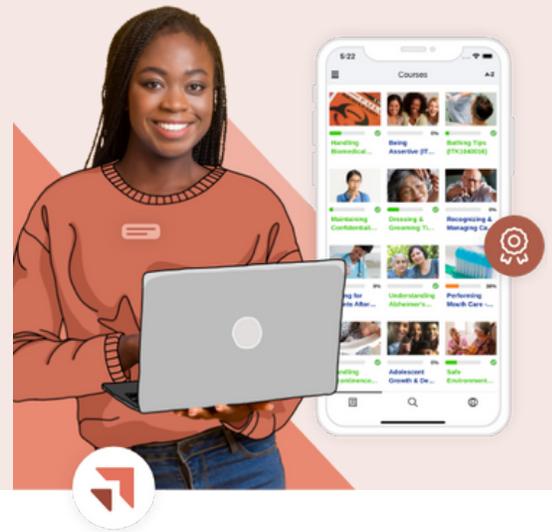


Top 5 Training Manager Headaches

Troubleshooting techniques to keep your learners engaged



#1 - Logging into the Care Intelligence Platform

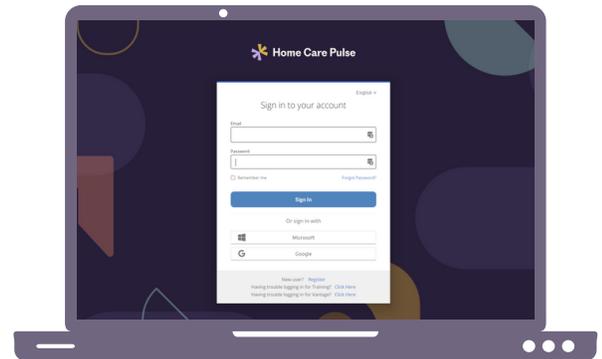
Training Managers/Admins, visit the Care Intelligence Platform (CIP):
my.homecarepulse.com

If a new user, register & verify your primary email address.

If you forgot your password, request a reset link. Check spam folder for password reset link.

To link your account for the first time, select the product from the top dashboard.

[Learn more about Learner log-in best practices](#)



What are the different profiles?

Training Manager

[Assign courses](#)

[Manage users](#)

[View & create custom reports](#)

[Back-end access to learner profiles](#)

[Map learner account to TM profile for a single sign-on](#)

Learner

[Launch and complete assigned training](#)

[View & download certificates](#)

[Access to the mobile app](#)

Learner- VF

[Self-assign courses from the course catalog](#)

[Launch and complete assigned training](#)

[View & download certificates](#)

[Access to the mobile app](#)

#2 - Troubleshooting Course Issues

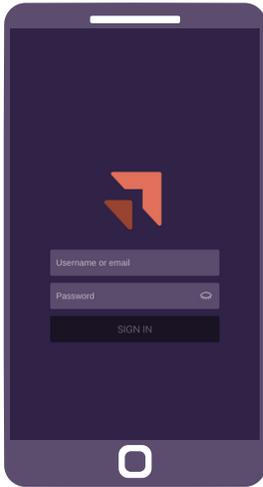
Tip #1 - Check your Internet Connection.

Tip #2 - Use the correct web browser. Google Chrome and Microsoft Edge is preferred.

Tip #3 - [Clear the Cache in your Web Browser.](#)

Tip #4 - Confirm the Course has Audio. View the course description page for more information on the course.

Tip #5 - For Course Navigation issues, review the page for a continue, next or completed button. If these actions do not appear, confirm that the learner has completed all required on-screen interactions. For Interactive PDFs courses, there will be a timer and button located at the bottom of the screen.



[How to Contact Customer Support through the Mobile App](#)

#4 - Certificate Troubleshooting

[Steps to reissuing a certificate to a completed course:](#)

- Search for Learner in User List
- Select Courses tab under Learner
- Select "Edit" from Actions
- Under Certificates, select "issue" from dropdown menu
- Select "Submit"

Certificate icon will now appear under action column for printing

#5 - Learning Path Assignments

Tip #1 - Do not remove or add courses to a learning path after it has been assigned. Adding or subtracting courses from a learning path will impact the completion of the path. If you need to edit your learning path after assignment, please reach out to support for guidance.

If you need to add courses, we recommend to individually assign those additional courses.

Tip #2 - Some learning paths can share the same courses. Only one course completion is required. For shared courses and re-assignment, best practice is to un-assign learning paths simultaneously.

#3 -Mobile App Troubleshooting

Tip #1 - [Clear the App Database](#). This will not delete course progress.

Tip #2 - Download all course units before beginning. Ensure the course unit is fully downloaded before beginning. This allows for content to be accessed offline or in situations where WiFi is not strong.

Tip #3 - Rotate the device. The learner may need to enable screen rotation within the device settings. Android device users who launch courses in full-screen mode will need to exit full screen to view the continue button.

Tip #4 - For custom built courses, the [test questions](#) that are compatible with within the app are: Empty Spaces, Multiple choices - single answer, Multiple choices - many answers, True/False, and Drag and Drop.



How do I reach support?

To reach our support team, email:
customersupport@homecarepulse.com

Include the following information:

Your Name
Agency Name
Contact Information
Description of the issue

You will hear back from a member of our support team within 24-48 hours by email.