How to Complete Training in the MNsure Learning Center

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**Accessing Your Learning**

1. Select the link to open the MNsure Learning Center:
   [http://pathlore.dhs.mn.gov/stc/mnsure](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:
  
  (1) MNsure Assister Data Security, Accessibility, Compliance and Ethics  
  
  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, you must take the first three courses assigned and the associated assessments for certification. This includes:
  
  (1) MNsure Assister Data Security, Accessibility, Compliance and Ethics  
  (2) MNsure Assister Core Curriculum  
  (3) MNsure Assister Role-Based Training

- 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.
  
  (4) MNsure Assister Portal

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.

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

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.
9. 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.

10. When you have completed each lesson or course the statues 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

11. 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.

12. The first screen of the assessment will tell you how many questions are in the assessment. MNSure 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.

13. 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 MNSure.org or Assister Central when taking an assessment.
14. 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.

15. 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.

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.
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.