



## Training Policies

### New User Training

#### *Policies*

- Plan to begin entering data into ServicePoint within 30 days of completing New User Training. If you do not access the system within 3 months of your training date, you may need to demonstrate fundamental data entry knowledge.
- You will be required to sign and abide by the [HMIS User Policy](#).
- If you have used ServicePoint within the last 365 days for a previous position in Minnesota, you may test out of the New User Training through a demonstration of fundamental data entry knowledge. There may be an online training requirement (less than 2 hours) required if significant database changes have occurred since you last used the system or the State System Administrator deems an online training necessary. This option does not have a fee. However, if you are unable to demonstrate fundamental data entry skills or wish to forgo this option, you will need to complete another New User Training.
- Your agency must reconcile all fees before we will give you access to ServicePoint.

#### *Required Prerequisites*

- You need to be a frequent computer user with basic computer skills (Northstar Digital Literacy Standards Basic Computer Skills, World Wide Web, Email, and Windows: [digitalliteracyassessment.org/standards.php](http://digitalliteracyassessment.org/standards.php)).
  - If there are concerns, you may be asked to demonstrate the basic computer skills as identified in the above link. If you are unable to pass, we may ask you to stop your training.
- Different state, federal, and private funders require data entry into Minnesota's HMIS. You must know your agency's mandated funders, as you must learn each funder's unique requirements. You will select your mandated funders at registration as this determines the topics covered for you in training.

#### *Policies Specific to New User Training (In-Person)*

- You must attend the entire New User Training prior to gaining access to ServicePoint. You may be asked to reschedule if you arrive more than 30 minutes after the start of the training.
- You must register in advance via the [hmismn.org](http://hmismn.org) [website calendar](#). If your agency is new to HMIS or returning after a period of absence, confirm your agency has notified your State System Administrator or HMIS Helpdesk prior to registering for New User Training.
- Cancellation requests must be received 48 hours in advance for training fee reimbursement.
- On the rare occasion we need to cancel the training, an email will be sent to all registered attendees as soon as possible. An alternate date will be set within 48 hours of cancellation.

#### *Policies Specific to New User Online Training*

- All training and assignments must be completed by the trainee within 20 days of completing registration.
- Trainee should complete registration.
- Your agency must be setup in ServicePoint prior to registering for training.
- Training can be completed at your convenience however at a few points you'll need to wait to proceed until you receive feedback from an HMIS Trainer (which may take up to 2 business days). Plan accordingly.

## Ongoing Training

### *Policies*

- Additional training will be required as funder requirements or significant database changes occur (examples: system upgrade or workflow change). You will be notified of any required trainings via ServicePoint System News and email. These required trainings do not occur regularly (no more than once per year). There is no fee attached to these required trainings, but they are required for continued access to ServicePoint.
- To support your ongoing training needs, we provide webinars and video tutorials available at [hmismn.org](http://hmismn.org), regular Refresher Trainings, and a 30-minute walkthrough of data entry steps over the phone for current HMIS Users. There is no fee to participate in these ongoing training options. Registration is required for in-person Refresher Training; see the [hmismn.org website calendar](http://hmismn.org) for registration information.