



Training Requirements by User Type

This chart is designed to compare training requirements for gaining access to ServicePoint by user type (Basic User (Data entry and reporting agency staff), Local System Administrator, CoC Coordinator, Funder Reporting Lead). Applicable homework or quizzes will be part of your user training guide. Additional training may be required for advance use of ServicePoint, including receiving an Ad Hoc License. You will need to complete all required training, submit your User Policy, and submit payment prior to gaining a ServicePoint License.

Category	Code	Name	Delivery Format	Basic User– New User Training (In-Person)	Basic User–New User Training (Online)	LSA – Online Training	CoC Coord. – Online Training	Funder Rep. – Online Training
N/A	N/A	New User Training (In-Person)	In-Person	●				
N/A	N/A	Refresher Training (In-Person)	In-Person					
FOUNDATIONS	111	HMIS Fundamentals	Video Quiz		●	●	●	●
FOUNDATIONS	113	HMIS Data Standards Manual (Read only)	Read Only			●	●	●
FOUNDATIONS	114	HMIS Data Standards: Data Dictionary (Read only)	Read Only			Φ	Φ	Φ
FOUNDATIONS	115	Universal and Common Data Elements	Video Quiz		●	●	●	●
DATA ENTRY	121	ClientPoint Module - Entry/Exit	Video Quiz		●	●	●	●
DATA ENTRY	123	ShelterPoint Module	In development					
DATA ENTRY	124	SkanPoint Module	In development					
SYSTEM ADMINISTRATION	194	Provider Configuration	Video Quiz			●	●	
SYSTEM ADMINISTRATION	195	System Security and Visibility Settings	Video Quiz			●	●	●
REPORTS	161	ServicePoint and Advanced Reporting Tool (ART) Reports	Video Quiz		●	●	●	●
DATA QUALITY	171	Data Quality Plan (Read only)	Read Only			●	●	●
DATA QUALITY	172	Data Quality with Advanced Reporting Tool (ART)	Video Quiz			●	●	Φ
PROGRAM SPECIFIC	141 to 158	Description: Program requirements specific to a funder. Name of training varies. You may be required to take more than 1 Program Specific trainings.	Video		○	○	Φ	○
SYSTEM ADMINISTRATION	191	System Administrator Orientation	In-Person, As Needed			●	●	

● Required ○ Required, as applies to specific user Φ Highly recommended, not required

○ Required as applies to specific user = if project(s) at your agency that you will be doing data entry for (Basic User) or project(s) in your region receive a funding type or utilize the primary ServicePoint function covered in the training