

## FAQ'S FOR THE MASSACHUSETTS MAP TRAINING PROGRAM INTERFACE

### Training Programs:

Problem	Resolution
Login doesn't work	<ol style="list-style-type: none"> <li>1. If they don't know their login, they need to have the listed AR or PC shown in Test Master fax in a request to Kelly at 1-419-422-7395.</li> <li>2. They are not logging into correct screen. Facilities log in as "Training Program" on the WebETest screen.</li> <li>3. If they have the correct info, make sure they are entering the pin in all capital letters.</li> </ol>
Entering New Candidates	<ol style="list-style-type: none"> <li>1. Each training program is required to enter all candidates that are currently attending a class. They will need to put the training start date.</li> <li>2. Completion dates and marking Graduated to "Yes" cannot be done before the actual date of completion. The system will not allow a future date to be added for completion of the course. The date must be past or today.</li> <li>3. The candidate must be marked as completed and graduated before certificates can be printed.</li> </ol>
Searching	<ol style="list-style-type: none"> <li>1. If they leave the search box empty, it will find all candidates listed with their training program number that have been entered into the system. It will not show prior candidates. You cannot hit enter after typing a social security number or last name or put a space or a return in before or after the number and not realize it before clicking Search. If that happens you will not see any results from the search.</li> <li>2. They can pull up all candidates with empty search box and click search or use = and date to find those with a specific ending date of training or ^ and the date to find those with a specific start date. (Info for this search is in burgundy box next to search box on their screen.)</li> </ol>
Printing Forms	<ol style="list-style-type: none"> <li>1. When a class completes, they need to print the following forms: <ul style="list-style-type: none"> <li>- <b>Completion Certificate</b> (needs to have border print, no header or footer showing – they may need to go into their web settings to turn on "print background pictures and colors and turn off header/footer)</li> <li>- <b>Scheduling Directions</b> (should give to candidate with certificate)</li> <li>- <b>Application</b> (if candidates are planning to mail in their applications, the facility candidate print a completed application for them to sign)</li> </ul> </li> <li>2. All forms are printed by facility signing in under "Training Programs". Search for either a specific candidate or use = to search for training completion date. Everyone marked as "include" will have forms as long as they have been marked with a Completion Date and "Graduated" marked as "Yes" in the candidate files.</li> </ol>

	To print, click the drop down that shows MP_Applications and select the proper form, then click "Print Template" button. It will pull up a screen with forms for everyone marked as "include" from the search results list. They will need to "right click" their mouse to print. If forms print overlapping on pages, it may be their settings for the printer or mark only 1 person at a time with "include" from the search list.
Scheduling	<p>1. Screen shows "scheduling not available"...this means the candidates training has not been completed.</p> <p>2. The facility may click the "View Test Schedule" link thinking they are selecting the test site/date....they need to click the drop down BELOW that link on the candidate file to select the site/date.</p> <p>3. Facility forgets to click "Submit Updates" after selecting test location/date. If they don't get the confirmation page, the candidate is NOT scheduled.</p>
What is the difference between the training program interface and the online registry?	<p>The training program interface is the database that tracks the candidates through the training and testing process.</p> <p>The registry is the listing of all currently certified MAP candidates in the state.</p>
Who can enter candidates into the database for testing?	The training/program instructor is responsible for entering the candidates into the database when they start the training program. We are currently in the process of setting up limited rights for a data entry person to enter the information for the instructor. However, at this time the instructor will be entering the information.
Who can look a candidate up in the database to see if they are currently scheduled?	<p>The training program/instructor can login to the candidate record to view candidate test scheduling status. The candidate can also login to their own record to view that information as well.</p> <p>Scheduled test dates can also be view from our home page. No login to the database is necessary for that option. The information needed is the social security number for the candidate and the state the candidate is testing in.</p>
Who can look someone up on the registry?	The registry is open to the public and can be viewed by anyone.
Who can see testing history?	The testing history is only viewed in the database by the agency (D&S) and by the State through their login. Training programs can view candidate result information by viewing their online training program reports.
How is someone looked up on the registry?	<p>You may search the MAP Registry by entering any of the following fields in the search box.</p> <p><b>Numbers:</b> Social Security Number, Test ID Number or Partial Test ID Number</p> <p><b>Dates:</b> Certification Date or Expiration Date</p> <p><b>Names:</b> Name or Partial Name</p>
If I am finishing class on the 30 <sup>th</sup> of June what would I do?	Enter your candidates on July 1st.

## Information from Sharon's Update 7-13-11

1. Q: Who can enter the inhouse recertification information into the registry?  
A: Any MAP trainer can enter the recertification information into the registry for any staff that they recertified

2. Q: How does a MAP trainer enter the recertification information into the Registry?  
A: The MAP Trainer can enter the recertification information by following these steps:

**Go to:**

hdmaster.com

Click on Massachusetts MAP

Click on MAP registry (bottom left) as a provider

Enter provider codes

Click on trainer button in the upper right

Choose your trainer name from dropdown

Enter trainer PIN

Click on Provider button again in upper right corner

Click on small "arrow" button in upper left corner

Select "search"

Enter person's name in search box (make sure to follow instructions on how to enter above the box)

Click "search"

Open the record

On right side Click "**approve**" if they passed the in-house recertification, click "**deny**" if they failed

Record will be updated with new cert status

Print out updated record for programs

**(D&S is working to reduce the number of steps needed for this operation)**

3. Q: How does a MAP trainer access the testing reports from the D&S Massachusetts webpage?

A: The MAP trainer can access reports on the testing results for the staff they have trained by:

**Go to:**

hdmaster.com

Click on Massachusetts MAP

Click on "Online Training Program Reports"

Choose the report you want and follow the steps.

4. Q: Can the Provider rep. access the "Online Training Program Reports"?

A: Yes. The Provider rep can access individual trainer or composite reports by clicking on the online training reports on the D&S website and following these guidelines after choosing the type of report and date ranges:

- Provider ID + Provider PIN = composite report for all trainers.
- Trainer ID + Provider PIN = report of selected trainer

5. Q: Does the interface allow the pretest to be printed out anytime after the start date for training is entered for a candidate?

A: Yes.

6. Q: Is the Sample test available as a printout option as the Pretest is?  
A: Yes. It is located on the WebETest candidate record creation page under MP\_Agenda
7. Q: Can the testing history of any MAP Certified person be viewed by any MAP Trainer or provider if they have specific information about the staff?  
A: Yes. Providers and MAP trainers are able to search by SS# or test ID # to obtain this information very soon.
8. Q: Which staff would appear in WebETest?  
A: The WebETest interface will hold only staff in training or waiting to complete testing as long as they have completed training within the past 12 months. This includes staff who originally trained or tested under Red Cross
9. Q: Which staff should appear in the MAP Registry?  
A: All staff who are or who have ever been Certified. It also contains staff who completed training but never passed the MAP test and more than 12 months has elapsed since they completed training.
- 10: Q: Who can enter demographic information into WebETest for a new MAP candidate?  
A: The MAP Trainer can enter all demographic information. The Provider rep can enter all demographic information up to and including the training start date.
- 11: Q: Who can schedule a MAP candidate for testing online?  
A: A MAP trainer or the provider rep can schedule a candidate for testing online.
12. Q: What do I use as proof of MAP certification for my programs since there are no more wallet cards?  
A: Look up the person in the MAP Registry. Click on "Print ", click on "Cert Letter", print out the certificate.

#### **Information from Sharon's Update 7/23/11**

1. Q. The Sample Test on the home page of D&S is a 10 question test. It does not give the candidate any feedback as to whether they responded correctly or incorrectly.  
A. [The sample test is being developed further so there are more items \(questions\). At the end it should tell staff the areas that they need to study as they got a question wrong related to that subject. If there are none listed then the person got 100%. It is meant to reflect how the results letter will look when they get it from D&S after they take the actual cert knowledge test. You can use the existing sample test if you want until there are more items in the online sample test but I do recommend staff "play" with the online format before taking the cert test .](#)
2. Q. The MAP Pretest that we are able to print out is 30 questions and gives the question and the answer letter on the left hand side; however no choices were listed to choose from! This also included a MAP Pretest Answer sheet filled in with the correct answers, no blank was provided for testing.  
A. [When you register all of your staff into WebETest you will be able to print out pretests for each staff person with their name on it anytime after the start date of the class is entered. It is intended that staff write on the actual test. The answer sheet you got is for you to use to score the Pretest \(there is only one pretest right now\).](#)

3. Q. Should the last step on the Medication Administration Task be that “Candidate Secures the Medication prior to leaving the medication administration site”?
- A. The parts of the med admin task listed in the handbook only reflect those parts that, if not done, would cause the person to fail. They are called Fatal Errors. While staff are taught that in class that part is not one that would be considered fatal.
4. Q. On the Transcription Task Template provided by D&S which lists the steps of discontinuing a medication, the D/C and the Date are addressed, but the Initials of the person discontinuing has not been addressed. This is a requirement for MAP in the current curriculum.
- A. As in #4 above, missing the initials would not be a fatal error.
5. Q. When will the candidate handbooks be ready for ordering?
- A. They are ready now. There is an order form on the website or you can download them directly from the website.
6. Q. When I enter a candidate after the first day of training it seems as though I can only download and print the pretest in the top bar in sections. Why can't I just print the pretest once and have it be all inclusive?

A. Once we have more questions for the pretest, the test questions will be scrambled so each staff can get a different version of the test. The documents that staff have to refer to, however, would remain the same for all versions of the test. You can print out the documents once and make enough copies for the class and can reuse them as staff will not be writing on them. This would allow you to only print out the documents once for all of your classes (and as they need to be replaced) and only need to print out the tests themselves for each class.

7. Q. Do I need to send the exam answer sheets themselves to D&S or do I continue to keep them on file?
- A. Continue to keep them on file.
9. Q. When I went to the MAP TTT I was given a great power point from Gina. Will there be an updated power point released to address the changes to testing to your knowledge?
- A. Yes. Gina Hunt has already updated the PPT. You can request a copy by contacting her at [Gina.Hunt@state.ma.us](mailto:Gina.Hunt@state.ma.us)
- 10.Q. How do I access the online Sample Test?
- A. Click on "Sample Test Shortcut"  
Note the SUNSET code for stopping the test. Candidate will get score and feedback at the end of the test.
11. Q. How do I print out the pretest documents from the website?
- A. Browse to

[www.hdmaster.com](http://www.hdmaster.com)

Click on

Massachusetts MAP TESTING and Registry

Click on WebETest Start Page

Click on Provider or MAP Trainer

Enter assigned Training Program ID

Enter PIN (AAAA [case sensitive])

To generate a multiple choice pretest for candidates search for candidates that are in your current class needing a pretest and be sure you have a check mark in the Include column to create a personal test for each candidate.

Be sure MP\_PreTest is showing in the pull down window to the right of Print Template.

Click on

Print Template

The first page presented will be the answer key for the multiple choice test created.

Subsequent pages will be the test(s) for each candidate you included with their names pre-populated at the top (beginning) of their test.

To print out the HCP order, pharmacy label, and medication information sheet(s) needed to go along with the multiple choice questions search for candidates that are in your current class needing the information sheets and be sure you have a check mark in the Include column to create a personal set of sheets for each candidate. .

Be sure Pretest\_NameMatchingTheTest\_Landscape is showing in the pull down window to the right of Print PDF button and

Click on Print PDF

The documents needed to support the multiple choice questions will be displayed on the screen and can then be printed with the candidate's name pre-populated on the documents.

To print out transcription tests needed for the pretest search for candidates that are in your current class needing a transcription test and be sure you have a check mark in the Include column to create a personal test for each candidate.

Be sure Pretest\_NameMatchingTheTranscriptionTest\_Landscape is showing in the pull down window to the right of Print PDF button and

Click on Print PDF

The documents needed to support the transcription pretest will be displayed on the screen and can then be printed with the candidate's name pre-populated on the documents.

### **Information from Sharon's Updates 8/3/11**

**1. Q: How does the provider/MAP Trainer look up which of my staff are still in the training/testing process?**

**A:** Go to: [hdmaster.com](http://hdmaster.com)

Click on Mass. MAP

Click on WebETest

Click on "Provider/MAP Trainer"

Enter Provider or MAP Trainer ID# and PIN

**Do not** enter any names in the “search” box

Click on ‘search”

All staff who are in the process of testing or training assigned to the provider or MAP Trainer will be listed

Click on the name of the staff person to see details of their status (this is the list that D&S is working on to provide key information within the list itself as noted under “Coming attractions”)

**2. Q: I know that there is a test date coming up for the written (knowledge) test or the skills test at a particular site but it doesn’t show up on the schedule. Why is that?**

**A:** The Written (knowledge) portion of the test “fall” off the schedule if there is less than 48 hours remain until the test. Skills tests “fall” off the schedule if less than 10 days remain until the test. There may be times when it is possible to schedule a candidate into those dates as slots may still exist and there is time to get the necessary documents to the proctor or tester. Contact D&S to see if that is a possibility if there is a need to facilitate testing for a candidate. D&S is working to allow scheduling to occur closer to the test date in the near future.

**3. Q: If only people who are not yet Certified appear in the WebETest interface and only staff who are or were Certified or completed training over 12 months ago but never passed the certification exam appear in the MAP registry, why do I look for a Certified staff person in WebETest when scheduling them for Recertification testing by D&S?**

**A:** When a MAP certified staff person, or one who’s certification expired less than 12 mos. ago wants to test for recertification with D&S (rather than in-house recert) , they or the provider/MAP Trainer into WebETest, click on Recertification or Provider Initiated Recertification, enter their name in the search box and look for a duplicate record. Because they are going in through the recert portal, WebETest recognizes that this person must have a record in the Registry and pulls their record into WebETest so that they can schedule a recert test. WebETest then identifies what test the person needs to take. In the case of a recertification the staff person only needs to be scheduled for the trans and med admin portions. In order to override the new rule in the system regarding the requirement to pass the written test in order to qualify for the skills test, in the case of recerts, the system automatically gives the staff person a “pass” on the written test with a date that matches the scheduling date. This allows the staff person or the provider to schedule the skills test.

**4. Q: Do staff need to complete the testing application form 1101 even when they work for a DDS/DMH provider and their demographic information is being entered online?**

**A.** No. There is a simpler form (1600) that a staff person can complete and submit to the Provider or MAP trainer that contains all of the information needed for the WebETest interface. It can be found on the Massachusetts MAP page under “candidate forms”. When a provider or MAP trainer enters the candidate information on line, there is no need to submit any applications to D&S.