

How to Access and Register for Training in SkillPort

SkillPort is the Learning Management System (LMS) for NCTracks. State and Fiscal Agent staff can access Skillport with their Single Sign On NCID by simply logging onto their secure operations portal.

State and Fiscal Agent staff can use SkillPort to access training materials located in the categories listed below.

Note: These documents provide step bystep descriptions of specific tasks providers commonly perform in NCTracks

- Self-Paced eLearning
Note: These learning modules are self-paced interactive courses that explore NCTracks.
- Instructor Led Training (ILT) On-Site
- Instructor Led Training (ILT) Remote via WebEx
- Participant User Guides (PUG)
- Job Aids
- Provider Training
- Pre-Go Live ILT Webinar Recordings
Note: Contains Participant User Guides that complemented the Pre Go-Live ILTs delivered throughout the state in the spring of 2013.
- Report2Web

An NCID is required to access SkillPort. If you do not already have an NCID, navigate to the NCID website at <https://ncid.nc.gov> and register. For more information, view the “How to Obtain an NCID” Fact Sheet at <https://www.nctracks.nc.gov/content/public/providers/provider-user-guides-and-training/fact-sheets.html>.

The following are step-by-step instructions for accessing and registering for training using Skillport:

ACCESSING SKILLPORT FOR THE FIRST TIME

1. Go to <https://www.nctracks.nc.gov/content/public/> and click on the **Operations** tab.
 - Ensure that your internet browser settings will allow pop-ups.

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Home
Welcome to NCTracks, the multi-payer Medicaid Management Information System for the N.C. Department of Health and Human Services (N.C. DHHS).

PROVIDERS - Click on the Providers tab above to enter the Provider Portal.

RECIPIENTS - Click on the Recipients tab above to enter the Recipient Portal.

STATE AND FISCAL AGENT STAFF - Click on the Operations tab above to enter the Operations Portal and ShareNET.

Getting Started With NCTracks
Just getting started with NCTracks? Follow these easy steps to begin using the new system. [read on](#)

Provider User Guides & Training
This section includes User Guides and Fact Sheets designed to help N.C. DHHS providers understand how to use NCTracks, as well as information about Provider Training. [read on](#)

Provider Re-credentialing/Re-verification
This section is intended to help NC DHHS providers understand the online Re-credentialing/Re-verification process in NCTracks. Additionally, providers will find links to Provider Announcements, User Guides, and Frequently Asked Questions. [read on](#)

Step	Action
1	Select the Operations tab. The Public Operations screen displays.

State and Fiscal Agent Operations Users

The **NCTracks Operations Portal** is for State and Fiscal Agent users. The Portal provides secure access to provider and recipient information needed in the operation and maintenance of NCTracks. State and Fiscal Agent users can log into the NCTracks Operations Portal by clicking on the green lock on the left side of this page.

ShareNET is the file sharing and information repository for the State and Fiscal Agent users. ShareNET also houses the File Maintenance Request System and the CSR Tracking System. State and Fiscal Agent users can log into ShareNET by clicking on the ShareNET logo on the right side of this page. Authorized State and Fiscal Agent users can also access ShareNET from within the NCTracks Operations Portal.

Reminder: The username format for ShareNET is ncmmis\username

Access to the NCTracks Operations Portal requires an active **NCID** and approved authorization. Access to ShareNET requires an NCMMIS ID. State and Fiscal Agent users should see their Security Officer to obtain IDs and approved authorization to access the NCTracks Operations Portal and ShareNET. Access to the NCTracks Operations Portal and ShareNET is managed separately -- some users may have access to ShareNET and not the NCTracks Operations Portal.

Operations Users Announcements

Attention: State Operations Users
March 2021 Training for State Operations Users Now Available
Mar 3, 2021 [read on](#)

Attention: State Operations Users
No Training for State Operations in February 2021
Feb 5, 2021 [read on](#)

Attention: State Operations Users
January State Training Class Tomorrow
Jan 26, 2021 [read on](#)

[All Announcements](#)

Operations Users Frequently Asked Questions
This list reflects answers to frequently asked questions (FAQs) of interest to NCTracks Operations Users, organized by topic area. You can also search for a FAQ using the Search box in the upper right corner of the page. [read on](#)

ShareNET Login

Account Management

- [New User/Change Password](#)
- [Forgot my Password](#)
- [Unlock my Account](#)
- [Account Troubleshooting](#)

Troubleshooting
If you are not able to log into ShareNET, please use the Troubleshooting link or one of the Account Management links above. Note: The Account Lockout is 30 minutes in length.

Quick Links

- [Sign Up to Receive NCTracks Communications](#)
- [How to Access Online Training Sessions \(PDF, 134 KB\)](#)
- [How to Register for Training Guide - State \(PDF, 1660 KB\)](#)
- [NCTracks Glossary of Terms](#)
- [NCTracks Issues List \(XLSX, 69 KB\)](#)
- [Prior Approval Letter](#)

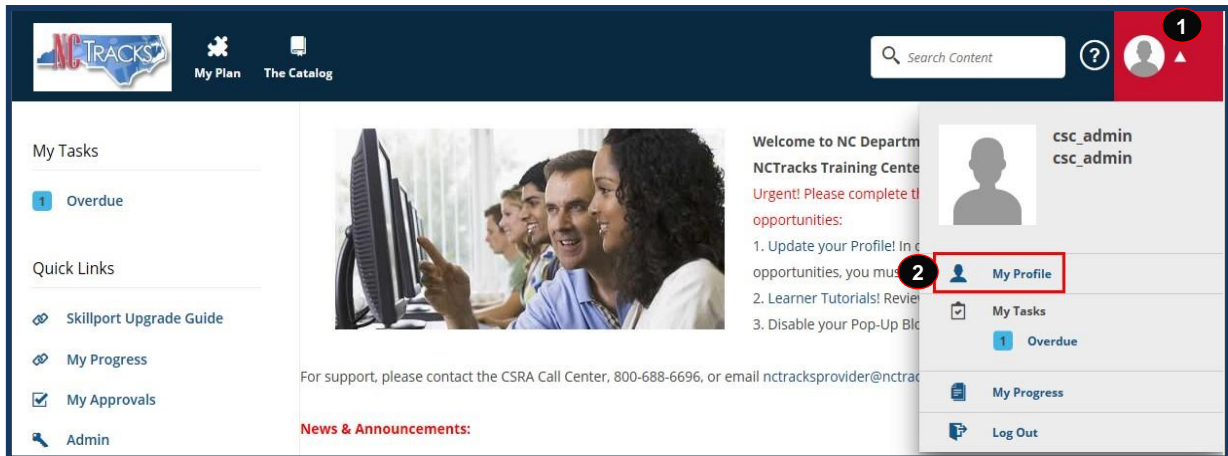
Step	Action
2	Select the NCTracks Operations Portal Secure Login hyperlink.

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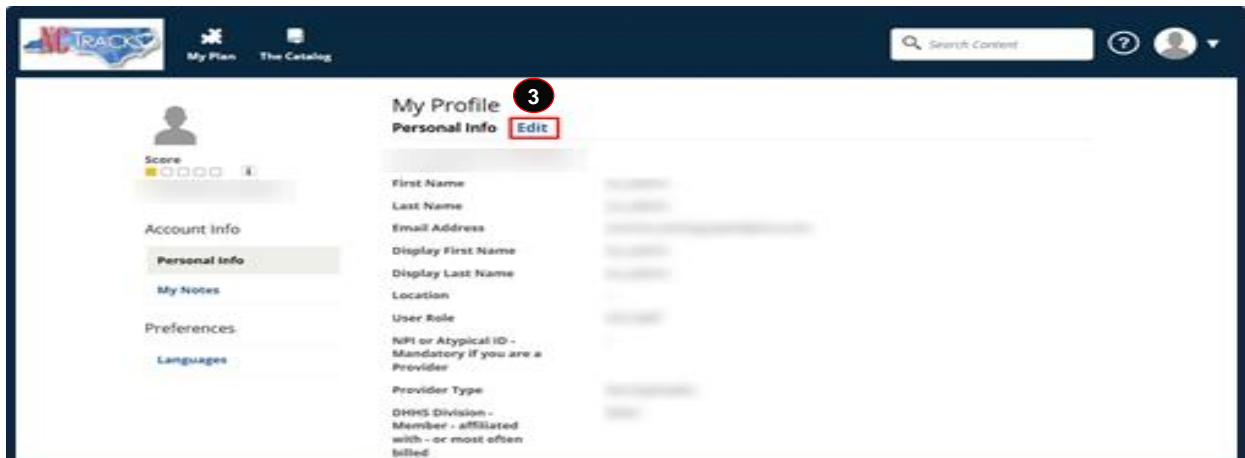
Step	Action
3	User ID (NCID): Enter your NCID.
4	Password: Enter your Password. Note: If you have forgotten your password, navigate to the NCID website at https://ncid.nc.gov and answer the security questions to retrieve/reset your password.
5	Select the Log In button.

Step	Action
6	Select the Learning Management System hyperlink under the Other tab. Note: The SkillPort home page display.

How to Access and Register for Training in SkillPort



Step	Action
1	Select the Drop-down Arrow .
2	Select My Profile .



Field	Description
First Name	Displays First Name.
Last Name	Displays Last Name.
Email Address	Displays Email Address.
Display First Name	Displays First Name.
Display Last Name	Displays Last Name.
Location	Displays Location.
User Role	Displays User Role (NCTracks Staff, Provider, State Employee, or LME (Local Management Entity)).
NPI or Atypical ID – Mandatory if you are a Provider	If you are a Provider, NPI (or atypical provider number, if applicable) displays.
Provider Type	Dental, Institutional, Medical, Pharmacy, or Not Applicable. Note: This corresponds to the claim type a provider most frequently bills.
DHHS Division – Member – affiliated with – or most often billed	DHB, DMH, DD SAS, DPH, ORH, Other, or Not Applicable displays. If you are a Provider, the division you most frequently bill displays.

How to Access and Register for Training in SkillPort

Step	Action
3	Please note that you can edit your Profile by selecting the Edit link.
4	Once you have entered (or confirmed) all of the required fields in your Profile, select the Update button.

ACCESSING VARIOUS TRAINING MATERIALS

Step	Action
1	Click The Catalog navigational area on the top of the screen.
2	Select State Operations Training hyperlink to the State Operations Training Categories.

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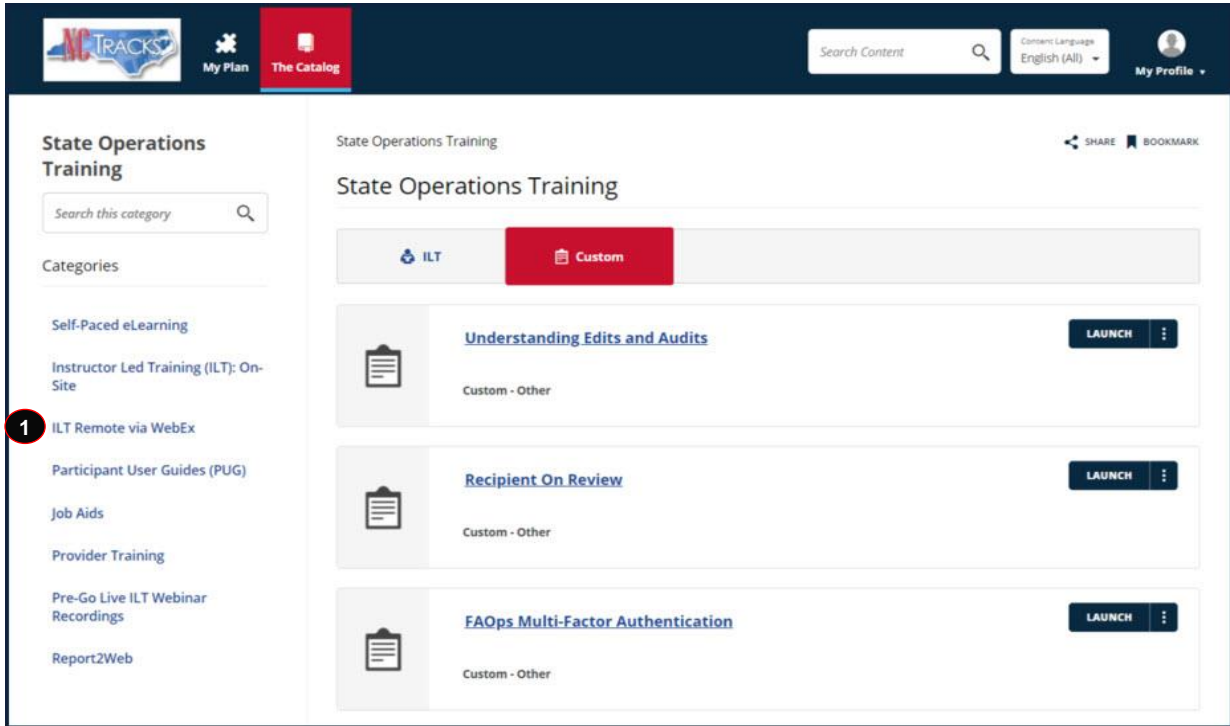
SkillPort will display folders for Self-Paced eLearning (Computer-Based Training), Instructor Led Training (ILT): On-Site, ILT Remote via WebEx, Participant User Guides (PUG), Job Aids, Provider Training, and Pre-Go Live ILT Webinar Recordings. Some folders contain sub-categories based on the course topic.

The screenshot shows the SkillPort interface. On the left, a sidebar titled 'State Operations Training' contains a search box and a list of categories. A red box highlights the following categories: Self-Paced eLearning, Instructor Led Training (ILT): On-Site, ILT Remote via WebEx, Participant User Guides (PUG), Job Aids, Provider Training, Pre-Go Live ILT Webinar Recordings, and Report2Web. A circled '3' is next to this list. The main content area shows the 'State Operations Training' page with tabs for 'ILT' and 'Custom'. Below the tabs, three course cards are visible: 'Understanding Edits and Audits', 'Recipient On Review', and 'FAQs Multi-Factor Authentication'. Each card has a 'LAUNCH' button. A circled '4' is next to the 'LAUNCH' button for 'Understanding Edits and Audits'.

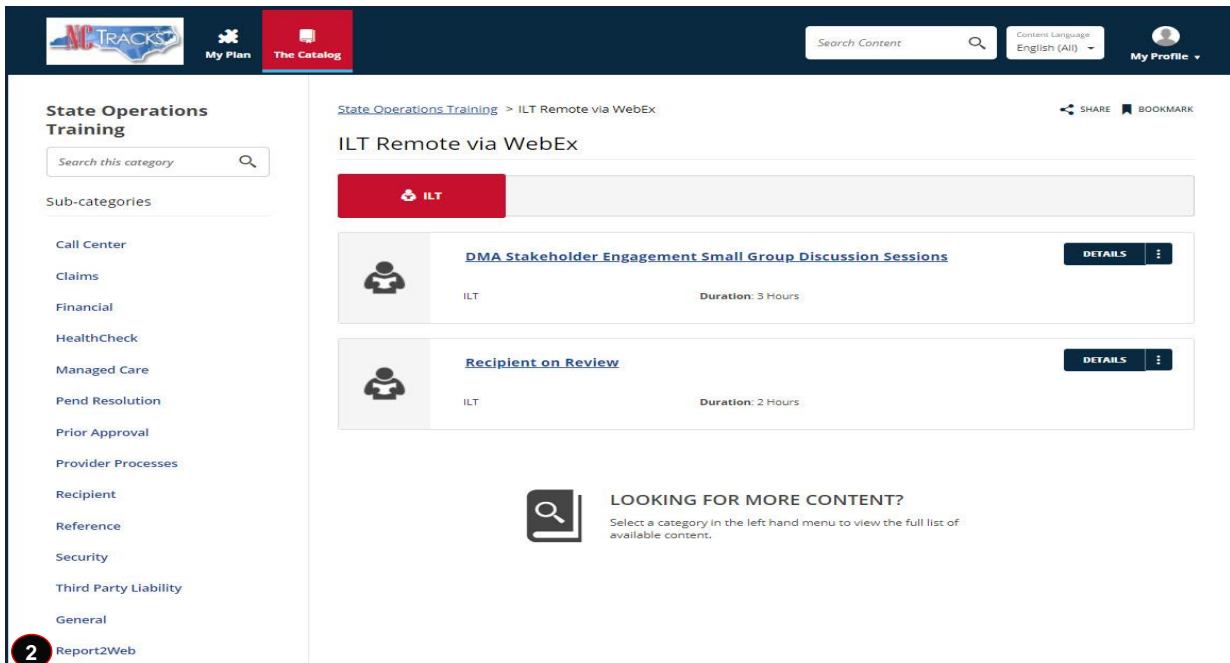
Step	Action
3	<p>Select a Category hyperlink to access specific training or training documents.</p> <p>Note: Categories include:</p> <ul style="list-style-type: none"> • Self-Paced eLearning • Instructor Led Training (ILT) On-Site • Instructor Led Training (ILT) Remote via WebEx • Participant User Guides (PUG) • Job Aids • Provider Training • Pre-Go Live ILT Webinar Recordings • Report2Web
4	<p>Select Launch to open the course.</p> <p>Note: Click on the document title hyperlink to view the course information. Once the content loads, your course will begin. If you need to stop prior to completing the course, Skillport will remember where you left off and you can resume taking the course at a later time.</p>

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REGISTERING FOR INSTRUCTOR LED TRAINING (ILT)

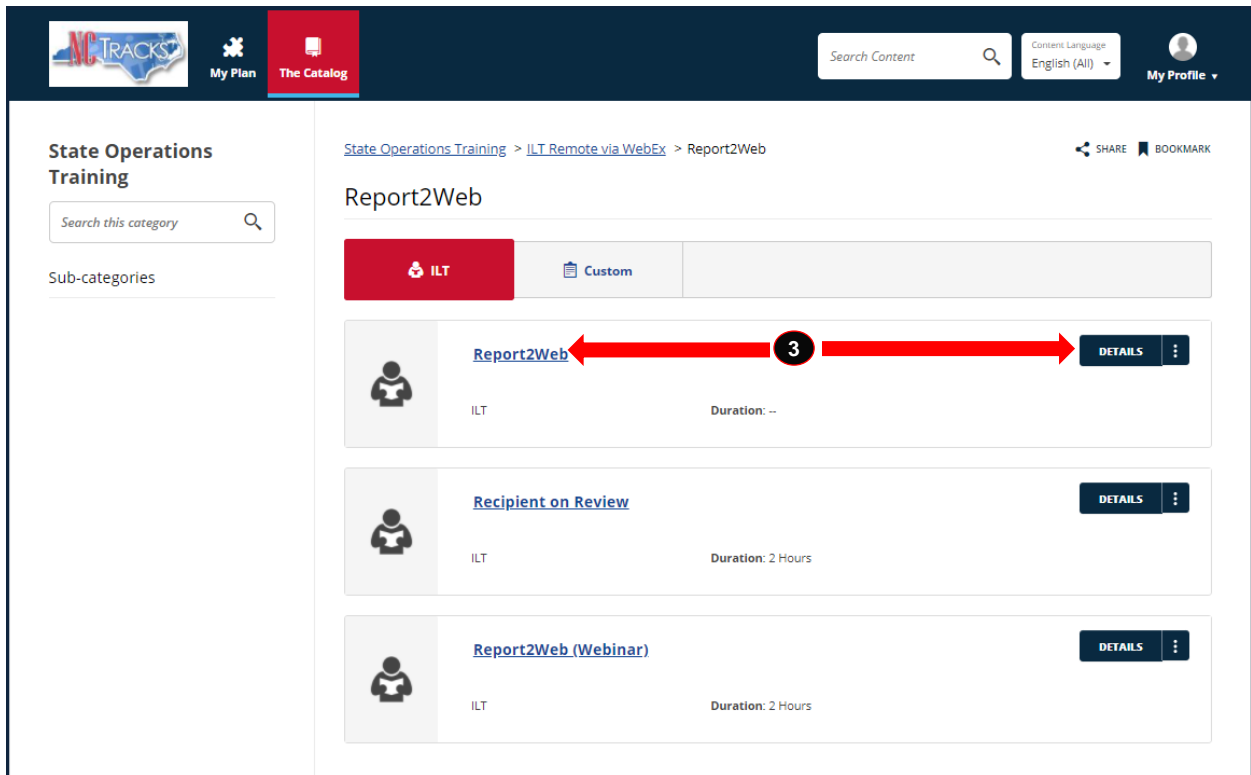


Step	Action
1	Select ILT Remote via WebEx .

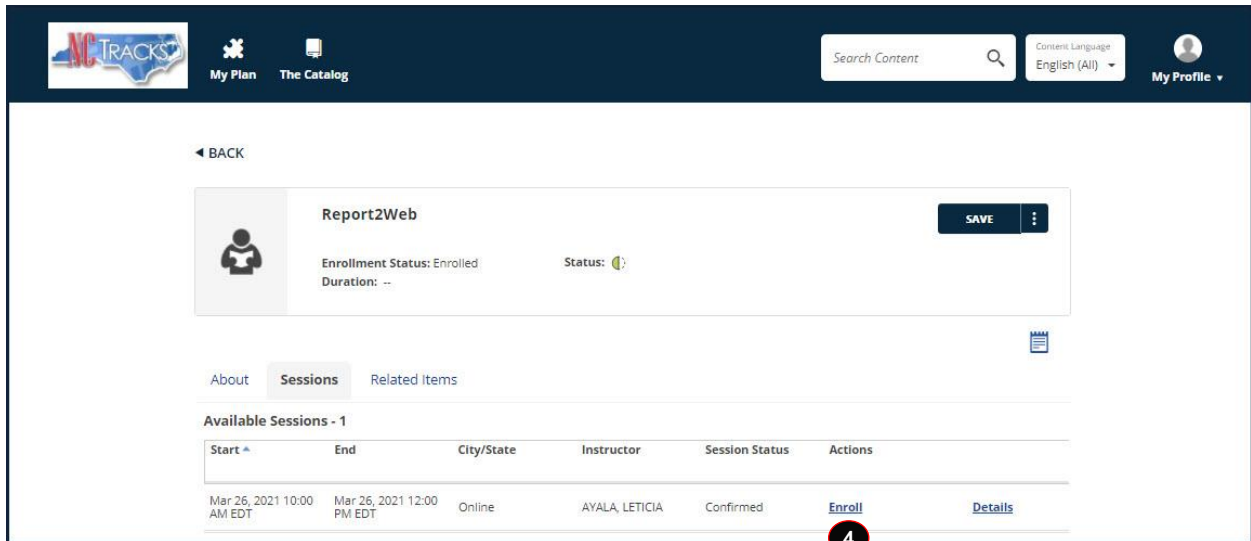


Step	Action
2	Select the Sub-category specific to the training class being offered. Note: In this example we are registering for a Report2Web training class.

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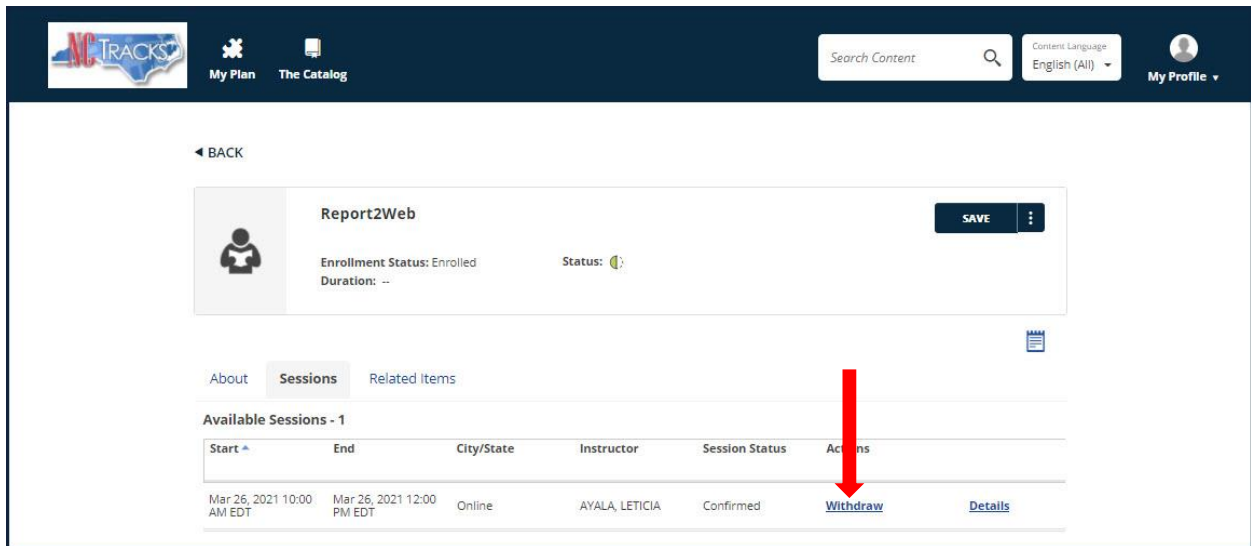


Step	Action
3	Select the Course Title or the Details button to display available training session information.



Step	Action
4	Select Enroll to enroll in the session you want to attend. Once enrolled, you have the option to withdraw from the session should you no longer want or need to attend. Note: Reference the image below.

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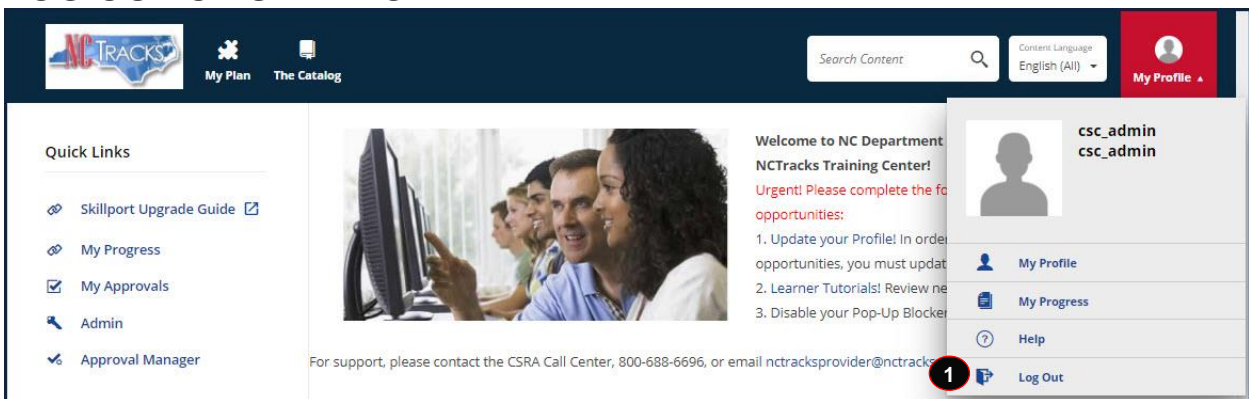


SEARCHING FOR TRAINING COURSES



Step	Action
1	Enter one or more key words into the Search Content box.
2	Select the magnifying glass to display results for courses that match the search criteria. Note: If you do not readily find the course you are looking for, either eLearning or ILT, you can use the search feature at the top of the screen.

LOG OUT OF SKILLPORT



Step	Action
1	Select the Log Out option from the My Profile drop-down menu to exit Skillport. Note: Logging off will return you to the login page of the NCTracks website. You can re-enter SkillPort at any time, by following the same procedure outlined in this article, beginning with Step number 1 of accessing Skillport for the first time .

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ATTENDING INSTRUCTOR LED TRAINING

Step	Action
1	<p>Select Instructor Led Training to review the ILT courses you are currently enrolled in on SkillPort.</p> <p>Note: You will not receive a reminder regarding the ILT course(s) you have registered for, so keep a record of your course registration(s) in a personal calendar.</p> <p>If the date and/or venue of an ILT course you have registered for changes, a notification will be sent to the email address entered in your Profile.</p>

We look forward to working with you in learning more about NCTracks. **If you have any questions regarding NCTracks training or the use of SkillPort, please contact the NCTracks CallCenter at 800.688.6696.** If you have questions or problems regarding your NCID, contact the NCID help desk at <https://ncid.nc.gov>.