How to Access and Register for Training in SkillPort

SkillPort is the Learning Management System (LMS) for NCTracks. State users can utilize SkillPort to register for Instructor Led Training (ILT), whether they plan to attend in person or remotely (via WebEx). SkillPort is also used to take eLearning, Computer-Based Training (CBT) courses. State users can access SkillPort using a link on the current NCTracks website. Please print a copy of this article to reference as a guide before proceeding to the NCTracks site.

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” Took Kit at http://ncmmis.ncdhhs.gov/files/updates/NCTRACKS_Tool_Kit_NCID.pdf.

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

ACCESSING SKILLPORT FOR THE FIRST TIME
   a. Ensure that your internet browser settings will allow pop-ups.
   b. Click on the Operations link in the upper-left corner.
c. Then click on the “NCTracks Operations Portal Secure Login” link in the upper-left corner.
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2. From here you will be taken to the NCTracks Secure Login page. Key in your NCID and password.

3. 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.
4. Successful entry of your NCID and password will place you on the NCTracks Secure Operations Portal home page. From here select **Learning Management System** from the “Other” drop-down menu in the upper, mid-section of the screen.

5. Next you may be prompted to run Java. You can either elect to “Run this time” or “Always run on this site”.
6. Once your selection is made, if your Java is out of date, you will be asked to choose “Update”, “Block”, or “Later”. *Update or Later* are the only options that can secure your access to SkillPort. Make a selection between these options.

7. You will be asked “Do you want to run this application?” Select *Run*.
8. You will be directed to the SkillPort home page.

9. Select the “Update your Profile” link then “Update Your User Profile” to provide (or confirm) information for each of these required fields:

   a. First Name – Confirm your first name
   b. Last Name – Confirm your last name
   c. Email Address – Confirm your work email address
   d. User Role – Select one from the drop-down box (CSRA Staff, Provider, State Employee, or LME)
   e. NPI or Atypical ID – This entry field will only be applicable to Providers. All other users should leave this field blank.
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f. Provider Type – This entry field will only be applicable to Providers. State users should select “Not Applicable.”

g. DHHS Division – Select one from the drop-down box (DHB, DMH DD SAS, DPH, ORHCC, Other, DMH–LME, LME, CDSA, CDSA-LME, DPH-CDSA, DHHS-Controller, or Not Applicable).

10. Once you have entered (or confirmed) all of the required fields in your Profile, click on the “Update Profile” button. Any changes you make will take effect the next time you log into SkillPort.

11. You will see a confirmation message indicating the successful update of your profile.
ENROLLING IN COMPUTER-BASED TRAINING
12. From here, select “Catalog” from the left side of the screen to bring up the catalog of courses currently available. Click on the plus sign (+) next to the State Operations Training Folder. 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.

13. Click on the plus sign (+) next to “Self-Paced eLearning” to display the list of available Computer-Based Training courses. The General folder is a sub-category of the eLearning folder. Within it, the “NCTracks Overview Operations Portal” eLearning course should be completed prior to any other NCTracks training.
14. To take a Self-Paced eLearning course, click on the plus sign (+) next to the appropriate folder, select a course subject (such as General), place your cursor over the course title and click on the word “Launch” that appears beside it. 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.

15. Each eLearning course includes questions upon completion to test your understanding of the content presented. A course may be taken more than once. **However, a passing score of 80% or higher is required to receive credit for the course.**
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ENROLLING IN INSTRUCTOR LED TRAINING

16. Instructor Led Training (ILT) for State Users and Fiscal Agent Staff will be held at 2610 Wycliff Road. Instructor Led Training can be attended on-site or remotely via WebEx.

17. To register for on-site Instructor Led Training, click on the plus sign (+) next to “Instructor Led Training (ILT): On-Site” or “ILT Remote via WebEx” to display the list of available Instructor Led Training courses.

18. Instructor Led Training courses are listed according to:

a. Subject – the topic related to the course being offered (such as Prior Approval)

b. Date(s) and Time(s) – the date(s) and time(s) the course is being offered

c. Location – the room where the course is being offered
19. Register for the appropriate Instructor Led Training course(s) based on the course subject, date(s)/time(s), and location where you want to take the training. There are limits to the number of participants who can attend training at each location, both on-site and remotely via WebEx. The courses listed under “ILT Remote via WebEx” are the same exact sessions offered under “Instructor Led Training (ILT): On-Site”. WebEx participants will also be able to ask the Instructor questions as if they are on-site. If you plan to attend remotely, it is important to register in the course(s) listed under “ILT Remote via WebEx” so that there will be an accurate count of the number of participants using the webinar. Groups can jointly attend Remote Instructor Led Training via WebEx, but each participant should register separately for Remote Training course(s) to be counted as an attendee.

Courses attended remotely via WebEx are listed separately from on-site Instructor Led Training. Based on limited seating availability at each training venue, it is mandatory that you register for all the sessions you plan on attending.

20. To register for a particular ILT course, place your cursor over the name of the course and the word “Sessions” will appear to the right. Select “Sessions”.

![Search & Learn](image)
21. Scroll down and select the link for the session you would like to attend, then click the “Enroll Me” button, and you will be registered for that course. You will need to register for each course separately.
SEARCHING FOR TRAINING COURSES
22. 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. Enter one or more key words into the “Search for” box and click on the Search button. Then, SkillPort will return results for courses that match those criteria.

![Search feature](image)

23. When you are ready to exit SkillPort, click the “Log Out” button in the upper right corner of the screen. Logging off will return you to 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.

You do not need to re-enter the User Profile information, unless something has changed.

ATTENDING INSTRUCTOR LED TRAINING
24. 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. To review the ILT courses you are currently enrolled in on SkillPort, click the “Instructor Led Training” link on the left side of the screen. 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.

![Instructor Led Training](image)
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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 Call Center at 800.688.6696. If you have questions or problems regarding your NCID, contact the NCID help desk at https://ncid.nc.gov.