

# How to Complete Training in the MNSure Learning Center

**Note:** You can jump to a page if looking at this guide electronically, Press the Ctrl key while selecting a topic to go to that page.

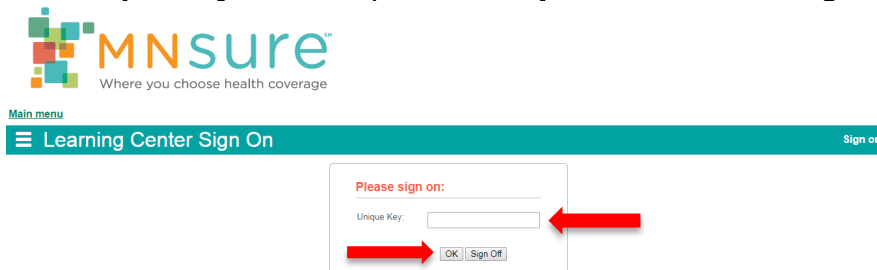
- Accessing Your Learning..... 1
- Completing Assessments ..... 5
- More Information/Tips on Completing MNSure Courses ..... 7
- Printing Your Transcript..... 8

## Accessing Your Learning

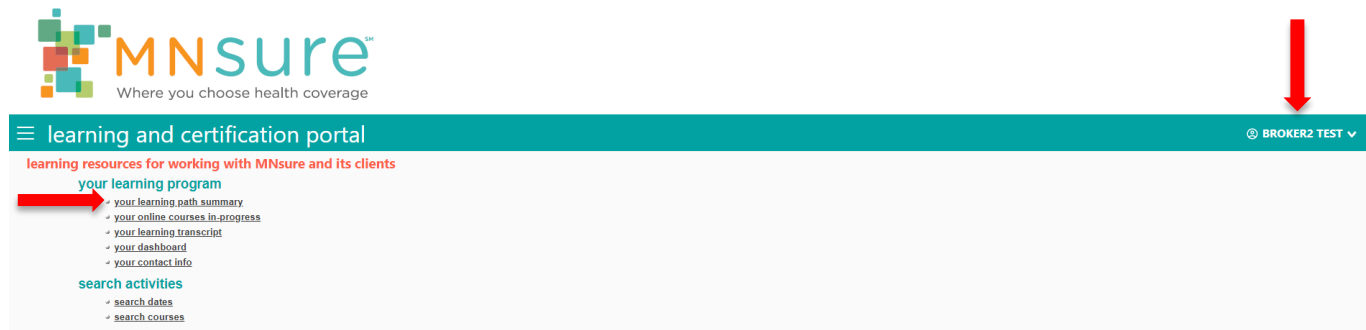
1. Select the link to open the MNSure Learning Center:  
<http://pathlore.dhs.mn.gov/stc/mnsure>
  
2. Select the Sign on link in the upper right corner of the page.



3. Enter the **Unique Key** that was provided to you. Select **OK** to sign in.



4. Confirm that your name is in the upper right corner. Click on the Your Learning Path Summary link under the “your learning program” menu.



5. The courses you need to take have already been assigned to you and are listed on your learning path summary. The number and names of courses will vary depending on your role (broker, broker support staff, navigator, CAC). The screen shots in this guide are examples, your screen may look different. You may also see past courses you have already completed.

If your courses are numbered (1,2,3, etc.) you need to take those courses in that order.

- If you are recertifying with MNsure, you only need to take the following course and associated assessment:  
[\(01\) MNsure Assister Data Security, Accessibility, Compliance and Ethics 21-22](#)  
The rest of the courses are assigned to you so you have the option to review them, but they are not mandatory for recertification.
- If you are certifying with MNsure for the first time, or you are a broker support staff recertifying, then you must take the first three courses assigned and the associated assessments for certification. This includes:  
[\(01\) MNsure Assister Data Security, Accessibility, Compliance and Ethics 21-22](#)  
[\(02\) MNsure Assister Core Curriculum 21-22](#)  
[\(03\) MNsure Assister Role-Based Training 21-22](#)
- Brokers need to complete the Assister Portal training as part of their certification. If you are a navigator or CAC and your agency authorizes your use of the Assister Portal, then you will also need to take this training to receive access.  
[\(04\) MNsure Assister Portal 21-22](#)


**If you are unsure which courses you need to complete, please refer to the certification/recertification notification email you received from MNsure or contact your agency administrator.**

6. Select the plus (+) icon to the left of the curriculum title to view and launch the courses.


 [\(01\) MNsure Assister Data Security, Accessibility, Compliance and Ethics 21-22](#)

The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure Assisters

7. Select the first course ID link to launch the course. Take your courses in the order they are listed.

 [\(01\) MNsure Assister Data Security, Accessibility, Compliance and Ethics 21-22](#)

The courses and associated assessment in this curriculum are MANDATORY for ALL MNsure Assisters

 [MNS22ADP](#)

MNSURE ASSISTER DATA PRIVACY AND SECURITY

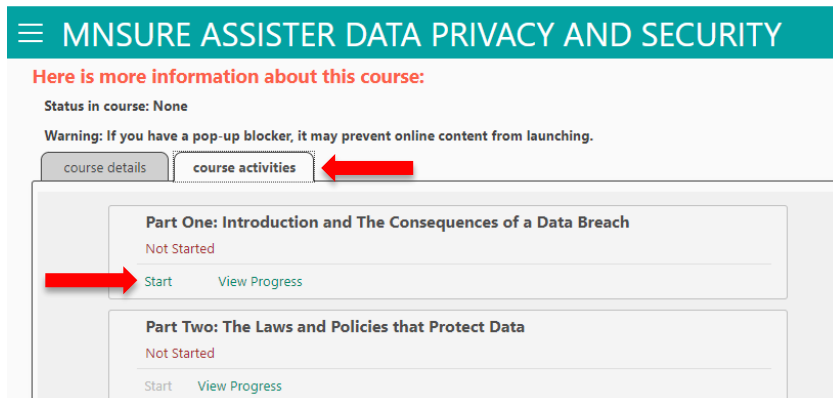
[MNS22ACE](#)

MNSURE ASSISTERS ACCESSIBILITY, COMPLIANCE AND ETHICS

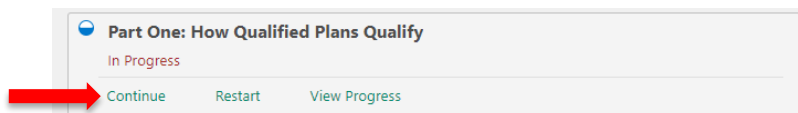
[MNS22ADPA](#)

MNSURE ASSISTER DATA SECURITY, ACCESSIBILITY AND COMPLIANCE ASSESSMENT 21-22

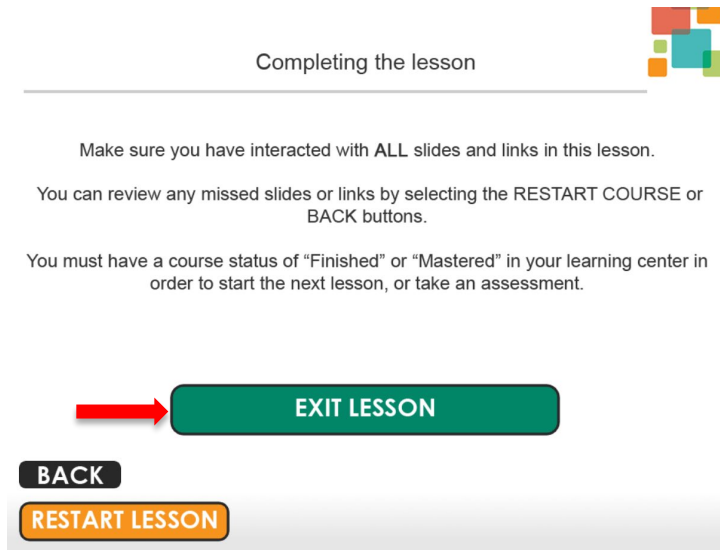
8. Select the Start link to launch your first lesson. Take the lessons in the order they are listed. Make sure you have any pop-up blockers turned off on your browser. You may need to do this when the lesson launches in a new window. Pop-up blocker notifications are usually found in the upper right corner of your internet browser.



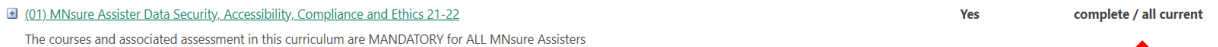
**Note:** If you need to take a break while in the middle of a lesson, close the lesson completely. You can resume the lesson by selecting the Continue link. If you do not close the lesson properly, the Learning Center will time out and not record your progress. If this happens, you will need to clear your cache, cookies, and browsing history. You will then need to complete the lesson again to have it properly recorded. MNsure courses are built this way to meet regulatory requirements.



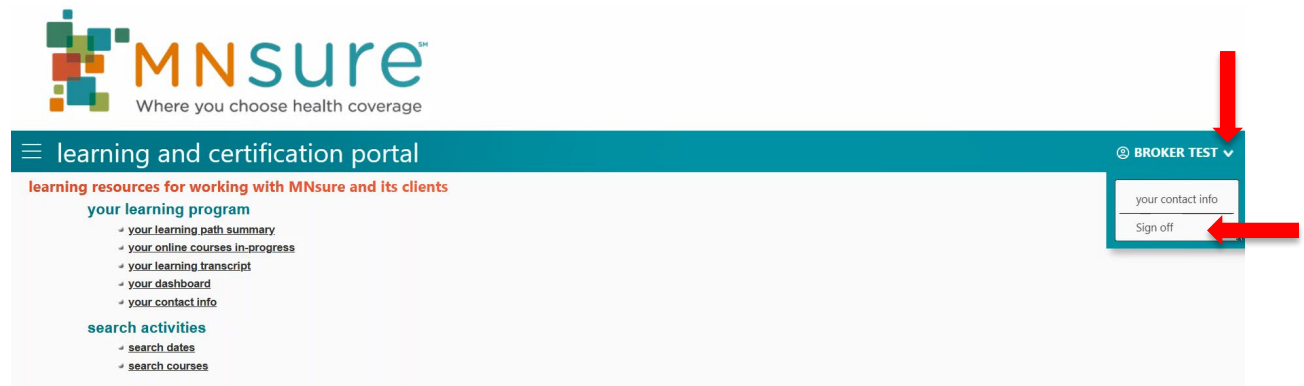
- To properly record your lesson completion, make sure you select the Exit Lesson button at the end of each part and let the window close on its own.



- When you have completed each lesson or course the statuses will change to **Completed, Mastered or Finished** on the course activities tab. Your learning path will show **complete/all current** when a curriculum is completed.

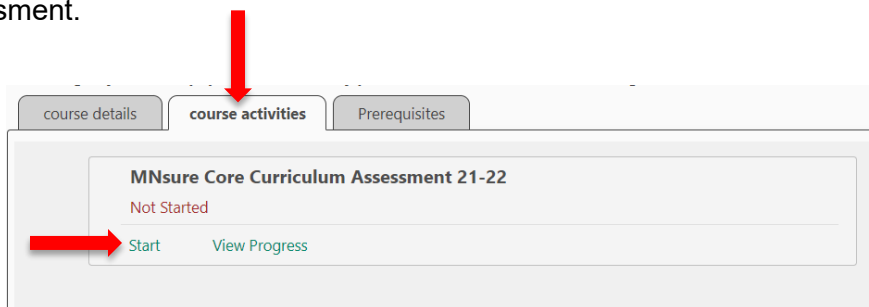


When you have completed your training or you need to sign out for the day, select the drop-down arrow by your name on the right-hand side of the screen and select Sign off.



## Completing Assessments

- Each curriculum also has an associated assessment. Assessments are located at the end of a curriculum. You will open an assessment the same way you open a lesson in a course. Go to the course activities tab and select the start link to open the assessment.



- The first screen of the assessment will tell you how many questions are in the assessment. MNsire assessments are not timed, however you will want to take the assessment in one sitting so the system does not time out. Select the start link when you are ready.

### Instructions

- The following assessment contains 28 questions.
- This assessment does not have a time limit.
- Buttons at the bottom will provide navigation throughout the assessment.

[Start](#)

- Assessments have three types of questions:  
Multiple choice, Multiple Answer, or match the term to the definition. If there is more than one answer required, there is a hint in the assessment to let you know you need to select more than one answer.

### Additional hints:

- Read the assessment question carefully to ensure you understand what it is asking.
- You can look at/search MNsire.org or Assister Central when taking an assessment.

12. When you reach the end of the assessment, check the screen to ensure you have answered all the questions on the assessment. Select the submit button to complete your assessment.

**Index**  
 Note: your score is not shown here; only the number and point value of questions. Click submit to calculate your score.

	Bookmarked	Presented	Max Points
<a href="#">Question 1</a>		X	1
<a href="#">Question 2</a>		X	3
<a href="#">Question 3</a>		X	2
<a href="#">Question 4</a>		X	1
<a href="#">Question 5</a>		X	4
<a href="#">Question 6</a>		X	1
<a href="#">Question 7</a>		X	2
<a href="#">Question 8</a>		X	3
<a href="#">Question 9</a>		X	3
<a href="#">Question 10</a>		X	1
<a href="#">Question 11</a>		X	1
<a href="#">Question 12</a>		X	1
<a href="#">Question 13</a>		X	3
<a href="#">Question 14</a>		X	1
<a href="#">Question 15</a>		X	1
<a href="#">Question 16</a>		X	1
<a href="#">Question 17</a>		X	1
<a href="#">Question 18</a>		X	1
<a href="#">Question 19</a>		X	1
<a href="#">Question 20</a>		X	2
<a href="#">Question 21</a>		X	1
<a href="#">Question 22</a>		X	1

Submit assessment for evaluation:

13. Your score for the assessment can be found on the course activities tab. You need a score of at least 80% to pass the assessment. You can take the assessment again if you do not pass. We recommend retaking the curriculum if you cannot pass after three times. The system does not track your individual responses, only your final score, so MNsure cannot provide information on which questions you got wrong.

✓ **MNSURE ASSISTER DATA SECURITY, ACCESSIBILITY AND COMPLIANCE ASSESSMENT**  
 Mastered, Your Score: 233 of 233 (100%)  
[Restart](#) [Review](#) [View Progress](#)

When you have completed your training or you need to sign out for the day, select the drop-down arrow by your name on the right-hand side of the screen and select Sign off.

**MNsure**  
 Where you choose health coverage

learning and certification portal

learning resources for working with MNsure and its clients

your learning program

- your learning path summary
- your online courses in-progress
- your learning transcript
- your dashboard
- your contact info

search activities

- search dates
- search courses

⊙ BROKER TEST ▾

your contact info

Sign off

## More Information/Tips on Completing MNsure Courses

- 1) Courses have timed slides. The next button may not appear on the slide until the required time has passed. Slide times may vary, depending on content and are timed by the audio narration. Slide timing on MNsure courses is mandatory per regulatory standards for Continued Education (CE) credits.
- 2) Courses have links to more information. Although it may not be necessary to read all the information from a resource, you may need this information in the future for the assessment or for helping consumers. We suggest bookmarking resource links so you can easily access them later.
- 3) Some courses have audio and closed captioning. We suggest that you use headphones and listen to the audio. Closed captioning will open automatically when a course is launched. Turn on/off closed captioning by clicking on the "CC" icon on the lower left of the screen.
- 4) The "Check Your Understanding" slides are there to help you learn. Correct answers are not necessary to proceed on these slides. You will still be able to complete the course if you got the wrong answer. However, you do need to have at least an 80% score on assessments.
- 5) If you need to take a break while in the middle of a lesson, close the lesson completely. You can resume the lesson by selecting the Continue link. If you do not close the lesson properly, the Learning Center will time out and not record your progress. If this happens, you will need to clear your cache, cookies, and browsing history. You will then need to complete the lesson again to have it properly recorded. MNsure courses are built this way to meet regulatory requirements.

If you completed a course in one sitting and it is not showing as finished, you may have a connection or browser issue. We recommend checking your internet connection, making sure all pop-up blockers are turned off, and trying to take the course in a different internet browser.

- 6) **DO NOT TAKE A LESSON/COURSE MORE THAN TWICE** if you are having issues. Email (do NOT call) the ARC/Broker Service Line, and they can help you troubleshoot or will reach out to the MNsure training team for help.

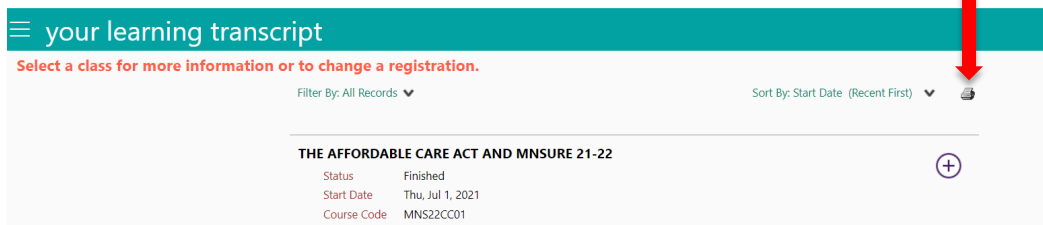
## Printing Your Transcript

- 1) Once you have completed your all your assigned courses, you can print a copy of your transcript for your records. Select the main menu icon on the top left and select the “your learning transcript” link.

Note: Course completions are automatically reported to MNsure for certification, recertification and Continued Education (CE) credit, if applicable. Printing a transcript is for your personal records.



- 2) Select the printer icon on the upper left to launch a printable transcript.



- 3) From the printable view screen, select the printer icon.



- 4) Depending on your computer settings, you can either save the transcript as a PDF or send the transcript to a printer.



7/8/2021

Learning Center

Status	Start Date	Course Code	Name
Finished	07/01/2021	MNS22CCD1	THE AFFORDABLE CARE ACT AND MNSURE 21-22
Finished	07/01/2021	MNS22CCD2	INTRODUCTION TO THE MNSURE ORGANIZATION 21-22
Finished	07/01/2021	MNS22CCD3	THE LANGUAGE OF MNSURE 21-22
Finished	07/01/2021	MNS22CCD4	MNSURE FROM THE CONSUMER'S POINT OF VIEW 21-22
Finished	07/01/2021	MNS22CCD5	MNSURE AND PUBLIC HEALTH INSURANCE PROGRAMS 21-22
Finished	07/01/2021	MNS22CCD6	QUALIFIED HEALTH AND DENTAL PLANS FOR INDIVIDUALS AND FAMILIES 21-22
Finished	07/01/2021	MNS22CCD7	NAVIGATING THROUGH MNSURE.ORG 21-22
Enrolled	07/01/2021	MNS22PTAA	MNSURE PRACTICE THE ONLINE APPLICATION FOR ASSISTERS 21-22
Finished	07/01/2021	MNS22ADP	MNSURE ASSISTER DATA PRIVACY AND SECURITY
Finished	07/01/2021	MNS22ACE	MNSURE ASSISTERS ACCESSIBILITY, COMPLIANCE AND ETHICS
Mastered	07/01/2021	MNS22ADPA	MNSURE ASSISTER DATA SECURITY, ACCESSIBILITY AND COMPLIANCE ASSESSMENT 21-22
Mastered	06/01/2021	MNS21APA	MNSURE ASSISTER PORTAL TRAINING ASSESSMENT 20-21
Finished	06/01/2021	MNS21CCD1	THE AFFORDABLE CARE ACT AND MNSURE 20-21
Mastered	06/01/2021	MNS21CCAS	MNSURE CORE CURRICULUM ASSESSMENT 20-21
Finished	06/01/2021	MNS21AP	MNSURE ASSISTER PORTAL 20-21
Finished	06/01/2021	MNS21ADP	MNSURE ASSISTER DATA PRIVACY AND SECURITY
Finished	06/01/2021	MNS21ACE	MNSURE ASSISTERS ACCESSIBILITY, COMPLIANCE AND ETHICS
Mastered	06/01/2021	MNS21ADPA	MNSURE ASSISTER DATA SECURITY, ACCESSIBILITY AND COMPLIANCE ASSESSMENT
Finished	05/19/2021	HRQ60.15	PATH-LORE 6.15 NEW FEATURES
Enrolled	03/01/2021	MNSINS20	THE STATE OF MINNESOTA INSULIN SAFETY NET PROGRAM
Mastered	12/01/2020	MNS21MSTPE	MNSURE MS TEAMS ONBOARDING FOR PRIORITY USERS AND EARLY ADOPTERS
Finished	08/01/2020	MNSICD21	MNSURE SAFEGUARDING INSURANCE CARRIER DATA
Finished	07/01/2020	MNS21CCD1	THE AFFORDABLE CARE ACT AND MNSURE 20-21
Finished	07/01/2020	MNS21CCD2	INTRODUCTION TO THE MNSURE ORGANIZATION 20-21
Finished	07/01/2020	MNS21CCD3	THE LANGUAGE OF MNSURE 20-21
Finished	07/01/2020	MNS21CCD4	MNSURE FROM THE CONSUMER'S POINT OF VIEW 20-21
Finished	07/01/2020	MNS21CCD5	MNSURE AND PUBLIC HEALTH INSURANCE PROGRAMS 20-21
Finished	07/01/2020	MNS21CCD6	MNSURE QUALIFIED HEALTH AND DENTAL PLANS INDIVIDUALS AND FAMILIES 20-21

https://pathlore.dhs.mn.gov/itc/mnurensjccs/dl?ticket=45058&page=95

1/5

Print

5 pages

Destination

Save as PDF

Pages

All

Layout

Portrait

More settings

Save

Cancel