Welcome

MTS's Lab Training and Competency Assessment programs equip labs with a comprehensive online resource for training staff and building competency.

As an administrator for your account, you can add, edit, and delete users, send email notifications, create custom competency tests, reset tests and create and print reports for training and competency documentation. Accounts can have more than one administrator which allows for added flexibility in managing the account.

Administrators can also group users by department, location, or shift to make tracking progress quick and simple. With groups, administrators are empowered with increased account administration flexibility and coordination.

Users and Administrators have unlimited access 24/7 from any internet enabled workstation to:

- Training courses with engaging video and animation worth over 50 hours of continuing education credit. Specimen images make an ideal reference tool.

- Competency Assessment tests for meeting regulatory requirements. Test questions change twice annually.

Subscription Information

A subscription includes access to one or both of the following programs:

Lab Training Library

Our award-winning training courses help lab managers and educators build the skills and understanding required to deliver quality test results and ensure patient safety in today's fast-paced laboratories.
Training courses use engaging multimedia to teach theory and demonstrate technique. Each course requires 1-2 hours to complete online, with automated tracking of scores and continuing education (CE) credit (accredited for P.A.C.E. and State of Florida CE credit.) Managers can view and print reports on individual users or entire groups.

Competency Assessment Tests

Competency Assessment helps test, track and document competency for staff involved in all aspects of clinical laboratory testing. Each test consists of 5-10 objective questions and new questions are published twice annually (on January and July 1st.) Test results from previous periods are stored and test assignments are carried forward. Summary reports track and document laboratory staff competency for personnel files, and help fulfill JCAHO and CLIA regulatory requirements.

Note: MTS offers three different Competency Assessment subscriptions.

1. **Lab Competency Assessment** - Test, track, and document staff competency online through bi-annual tests in all the major areas of the lab.
2. **PPMP (Provider Performed Microscopy Procedures) Competency Assessment** - Test, track and document provider competency online through bi-annual tests in 8 provider performed microscopy procedures (e.g. Wet Prep, Fern Test, Urine Sediment, etc.)
3. **POCT (Point of Care Test) Competency Assessment** - Test, track and document competency assessment for waived test kits and point of care instruments.

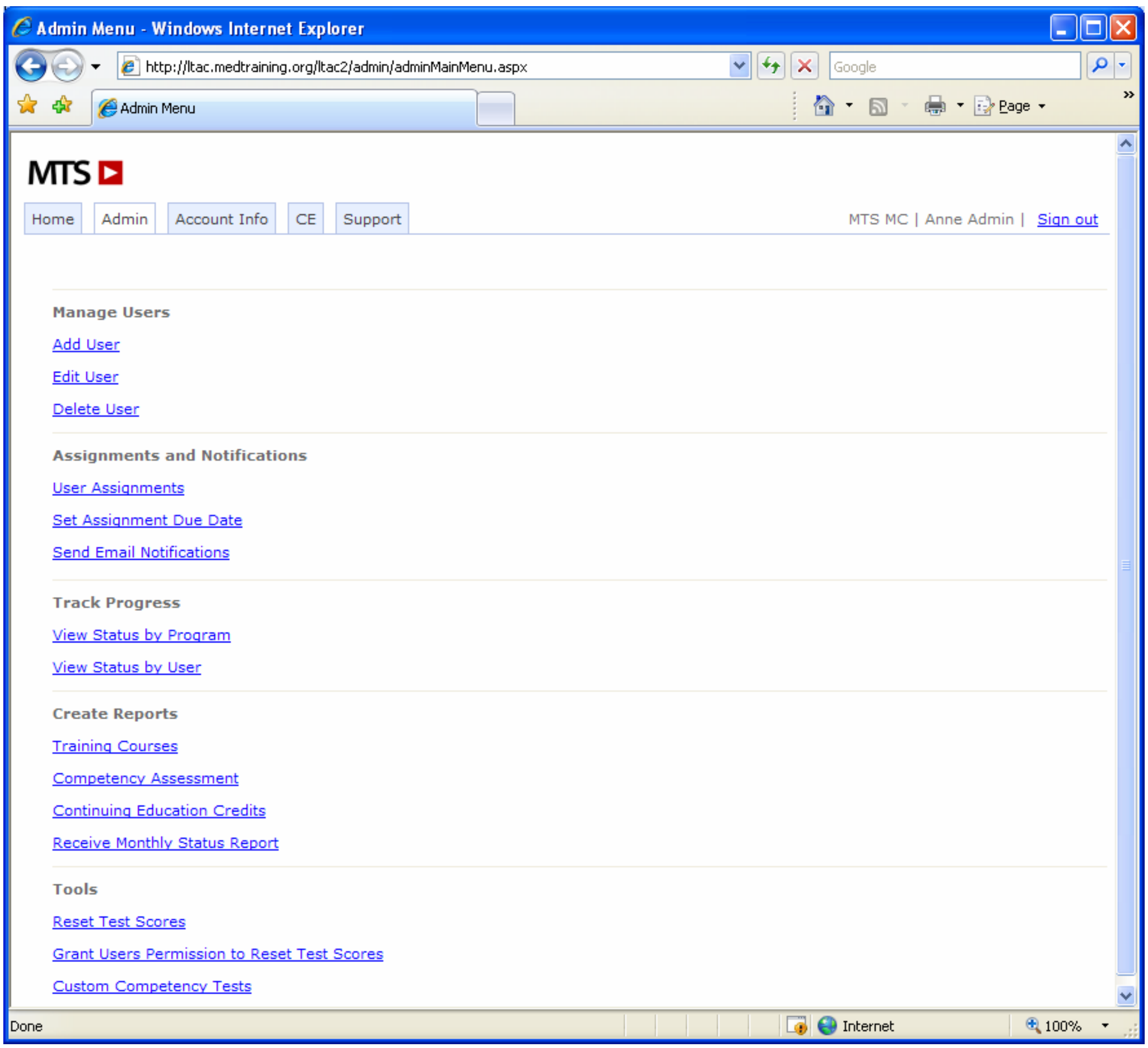
If you would like to add any programs onto your current subscription please contact sales@medtraining.org to request a quote.

Getting Started

Log In:
To access the account, Administrators and Users must log in:

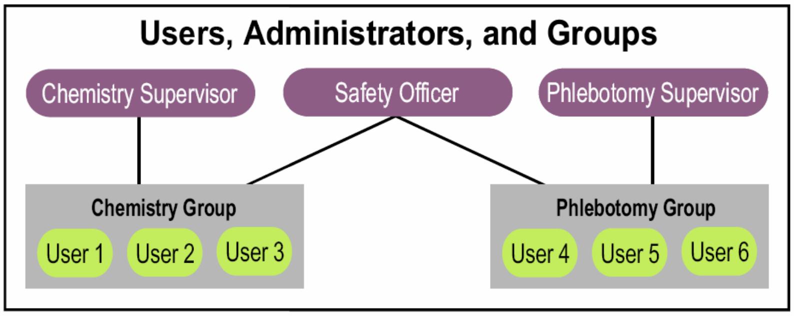
1. Open an Internet Explorer browser window and go to www.medtraining.org.
2. Log in with your e-mail/UserID and password provided by MTS.
3. Click Log in.

Administrator Menu:
After log in, from the home page, select the *Admin* tab from the top of the page to view the screen shown below. From here you will be able to add/edit/delete users, assign tests, view status, create reports, etc. (Users do not have access to the Admin tab)



Step 1: Organizing your account

A good way to get started is to determine how you would like to organize your account. For larger accounts (30+ users) it might be helpful to arrange your account into groups such as: Core Lab, Phlebotomy, 3rd Shift, etc. The diagram below illustrates a sample account that utilizes Groups to organize and manage their account. You may add as many groups as needed and at anytime.



To set up groups within your account, please contact customer service at **support@medtraining.org**.

Administrators: There is no limit to the number of administrators on each account. Larger accounts might find it easier to assign one or two administrators to each group, and have one person as the primary administrator who is set up over all groups. You may set up administrative duties any way that works best for your facility.

To add administrators or to give a current user administrative status, contact customer service at **support@medtraining.org** with the following information for the new administrator.

1. First and last name
2. Email address
3. Name of the group(s) they will administer.

Step 2: Adding your users

In order to access the Lab Training and Competency resources, a User must have an account. Accounts can only be created by an Administrator using the Add User function from the Admin Menu. To add a user, enter:

1. First and Last Names
2. E-mail/UserID-Any valid email address is recommended as this will enable other useful features of the system, such as E-mail Notification. If a user does not have email, a **unique** UserID should be created such as HospitalName12345.
3. Department (optional)-This can be used to organize users by location, specialization, shift, etc.
4. Group-If an Administrator manages more than one group; users must be assigned to a group. Groups are useful for managing large accounts with multiple Administrators.
5. Password-Choose a password for your user. You may give all your users the same initial password, such as *change* or *password*. Users can then personalize their password from their Account Info tab. Passwords are not case sensitive.

Click the Next button to continue to Assignments.

From the Assignments page, you can assign any Competency Tests or Training Courses to your newly added User. In some cases, it may be more efficient to make your assignments in batch (see Step 3).

Note: If you have more than 30 users to add, consider requesting help from MTS support. We can create user accounts for you. Learn more about this service by sending us a note from the Support Tab.

Step 3: Assigning tests

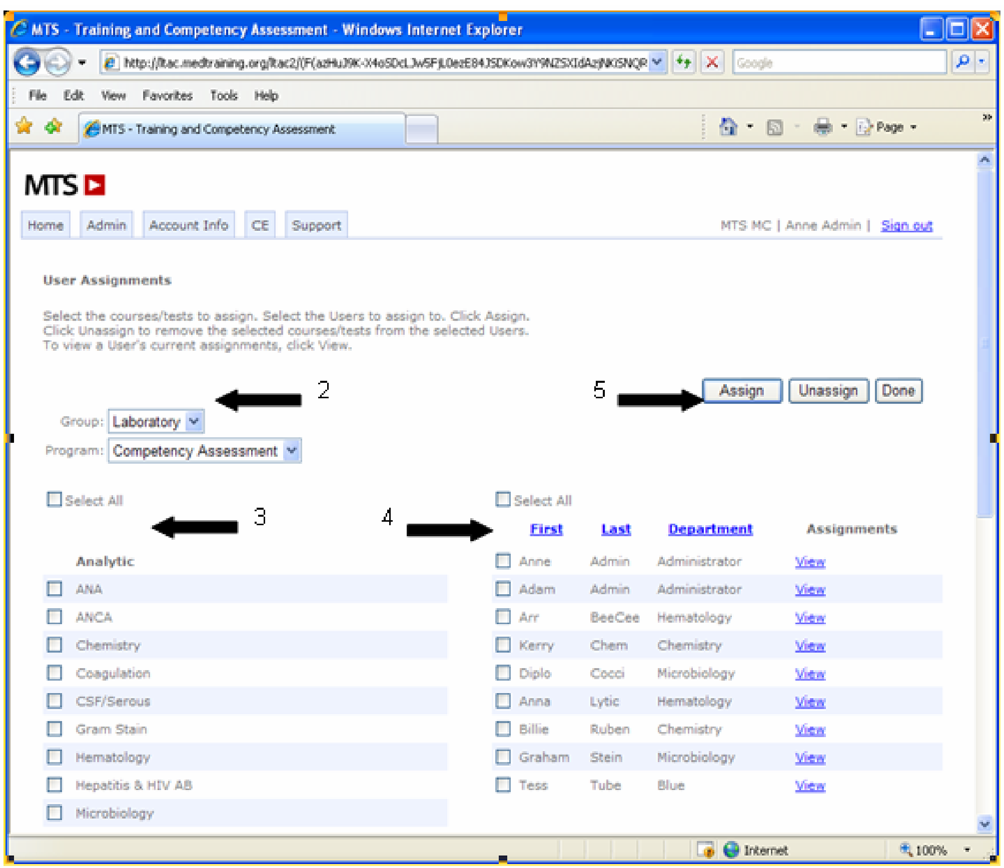
Competency tests can be assigned/unassigned to individual users or to an entire group.
To Assign and Unassign tests:

1. From the Admin tab, choose **User Assignments**
2. From the drop boxes at the top select a Group and a Program (Competency Assessment or Training) to assign to Users within the Group.
3. From the left column select which test/course you would like to assign/unassign.
4. From the right column select the User(s) to assign to.
5. Click Assign or Unassign in the upper right corner.

To view a User's assignments, click on the View link next to the User's name.

Note: Clicking the Assign button will **add** the courses/tests to the User's menu—any existing assignments will be preserved.

Assigning training courses: Unlike the Competency Assessment tests, which need to be assigned in order for the User to see them on their menu, training courses are always available for your Users regardless of their assignment status. If you assign a training course, the course will be highlighted in red on the Users menu indicating that you want them to take this course



Step 4: Send Email Notifications

Email notifications are generated by the MTS system and include an Autologin Link (a link that can be clicked on to automatically login) along with a User's UserId and Password for manual logon.

To send an email notification:

1. From the Admin tab, select **Send Email Notifications**
2. Select the Group and the Users that you would like to notify, or you may choose to show only users with incomplete assignments (this feature is useful for reminder emails). Click Next.
3. Write a custom message to be included in the notification. You may save this message as part of an email template. New templates may be created by clicking on the New Template button.
4. Click send to send your email notification.

Note*:* If a user's UserID is not an email address, the email will be sent to the Administrator. The administrator may then print the email and deliver it to the user.
Hint*:* To preview your email notification, select your own name only in the User list and send the notification.

Step 5: Tracking progress and generating reports

Administrators can create several different reports for tracking and documenting user activity. Created in PDF format, reports are easily printed, saved or emailed.

Competency Reports: The Competency Assessment report shows, by user, tests taken, score received and date completed. To create;

1. From the Admin tab, select "Competency Assessment" from under the Create Reports heading.
2. Select the test period(s)
3. Select what you would like the report to show: All assigned/completed tests, completed tests only or incomplete tests only, hit Next
4. Select the group you would like to create the report for
5. Select your users or hit the Select All button. You may check the button towards the top if you would like each user's data on a separate page. Hit Next
6. You may select to either view your report in PDF format or export to Excel.

Training Reports: The Training Courses reports shows, by user, training tests taken, score received and date completed, much the same as the above Competency Report.

1. From the Admin tab, select "Training Courses"
2. Specify the date range
3. Choose what you would like the report to show: All assigned/completed tests, completed tests only or incomplete tests only, hit Next
4. Select the group you would like to create the report for
5. Select your users or hit the Select All button. You may check the button towards the top if you would like each user's data on a separate page. Hit Next
6. Select View Report to download report in PDF format

Continuing Education Credits: Users may print their own P.A.C.E. completion certificates or the administrators may generate.

1. From the Admin tab, choose "Continuing Education Credits"
2. Select your date range and choose to either create a summary report of each users courses and CE hours, or to print actual CE certificates, click Next
3. Select Group and then users, click Next
4. Click View Report to open in PDF format to print and/or save.

These are the 5 basic steps that you will use as an Administrator. Below you will find some more general information and helpful hints.

Delete Users: To delete one of more users from your account

1. From the Admin menu, select **Delete Users**
2. Select the User(s) you want to delete
3. Click Delete

Hint: Deleting users removes them from your account view. However, deleted users may be recovered. To restore a deleted user, simply Add them as a new User using the exact same UserId, you will be prompted to restore the User's account. You may also contact MTS Support from the Support Tab.

Edit User: From the Edit User option on the Admin tab you may change a user's UserID, password, department or group. Simply edit the needed information and click Save.

Reset test scores

Administrators may manually reset tests for a User

1. From the Admin menu, choose "Reset Test Scores"
2. You will see all users who have taken tests this period. Any user with their average score highlighted in red indicates that they have scored below 80% on at least one test. Select the user you would like to reset.
3. Select tests to reset and click the Reset button

Administrators may also grant their users permission to reset their own test scores.

1. From the Admin menu, select **Grant users permission to reset test scores** under Tools
2. Select the Group
3. You may grant users the rights to reset the Training test scores and/or Competency test scores.

Custom Competency Tests: Build your own custom competency tests for facility specific procedures. Custom tests can be assigned and tracked alongside the MTS Competency Tests. To create your own test:

1. Select **Custom Competency Tests** under **Tools** on the Admin Tab.
2. Click on the **Add New Test** Button
3. Type in your test title, topic, and author. Select the period that you would like to have your test available and click Save.
4. Next, click on your test title and you begin adding questions by selecting the **View/Add Questions** button.
5. You may now upload a question image (optional), type in your question and answers. Mark which answer is correct. Choose to add an explanation image (optional) and text. Click Save.
6. You may then preview your question and/or explanation to see how these will appear to your users.
7. Click on the **Add Question** button to continue adding more questions.

8. In order to make your custom test available for assignment, it must be published in the current period and it must be marked as active. Both of these selections can be made by clicking on the test title.

Notes:

1. Be sure to preview your custom test carefully before assigning it. Once the test has been taken, you will no longer be able to edit it. Contact MTS support if you need to edit a test that has been taken.

2. When a period changes, your test will no longer be available for your Users to take. If you want your test to continue to be available, you must copy it to a new period. This can be done by editing the test properties. Click **Copy Test to New Period** and follow the on-screen instructions. Copying the test will copy the test content AND all of the assignments to another period. That is, any Users assigned the custom test, will be assigned this test in the new period. At this point, you may choose to change the content of the test questions for the new period.

If you are experiencing technical difficulties please check the following:

System Requirements:

- The website can be accessed using any of the popular web browsers including Internet Explorer, Firefox, Safari, Chrome etc. The site is accessible from both Macintosh and PC computers.
- In Internet Explorer, Privacy must be set to Medium or lower. Open IE and click Tools — Internet Options — Privacy. Lower the setting and click OK.
- If you are clicking on a link in a course management program (e.g. WebCT, Blackboard), you should open a new browser window and go directly to www.medtraining.org

Video Player:

- When using Internet Explorer, videos are played using Windows Media Player. The most recent version of Media Player should be installed in order to play the videos. This can be downloaded for free from: www.microsoft.com/mediaplayer. If you already have the most recent version, reinstalling it may resolve any problems
- Accessing the site using a different web browser (Safari, Firefox, etc) might also solve any video problems. These browsers use Adobe Flash to play the videos, which can be downloaded from: http://flashplayer.9-downloadcenter.com/index.asp?aff=103&camp=gg_flash_us&se=google

If you continue to have problems, please contact your IT department and verify that the firewall is not blocking www.medtraining.org or www.playstream.com (Playstream is a third-party vendor that hosts the videos found in the training content and tests.) If your IT department does not detect any firewall issues please contact the MTS Support Team from your Support Tab.