

Electronic Visit Verification Health and Human Services Learning Portal Guide

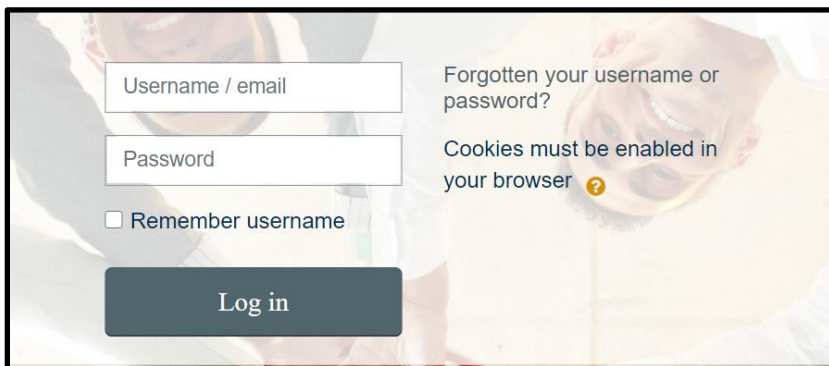
The Texas Health and Human Services Commission (HHSC) published the following instructions guide for creating an account on the HHS Learning Portal, including how to locate and enroll in Electronic Visit Verification (EVV) policy training courses.

Step 1: Access the HHS Learning Portal Website

Click on the following link or type it into your browser to access the HHS Learning Portal: <https://learningportal.hhs.texas.gov/>:



Note: If you already have an account, log into the HHS Learning Portal:



Step 2: Create an Account

Click the **Create new account** button in the left corner:



Is this your first time here?

You must create an account for accessing any training on this portal.

If you have problem getting your new account confirmed, make sure your email provider allows emails from the domain:

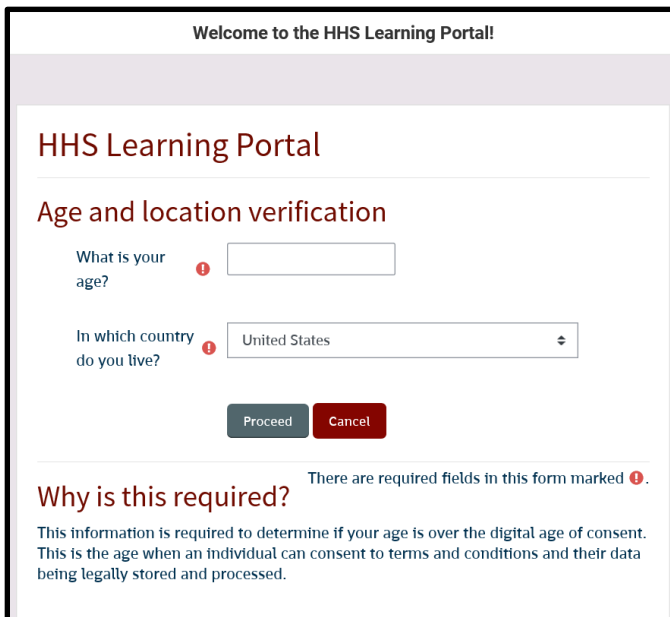
learningportal.hhs.texas.gov

This system relies on automatic emails that will be sent to the email account you used to create your login account. Please ensure that your email provider will accept automatic emails from @learningportal.hhs.texas.gov by adding this address to your system's "safe list."



[Create new account](#)

Complete all the required fields, which have exclamation point icons, in the **Age and location verification** screen. When all required information is entered, click the **Proceed** button at the bottom of the page:



Welcome to the HHS Learning Portal!

HHS Learning Portal

Age and location verification

What is your age? ⓘ

In which country do you live? ⓘ

[Proceed](#) [Cancel](#)

There are required fields in this form marked ⓘ.

Why is this required?

This information is required to determine if your age is over the digital age of consent. This is the age when an individual can consent to terms and conditions and their data being legally stored and processed.

Complete all the required fields, which have exclamation point icons, in the **New account** screen. When all required information is entered, click the **Create My New Account** button at the bottom of the page:

Welcome to the HHS Learning Portal!

HHS Learning Portal

New account ▼ Collapse all

▼ Choose your username and password

Username !

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as *, -, or #

Password !

▼ More details

Email address !

Email (again) !

First name !

Last name !

City/town

Country

There are required fields in this form marked !

The HHS Learning Portal will send an email to the email address that was entered to create the new account. Follow the instructions in the email to complete the account registration process.

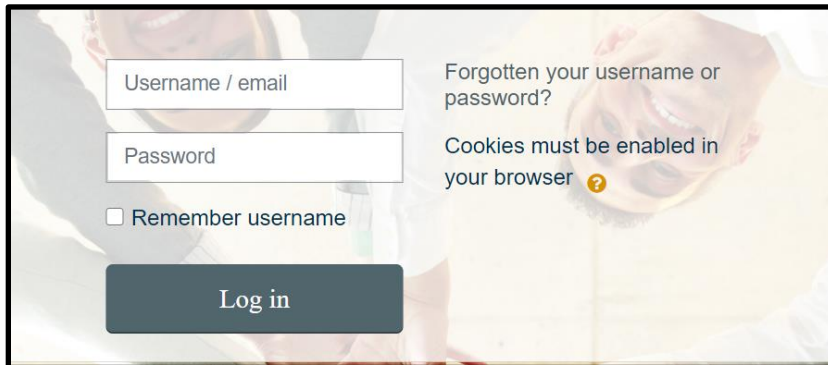
- If the registration email has not been received, check the Junk Mail or Spam folders.
 - If the email is in the Junk Mail or Spam folders, follow the [instructions to add the HHS Learning Portal as a "safe sender"](#) to ensure future emails are received in the main email inbox.
 - If a different email client was used and the registration email has not been received, contact the HHS Learning Portal Help Desk by emailing: Learning_Portal_Helpdesk@hpsc.state.tx.us.

Step 3: Login to Your Account

Go to the EVV Training Page on the HHS Learning Portal:

<https://learningportal.hhs.texas.gov/course/index.php?categoryid=26>

Click the **Log in** button located at the top, right side of the page. Enter your username or email address and password, then click the Log in button:

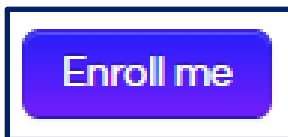


Step 4: Enroll in an EVV Policy Training Course

All EVV training courses are listed. Each course has a title and a short description about the training:



1. Click the course title.
2. Click the **Enroll me** button:



3. Read the instructions inside the course and complete all steps to obtain a certificate of completion.

Note: To ensure the HHS Learning Portal functions properly, follow these instructions to disable internet browser pop-up blockers.