Which online training should I take?

Indiana SMP Volunteers are required to complete *SMP Foundations Training*.

How do I access *SMP Foundations* online training?

- Go to www.smpresource.org and click "Resources for SMPs" (top right corner). Click "Online Training" (left menu), then click the name of the desired training.
  - *SMP Foundations Training*:
    - Single-click the link to access SMP Foundations Training, Chapter 1.
    - Once you are done with Chapter 1, click the links to access the other chapters.
- If you get stuck, try refreshing the page or closing and re-opening the training.

Online Training Tips

- If prompted to "allow blocked content," please do so.
- Before you start the training, please make sure that your computer speakers are on and the volume is turned up, so that you can hear the audio portion of the training.
- Your SMP may provide you with a hard copy of the training manual that accompanies the online training. If not, an electronic copy is available in the "Resources" section of the online training.

How long does the online training take to complete?

- SMP Foundations Training is estimated to take about 5 hours total, as follows:
  1) Chapter 1: approximately 30 minutes
  2) Chapter 2: approximately 2 hours
  3) Chapter 3: approximately 1 hour
  4) Chapter 4: approximately 1 hour, 15 minutes

Please Note: SMP Foundations training will take less time to complete for those SMP volunteers who have been previously SHIP-trained. Those volunteers may find that they are able to skip the section on Medicare Basics but will still be expected to pass the assessment with a score of 75% or higher once training is complete.

Do I need to take the training all at once?

No, you do not need to complete the training all at once. You can take a break at any time.

If you take a break and want to finish later, either make note of where you left off, or in most cases, a "resume" prompt ("Would you like to resume where you left off?") will appear the next time you access the training. Select "Yes" to resume, or "No" to start from the beginning.

- If you do not see this "resume" prompt when you access the online training, make sure that you single-click the link to access the training, instead of double-clicking.

- If you access the training from a shared computer (i.e. at a library or in the SMP), the "resume" option will not work. Please make note of where you leave off in order to use the menu to return to that spot later, when you continue the training.

SMP FOUNDATIONS ONLINE TRAINING ASSESSMENT

How Do I Access the SMP Foundations Online Training Assessment?

- The SMP Foundations Training assessment is designed to assess your knowledge of the SMP program, Medicare basics, and Medicare fraud, errors, and abuse.

- **Indiana SMP Volunteers are required to pass the assessment (use of manual during assessment is allowed) with a score of 75% or higher** *(can be taken more than once if necessary – remember, we want you to succeed!)*

- To take the SMP Foundations Training Assessment online, go to:

    http://www.smpresource.org/Assessment/Default.aspx

Tips

- Please do not start the assessment until you are ready to take the entire assessment all the way through to the end. If you close your browser or turn off your computer before you complete the assessment, you will need to start over from the beginning.

- For information about your assessment results, please contact your SMP program staff.

Is my computer ready for SMP online training?

To access the training, your computer must have high-speed Internet and the latest version of one of the following:

1) **Flash Player.** You must have Flash Player (http://www.adobe.com/go/getflash) and one of the following browsers:

   - Windows: Internet Explorer, Microsoft Edge, Google Chrome, or Firefox
   - Mac: Safari or Google Chrome

2) **HTML5 using one of the following browsers.**

   - Windows: Google Chrome
   - Mac: Safari or Google Chrome
   - Mobile: Safari in Apple iOS or Google Chrome in Android OS

3) **Articulate Mobile Player.** Download the free *Articulate Mobile Player* app for the best possible viewing experience. You'll be prompted to install the app the first time you attempt to use your mobile device to access Articulate-based training (i.e. SMP Foundations Training Online).

   - iPad: Apple iOS
     https://itunes.apple.com/us/app/articulate-mobile-player/id505546381
   - Tablets: Android OS
     https://play.google.com/store/apps/details?id=air.com.articulate.articulatemobileplayer