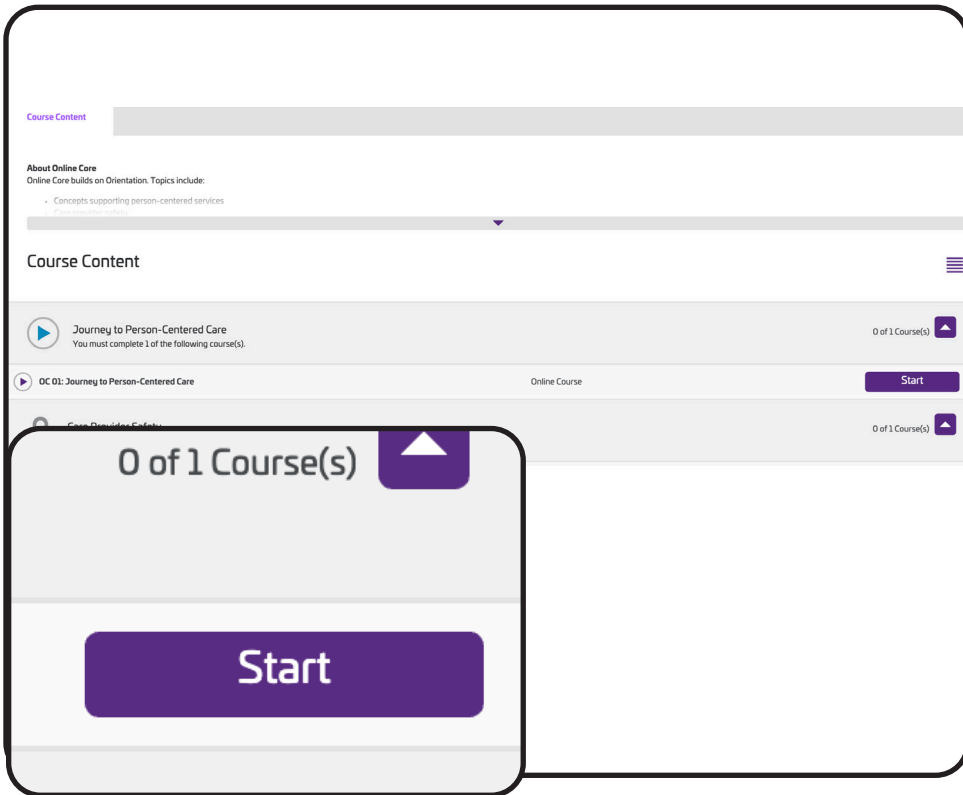
As with Orientation, you must agree to the Terms & Conditions.



Click "Enroll" on the right side of the screen next to the first course module.

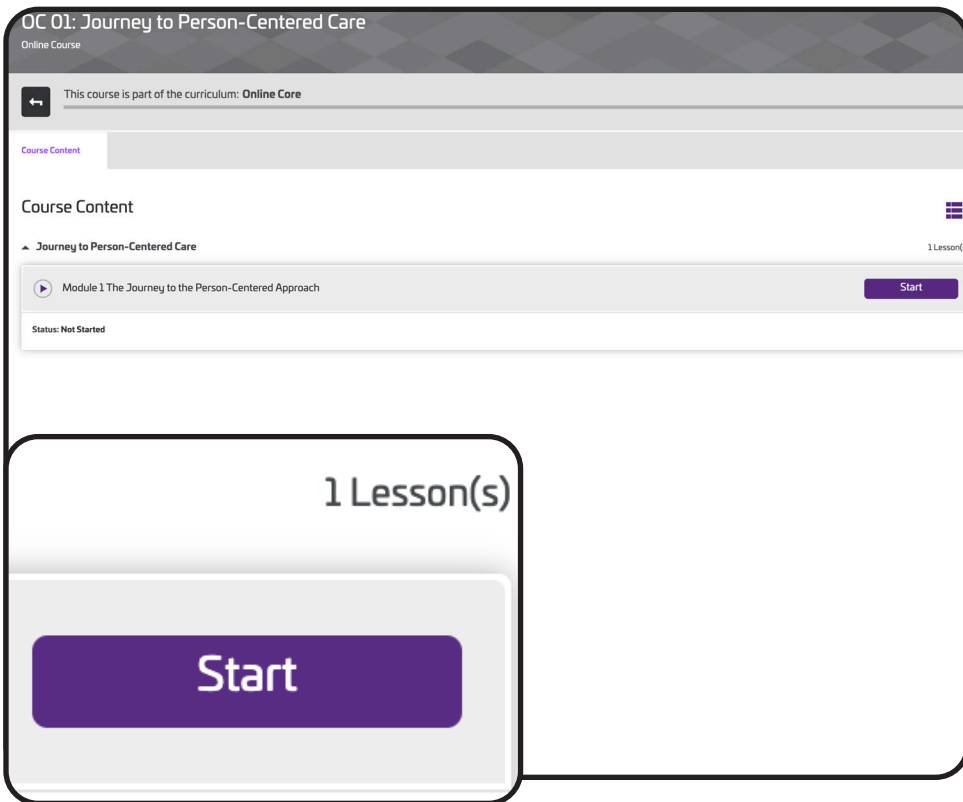
# Registration Guide

Click "Start" on the right side of the screen to go to the first course module.



Click "Start" to begin the module.

**Congratulations!** You are ready to start Online Core.



## Registration Guide

The screenshot shows a list of courses. At the top, it says "0 of 0 Course(s)" with an upward arrow icon. A purple "Enroll" button is highlighted with a callout box. Below it, a table lists courses with their completion status:

Course Name	Status
OC 09: Personal Care	Completed
OC 10: Supporting Community Involvement	Completed
OC Assessment and Survey	0 of 0 Course(s)

At the bottom of the table, there is an "Enroll" button for the "OC Assessment and Survey" course.

After completing all the modules, you will enroll into the Assessment and Survey. Click “Enroll” and then “Start” to begin.

The screenshot shows a message box with the following text:

You are entitled to compensation for successfully completing Online Core. Read our full [Stipend Policy](#) to learn more.

In order to receive your compensation, you need to answer this question:

Below the message box is a blue "Proceed" button with a right-pointing arrow, which is highlighted with a callout box.

After completing the assessment you will be directed to a survey that will ask about stipends. Click “Proceed” to begin.

## Registration Guide

Question 1 Select the appropriate response

You are entitled to compensation for successfully completing Online Core. After making your selection, please be sure to confirm your profile is up to date with your correct mailing and email address.

How would you like to be receive your compensation?

Send my Visa card to the mailing address on my profile (Physical card)

Send my Visa card to the email address on my profile (Digital Card)

1 of 1 Questions Remaining Submit Response ✓

**Submit Response ✓**

Pick the format through which you would like to receive your stipend for Online Core (either physical card or digital card) and then click “Submit Response.”

ing your feedback! You will soon receive information about how to sign up for the Core

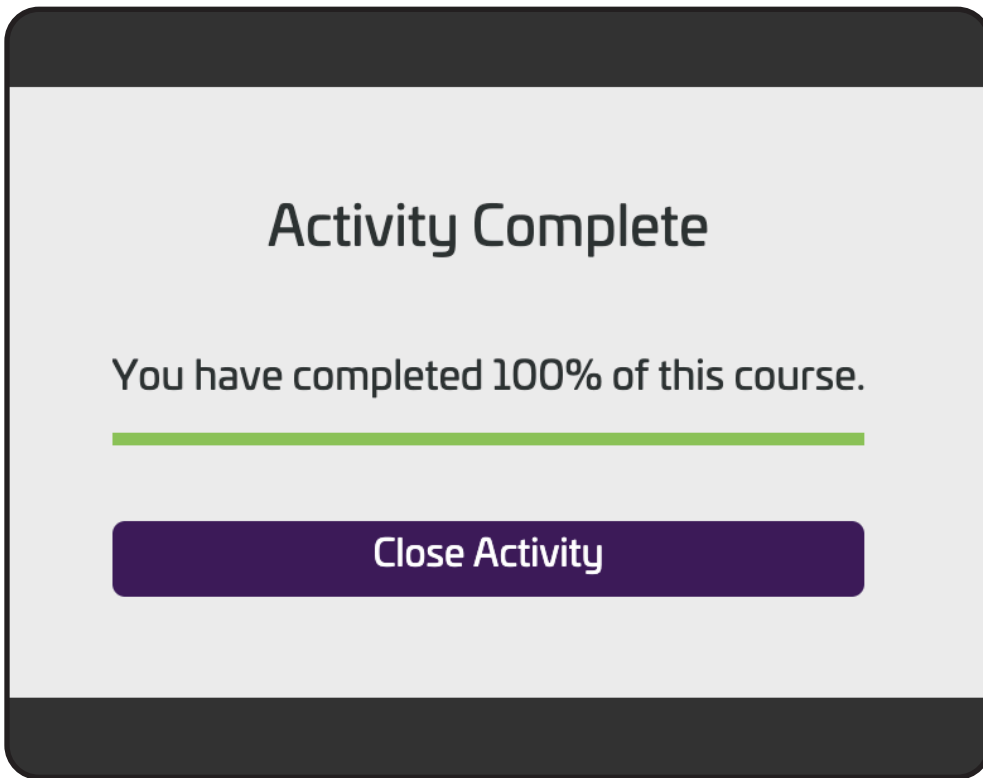
Continue →

**Continue →**

Click “Continue.”

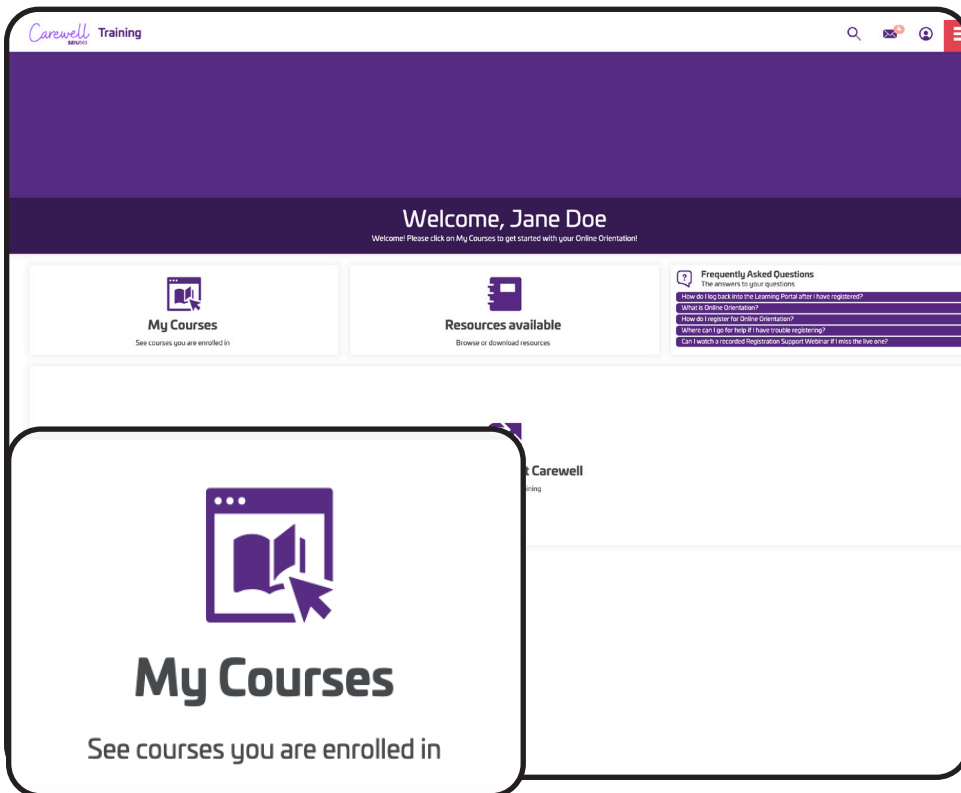
## Registration Guide

Click “Close Activity” to finish Online Core.

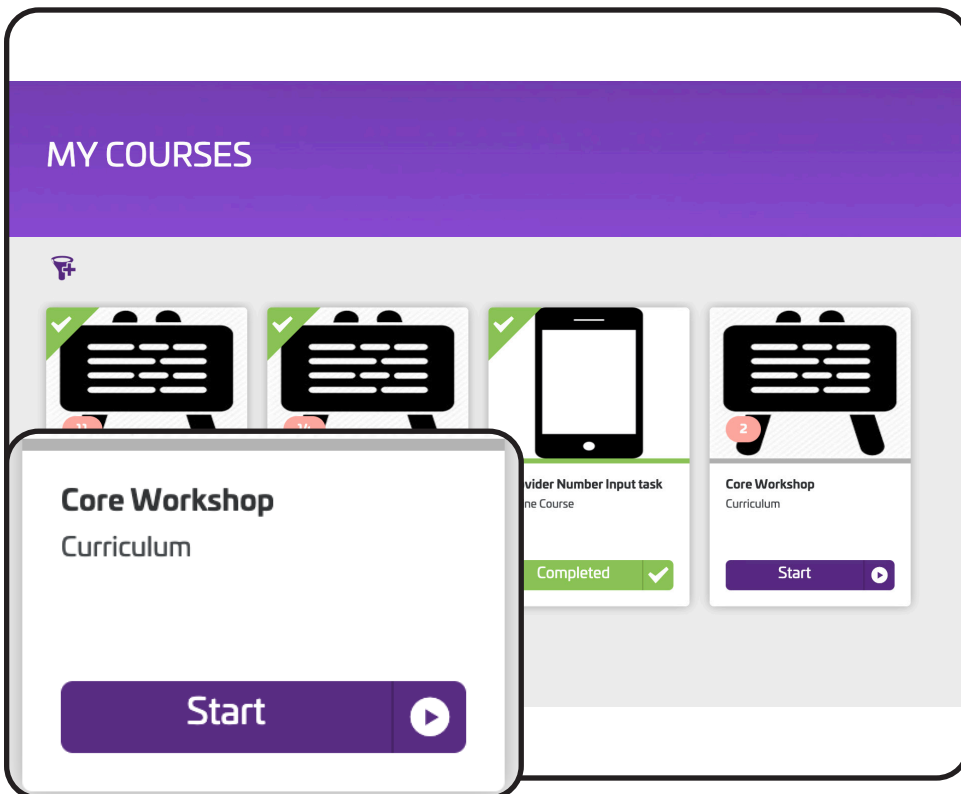


# Core Workshop

Core Workshop is the last section of training. Go to “My Courses” from the left side of the home screen.

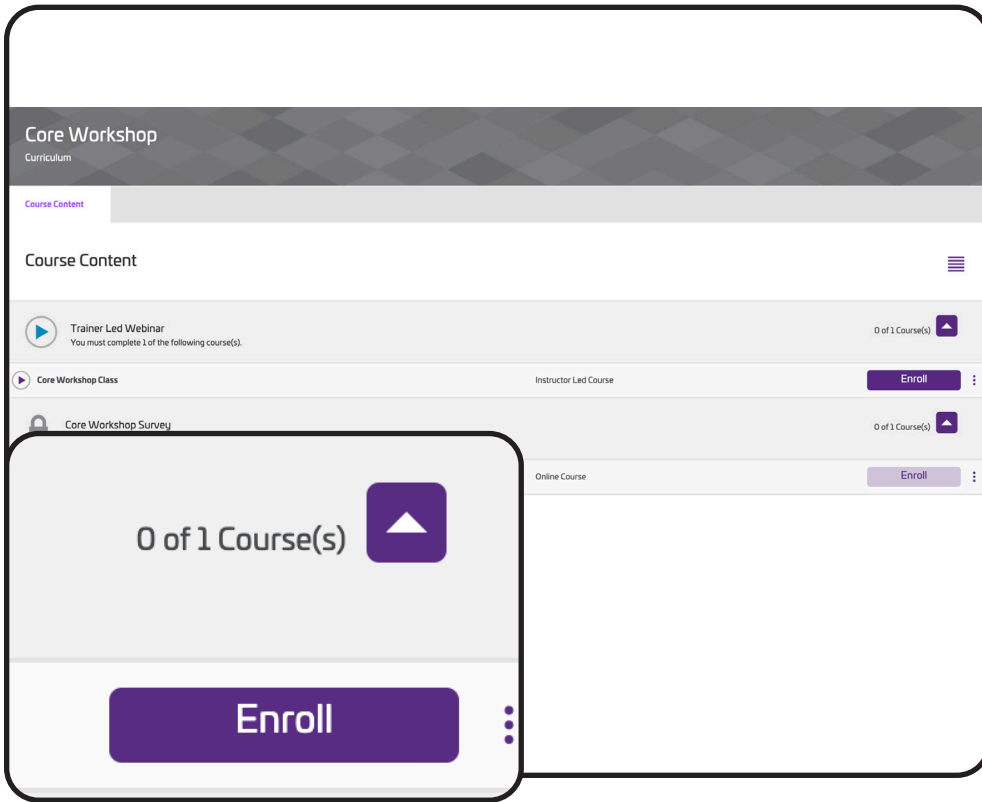


Click “Start” under the Core Workshop course.

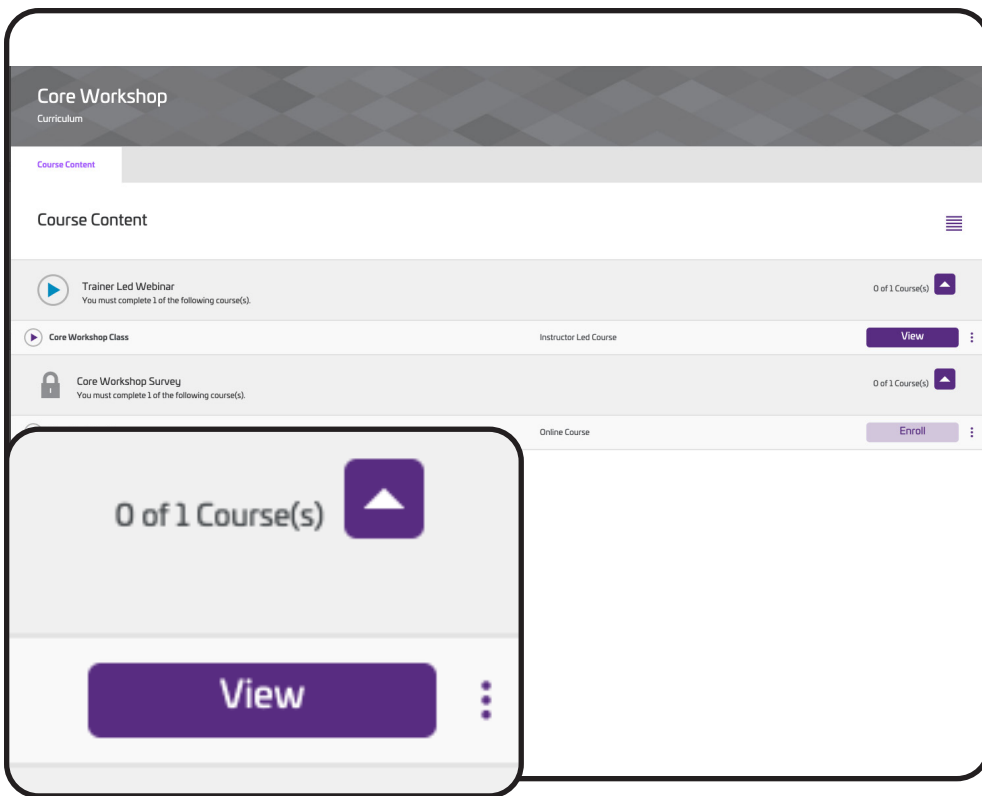


# Registration Guide

Core Workshop is a trainer-led webinar. Click “Enroll” on the left side of the screen.



Click “View” on the left side of the screen.





# Registration Guide

AUGUST 2020 Ops test session  
25 10:00 AM - 11:00 AM (PDT)  
Instructor: [Matt Brandabur](#) [Faunie Szeloczel](#) [carewell training](#)  
Location: Faunie's Zoom Venue - <https://zoom.us/j/96085494495>  
Enroll

AUGUST 2020 Core Webinar Demo Session  
25 11:00 AM - 5:00 PM (PDT)  
Instructor: [carewell training](#)  
Location: Faunie's Zoom Venue - <https://zoom.us/j/92892875525>  
Enroll

AUGUST 2020 Core Zoom and Attendance  
26 4:00 PM - 6:00 PM (PDT)  
Instructor: [carewell training](#)  
Location: Faunie's Zoom Venue - <https://zoom.us/j/92892875525>  
Enroll

Choose a session date and time that works best for you. The webinar will take place over Zoom. Click “Enroll” underneath the session you would prefer.

Enroll

My Session

AUGUST 2020 Ops test session  
25 10:00 AM - 11:00 AM (PDT)

Add to Calendar Change Session Cancel Session

Instructor: [Matt Brandabur](#) [Faunie Szeloczel](#) [carewell training](#)  
Class Size: 10

10:00 AM - 11:00 AM (PDT)

Location: Faunie's Zoom Venue - <https://zoom.us/j/96085494495>  
Starts: August 25, 2020 10:00 AM PDT  
Ends: August 25, 2020 11:00 AM PDT

After you’ve enrolled, your session will appear on the screen as “My Session.” If you need to change the day and time of your session, click “Change Session” below your session.

Change Session

# Registration Guide

AUGUST 2020  
25  
Ops test session  
10:00 AM - 11:00 AM (PDT)  
Instructor: [Matt Brandabur](#) [Faunie Szeloczel](#) [carewell training](#)  
Location: Faunie's Zoom Venue - <https://zoom.us/j/96085494495>  
Already enrolled.

AUGUST 2020  
25  
Core Webinar Demo Session  
11:00 AM - 5:00 PM (PDT)  
Instructor: [carewell training](#)  
Location: Faunie's Zoom Venue - <https://zoom.us/j/92892875525>  
Enroll

AUGUST 2020  
26  
Core Zoom and Attendance  
4:00 PM - 6:00 PM (PDT)  
Instructor: [carewell training](#)  
Location: Faunie's Zoom Venue - <https://zoom.us/j/92733>  
Enroll

Select a new session from the list of available options by clicking “Enroll” on the session you would like to change to.

Enroll

my Session

AUGUST 2020  
25  
Ops test session  
10:00 AM - 11:00 AM (PDT)

Add to Calendar Change Session Cancel Session

Instructor: [Matt Brandabur](#) [Faunie Szeloczel](#) [carewell training](#)  
Class Size: 10

10:00 AM - 11:00 AM (PDT)

Location: Faunie's Zoom Venue - <https://zoom.us/j/96085494495>  
Starts: August 25, 2020 10:00 AM PDT  
Ends: August 25, 2020 11:00 AM PDT

If you need to cancel your session for any reason, click “Cancel Session.” When you are ready to schedule your Core Workshop session, you can come back any time to enroll in a new session.

Cancel Session

## Registration Guide

**Congratulations!** You are ready to begin the Core Workshop. Follow the instructions you receive in your email to join the Zoom webinar.

If you have more questions about registration or using the Carewell Learning Portal, you can visit our website, [CarewellSEIU503.org/training](https://CarewellSEIU503.org/training), reach us by email at [carewellseiu503training@risepartnership.com](mailto:carewellseiu503training@risepartnership.com) or call us at 1-844-503-7348 where representatives are available between 8am and 6pm Monday through Friday.