

May 11, 2016

TO: IN-HOME SUPPORTIVE SERVICES (IHSS) COUNTY SOCIAL SERVICES STAFF

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QUALITY ASSURANCE & IMPROVEMENT BUREAU

SUBJECT: IHSS TRAINING ACADEMY (IHSSTA) REGISTRATION PROCESS

The California Department of Social Services (CDSS), Adult Programs Division (APD), Quality Assurance and Improvement Bureau (QA&IB), Training and Development Unit (T&DU), provides the following general training registration guidelines for county social services staff when participating in IHSSTA classes.

The following information will help ensure a smooth registration process across the state:

1. Know which region your county belongs to in order to register in the appropriate trainings available in your region (see attached regional map).
2. Create a user account with the Learning Management System (LMS) at <http://tinyurl.com/ihss-lms>.
3. Carefully review the registration instructions at <http://tinyurl.com/howtoregihss>.
4. **Ensure that your username is your work email address.** Be advised that if you already created an account without your work email address as your username, your username was changed to your email address you provided and must be used to sign in and register for classes.
5. Once you create your account with the required information, the approval process may take up to 2 days. You will receive an email notification when your account is approved and activated. Do not create multiple accounts during this process as it will cause delays.
6. If you already have an account with the Academy for Professional Excellence at San Diego State University and are experiencing difficulty, please contact the IHSS LMS help desk at IHSS-LMS@mail.sdsu.edu.

Here are helpful tips to resolve frequent log-in or webpage access difficulties:

- For best performance, use FIREFOX or Internet Explorer, and turn off all pop-up blockers on the browser's toolbar.
- Make sure you completely log in and log out of the LMS log in webpage (do not stay logged in for long periods of time and try to register for trainings as this may cause an error to your registration process).
- When reviewing the catalog, make sure to refresh your browser periodically so that all available trainings with open slots are visible.
- If you are waitlisted, the system will automatically add you onto the roster in the order your registration was received when space is available and a confirmation email will be sent to you.
- When a training has been filled to its capacity, the system will display “registration is blocked” and/or “registration is locked.”
- Clear your browser's cache, cookies, and history to increase viewing capabilities.

For additional registration questions and/or support please emailed IHSS-LMS@mail.sdsu.edu.