Training Instructions:
Getting Started with C4U, the Learning Management System

CONNECT for HEALTH COLORADO®
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Denver, CO 80237

ABOUT C4U

C4U is our Learning Management System (LMS) which is used to access the Connect for Health Colorado certification training program. It is designed to give individuals essential knowledge and skills that will enable them to provide assistance to Coloradans enrolling in the Marketplace. Certification is required annually, and training modules are refreshed as needed annually. The annual certification periods are timed with the annual Open Enrollment Period. After becoming certified, learners can return to the training curriculum to refer to at any time. The LMS also has a resource library with additional learning aids.

REQUIREMENTS TO BECOME CERTIFIED OR MAINTAIN CERTIFICATION

To complete the certification program, all individuals must complete all of the following components:

Sign Agreements

Depending on your role, there will be some documents that you will need to sign electronically. After carefully reading each agreement, you will need to select the "Sign" button to confirm your signature.

Online Classes

Online classes consists of a set of essential modules/videos. To complete a module or video, individuals must go through each section and take the quiz at the end with a passing score of 80% or higher. Online classes and quizzes can be taken an unlimited number of times.

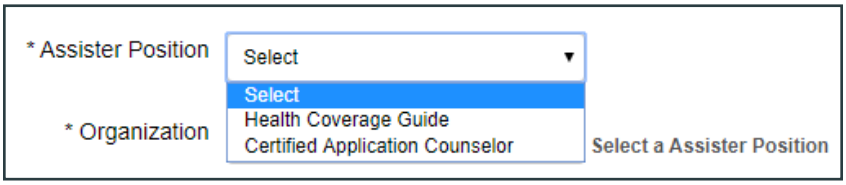
Certificate

Once the above requirements are complete, access is unlocked to an official certificate that can be viewed and saved. This certificate is accessible at any time and required as proof of the certification program.

BEGIN LEARNING

Registering for a C4U account

1. Go to the Assister Registration Form and complete all required fields of the form.
2. Be sure to pay attention to the "Assister Position" field and select the correct position.



   - The assigned certification program will be registered to your account
3. Next, you will define a security question before being logged into the C4U.

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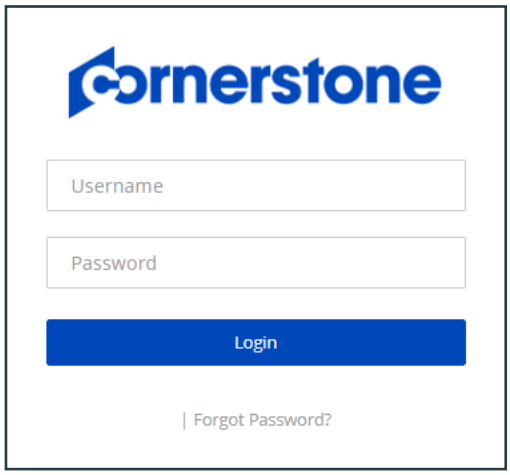
Once your account has been created, you should receive a confirmation email.



Logging in to your C4U account

1. Go to c4hco.csod.com and login with your credentials.
    - Your username will be your registered email.
    - If you forget your password at any time, select **"Forgot Password?"** to reset your password.

Getting Started with the C4U (optional)

To familiarize yourself with the C4U, there are a few options:

1. You can take the online class "Getting Started with the C4U!" which is available under Featured Training.
2. You can sign up for a "C4U Walkthrough" training session in our events calendar.

Completing the Certification Program

On the Welcome page, you should see your certification curricula under "My Training" in the left column.

- You may access your curricula at any time by selecting "Open curriculum" on the Welcome Page under "My Training" or on the "My Transcript" page found under the "Learning" tab.

How to complete an Online Class:

1. To begin your online class training, you will need to go through each section completely. Select the "Launch" button next to the online class training.
    - If the online class does not appear immediately, you may have your pop-up blocker enabled. Select the "here" in the "If the training doesn't load, click here to open it" link.
2. There will be a short quiz at the end of each course. **All quizzes must be passed with an 80% or higher.** If you do not receive a passing score, review the course and then select the retake icon ( ).
3. To receive full credit for each course, be sure that the module is "100% complete." You can view this progress bar underneath the module name in the navigation on the left.
    - If you exit the course and the module was not "100% complete," the course will remain incomplete.

4. Select the "EXIT COURSE" link at the top right to receive full credit.

How to complete a Video training:

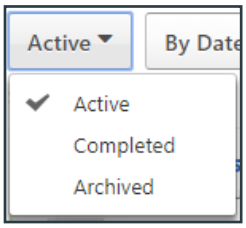
1. To begin your video training, select the “Launch” button next to the video training.
2. A video player will launch and when you watched the whole video, select the “Mark Complete” button.

How to complete a Materials training:

1. Select the “Launch” button next to the material training.
2. A new window should appear with the material document for you to view, download, and save.
    - It is recommended for you to save any materials offered in the curricula for your records.
3. Select the “Mark Complete” button after viewing the material document.

How to download your certificate:

1. Hover over the “Learning” tab inthe navigation and select “My Transcript”
2. Select “Completed” in the “Active” dropdown menu to view all completed training.



3. Select the “View Certificate” button next to the completed curricula to view, download and save your certificate.

If you encounter any problems or need assistance completing your Certification Training, please don’t hesitate to contact us at TrainingSupport@c4hco.com.