

Home and Community Support Professional (HCSP) Training Program

Learner Program Guide

Created on 6.30.2025

Welcome to Your HCSP Training Journey

What is the HCSP Training Program?

The Home and Community Support Professional (HCSP) Training Program is a **state-required certification program** designed to enhance your skills and knowledge in providing person-centered supports and services.

Why is this training important?

- **State Requirement:** All HCSPs providing certain services under CIH and FSW waiver programs must complete this training.
- **Professional Development:** Builds core competencies in communication, person-centered practices, professional ethics and safety.
- **Portable Certification:** Your certification is recognized across all enrolled providers in Indiana.
- **Career Investment:** Enhances your skills and demonstrates your commitment to quality support.

Key Training Information



Important Deadlines:

- **Training Program Launch:** July 1, 2025.
- **Current employees:** Must complete training by January 1, 2026.



Training Duration: Up to 16 hours total

- Foundational Training (up to 8 hours)
- Fundamentals Training (up to 8 hours)



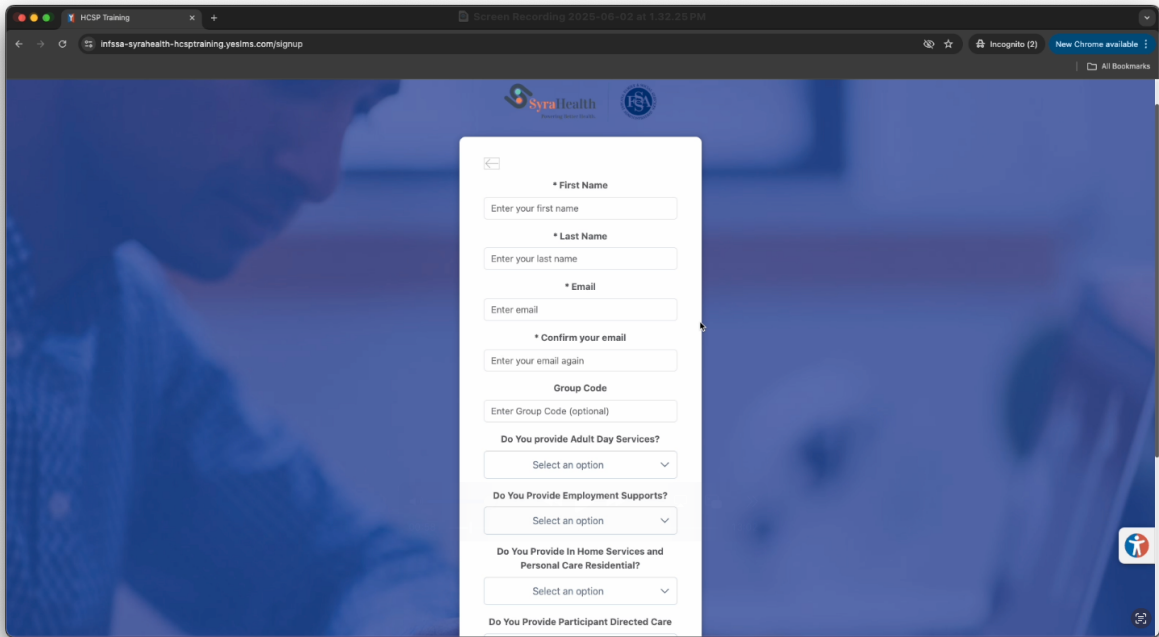
Requirements:

- 80% passing score on each module assessment.
 - Up to 3 attempts per assessment.
 - Sequential completion (complete modules in order).
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Getting Started: Step-by-Step Registration

Step 1: Navigate to the Registration Page

Visit the HCSP Training Platform: **<https://infssa-syrahealth-hcsptraining.yeslms.com/signup>**



The screenshot shows a web browser window with the URL infssa-syrahealth-hcsptraining.yeslms.com/signup. The page features a blue background with a blurred image of a person. A white registration form is centered on the page. The form includes the following fields and questions:

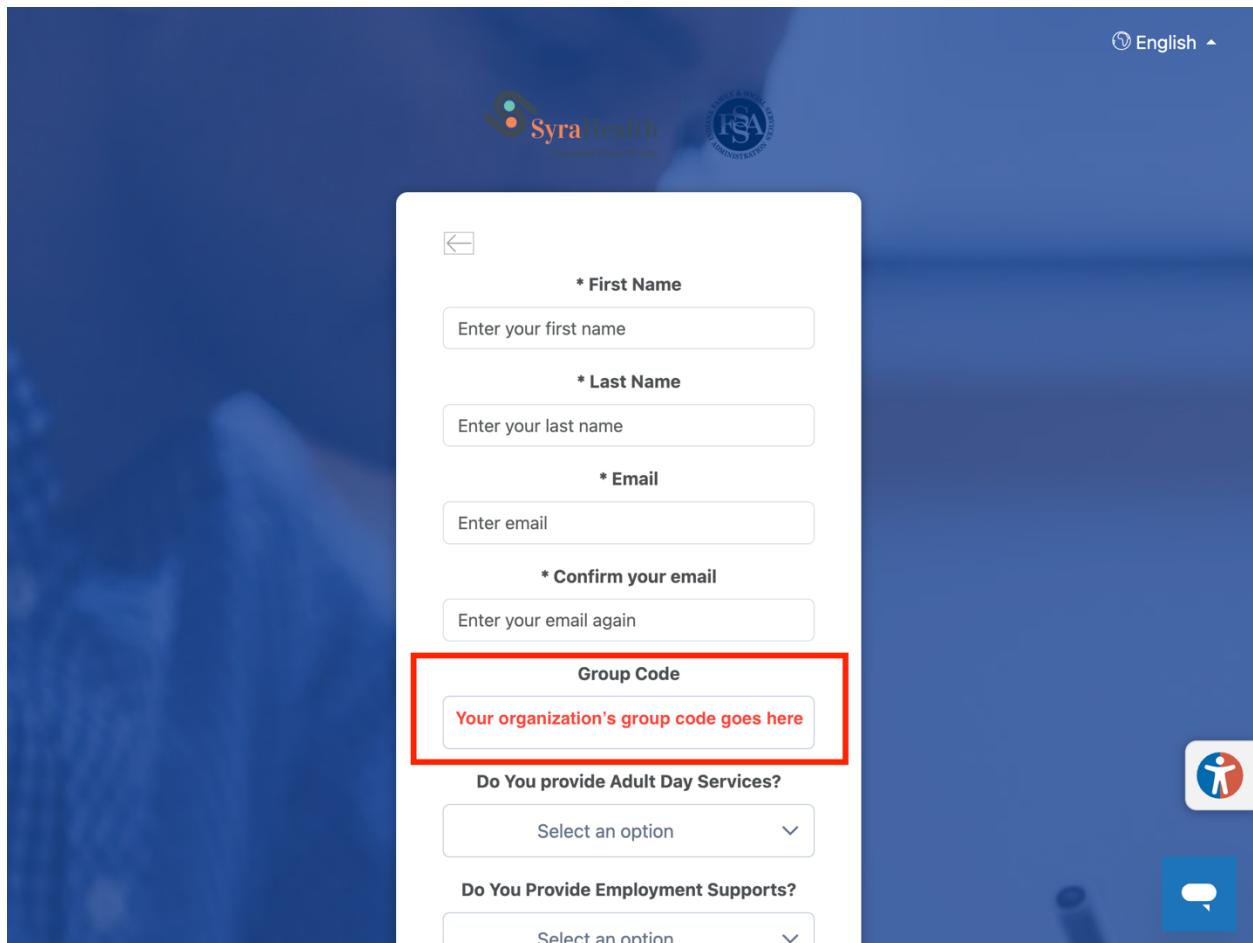
- * First Name**: Enter your first name
- * Last Name**: Enter your last name
- * Email**: Enter email
- * Confirm your email**: Enter your email again
- Group Code**: Enter Group Code (optional)
- Do You provide Adult Day Services?**: Select an option (dropdown menu)
- Do You Provide Employment Supports?**: Select an option (dropdown menu)
- Do You Provide In Home Services and Personal Care Residential?**: Select an option (dropdown menu)
- Do You Provide Participant Directed Care**: (checkbox)

The browser's address bar shows the URL, and the page title is "HCSP Training". The browser's developer tools are open, showing the "Screen Recording" tab.

Step 2: Create Your Account

Click “Sign Up” and complete the registration form with:

- Your personal information.
- **Organization Group Code** (provided by your administrator).
- Service-related information as requested.



English ^

SyraHealth
Creating Better Health

HSA
Hennepin State University

←

* First Name

Enter your first name

* Last Name

Enter your last name

* Email

Enter email

* Confirm your email

Enter your email again

Group Code

Your organization's group code goes here

Do You provide Adult Day Services?

Select an option

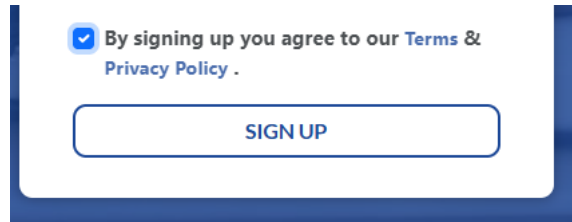
Do You Provide Employment Supports?

Select an option

Important: Make sure to enter your group code exactly as provided by your administrator.

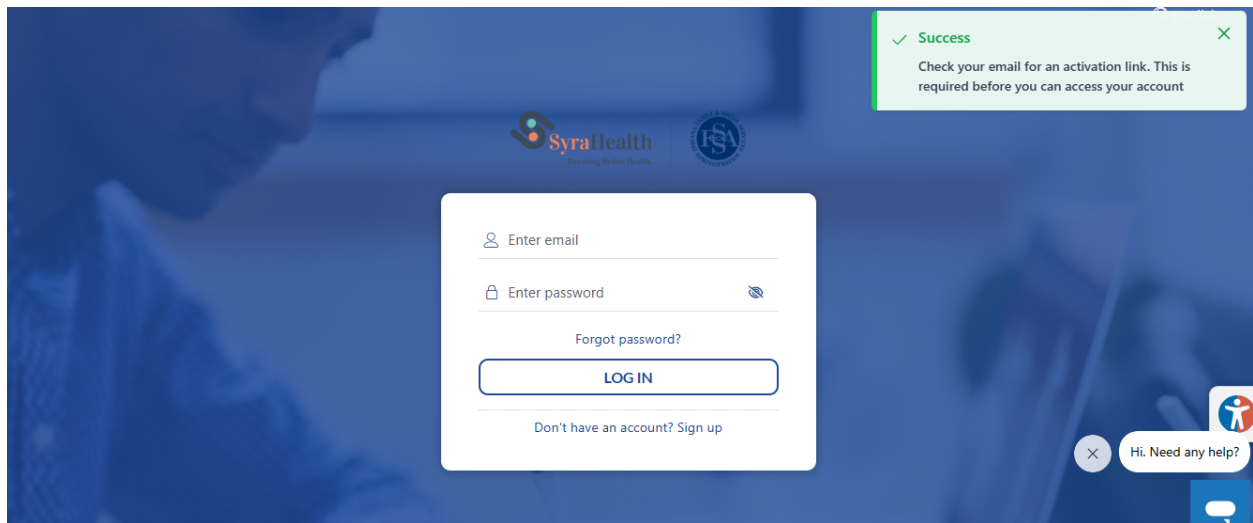
Step 3: Submit Your Registration

Click the **“SIGN UP”** button after completing all required fields.



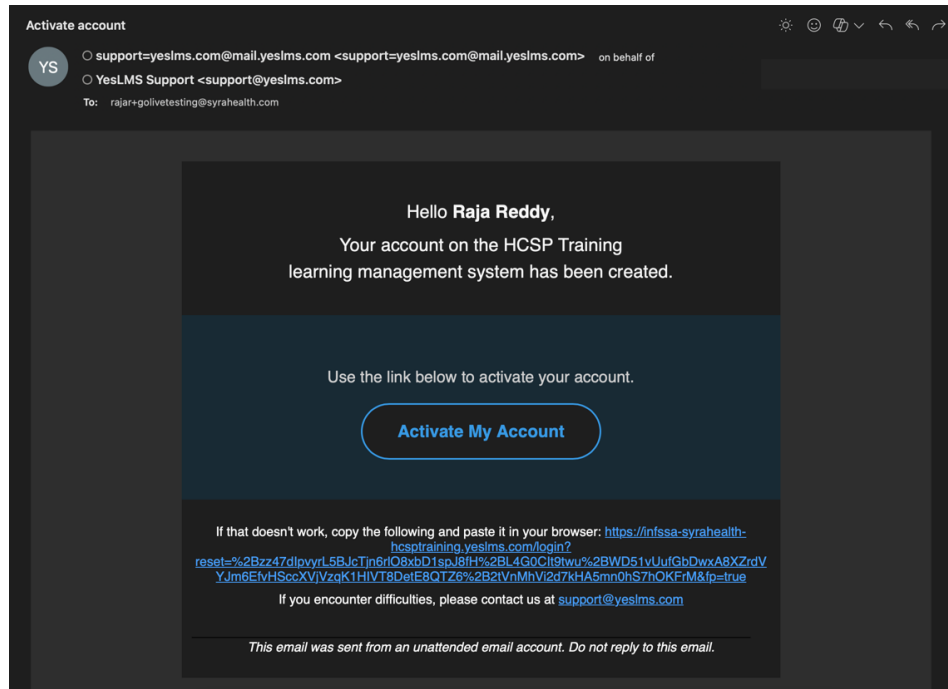
A registration confirmation box with a blue border. It contains a checked checkbox followed by the text "By signing up you agree to our [Terms & Privacy Policy](#) .". Below this is a white button with a blue border and the text "SIGN UP".

Look for a confirmation banner at the top of the page indicating successful registration.



Step 4: Check Your Email & Activate Your Account

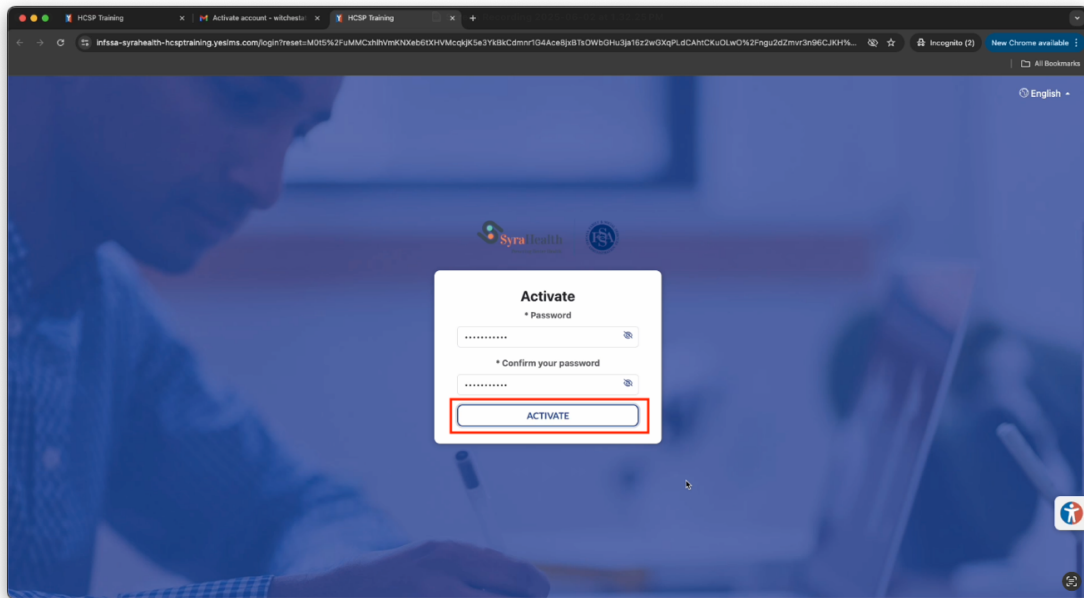
Within a few minutes, check your email for a message from “YesLMS Support” with the subject line about account activation. In the email, click the “**Activate My Account**” button or copy the activation link into your browser. Check your spam folder in case you don’t see it in your inbox.



Step 5: Set Your Password

Create a secure password and confirm it to complete your account activation.

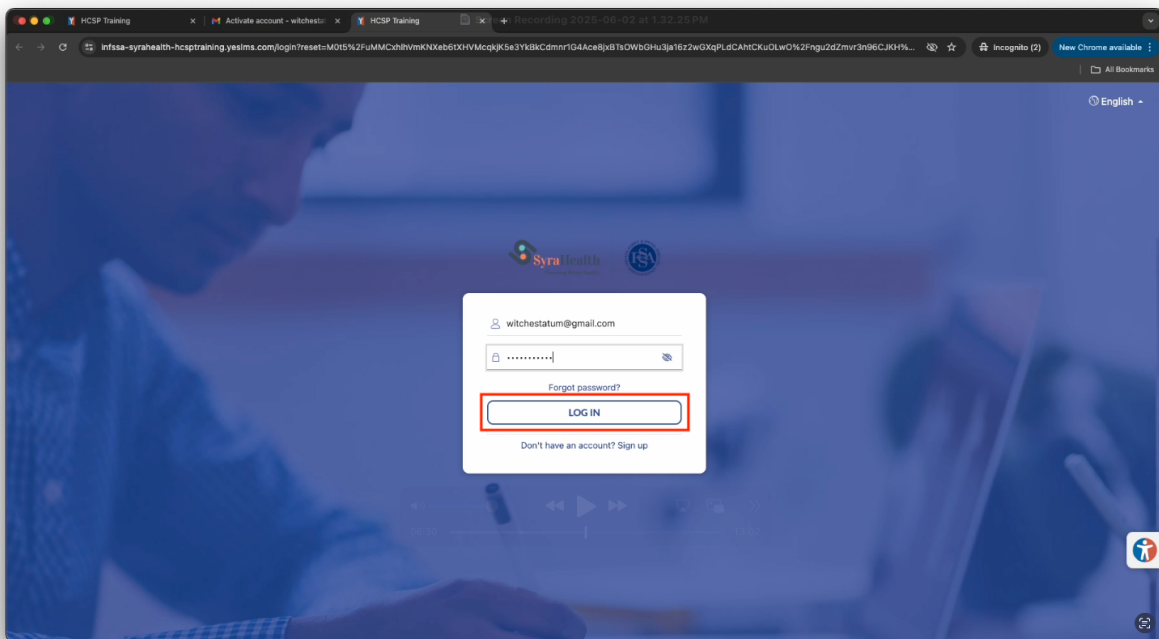
Look for a confirmation banner indicating your password has been successfully set.



A screenshot of a web browser showing the 'Activate' form on the Syra Health platform. The form is centered on a blue-tinted background image of a person writing. It contains two password input fields labeled '* Password' and '* Confirm your password', both with masked characters. Below the fields is a red-outlined 'ACTIVATE' button. The browser's address bar shows a long URL, and the top of the browser window indicates 'Incognito (2)' and 'New Chrome available'.

Step 6: Log In

Use your email and new password to log into the platform.

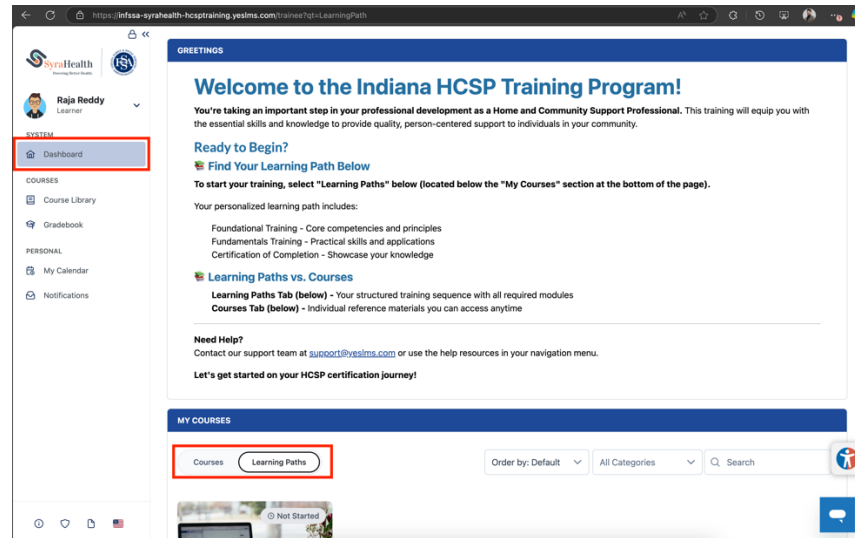


A screenshot of a web browser showing the 'Log In' form on the Syra Health platform. The form is centered on the same blue-tinted background image. It contains an email input field with 'witchestatum@gmail.com' and a password input field with masked characters. Below the password field is a 'Forgot password?' link and a red-outlined 'LOG IN' button. At the bottom of the form is a link that says 'Don't have an account? Sign up'. The browser's address bar shows the same URL as the previous screenshot, and the top of the browser window indicates 'Incognito (2)' and 'New Chrome available'.

Step 7: Find Your Learning Path

Once logged in, you may initially see “no courses” available. Don’t worry!

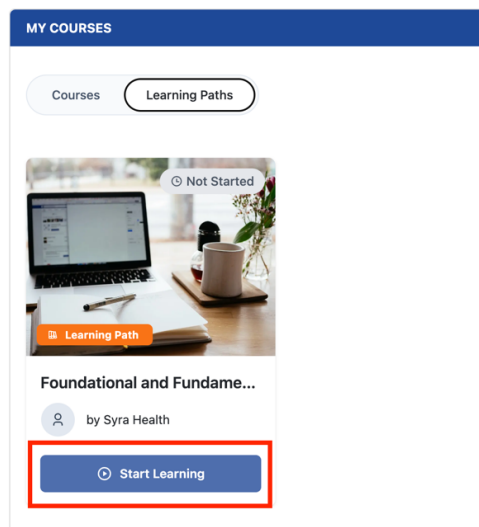
Click the “**Learning Paths**” button in the top left of the “MY COURSES” section.



Step 8: Start Your Training

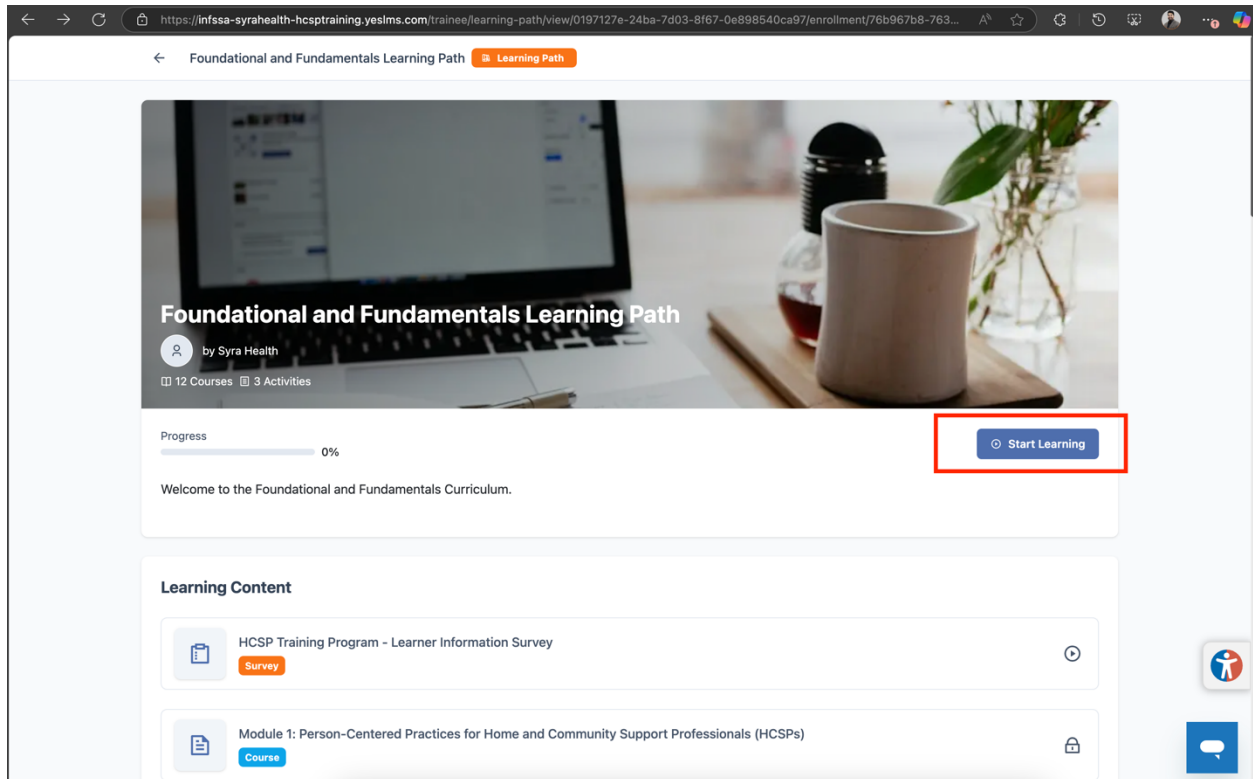
You’ll see your “**Foundational and Fundamentals Learning Path**”.

Click “**Start Learning**” to view the learning path overview, then click “**Start Learning**” again to access your first module.



Step 9: Begin Your First Course

Click **“Start Learning”** to begin your HCSP training journey!



🎉 **Congratulations! You’re now ready to begin your HCSP training.**

💬 **Support Resources & Getting Help**

When You Need Technical Help

The training platform provides comprehensive support resources:

🔧 **YesLMS Help Center:** <https://yeslms.zendesk.com/>

- Account setup guidance and troubleshooting.
- Course navigation tutorials and help articles.
- Technical troubleshooting for browser and access issues.
- Assessment and certification support documentation.

💡 **Key Help Topics Answered in the Help Center:**

- “How do I access my training?”.

- Account activation and password setup.
- Course navigation and completion tracking.
- Quiz retakes and assessment help.
- Certificate downloads and completion records.

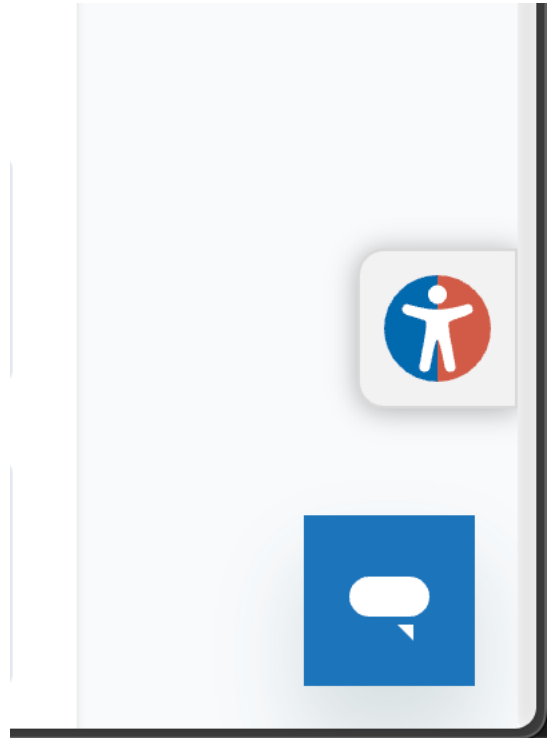
Live Support Options:

- **Blue Chat Icon (Bottom Right of Screen):**
Available in the platform during business hours. Create tickets support tickets here for non-urgent issues or for after-hours help.
- **Phone Support:** 1-833-922-1010
- **Live Support Hours:**
 - Monday - Friday 8am – 5pm EST

Accessibility Features

YesLMS includes over 50 built-in accessibility features:

- Screen reader compatibility with full alt-text descriptions.
- Keyboard navigation with shortcut links.
- Customizable fonts, colors, and contrast levels.
- Animation controls for learners with sensitivities.
- Mobile-responsive design for any device.



To access accessibility options, look for the accessibility widget in the platform to customize your learning experience.

Contact Information for Different Types of Support

Technical Platform Issues:

- Email: support@yeslms.com.
- Issues with logging in, course access, platform navigation.
- Browser compatibility problems.
- Account activation or password reset.

HCSP Program Questions:

- Email: hcsptesting@syracusehealth.com.
- Questions about the training system and course progression.
- Certification process inquiries.

- General program information.



State Policy Questions:

- Email: bds.help@fssa.in.gov.
- Questions about compliance requirements.
- Policy interpretations.
- Waiver service questions.

Additional Resources



Mobile Access: The platform works on computers, tablets, and smartphones with no app download required.



Multiple Languages: Support available in English and Spanish, with additional languages upon request.



What to Expect: The platform is designed to be intuitive, so you can focus on learning content rather than figuring out how to use the system.



Quick Reference

Registration Link: <https://infssa-syrahealth-hcsptraining.yeslms.com/signup>

Help Center: <https://yeslms.zendesk.com/>

Remember: If you encounter any issues during registration or training, help is always available through the resources listed above. Your success in this training is important, and support is available every step of the way.

Happy Learning! ✨