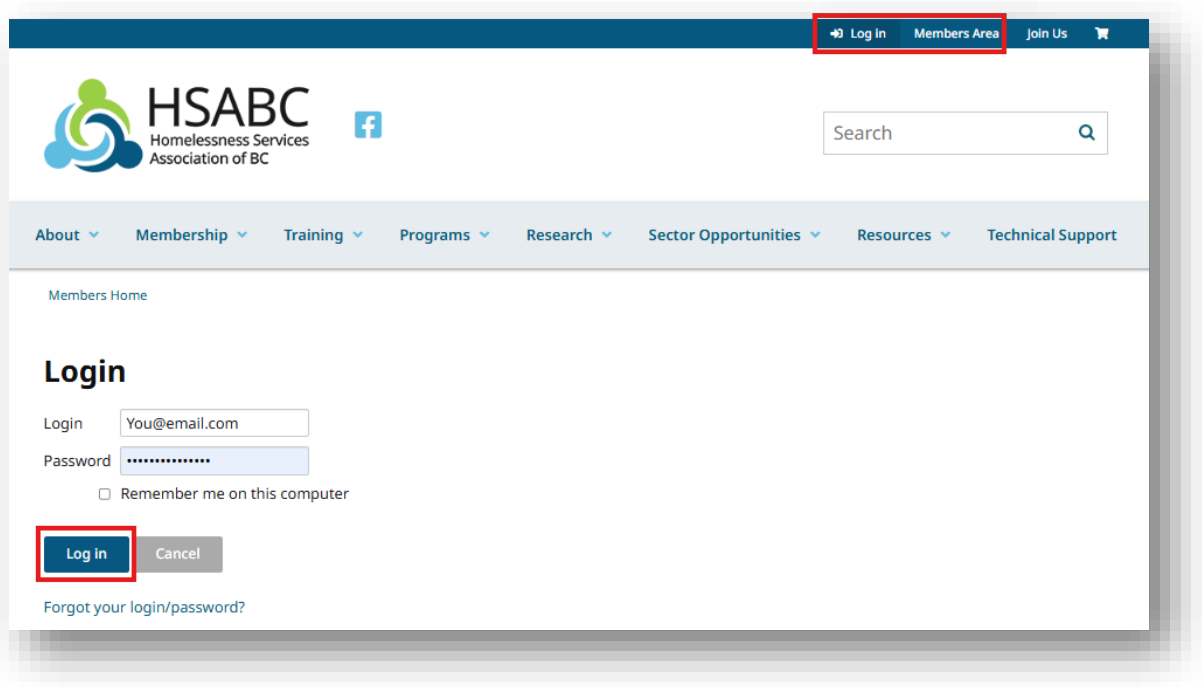
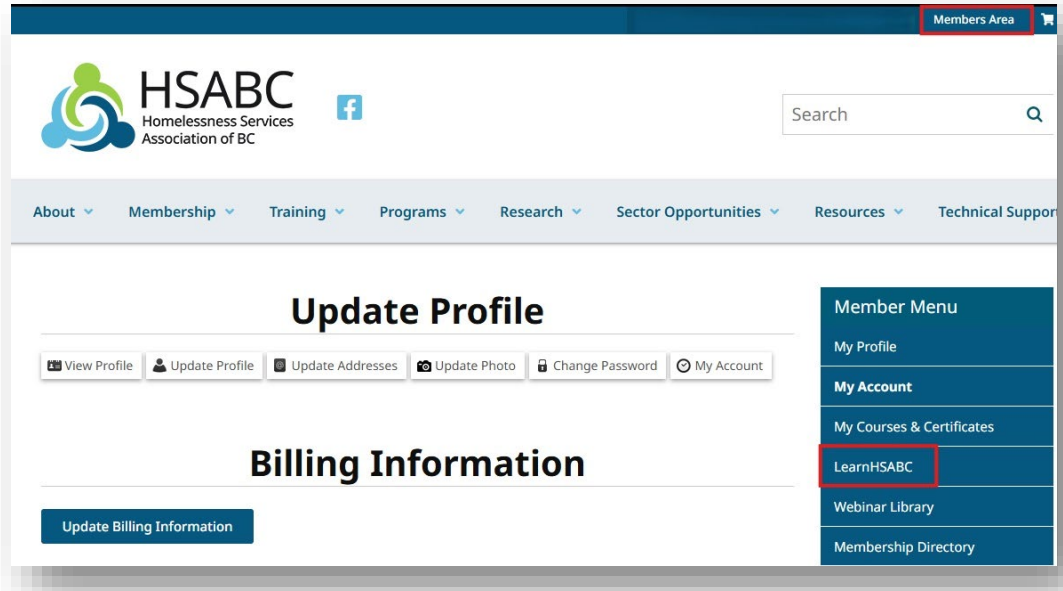
User Guide

Getting Started

Step 1. **LearnHSABC** is accessed through your regular HSABC member portal. Sign-in to your member account. If you are already signed-in please proceed to the Members Area.



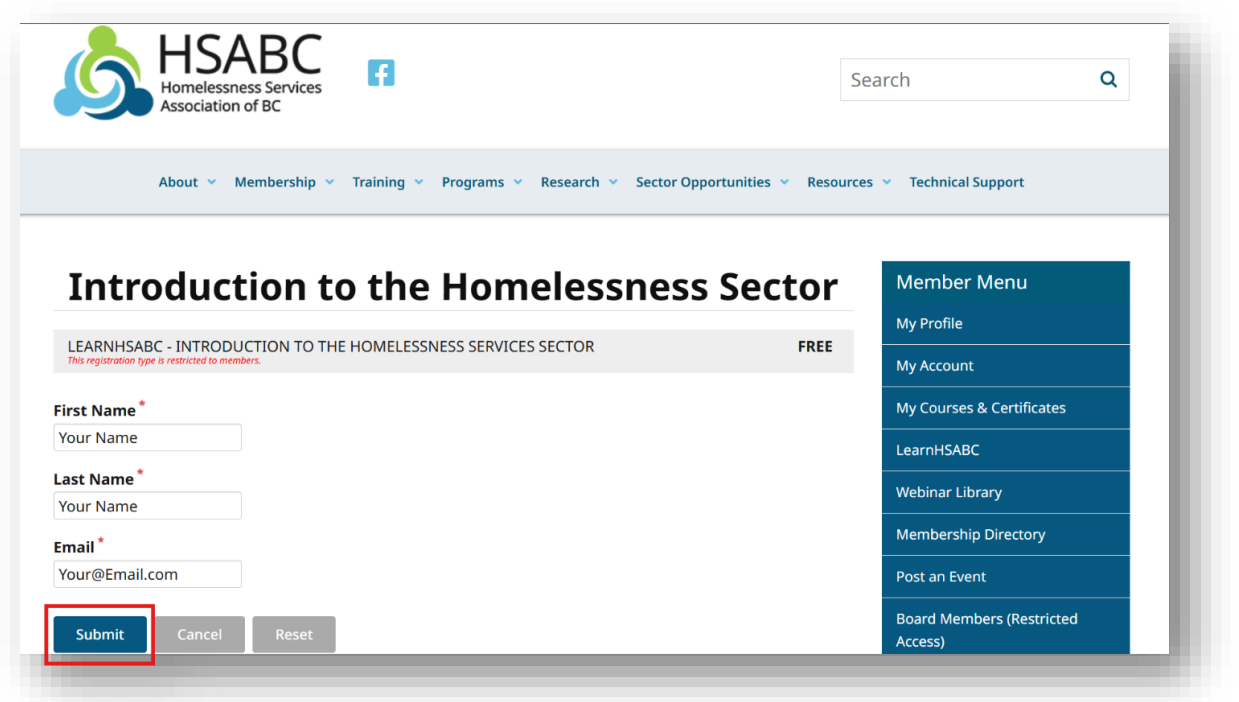
Step 2. In your Member Menu click on **LearnHSABC**



Registering for Courses

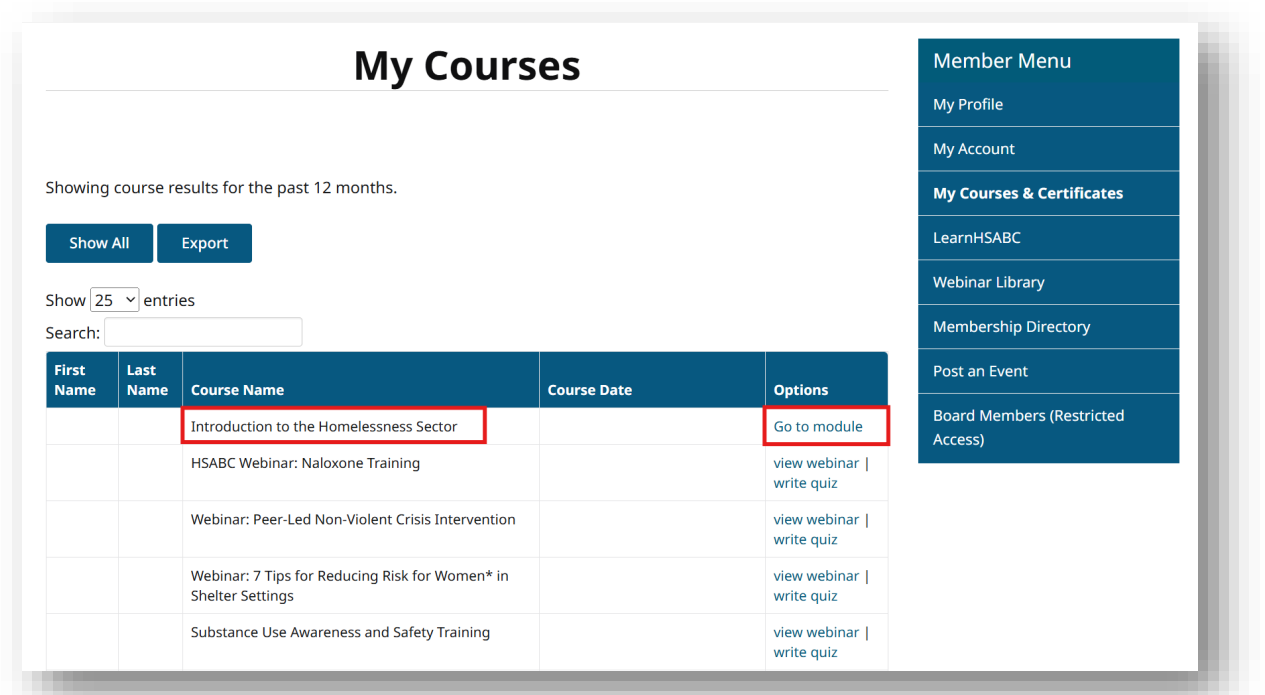
Step 3. On the LearnHSABC page scroll down and click the **Register** button. You'll have to register for each module individually, and we recommend starting with the *Introduction to the Homelessness Services Sector* module, but feel free to begin with any module of your choice.

Step 4. In the new registration window click **Register Now** button to complete the process. Enter your first name and last name as you would like them to appear on your certificate, and email, then click **Submit.**

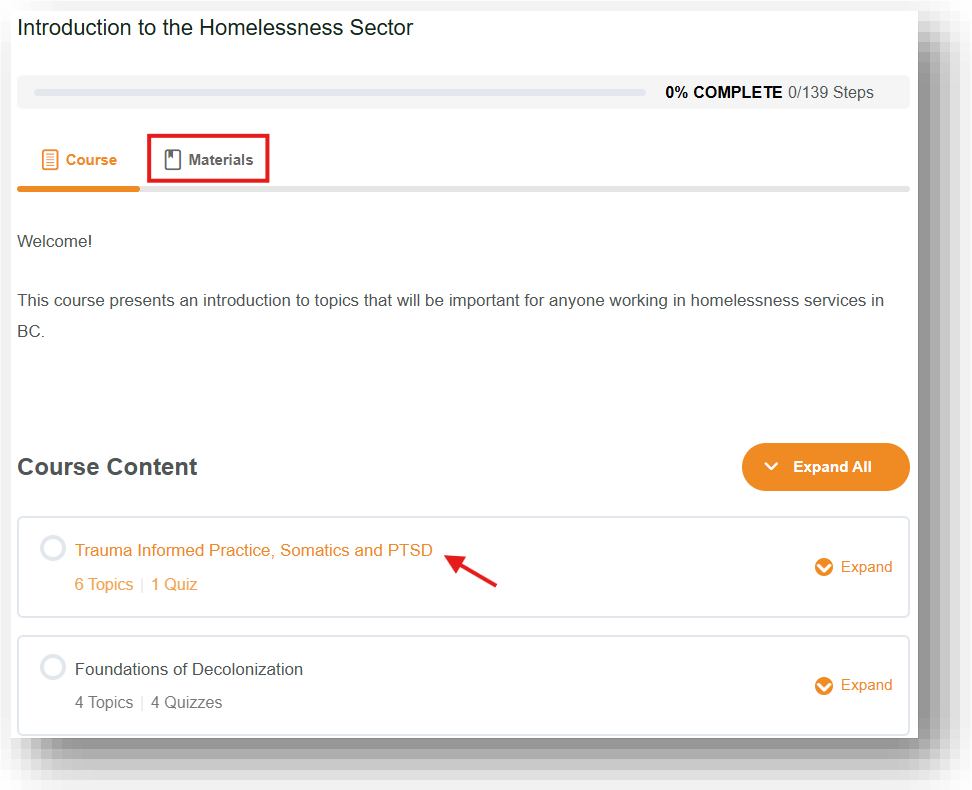


Accessing Registered Courses

Step 5. You're now registered. The course will now appear on the sidebar under **My Courses & Certificates.** Click **Go to module** in the table that lists all your courses, beside the one you want to access.
Note: this is also where you'll return to when you want to access the course again.

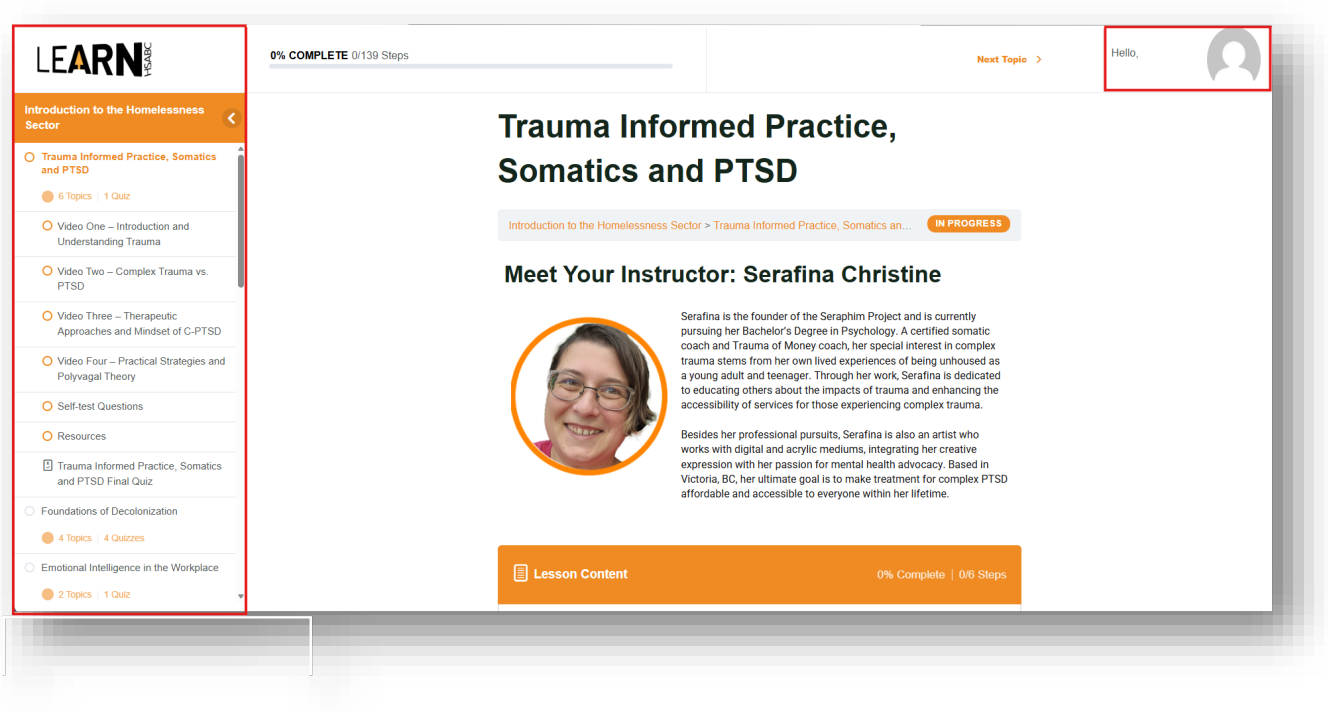


Step 6. You're now redirected and logged in to **LearnHSABC.** You can click **Materials** to see any external resources associated with this module. Click the title of the lesson on the top to get started!

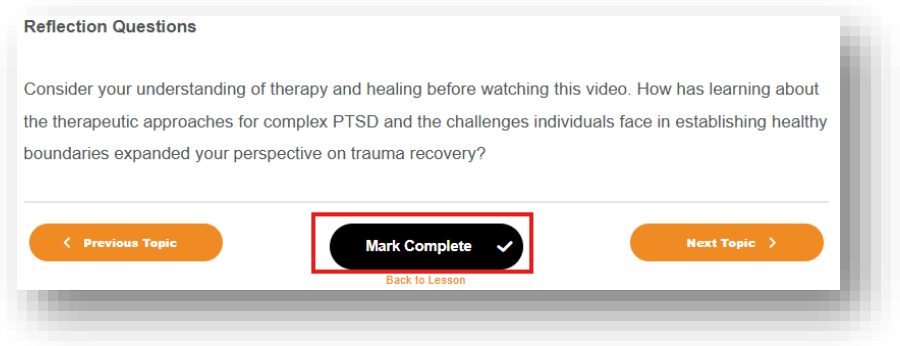


Key Features of LearnHSABC

- **Sidebar:** This displays all the steps within the module and acts as a checklist. You'll need to complete all topics to finish the module, so it's a handy way to track your progress.
- **Lesson/Topic Navigation:** Clicking on any lesson or topic in the Sidebar will take you directly to that section.
- **Profile Dropdown:** The Profile dropdown is where to click if you'd like to logout. When you want to return to the course, return to your HSABC Member Page and click on **My Courses & Certificates** (Step 5).

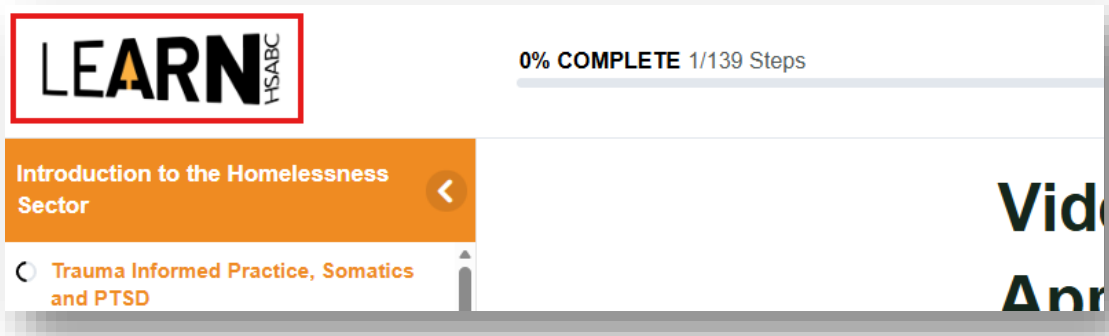


Important Reminder: **After completing a topic (watching the video and/or reading the content), be sure to click Mark Complete at the bottom of the page.**
Do not click *Next Topic*, as this won't record your progress.

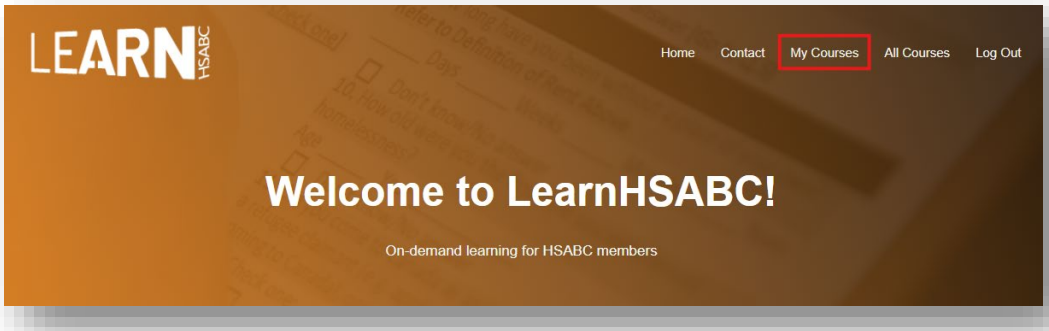


How to View and Download Your Certificates

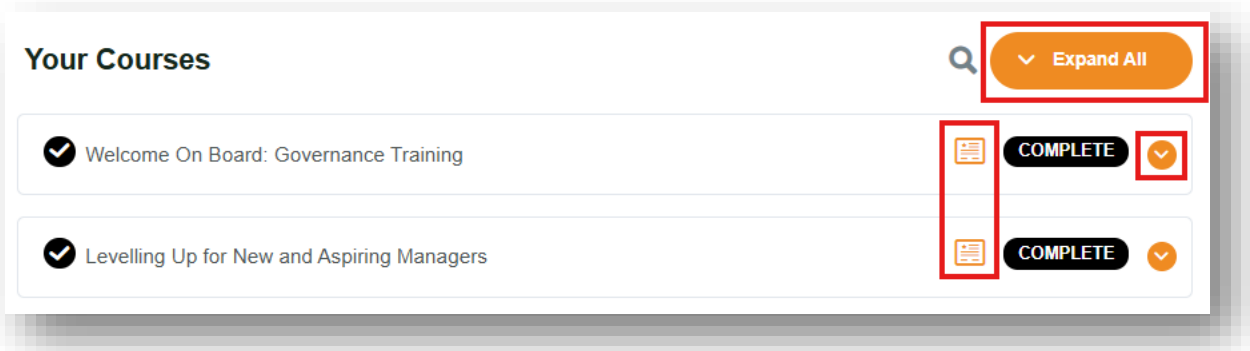
1. **To view the certificates you have earned, first exit the module by clicking the LearnHSABC logo in the top left corner of the screen.**



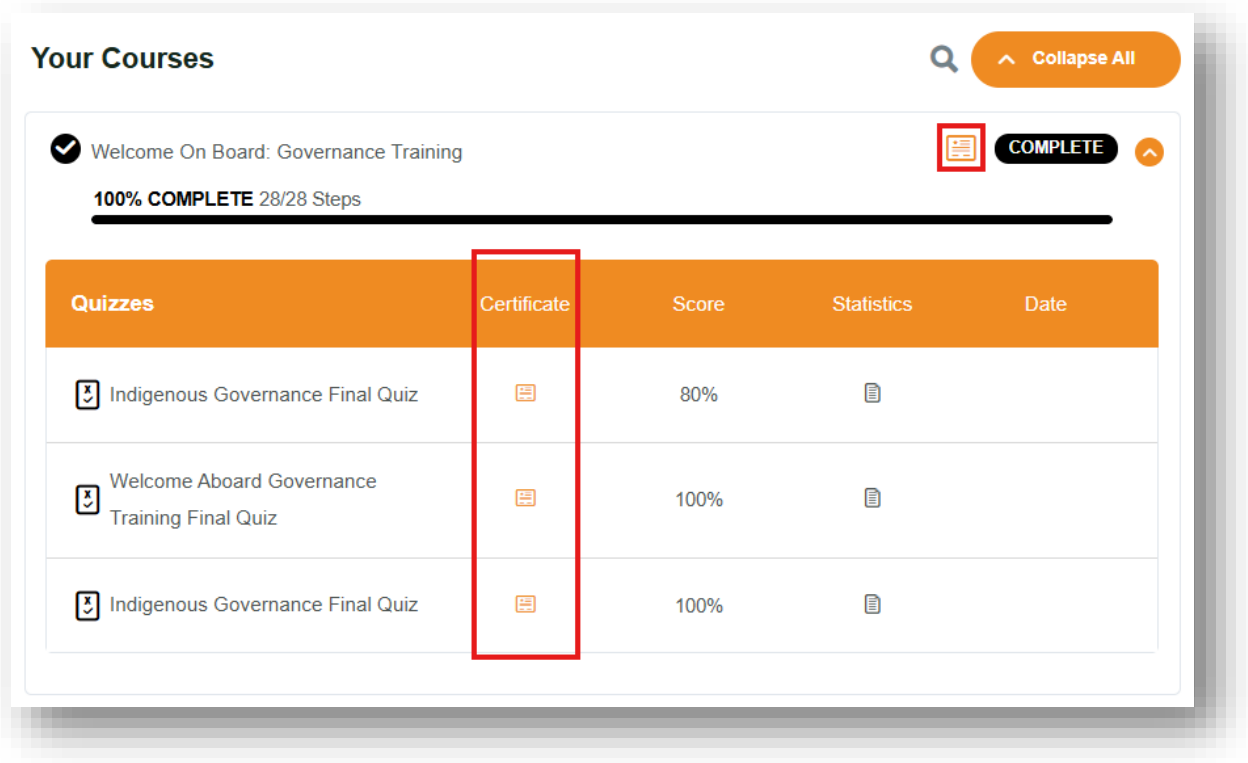
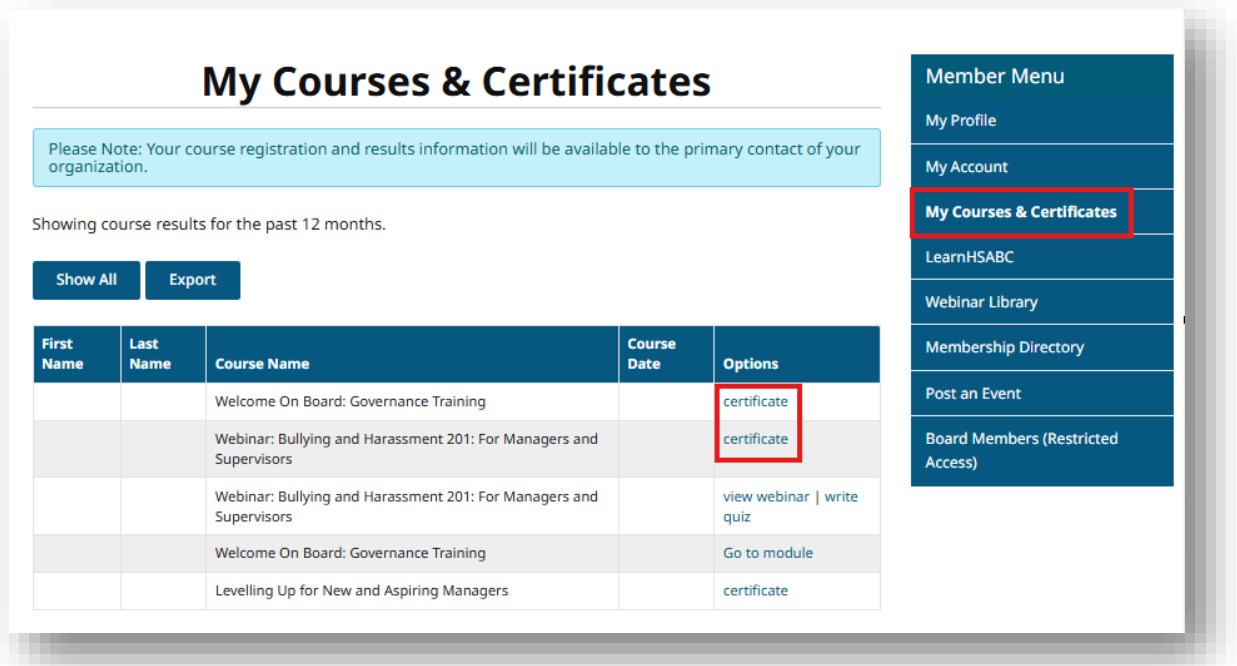
2. This will take you back to the LearnHSABC homepage. From there, click on **My Courses & Certificates** in the main menu.



3. Click the **certificate icon** to view, download, or print your course certificate.



4. You can also download module certificates: Click on **Expand All** or the **expand icon** beside your completed courses to view, download, or print your module certificate.



5. Once a LearnHSABC course is 100% complete, the course certificate will appear in your My Courses & Certificates in your member profile on the main website.