Training Registration Guide
for
External Users
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This guide provides detailed, step-by-step instructions on how to register for a class using the Alameda County Learning Center for non-BHCS users.

How to Access the Alameda County Learning Center

1. Type the following address into a web browser: http://alameda.netkeepers.com and press Enter. The Welcome to Alameda County Learning Center Registration Site will appear.

2. If this is your first time to this site and/or you do NOT already have a login, you will need to create a new user profile by selecting the New User Profile Set-Up Page.
   - If you already have a login, please skip to number 7

3. Enter in your information as applicable. The asterisk indicates information that is required. If you are creating a new user profile for someone else, please enter their information and note your information as the Registrar.

   IMPORTANT: the fields “Organization Type” and “Organization” MUST have something selected from the drop-down menus.

   • If you are at one of ACBHCS’s contracted CBOs (community-based organizations), and your organization is NOT on the list, please select the organization type (either Public Sector, Private Sector, or Non-Profit). Then select “Other” for the organization (it’s in alpha-order on the drop down menu).
If you are a BHCS-contracted Independent Provider, select “Private” as your Organization Type. Then select “Independent Provider” for your organization.

4. Create your username and password. It is recommended you enter a username such as your email address or a variation that is easy to remember.

For the Password: The system will accept passwords between 8 and 12 characters in length and must contain at least three of these four elements:

- upper case letters
- lower case letters
- numbers
- special characters: !, @, #, $, %, etc

**Example:**
Susan B. Anthony: UserID: **Santhony@gmail.com** Password: Santhony1!

Select the **OK** button when you have entered in a username and password.
5. You will receive a confirmation email from the Registrar at aclearningcenter@acgov.org. Please ensure your SPAM or Junk Email filter accepts emails from this web address.

6. Click on the link inside the email which will return you to the Alameda County Learning Center.

7. Enter in your username and password then select OK.
How to Find a Course and Enroll in a Class

Upon logging in, the **Course Catalog** page will appear.

(NOTE: BHCS courses are offered at no cost to you. However, for “Countywide” classes offered by the Alameda County Learning Center, there is a charge. For all other Alameda County Learning Center courses, expand the **Countywide** folder by clicking the “+” symbol. If you register for one of the “Countywide” classes, the confirmation email will include an invoice and details regarding payment.)

1. For Behavioral Health Care Services courses, expand the **Training- Behavioral Health Care Services (BHCS)** folder by clicking on “+” symbol next to it.
2. Select the appropriate sub-folder: BHCS Training Unit, CANS/ANSA Only, or Quality Assurance (QA) then click the course title you want to register for.
3. Select the **Apply** text to the right of that class.

![Image of BHCS Transition Age Youth (TAY) course with Apply button highlighted]

4. A confirmation email of your registration status will be sent to your email address on file. To register for another course, go back to the **Course Catalog** and select the appropriate course link.

5. If a class is not available and you would like to be notified by email when it is offered, you can add your name to the waitlist by clicking the **Course Waitlist** link.

![Image of ALCO Ethics 4 Everyone course with Course Waitlist link highlighted]
OPTIONAL: Obtaining Continuing Education (CE) Credits

And How to Edit your User Profile

If CE credit is available for a course and you are interested in obtaining credit, your Provider License information will need to entered in your User Profile. To do this:

1. Expand **My Learning** from the navigation pane.
2. Select the **Update Your Info** link.
3. Select your **License Type** and enter in your **Professional License #**.
4. To save changes, select the **OK** button.

*This is also the section where you may update your contact information or change your password. Please use the following format for fax and phone numbers: (510) 555-1234.
OPTIONAL: Learning More about a Course

1. If you are interested in finding out more information regarding the class, go back to the Course Catalog
2. Select the BHCS folder
3. Select course of interest
4. Click on the tab you want to know more about (General, Objectives, Notes, etc.)

Example: The General link provides course information such as course hours, description, and any credit information.
OPTIONAL: Viewing and Printing Your Training Record

1. Under My Learning, select Training Record to view your training record.
2. You may filter by year or status.
3. To print a transcript, select the Print Internal Transcript Report.

A complete training transcript will appear in PDF format. Select the Printer icon to print.
Please note: You must have Adobe Acrobat Reader installed to your computer to view the printable transcript. If needed, you can download and install Adobe Reader at http://get.adobe.com/reader/.
Logging out of Alameda County Learning Center

To exit out of the Alameda County Learning Center, select Logout located in the top right corner of the webpage.

If you have questions or need help, please contact the BHCS Training Unit at: trainingunit@acbhcs.org, or call us at: (510) 567-8113.

We look forward to seeing you at a training!