

New Hampshire Connections Information System (NHCIS) Professional Registry FAQ's

Login Support:

- 1. What browser should I use to access the new Professional Registry in NHCIS? To access NHCIS you would use either Google Chrome or Mozilla Firefox. Internet Explorer or Microsoft Edge are not compatible.
- 2. "OLD REGISTRY USERS" How do I create a new Registry account in NHCIS, if I have an account in the previous "old" NH Professional Registry (NHPR)? Registration is done through a Self-Registration process. To create an account please visit: https://nhpublichealth.force.com/nhccis/s/login/?ec=302&startURL=%2Fnhccis%2Fs%2F. Click on the "Reset Password" button. Use the email you used in the "old" NH Professional Registry NHPR to register in the new system as your username and click "Reset". You will receive a verification code to that email address which will be used in registration.

If these steps do NOT work, please click the "Register" button and use the same information you have used in your NHPR "old" registry record. If you need assistance ensuring your information matches, please call one of our TA specialists at 1-855-393-1731 x 2532.

3. "NEW REGISTRY USERS" - How do I create a new Registry account in NHCIS, if I have never had an account in the "old" Professional Registry? Registration is done through a Self-Registration process. To create an account please visit: https://nhpublichealth.force.com/nhccis/s/login/?ec=302&startURL=%2Fnhccis%2Fs%2F. Hit the "Register" button and follow the prompts. You will receive a verification code to that email to that email address which will be used in registration.

- 4. Is there a video or tutorial I can view regarding how to access the Professional Registry? Yes, this video is available within the NHCIS itself on the dashboard and can also be viewed by clicking here: <u>https://vimeo.com/user61233682/review/521982457/eb2142b748</u>
- I keep getting an error message when I register and cannot get past that point of registration. What do I do? If you are experiencing a challenge registering, you would go into the login screen for NHCIS and submit a support ticket, by clicking on "SUPPORT". See #6. Please allow one business day for a response.
- 6. How do I submit a support ticket for LOGIN issues? Follow the steps below:
 - Navigate to the NHCIS Login Page and click the white "SUPPORT" button on the left hand side.
 www.phpublichoalth force.com/phocic/s/login/20c=2028.startUPL=%2Ephocis%2Es%2

www.nhpublichealth.force.com/nhccis/s/login/?ec=302&startURL=%2Fnhccis%2Fs%2F Enter your contact information.

- Select the ticket type that applies to your issue. (Login Issue, Forgot Password does not work or Forgot Username).
- Add a detailed description of the issue happening including any error messages, the browser/device used or any other relevant information.

0	NH C@NNECTIONS Structure restaurt framework		Login
	Present Province for the Province for an opposite SUPPORT	Log in Enter your Usemame and Password below to log in "Usemame "Passaout Reset password Light	

System Functionality:

- 7. How do I submit a support ticket for NON-LOGIN issues? Follow the steps below
 - Navigate to the NHCIS Log in Page. <u>https://nhpublichealth.force.com/nhccis/s/login/?ec=302&startURL=%2Fnhccis%2Fs%2</u>
 <u>F</u>
 - Login using your email address and password for your NHCIS account.
 - Click the white "SUPPORT" button in the top right hand corner of the page.
 - Select the item you need assistance with in the "I NEED ASSISTANCE" drop down.
 - Add a basic subject in the "SUBJECT" field.
 - Add a detailed description of the issue happening including any error messages, the browser/device used or any other relevant information.

iport •
gistry ld:

- 8. How can I help ease the data transfer process from the "old" NHPR to the new Professional Registry? Individuals can help by ensuring that their contact information (email, address and phone numbers), birth date and current employment is correct and the same in both accounts. If you need help accessing your NHPR registry account information, please reach out to our TA line at 603-578-1386 x 2532 for additional support.
- 9. Why aren't my trainings from the "old" NH Professional Registry uploaded on to my new Professional Registry account on NHCIS? During this data transition, trainings have started to transfer from the "old" NHPR. There will be at least one more large data pull in a few weeks, which will reflect trainings from 2020 and 2021. NHCIS will not reflect current trainings until the full adoption of the system. We suggest that all individuals print out their "Training and Education Report" and their "Training Transcript" from the NHPR. You can find instructions here on how to complete that process here: <u>https://www.nh-connections.org/uploads/2020/11/How-to-Access-your-Training-Transcript.pdf</u>

10. How can I access my training information?

Currently, there are a few ways to find and access your transferred (and new) training information. The first place is within the Professional Registry Tile Application and the other is within the Training Tile Application.

Walasia			
Welcome to the HH Canned loss information System, drice you program audio profile, first instructional indexs and document	erier itsi apteri par sil be abe to aptete par n ar wel an iven for getting additionat bets	Are you working with a Child Care program? Associate with then new	(21 STATES
Professional Registry	Credentialing	Training	
View and spake important information for your logatory public and many	Apply for, Person and Menager per Education Contentiating activity and methy	Taxarish has Segretta and Exception training, Developing room manage Training for and make	
Congiste		Complete	

To Access Trainings in the Professional Registry Tile Application:

- Click the Professional Registry Tile Application, when you hover over it you will see "VIEW PROFESSIONAL REGISTRY".
- When this Tile launches, click "PROFESSIONAL REGISTRY" on the menu to the left.

rofessional Registry	2 Number Of New Credentials	O Number Of Endorsements	0 Number Of Renewal >
redentials ly Learning History	Apply For New Credential	Apply for Endorsement	Apply To Renew Credential
ly Documents			
eport incident	Profile Status: Comple	te	

• Click "PROFESSIONAL DEVELOPMENT" on the menu to the left.

Personal Information	Training history		Register for Training
1) Employment			
() Education	Velocite Training	Soft Reported Training	
O Professional Development			
Technical Assistance	The Center Director as Adv	ocate for Families and S	Complete
	Location	Completion Date	
6 Credential/Certificate	Prosolutions	Apr 12, 2021	
	Upload Transcript		

• Scroll down through your list to see trainings that have been imported from NHPR and new trainings completed through NHCIS/ProSolutions.

You can also generate a "Profile PDF" which will print all education and training information. To do so, simply click the "DOWNLOAD PROFILE PDF" near the top of your screen.

To Access Trainings in the Training Tile Application:

- Click the Training Application Tile, when you hover over it you will see "VIEW MY TRAINING".
- When this Tile launches, there are two places to see trainings. The first is in the "MY EVENTS" tab and the other is in the "COMPLETED TRAININGS" section.
- By clicking the "MY EVENTS" tab you should find previous trainings.
- "COMPLETED TRAININGS" also features trainings you have taken.

	S		Home Support
My Applications My Trainings	Calendar		
Professional Registry Credestials My Learning History	0 Registered Trainings	> 0 In-Progra	gs 36 Completed Trainings
My Documents Report Incident	Choose program type and other	options below to browse or search for tra	aining events to fit your needs.
Complete	(and an	Tend taba	territ Turiot
	Gent Type Select	* meadath	Care Annuintys Aveal - Attentional

11. What if some of my trainings are missing?

At this point we are advising all individuals to print their "Training and Education Report" from the old NHPR. This can be uploaded to your NHCIS profile within the Professional Registry Application Tile. There will be continued updates to the system, in future data pulls more trainings will continue to migrated from NHPR to the Professional Registry Profile in NHCIS

- Click the Professional Registry Tile Application, when you hover over it you will see "VIEW PROFESSIONAL REGISTRY".
- When this Tile launches, click "PROFESSIONAL REGISTRY" on the menu to the left.
- Click "Credential/Certificate".

- Scroll to the bottom and click "ADD A CREDENTIAL/CERTIFICATE" and enter all necessary information, then click "SAVE".
- Upon saving, go back to the box containing the entry and click "UPLOAD FILES" to attach the file from your computer.

12. Have self-reported trainings been transferred?

These trainings were not imported over by the old system because they could not be validated. You would be able to add these into your NHCIS profile within the Professional Registry Application Tile. See above for steps on how to upload self-reported trainings.

How can I add self-reported trainings?

		Home Support
Professional Registry		EXIT SOWNLOAD PROFILE PDF
Personal Information Employment Education Professional Development Technical Assistance Credential/Cert/flicate	Training history Valendad Training Valendad Training ADD-A TERABERG	Register for Training
Profile Statum Complete		Previous

- Within your "Professional Section" click "PROFESSIONAL DEVELOPMENT".
- Then click the "SELF-REPORTED TRAINING" tab.
- Click the "ADD A TRAINING" button.
- Enter all the training information, and click "SAVE" button.
- Upon saving, go back to the box containing the entry and click "UPLOAD FILES" to attach the file from your computer.

ProSolutions Support:

13. Where do I find the Registry ID for ProSolutions trainings in the NHCIS Registry? The Registry ID for ProSolutions is found on your individual Registry application on the NHCIS. You will find this in the top right hand corner of your screen in red text.



- 14. Will my trainings from ProSolutions be listed in the new Professional Registry on NHCIS? Once you put your Registry ID into your ProSolutions trainings, these trainings will be populated into your new account.
- 15. What if I am not seeing the ProSolutions trainings populated in my new Professional Registry account? You can complete this step using one of the ways found below.

In order to add your Registry ID to an existing ProSolutions Account:

- Navigate to the ProSolutions website. <u>https://www.prosolutionstraining.com/login/</u>
- Enter your account information and sign in.
- Click you Name in the top Right corner of the page, then select "PROFILE".
- Ensure all fields with an asterisk are completed.
- In the "STATE REGISTRY ID" box enter your 10 digit Registry ID from your NHCIS: Registry Record.
- Click the "SAVE PROFILE CHANGES BUTTON".

itate	*Home Zip Code	
lew Hampshire	Home Zip Code	
You have indicated that you live in New Hampshire. To e Registry, your 10-character state Registry ID# is required box below. • Unsure of your Registry ID? Log Into your account https://nhpublichealth.force.com/nhccis. Your Regi • Need to create a NH Registry account? Visit https: • Reality. After creating an account? Visit https: • Reality. After creating an account? Visit https: • Reality. After creating an account. You will be pro-	nsure that future completed courses are included in the New This is a one-time only requirement. Enter your Registry ID# on the New Hampshire Professional Registry by visiting stry ID will appear on the page after you log in. //nhpublichealth.force.com/nhccis to create an account in the ided with a Registry ID unique to you.	Hampshine Professional In the "State Registry ID" In New Hampshire Professional
If you do not wish to receive credit in the New Han	pshire Professional Registry for your training hours, check th	e opt out box.
If you do not wish to receive credit in the New Han ce Registry ID	pshire Professional Registry for your training hours, check th	e opt out box.
If you do not wish to receive credit in the New Han to Registry ID take Registry ID	Pahlire Professional Registry for your training hours, check th Language English	e opt out box.
If you do not wish to receive credit in the New Han te Registry ID The Registry ID Thoose to opt out of sending my completed training hours to my e	Patiere Professional Registry for your training hours, check th *Language English tate registry for credit.	e opt out box.
If you do not wish to receive credit in the New Han see Registry ID ture Registry ID thoose to opt out of sending my completed training hours to my seld or Profession	Patiere Professional Registry for your training hours, check th "Language English tate registry for credit. Title	e opt out box.
If you do not wish to receive credit in the New Han the Registry ID I choose to opt out of sending my completed training hours to my e eld or Profession Early Care and Education Professional	pahlire Professional Registry for your training hours, check th Language English Late registry for credit. Tide	e opt out box.
If you do not wish to receive credit in the New Han the Registry ID the Registry ID thoose to opt out of sending my completed training hours to my s isid or Profession Early Care and Education Professional here did you learn about us?	Partie Professional Registry for your training hours, check th Language English tate registry for credit. Title Place of employment.	e opt out box.

If you are an existing user, but do not know your Registry ID Number or are not on NHCIS:

- Navigate to the ProSolutions website. <u>https://www.prosolutionstraining.com/login/</u>
- Enter your account information and sign in.
- Click you Name in the top Right corner of the page, then select "PROFILE".
- Ensure all fields with an asterisk are completed.
- Under the "STATE REGISTRY ID" box ensure the box "I CHOOSE TO OPT OUT OF SENING MY COMPLETED TRAINING HOURS TO MY STATE REGISTRY FOR CREDIT" is checked.
- Click the "SAVE PROFILE CHANGES" button.
- After completing ProSolutions trainings, ensure you always print the certificates.

Choose One	
You have indicated that you live in New Hempshile. To ensure that future completed countes are included in the New Hempshile Professional Registry, your 10 character state Registry ID#1 required. This is a pre-time only requirement. Enter your Registry ID# in the *State Registry ID# box below.	
 Unsum of your Registry IDV Log into your account on the New Hampshile Professional Registry by visiting https://rhpublicheeth.force.com/mcda. Your Registry ID-will appear on the page after you log m. Teste service will be provide account of the intervision will be provide account of the page. 	
 Hand to clean a refer Registry account, you imply imposite starts does committee to create an account in the New Hampshire Professional Registry. After creating an account, you will be provided with a Registry ID unlique to you. If you do not wide to rearraw credit to the New Hampshire Professional Registry for your training hours, check the opt out box. 	
State Registry ID	
I shoose to opt out of sending my completed training hours to my stars regain for credit.	
Preferred Language	
English ~	
Chave lead and agree to the Terms and Conditions.	
By checking this box, I agree to receive information about new products, exclusive promotions,	

If you are getting the red bar across the screen reading "YOUR COMPLETION DATA MAY NOT BE SUCCESSFULLY CREDITED IN YOUR STATE REGISTRY BECAUSE YOUR STATE ID HAS NOT BEEN PROVIDED."

- Click the "CLICK HERE" hyperlink, this will navigate to your "PROFILE".
- Ensure all fields with an asterisk are completed.
- In the "STATE REGISTRY ID" box enter your 10 digit Registry ID from your NHCIS: Registry Record. (If you do not have your state ID, Check the box saying "I CHOOSE TO OPT OUT OF SENING MY COMPLETED TRAINING HOURS TO MY STATE REGISTRY FOR CREDIT")
- Click the "SAVE PROFILE CHANGES BUTTON"

Market My Manageres My Cliff Terring My Terringel Course Cables	
Sam-Side Carrow	
حليل المحملة ويهرون وتحترجت النبية وعنز وارتبعها إليهم معاطرا والمسيو المحمر والمحمد والمالية عند معتهم	an particular and a second state
	broken a
	the state of the s
1. The same stress of an end of the same stress of the State State State Stress Contract Stress Contract Stress Stre Stress Stress Stre	Party and the

If you are new user and do not know your Registry ID or are not signed up for NHCIS:

- Navigate to the ProSolutions website. https://www.prosolutionstraining.com/login/
- CLICK the "CREATE AN ACCOUNT" button.
- Fill in all of your information.
- Ensure all fields with an asterisk are completed.
- Under the "STATE REGISTRY ID" box ensure the box "I CHOOSE TO OPT OUT OF SENING MY COMPLETED TRAINING HOURS TO MY STATE REGISTRY FOR CREDIT" is checked.
- Click the "CREATE AN ACCOUNT BUTTON".
- After completing ProSolutions trainings, ensure you always print the certificates.



16. I cannot access all the New Hampshire Health & Safety Training Program Trainings, how do I see them? Please follow the steps below.

- Navigate to the ProSolutions website. <u>https://www.prosolutionstraining.com/login/</u>
- Enter your account information and sign in.
- Click into the "MY COURSES TAB"
- Locate the bar entitled, "NEW HAMPSHIRE HEALTH & SAFETY TRAINIGS" and click the little down arrow (to the left).
- Look for the GREEN start course button under the "New Hampshire Child Care Licensing Orientation for Licensed and License-Exempt Providers" training.
- Complete this training to unlock the remaining trainings in the series.

