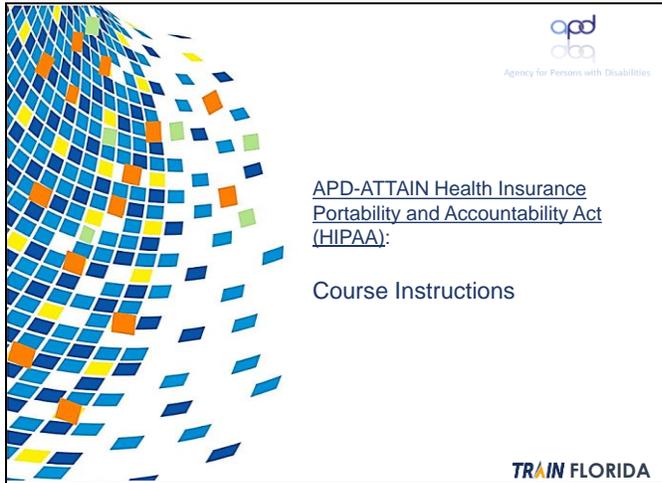


# APD-Attain Health Insurance Portability and Accountability Act (HIPAA) Basics - Course Guide

Slide 1



APD-AttainHealth Insurance Portability and Accountability Act (HIPAA):

Course Instructions

These instructions guide you through the APD-Attain HIPAA course. The certificate for this course must be downloaded from the ATTAIN website after you have completed and passed the HIPAA presentation and assessment.

After you download the certificate, you must upload it to your TRAIN Florida account. The instructions for uploading your HIPAA certificate are provided in these instructions.

These instructions are presented in the following sections:

**Section 1:** [Navigating the APD-Attain HIPAA course your Attain HIPAA certificate](#)

**Section 2:** [Uploading your Attain HIPAA certificate](#)

**Section 3:** [Retaking the Course](#)

Slide 2

These instructions guide you through the APD-Attain HIPAA Basics course. The assessment questions for this course are embedded within the presentation; therefore, you must respond to the scenario questions provided throughout the presentation.

The certificate for this course must be downloaded from the ATTAIN website after you have completed and passed the HIPAA Basics course. After you download the certificate, you must upload it to your TRAIN Florida account. The instructions for uploading your HIPAA certificate are provided in these instructions.

These instructions are presented in the following sections:

**Section 1:**  
[Navigating the APD-Attain HIPAA course](#)

**Section 2:**  
[Uploading your Attain HIPAA certificate](#)

**Section 3:**  
[Section 3: Retaking the course](#)



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3. Click the **Order** link.

4. The ATTAIN site will display. Click the HIPAA Training icon.

**Note:** You must register on the ATTAIN site before reviewing the presentation and taking the assessment.

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5. To register for the course, scroll down the **HIPAA Course Troubleshooting section** and click the **Guestbook** icon.

6. Complete the **Guestbook** fields. You must enter the same information that you entered on your TRAIN Florida Profile page.

7. Click **Submit**.

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8. View the presentation and enter your responses to the **Scenarios** questions. You must receive a minimum score of 85 points on the scenario questions to pass the course.

9. After you complete the presentation, the screen will display an indicator showing if you completed the course.

**Note:** A checkmark indicates that you have completed the course.

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**Note:** If you completed and passed the course, you will see a green checkmark  at the top right of the page.

If you did **not** complete and/or pass the course, a red dot  and message will appear.

**Conclusion**

**Finished viewing the course.**

course and earn your certificate, you must get at least 85% of the questions correctly. you must re-take the course and answer at least 85% of the questions correctly.

If you passed, your certificate will be emailed to you, and it will be available in your My Learning Center.

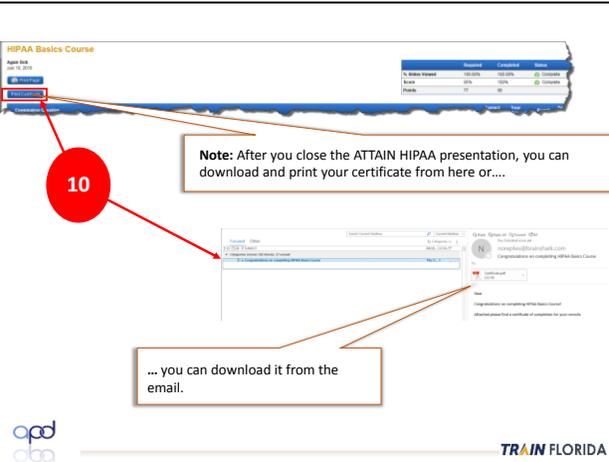
apd  
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10. If you passed the course, close the presentation. A page will display that provides you with a **Print Certificate** button. You can also download the certificate from the automated email from [noreplies@brainshark.com](mailto:noreplies@brainshark.com).

**Note:** If you did not pass the course, you must retake it. See section 3 of these instructions for the list of steps.

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**Note:** After you close the ATTAIN HIPAA presentation, you can download and print your certificate from here or....

... you can download it from the email.

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Please Submit a Review

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11. Return to the TRAIN Florida site and click the **Mark Completed** button.

12. Complete the course **Review** and then click the **Post** button.

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13. Click the **Take Evaluation** button.

14. Click the **Start Evaluation** button.

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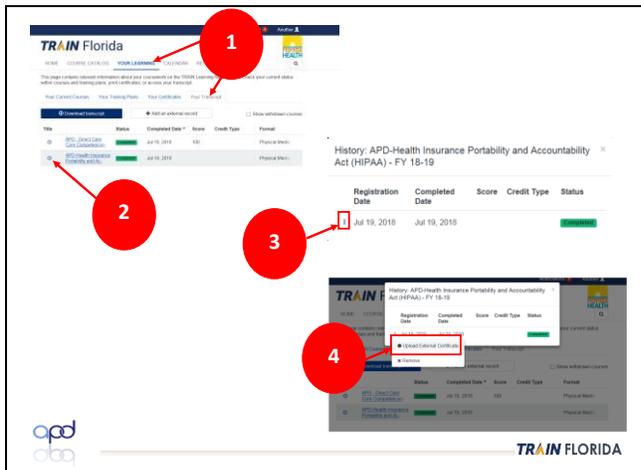
15. Click the **Close** button.

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## Section 2: Uploading your Attain HIPAA Certificate

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1. Click **Your Learning** and then click the **Your Transcript** tab.
2. Click the **clock icon** next to the APD-Health Insurance Portability and Accountability Act (HIPAA) link.
3. Click the **three buttons icon**.
4. Click the **Upload External Certificate** link.

5. The **Add External Certificate** page will display, showing a **Title** field for the certificate name and a link for **uploading** the certificate.

6. On the **Title** field, type **APD-ATTAIN HIPAA** and then upload the certificate from your desktop.

7. Drag your certificate from your desktop, or click and upload it.

8. Click the **Save** button.

**Note:** If you make a mistake, click the **Upload New File** button. This will remove the uploaded item and will allow you to upload a different file.

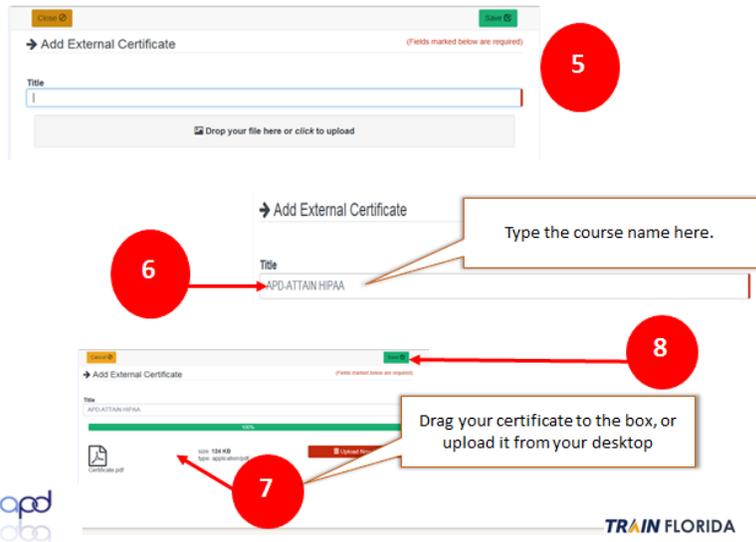
You can check to see if your certificate has been uploaded to your account by doing the following:

9. Click **Your Learning**.

10. Click **Your Certificates** tab.

11. The uploaded certificate will be shown as a link. Click the **download button**.

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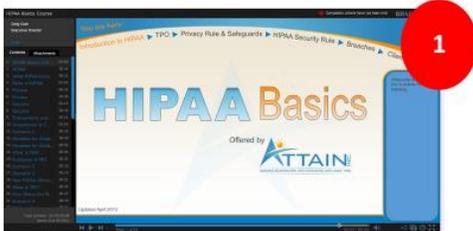
Section 3: Retaking the course

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Section 3: Retaking the course

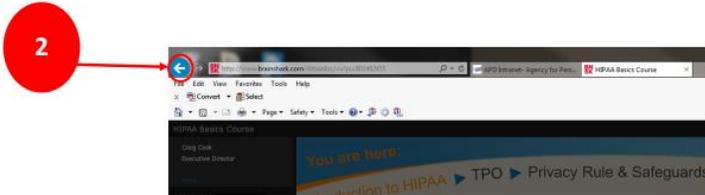


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1. If you did not pass the assessment, you will receive a “**Completion criteria not met**” message on the upper right corner of the screen.
2. Click your browser’s back button.

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You will be redirected to the ATTAIN HIPAA Training page. Click the link to restart the course.

**Frequently Asked Questions**

1. I did not receive my certificate. What do I do?
  - a. Did you meet the completion criteria set for the HIPAA Course? This means you have received less than 50% test score and/or stopped ahead on any of the slides. There is a completion indicator in the upper right hand corner of the page. If green, it means you have met the completion criteria however, if red you have not completed the presentation.
  - b. Are pop up blockers disabled? If not, this could prevent you from receiving your certificate. Please click the following link with instructions on disabling them: <http://brainshark.usdeak.com/help-us/articles/002200001-how-do-i-turn-off-my-pop-up-blockers>
  - c. If you believe you have met completion criteria but have not received a certificate, please check your Junk/SPAM folders in your email account – since the certificate comes from a 'noiplex' address.
2. I did not pass the presentation and am trying to retake it. How do I do that?
  - a. Please try the following link which will force the presentation to start over: <http://brainshark.usdeak.com/Default.asp?app=002200001>
  - b. If this does not work, please try viewing the presentation in another browser.
3. I am receiving the following error message: "The author of this presentation has not enabled mobile viewing".
  - a. The HIPAA course has not been enabled for mobile viewing. The course requires the use of Internet Explorer
4. Who do I contact if I have questions or issues completing the presentation?
  - a. The user should contact their supervisor, training department or IT Department. Attain, Inc. did not receive financial support to develop the course or to provide technical support.

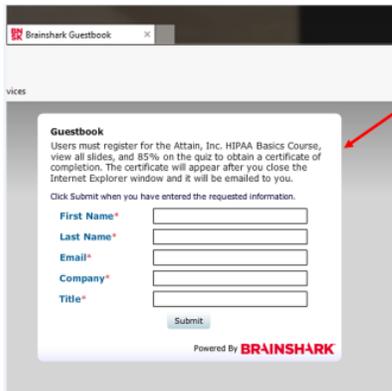
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3. You will be redirected to the ATTAIN HIPAA Training page. In the **Frequently Asked Questions** section, click the link for question number 2.

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Brainshark Guestbook

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**Guestbook**  
Users must register for the Attain, Inc. HIPAA Basics Course, view all slides, and 85% on the quiz to obtain a certificate of completion. The certificate will appear after you close the Internet Explorer window and it will be emailed to you.  
Click Submit when you have entered the requested information.

First Name\*

Last Name\*

Email\*

Company\*

Title\*

Powered By **BRAINSHARK**

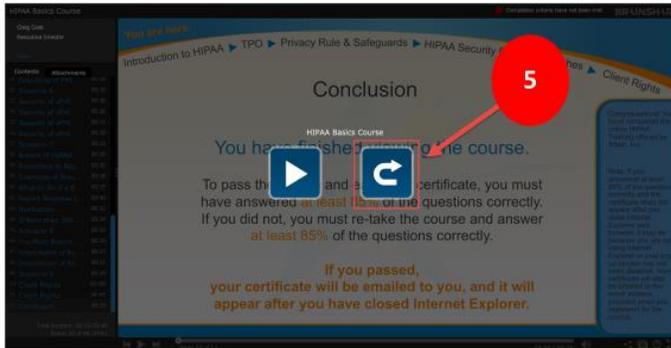


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4. Re-enter your information into the **Guestbook** and click **Submit**.

5. Click the Re-play button  to start the presentation

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### Resources and Help

<http://apdcare.org/providers/training/>

**TRAIN Tutorials:** You will find videos and guides for using Search and for managing your courses.

**APD Training Portal:** Here you will find resources for creating a TRAIN Florida account along with information about APD courses.

**APD LMS Support:** Contact the APD LMS Support team for question regarding your APD account.

**Disclaimer:** The Florida Department of Health (FDOH) and the Public Health Foundation (PHF) do not process APD-TRAIN Florida questions. FDOH and the PHF are not responsible for issues related to APD's courses and are not responsible for responding to inquiries and comments—or for forwarding APD-related questions to APD.

**Questions and comments can be emailed to [APD's TRAIN Florida LMS Support Team](#). Please allow a minimum of 5 working days for a response from the APD LMS support team.**




Resources and Help