



# ***The Mental Health First Aid*** **CONNECT USER GUIDE**

**Updated: May 2023**



**Mental Health FIRST AID**

*from* NATIONAL COUNCIL FOR MENTAL WELLBEING

# ABOUT THE NATIONAL COUNCIL FOR MENTAL WELLBEING

Founded in 1969, the National Council for Mental Wellbeing is a membership organization that drives policy and social change on behalf of nearly 3,500 mental health and substance use treatment organizations and the more than 10 million children, adults and families they serve. We advocate for policies to ensure equitable access to high-quality services. We build the capacity of mental health and substance use treatment organizations. And we promote greater understanding of mental wellbeing as a core component of comprehensive health and health care. Through our Mental Health First Aid (MHFA) program, we have trained more than 3 million people in the U.S. to identify, understand and respond to signs and symptoms of mental health and substance use challenges.

## ABOUT MENTAL HEALTH FIRST AID

**Mental Health First Aid**, a program from the National Council for Mental Wellbeing, teaches the public how to identify, understand and respond to signs and symptoms of mental health and substance use challenges. The program has four primary courses:

- **Mental Health First Aid** is a skills-based training that teaches people how to identify, understand and respond to signs and symptoms of a mental health or substance use challenge in adults ages 18 and over. The evidence behind the program demonstrates that it builds mental health literacy, providing an action plan that teaches people to safely and responsibly identify and address a potential mental health or substance use challenge. Mental Health First Aid, sometimes called Adult Mental Health First Aid, is available in English and Spanish.
- **Youth Mental Health First Aid** is a skills-based training that teaches parents, family members, caregivers, teachers, school staff, peers, neighbors, health and human services workers and any other citizen how to identify, understand and respond to an adolescent (ages 12-18) who may be experiencing a mental health or substance use challenge. Youth Mental Health First Aid is available in English and Spanish.
- **teen Mental Health First Aid** is a skills-based training that teaches teens in grades 10-12, or ages 15-18, how to identify, understand and respond to signs and symptoms of a mental health or substance use challenge among their friends and peers. The program equips young people with the knowledge and skills they need to take care of their own mental health and to support each other, including how to get the help of a trusted adult.
- **Mental Health First Aid at Work** is a skills-based training program that teaches participants how to identify, understand and respond to someone who is experiencing a mental health or substance use challenge in a work environment and connect them with appropriate employee resources if necessary. The program can benefit businesses of all sizes and in all sectors by empowering employees with mental health awareness tools and skills.

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## ABOUT THIS USER GUIDE

Mental Health First Aid USA created MHFA Connect with Instructors, Coordinators, National Trainers and First Aiders in mind. Our goal was – and remains – giving you the best possible user experience to make teaching and learning Mental Health First Aid an efficient and rewarding experience.

The guide has four sections: For Instructors and Coordinators, For Coordinators, For Assisting First Aiders and Password Management.

Most of the time, processes are the same for Instructors and Coordinators. There are two notable exceptions: Creating a course and inviting learners. We've included each exception in its appropriate section.

With your online onboarding course tutorial and this guide, we are giving you tools to make learning **MHFA Connect** easy and comfortable. But to make MHFA Connect a success, we need you and your passion for MHFA! **MHFA Connect** is a new system and it requires new processes. We'll be sure to call out changes that require your attention, and we appreciate your attentiveness. Be on the lookout for opportunities to learn about changes and updates. Attend the training webinars. Be ready to use the technology, so you're as comfortable with it as you are with the MHFA Action Plan (ALGEE). Above all, continue to teach, to bring your knowledge and understanding to your community.


**Together, we'll take MHFA to new heights!**



## SECTION 1: FOR INSTRUCTORS AND COORDINATORS

## 1. HOW TO ACCESS AND USE THE REQUEST ASSISTANCE FORM

The Request Assistance form (RAF) is the best way to receive support from the Mental Health First Aid (MHFA) team. The team designed the form to make responding to Instructors' and Coordinators' queries fast and efficient.



Mental Health FIRST AID

MENTAL HEALTH FIRST AID

- Dashboard
- Users
- Courses
- Reports
- Report Builder
- Catalog
- Store
- Resources**
- Forum
- Library







## Resources

Type

Request Forms

☐ Available for download

**MHFA Help Center**  
 Updated: 11 January 2023

<b>Mental Health First Aid Coordinator Access Form</b> Updated: 9 November 2022   pdf   File Size: 147 KB	 Document	 Download
<b>Mental Health First Aid Data Request Form</b> Updated: 9 November 2022   pdf   File Size: 161 KB	 Document	 Download
<b>Mental Health First Aid Extension Request Form for Maintaining Instructor Certif...</b> Updated: 9 November 2022   pdf   File Size: 154 KB	 Document	 Download
<b>Mental Health First Aid Request Assistance Form</b> Updated: 10 November 2021		

## How to Find the Request Assistance form

You'll find the RAF once you've logged in to MHFA Connect – navigate to Resources from the Primary Dropdown Menu. From the Resources category dropdown on the left side of the page, select **Request Forms**. From here, you'll be able to select **Mental Health First Aid Request Assistance Form**. The pop-up box will provide the link to the form and other information about available support.

### Tips for submitting a ticket through the Request Assistance form:

- **Use the correct email address.** When you fill out your ticket, remember to enter the same email address you use to access MHFA Connect.
- **Select the correct inquiry category.** Correctly answering the “What is the nature of your inquiry?” field will ensure that the appropriate person from our team receives your ticket and can quickly respond. See the chart on [Page 5](#) for options.
- **Fill in the subject line.** A descriptive subject line can make all the difference! Some inquiry categories require you to create your own subject line. Please take this as an opportunity to be clear and specific about what you need.

[illegible]

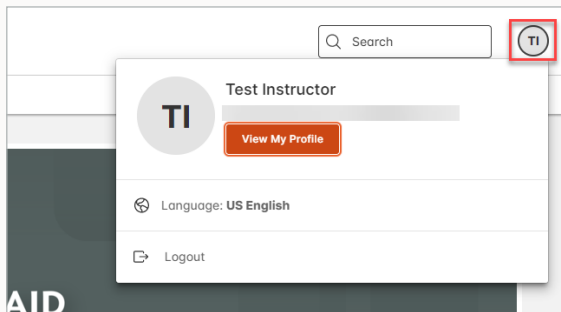
### **Tips for submitting a ticket through the Request Assistance form continued:**

- **Incomplete RAFs delay response.** The form was built to obtain as much information as possible from the beginning. This keeps us (and you) from a back-and-forth exchange just to find the right person to resolve your request.
- **Support your learners.** You are the best resource a future First Aider could ask for! When your learners have questions, they'll come to you for answers. If you do not know the answer, reach out to us on their behalf, and we'll assist you.
- **Know where to find your course ID.** "Cancel" and "Upcoming or Past Course" inquiries require you to enter a Course ID, so it's important to get it right. You can find the Course ID of your course in just a few steps.
  - From your MHFA Connect Dashboard, click on the primary navigation menu button at the top left of the page and select courses from the dropdown options.
  - Find and select your course to open it.
  - Your Course ID is the 7-digit numerical value that appears at the very end of the URL. For example, if the URL is <https://connect.mentalhealthfirstaid.org/Courses/1234567>, your User ID is 1234567.
  - Providing the wrong Course ID will delay the reply to your inquiry.

Inquiry Category	Examples
<b>Request to Cancel a Course in MHFA Connect</b>	<ul style="list-style-type: none"> <li>■ Cancelling a course that's already been published in MHFA Connect.</li> </ul>
<b>Submit-a-Course Feature</b>	<ul style="list-style-type: none"> <li>■ All questions related to Submit-a-Course.</li> </ul>
<b>Support for Specific Upcoming or Past MHFA Course</b>	<ul style="list-style-type: none"> <li>■ Learner invites.</li> <li>■ Course creation process for Blended or in-person courses.</li> <li>■ Questions about course management.</li> <li>■ Questions related to course templates.</li> <li>■ Questions about First Aiders certificates.</li> </ul>
<b>MHFA Connect Support for Certified Instructors and Coordinators</b>	<ul style="list-style-type: none"> <li>■ Gaining access to MHFA Connect.</li> <li>■ Changing Instructor or Coordinator email address in MHFA Connect.</li> <li>■ Changing a learner's email address in Connect after their profile has been created.</li> <li>■ Account password questions for Instructors, Coordinators and learners.</li> </ul>
<b>Questions about MHFA Curriculum Content</b>	<ul style="list-style-type: none"> <li>■ Questions about statistics or research cited in MHFA materials.</li> <li>■ Feedback about teaching materials.</li> </ul>
<b>Question about MHFA Program Delivery Options or Community-specific Course</b>	<ul style="list-style-type: none"> <li>■ Questions about the Blended MHFA Instructor certification process.</li> <li>■ Questions about the MHFA community-specific courses (e.g., Fire/EMS, Higher Education).</li> <li>■ Questions about continuing education units (CEUs) for MHFA Instructor trainings.</li> </ul>
<b>Instructor Training</b>	<ul style="list-style-type: none"> <li>■ Questions related to applying for Instructor training.</li> <li>■ Questions about Instructor training tuition.</li> <li>■ Cancelling your participation in an Instructor training.</li> <li>■ Rescheduling your Instructor training.</li> </ul>
<b>Maintaining Instructor Certification</b>	<ul style="list-style-type: none"> <li>■ Submitting extension request forms.</li> <li>■ Questions related to provisional Instructor status or process.</li> </ul>
<b>Coordinator Access Requests</b>	<ul style="list-style-type: none"> <li>■ Submitting Coordinator access request forms.</li> <li>■ Questions about the Coordinator role.</li> </ul>
<b>MHFA Connect Storefront or Purchasing</b>	<ul style="list-style-type: none"> <li>■ Blended course invoices.</li> <li>■ MHFA Connect Storefront purchases of any kind, including MHFA course manuals.</li> </ul>
<b>Data and Evaluation Requests</b>	<ul style="list-style-type: none"> <li>■ Submitting data requests (includes evaluation data).</li> <li>■ Questions about the Mental Health First Aid Connect Guide to Reporting resource.</li> </ul>
<b>teen MHFA</b>	<ul style="list-style-type: none"> <li>■ All inquiries related to teen MHFA.</li> </ul>
<b>Request for Accessibility Materials</b>	<ul style="list-style-type: none"> <li>■ Questions about accommodations and/or accessible materials for learners in your course.</li> </ul>

## 2. HOW TO EDIT YOUR MHFA CONNECT USER PROFILE

When you receive access to MHFA Connect, the first thing you should do is review and edit your profile information:



Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.

Select the **User Settings** icon in the top right corner of your MHFA Connect homepage. (This is the circular icon that contains your initials or your photo.)

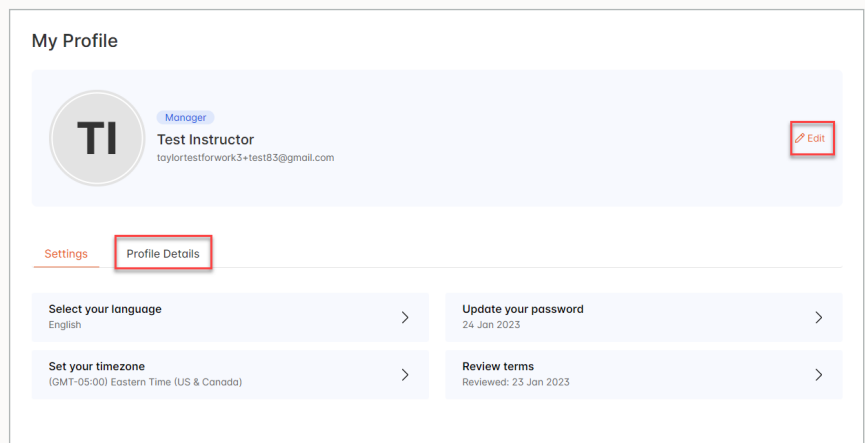
When the pop-up screen appears, select the orange **View My Profile** button.

To edit name, select **Edit**. To edit profile, select **Profile Details**.

Edit or add information in the available fields. Once you make a change, an orange **Save** button will appear at the bottom right.

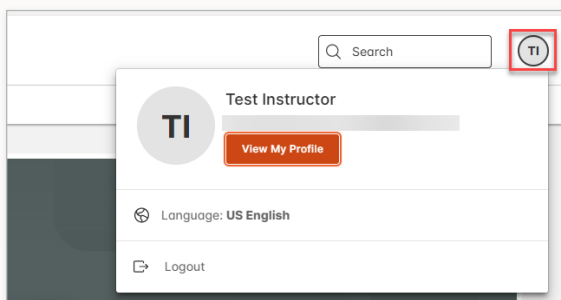
To save your changes, click the orange **Save** button.

**Note:** When you answer, “What brings you to MHFA Connect?,” Instructors should **Select, “I am a certified MHFA Instructor,”** and Coordinators should select, **“I am a MHFA Coordinator.”** If you are both a Coordinator and Instructor, select the **Coordinator** option. The remaining two options are for First Aiders and learners who are enrolling in a course.

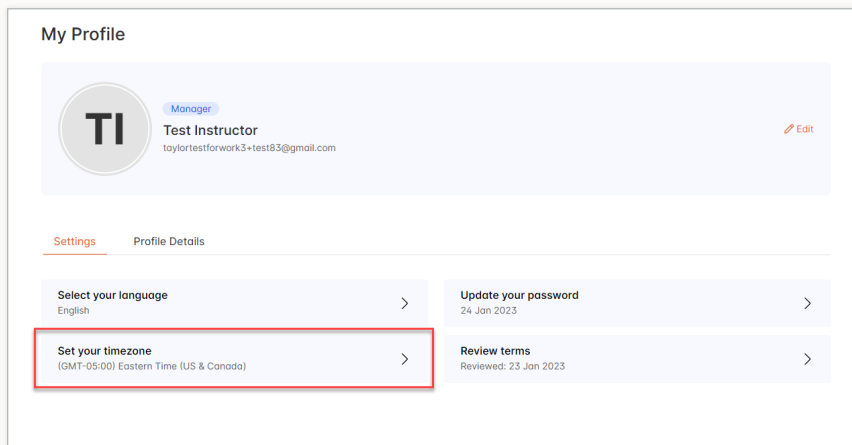


## 3. HOW AND WHY TO EDIT YOUR TIME ZONE

After you review and edit your MHFA Connect profile, make sure your time zone is correct so the system schedules your Instructor-led trainings at the correct time!



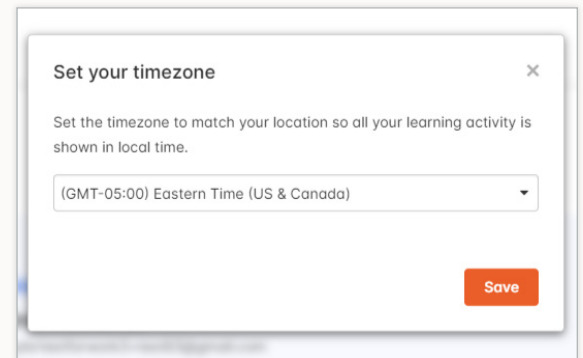
1. Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
2. Locate and select the **User Settings** icon in the top right corner of your MHFA Connect homepage. (This is the circular icon that contains your initials or your photo.)
3. Select **View My Profile**.



#### 4. Select **Set your Timezone**.

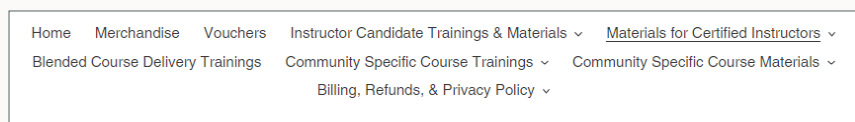
5. In the **Select your Timezone** window, click the dropdown menu and select the appropriate **Timezone** from the list.

6. Then select **Save**.



## 4. PURCHASING PRINTED MATERIALS

If you're planning to teach an in-person course, you will need to purchase printed materials from the [MHFA Storefront](https://store.MentalHealthFirstAid.org). There, you will also find lots of great MHFA merchandise that you can purchase to use while teaching or promoting your courses. Here's how:




1. Navigate to <https://store.MentalHealthFirstAid.org> and log in to your account by clicking on the account icon in the upper right corner of the page.

**Note:** if you do not log in to your account, you will not see all the appropriate Instructor materials.

2. Use the top navigation menu to find the items you wish to purchase. For example, click **Materials for Certified Instructors** to access course materials.



3. Select the item(s) you need, such as the **Adult Manual**.



### 2nd EDITION (2020 Version) ADULT MHFA Participant Manual

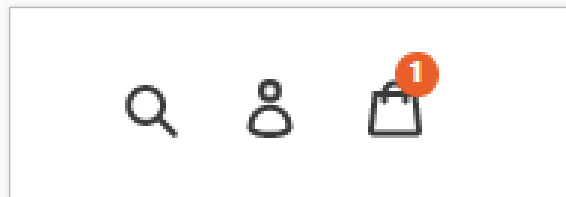
\$18.95

[ADD TO CART](#)

Adult Mental Health First Aid Participant Manual (2nd Edition).

**NOTE:** If you are preparing for a blended course, the manual and participant processing guide (PPG) are included for your course participants in the course modules of the blended course. The purchase of physical manuals and physical PPGs are billed in addition to blended seats.

[SHARE](#) [TWEET](#) [PIN IT](#)




4. Select **Add to Cart**.
5. To view items and check out, click the **Shopping Bag** icon in the upper right corner.

6. From the Your Cart page, edit product quantities and confirm your order. Click **Check Out** to proceed to payment.

### Your cart

[Continue shopping](#)

PRODUCT	PRICE	QUANTITY	TOTAL
 2nd EDITION (2020 Version) ADULT MHFA Participant Manual <a href="#">Remove</a>	\$18.95	<input type="text" value="1"/>	\$18.95

Subtotal \$18.95 USD

Taxes and shipping calculated at checkout

[CHECK OUT](#)

#### Accept Terms & Conditions

I understand that this order is final and non-refundable. If I am affiliated with a teen MHFA implementation site, I also agree to the additional linked [terms and conditions](#).

I understand that I am listed on the order and the invoice. I am responsible for ensuring payment is remitted within the invoice remittance term period—30 days. If an organization is remitting payment on my behalf and I am not paying via credit card, I understand that MHFA does not offer organizational billing and therefore agree to forward the invoice email that I receive after placing this order to the proper organizational point of contact for payment. Invoice payment terms are Net 30.

I understand that late payment notifications for invoices are ONLY sent to my email (the individual/ candidate/ instructor/ coordinator listed on the invoice) and no other point of contact. I understand that I will receive those notifications until payment.

☐ I've read and understand the above.

[I Agree](#) [CANCEL](#)

7. When you click the “Check out” button, a pop up will appear with terms and conditions. To continue with your order, read through the terms and conditions and select the checkbox to acknowledge. Click the **“I agree”** button to continue to the checkout page. For additional terms and conditions, please refer to our Terms & Conditions page.

Shipping address

Country/region  
United States

First name  
Paul

Last name  
Lauricella

Company (optional)

Address

Apartment, suite, etc. (optional)

City


State  
Washington DC

ZIP code

Phone

[Return to cart](#) [Continue to shipping](#)

1

 2nd EDITION (2020 Version) ADULT MHFA Participant Manual \$18.95

Voucher or discount code [Apply](#)

Subtotal \$18.95

Shipping Free

Estimated taxes \$1.14

Total USD \$20.09

8. Enter your email and a shipping address. Click **Continue to Shipping**.

**Note:** Please ensure your shipping information is correct. Once your order is placed, we cannot edit the shipping address. We do not ship to PO Boxes.

9. You may enter voucher information on this screen or the payment screen. (To apply a voucher, see 16. Purchasing or Using Vouchers.)

10. Select shipping service. All orders are shipped via United Parcel Service (UPS). UPS Ground shipping is free, and expedited services are calculated based on shipping weight and distance. Select the service you wish to use and click “**Continue to payment**” to enter your billing information.

Shipping method

<input checked="" type="radio"/> UPS Ground	Free
<input type="radio"/> UPS 3 Day Select	\$62.93
<input type="radio"/> UPS 2nd Day Air	\$89.91
<input type="radio"/> UPS Next Day Air Saver	\$186.33
<input type="radio"/> UPS Next Day Air	\$214.33

[Return to information](#) [Continue to payment](#)

11. On the next page you will Enter your billing address. Please ensure the billing address is correct; we are unable to change the billing address after the order has been submitted. If your organization is paying on your behalf, ensure you enter your organization's billing address. Once you have entered your billing information, click the **"Pay now"** button.
12. You will receive an order confirmation email once your order has been placed. You can download a copy of your invoice from the confirmation email.

**Billing address**  
Select the address that matches your card or payment method.

☐ Same as shipping address

☒ Use a different billing address

Country/region  
United States

First name Last name

Company (optional)

Address

Apartment, suite, etc. (optional)

City State ZIP code  
Washington DC

Phone

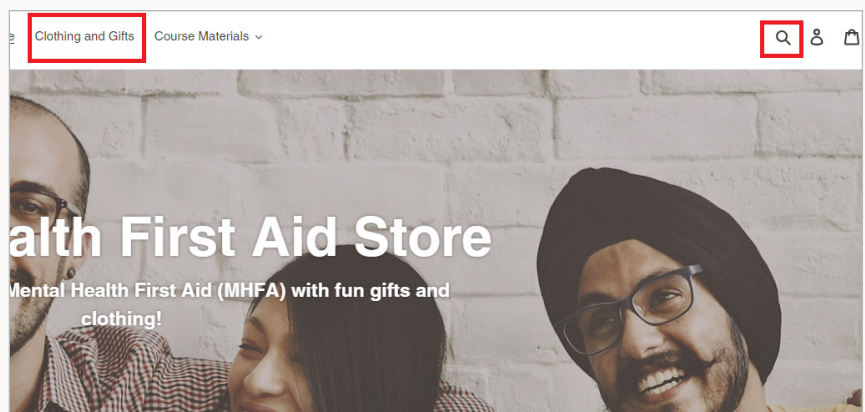
[< Return to shipping](#) [Pay now](#)

## 5. PURCHASING OR USING VOUCHERS

Within 48 hours of the conclusion of your Blended course, MHFA will invoice you for the total number of learners who attended. (Remember to mark attendance before then or you may be billed incorrectly.) Anyone, regardless of access level, can purchase a voucher to preload their account with funds to use for seats, materials or other items available through the MHFA Connect Storefront. When you purchase a voucher, we'll email you a code you'll enter when it's time to pay. Storefront customers who purchase a voucher can share the code with Instructors or Coordinators who receive an invoice or are placing an order under their account.

### 1. To Purchase a Voucher

- a. Visit the MHFA Connect Storefront ([store.MentalHealthFirstAid.org](https://store.MentalHealthFirstAid.org)) or log in to your MHFA Connect account and select Store from the main dropdown menu.
- b. Click **Clothing and Gifts** on the homepage, or search Vouchers in the search bar.



Home Clothing and Gifts Course Materials

**Mental Health FIRST AID**  
from NATIONAL COUNCIL FOR MENTAL WELLBEING

**Mental Health First Aid  
Storefront Giftcard/Credit**  
\$50.00

Denominations  
\$50.00

**ADD TO CART**

**BUY IT NOW**

An option to pre-pay for content for yourself or others. If you need to order a precise amount on your gift card you don't see listed on this page, please do not hesitate to reach out to [MHFAOrders@thenationalcouncil.org](mailto:MHFAOrders@thenationalcouncil.org) to assist in fulfilling that request.

- c. Choose a voucher denomination, and click **Add to Cart** to continue shopping or **Buy It Now** to go to checkout. If you do not see the value you're looking for, contact [MHFAOrders@TheNationalCouncil.org](mailto:MHFAOrders@TheNationalCouncil.org).

- d. Once you purchase the voucher, the email address on file with your MHFA Connect account will receive an email with the voucher's discount code. The Subject Line of this message will be: "National Council for Mental Wellbeing \$XX.XX voucher."
- e. Click **View Voucher** and make note of the code that appears.

### Your gift card



Your \$50 gift card for National Council for Mental Wellbeing is active. Keep this email or write down your gift card number.

[View gift card](#)

## 2. To Apply a Voucher to Your Purchase

- a. When you're ready to redeem the voucher, visit the MHFA Connect Storefront ([store.MentalHealthFirstAid.org](https://store.MentalHealthFirstAid.org)) or log in to your MHFA Connect account and select **Store** from the main dropdown menu.
- b. Select the items you want to order, and click the **Shopping Bag** icon in the top right corner of the screen.
- c. Confirm the items match what you intend to order, and click **Check Out**.
- d. On the right-hand side of the screen, just below your itemized inventory, type the voucher code in the Voucher field. Click **Apply**.

**1**

**2nd EDITION (2020 Version) ADULT MHFA Participant Manual** \$18.95


Voucher or discount code  **Apply**

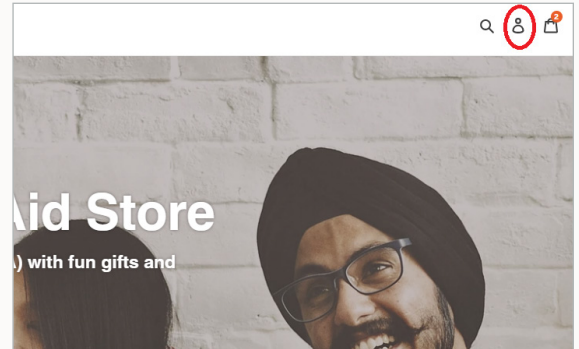
Subtotal	\$18.95
Shipping	Free
Estimated taxes	\$1.14
<b>Total</b>	<b>USD \$20.09</b>

- e. Confirm the total payment is correct, and continue to the next page to finish checking out.

## 6. HOW TO ACCESS YOUR INVOICE AND PURCHASE HISTORY

Follow these steps to access your invoice and purchase history. (**Note:** You will not be able to see transactions that occurred prior to the transition to MHFA Connect.):

1. Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
2. Click the **Dashboard** button, and select **Store** from the dropdown menu.
3. Select the  icon in the top right corner and log in.



4. Navigate to **My Account**.
5. Your Order History will appear on this page. Details include order numbers, dates, payment status and fulfillment status.
  - a. To see details of a specific order, select the box containing the order number from the **Order** column.

### My Account

Log out

#### ORDER HISTORY

Order	Date	Payment Status	Fulfillment Status	Total
<a href="#">MHFA1074</a>	August 18, 2021	Paid	Unfulfilled	\$36.94
<a href="#">MHFA1070</a>	August 18, 2021	Paid	Unfulfilled	\$25.28
<a href="#">MHFA1069</a>	August 18, 2021	Paid	Fulfilled	\$50.00

#### ACCOUNT DETAILS

National Council  
123 Example  
Washington DC 20001  
United States

[VIEW ADDRESSES \(3\)](#)

## 7. REFUNDS AND EXCHANGES

All MHFA Connect Storefront sales are final and nonrefundable. Exchanges are accepted, subject to a fee, and requests must be made within 30 days of placing your order. To initiate an exchange, please submit a request via the Request Assistance form, which can be found under Request Forms on MHFA Connect's Resources page. You will be asked the following when submitting the request:

1. The Order ID Number as found in your storefront order history or the order confirmation email.
2. Are you exchanging the order in full? YES/NO.
3. Which items you are exchanging.
4. Will the items be returned in their original packaging? YES/NO (If not, please indicate how the items will be exchanged.)



Once your exchange request is processed:

1. You will receive the required number of UPS labels for shipping materials back to our fulfillment center.
2. You will drop off all packages you are exchanging at any UPS location.
3. Upon receiving your shipment, our fulfillment center will restock all undamaged materials.
4. You will receive an invoice for the exchange fee (\$25 per shipping label) and any damaged materials received.
5. You will receive a voucher for the total amount of the returned items.
6. You will be responsible for ordering replacement materials at your convenience

## 8. MANAGING A COURSE USING MHFA CONNECT SUBMIT-A-COURSE

MHFA Connect Submit-a-Course is an alternative method of course data collection for In-person **Adult** MHFA, **Youth** MHFA, **teen** MHFA (tMHFA)\* and MHFA community-specific courses and Blended tMHFA courses\*. This method offers little to no learner interaction with the learning system. Reasons for using this process include: Learners are minors whose personal identifying information must be protected.

- Learners are minors whose personal identifying information must be protected.
- Learners do not have computer/internet access.
- Learners have computer/internet access, but do not have email access.

**\*Please note: If you are a tMHFA Instructor or Coordinator, you must manage your course using Submit-a-Course whether it is Blended or In-person.**

If you are an Instructor who meets these qualifications, you can use this method by visiting **MHFA Connect's [Resources page](#)** and selecting **MHFA Connect Submit-a-Course** from the category filter dropdown. Look for resources with names that end with "Submit-a-Course."

Once you narrow your search, select the Course Management and Resource Guide associated with the course you are teaching. Each Course Management and Resource Guide lists steps for using Submit-a-Course and provides links to the appropriate teaching materials, including certificates, pre-work and pre-evaluations, virtual Instructor-led trainings, post-work and post-evaluations, and quizzes and exams.

For more information, visit the Help Center, which can be found under **Request Forms** on the MHFA Connect Resources page.

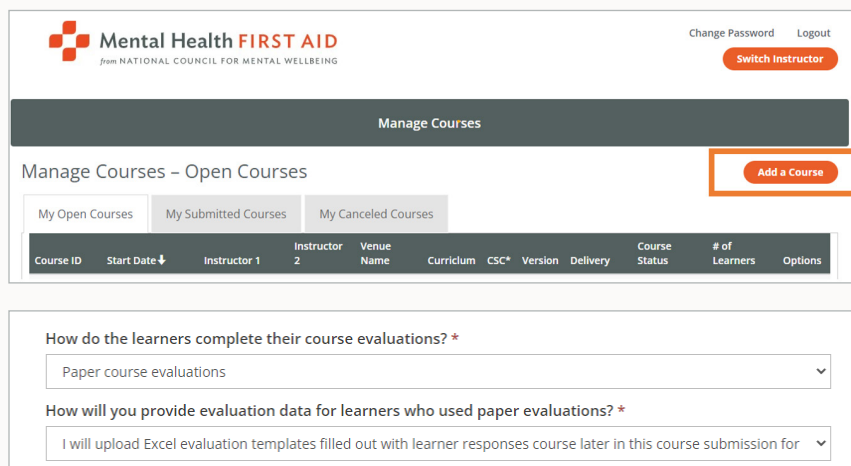
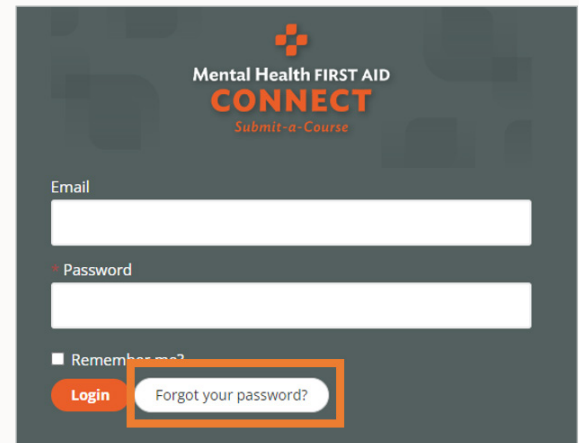
### For **teen** MHFA

We encourage Instructors to provide makeup Instructor-led sessions for learners who missed a session prior to the next consecutive session in the series. If you are providing this make up option, please wait to mark attendance for learners that missed the original session.

## 8.1 HOW TO ADD A COURSE AND LEARNERS AND SUBMIT COURSE DATA USING SUBMIT-A-COURSE

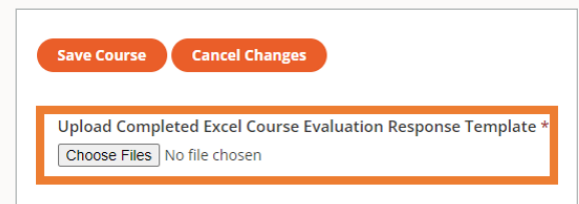
Only In-person Adult MHFA, Youth MHFA, teen MHFA (tMHFA) and MHFA community-specific courses and Blended tMHFA courses can be managed using Submit-a-Course. All tMHFA courses must be managed using Submit-a-Course. As an MHFA Instructor, you must understand the content of the curriculum and how to present that content through MHFA processes and platforms.

1. [Accessing this platform](#) and select **Forgot your password?** to reset your password. (We recommend using the same password as the one you use to access MHFA Connect.
2. Login with your new password.

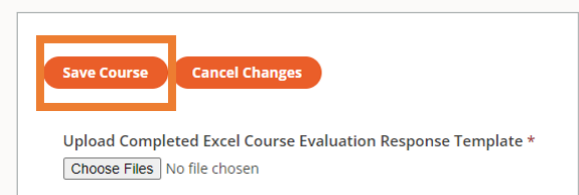


3. Select the **Add a Course** button on the top left-side of the screen.
4. Enter your course information.

**Note:** If your learners completed paper course evaluations and you plan to upload their data via an excel evaluation template, you will have to indicate that in the form and then upload the excel sheet via the **Choose Files** button under the **Save Course** button at the bottom of the page. We strongly encourage you to keep these files for your records.



5. Once all your data is entered and submitted, select **Save Course**.
6. From the **Manage Courses** page, select the **My Open Courses** tab.



## Manage Courses

### Manage Courses – Open Courses

[Add a Course](#)

My Open Courses My Submitted Courses My Canceled Courses

Course ID	Start Date	Instructor 1	Instructor 2	Venue Name	Curriculum	CSC*	Version	Delivery	Course Status	# of Learners	Options
00213347	3/30/2023, 8:00AM	Matthew Starkston		gefdsjs	Adult	N/A	1.0	In-Person ILT	Not Submitted		▼
00213348	3/30/2023, 8:00AM	Matthew Starkston		gefdsjs	Adult	N/A	1.0	In-Person ILT			Edit Course Information Add Learners
00213345	3/26/2023	Matthew		gefdsjs	Adult	N/A	1.0	In-Person	NOT		

## Manage Courses

### Add Learners

Course ID: 00213347 Course Type: Adult Course Start Date: 03/30/2023 Venue Location: Washington, District of Columbia  
Community-specific Course Type: N/A

First Name *	Last Name *	Email *	Optional ID
<input type="text" value="John"/>	<input type="text" value="Doe"/>	<input type="text" value="test@test.test"/>	<input type="text"/>
<input type="text" value="Jane"/>	<input type="text" value="Doe"/>	<input type="text" value="test2@test.test"/>	<input type="text"/>

- Identify the row that includes the course you just included and select the **Add Learners** from the down arrow in the Options column.
- Enter learner information and select **Add Learners** from the bottom of the page.
- From the Manage Courses page, select the **My Open Courses** tab.

- Identify the row that includes the course you just included and select the **Edit Course Information** from the down arrow in the Options column.

Course ID	Start Date	Instructor 1	Instructor 2	Venue Name	Curriculum	CSC*	Version	Delivery	Course Status	# of Learners	Options
00213347	3/30/2023, 8:00AM	Matthew Starkston		gefdsjs	Adult	N/A	1.0	In-Person ILT	Not Submitted		▼
00213348	3/30/2023, 8:00AM	Matthew Starkston		gefdsjs	Adult	N/A	1.0	In-Person ILT			Edit Course Information Add Learners
00213345	3/26/2023	Matthew		gefdsjs	Adult	N/A	1.0	In-Person	NOT		

- Change the **Course Status** from Not Submitted to Submitted.
- Select **Save Course** at the bottom of the page. Your course will not appear on the My Submitted Courses tab on the Manage Courses page.

Instructor 1 Name \* Instructor 2 Name

Curriculum Type \* Course Delivery Format \* Version \*  
Adult    
Intended Audience \* Community-specific Course Type \*  
Government

ILT Start Date & Time \* ILT End Date & Time \* Course Status \*  
    
Submitted  
Not Submitted  
pending additional information.

### Manage Courses – Submitted Courses

[Add a Course](#)

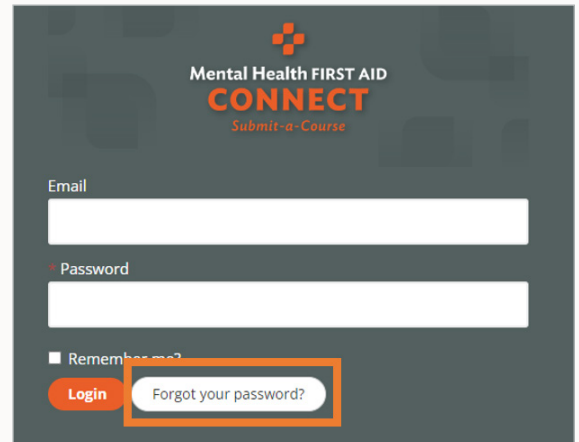
My Open Courses My Submitted Courses My Canceled Courses

Course ID	Start Date	Instructor 1	Instructor 2	Venue Name	Curriculum	CSC*	Version	Delivery	Course Status	# of Learners
00213343	3/26/2023, 10:30PM	Matthew Starkston		gefdsjs	Adult	N/A	1.0	In-Person ILT	Submitted	1

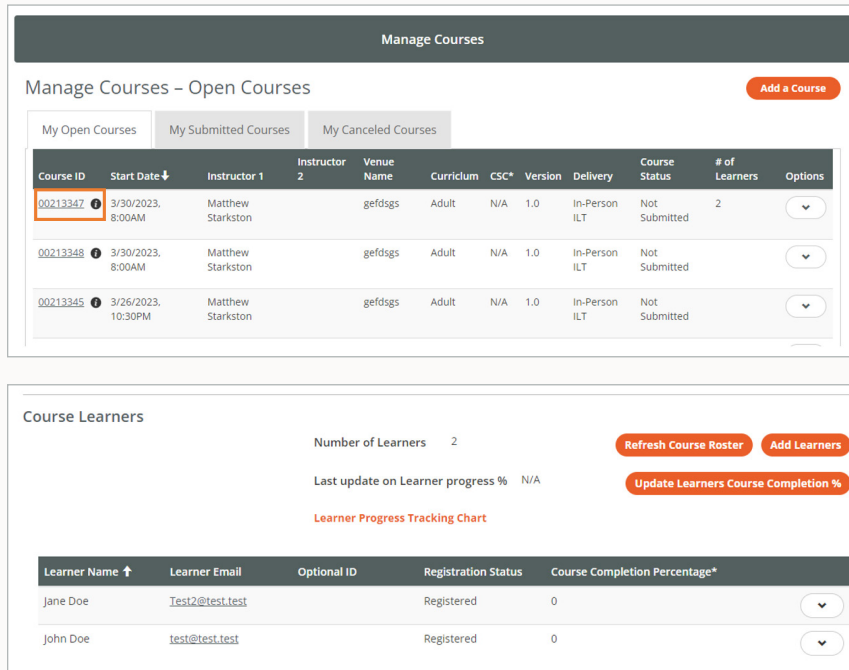
CSC\* = Community-specific Course

## 8.2 HOW TO TRACK YOUR LEARNER'S PROGRESS USING SUBMIT-A-COURSE

1. Log in to **MHFA Connect Submit-a-Course**.



The login form for Mental Health FIRST AID CONNECT Submit-a-Course. It features a dark grey background with the logo at the top. Below the logo are input fields for Email and Password. A 'Remember me?' checkbox is located below the password field. At the bottom, there is a 'Login' button and a 'Forgot your password?' link, which is highlighted with an orange box.



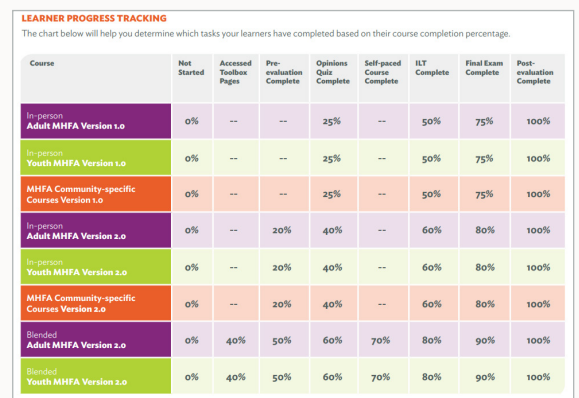
The interface shows the 'Manage Courses' section with tabs for 'My Open Courses', 'My Submitted Courses', and 'My Canceled Courses'. The 'My Open Courses' tab is active, displaying a table of courses. The first course, with ID 00213347, is highlighted with an orange box. Below the table, there is a 'Course Learners' section showing the number of learners (2) and buttons to 'Refresh Course Roster', 'Add Learners', and 'Update Learners Course Completion %'. A 'Learner Progress Tracking Chart' is also present, showing a table of learner progress.

Course ID	Start Date	Instructor 1	Instructor 2	Venue Name	Curriculum	CSC*	Version	Delivery	Course Status	# of Learners	Options
00213347	3/30/2023, 8:00AM	Matthew Starkston		gefdsgs	Adult	N/A	1.0	In-Person ILT	Not Submitted	2	
00213348	3/30/2023, 8:00AM	Matthew Starkston		gefdsgs	Adult	N/A	1.0	In-Person ILT	Not Submitted		
00213345	3/26/2023, 10:30PM	Matthew Starkston		gefdsgs	Adult	N/A	1.0	In-Person ILT	Not Submitted		

Learner Name	Learner Email	Optional ID	Registration Status	Course Completion Percentage*
Jane Doe	Test2@test.test		Registered	0
John Doe	test@test.test		Registered	0

2. Select the **Course ID** for the course you would like to review.
3. On the bottom of the page, you will see a chart with the progress of your learners.

4. To identify what tasks they've completed, compare their **Course Completion Percentage** with the follow chart.



The chart shows the progress of learners across various courses. The columns represent different tasks: Not Started, Accessed Toolbox Pages, Pre-evaluation Complete, Opinions Quiz Complete, Self-paced Course Complete, ILT Complete, Final Exam Complete, and Post-evaluation Complete. The rows represent different courses, including In-person Adult MHFA Version 1.0, In-person Youth MHFA Version 1.0, MHFA Community-specific Courses Version 1.0, In-person Adult MHFA Version 2.0, In-person Youth MHFA Version 2.0, MHFA Community-specific Courses Version 2.0, Blended Adult MHFA Version 2.0, and Blended Youth MHFA Version 2.0. The completion percentages are shown in the last column.

Course	Not Started	Accessed Toolbox Pages	Pre-evaluation Complete	Opinions Quiz Complete	Self-paced Course Complete	ILT Complete	Final Exam Complete	Post-evaluation Complete
In-person Adult MHFA Version 1.0	0%	--	--	25%	--	50%	75%	100%
In-person Youth MHFA Version 1.0	0%	--	--	25%	--	50%	75%	100%
MHFA Community-specific Courses Version 1.0	0%	--	--	25%	--	50%	75%	100%
In-person Adult MHFA Version 2.0	0%	--	20%	40%	--	60%	80%	100%
In-person Youth MHFA Version 2.0	0%	--	20%	40%	--	60%	80%	100%
MHFA Community-specific Courses Version 2.0	0%	--	20%	40%	--	60%	80%	100%
Blended Adult MHFA Version 2.0	0%	40%	50%	60%	70%	80%	90%	100%
Blended Youth MHFA Version 2.0	0%	40%	50%	60%	70%	80%	90%	100%

## 9. MANAGING A COURSE USING MHFA CONNECT

MHFA Connect is a single platform where you will manage all your classes, purchase and access resources and connect with your fellow National Trainers, Instructors and First Aiders with ease. More than a platform, MHFA Connect is an improved MHFA experience.

We envision a world where every adult has the tools to help a child or teen in need, and every first responder, coworker and neighbor can support a friend with the MHFA Action Plan (ALGEE). We envision a day when every household in America has MHFA tools at the ready – just like the first-aid kits we keep in our homes and cars.

To achieve this level of reach, we need to equip our Instructors, Coordinators and National Trainers – who have passion and expertise – with the best tools possible. That’s where **MHFA Connect** comes in.

### Here are just some of the great features MHFA Connect has to offer:

- **One site does it all.** MHFA Connect is your one-stop shop for all National Trainer, Instructor and Coordinator needs. You’ll schedule classes, manage rosters and access resources all from one location!
- **To Zoom or not to Zoom.** Instructors who teach Blended courses with virtual Instructor-led sessions are not required to use Zoom for Instructor-led trainings. They can choose from a variety of options.
- **Put the “connect” in MHFA Connect.** Use the new MHFA Connect forums to ask your fellow National Trainers, Instructors and Coordinators questions and share advice.
- **Find what you’re looking for.** Search Instructor and Coordinator resources by topic to quickly and easily access the tools you need to teach and manage your courses.

### MHFA Connect will also improve the first aider experience:

- **Navigation is a breeze.** Toggling between “enrolled” and “completed” courses takes just one click.
- **Tracking progress.** First Aiders can easily follow their progress through the Blended pre-work and course preparation.
- **Streamlined end-of-course experience.** Fewer steps and clearer labels will make it easier for First Aiders to complete their certification after their Instructor-led training has ended.



## 9.1. HOW TO CREATE A COURSE (INSTRUCTORS ONLY)

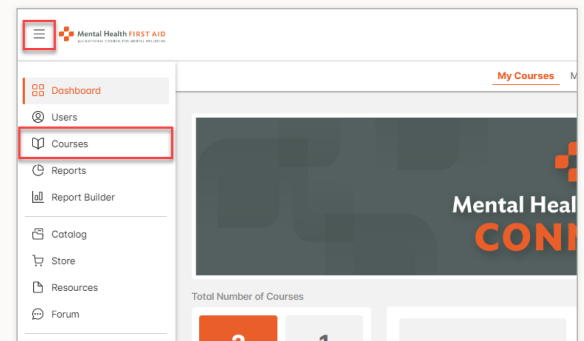
**IMPORTANT: Instructors and Coordinators follow different steps to create a course. If you are a Coordinator, follow the steps outlined in [12. How to Create a Course \(Coordinators Only\)](#).**

Coordinators can only access and manage their Instructors' courses that they have created on behalf of the Instructor. Therefore, if a Coordinator needs to be involved with managing your course, it is best for the Coordinator to create the course on your behalf so you both have access to it. (**Note:** This does not pertain to reporting. Coordinators have the ability to pull reports on behalf of all their Instructors' courses regardless of who created the course.)

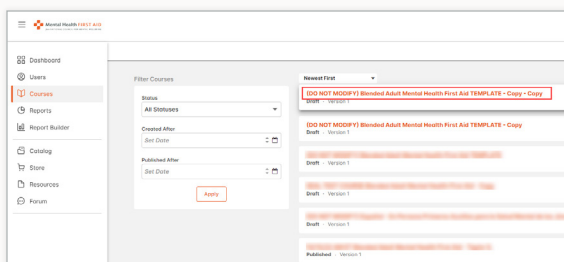
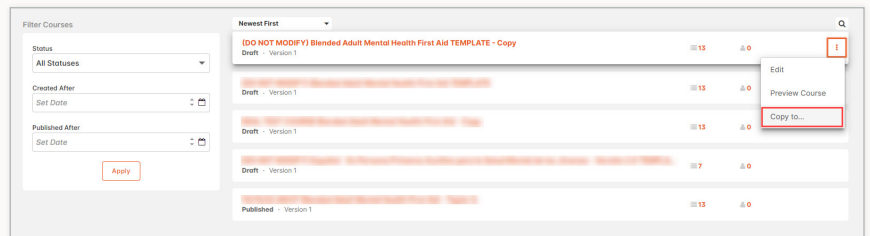
As an MHFA Instructor, you must understand the content of the curriculum and how to present that content through MHFA processes and platforms. There are two course delivery options for Adult and Youth MHFA: The in-person course and the Blended course with in-person Instructor-led training or virtual Instructor-led training. There are three tMHFA First Aider courses: In-person 6x45 (six 45-minute sessions), In-person 3x90 (three 90-minute sessions) and the Blended course with Instructor-led training conducted either in person or virtually. Be certain to choose the correct template for your course.

### For Adult and Youth Courses

1. Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
2. Select **Courses** from the left side menu.



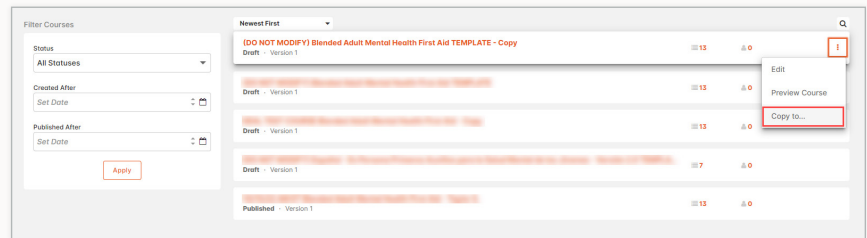
3. Identify and hover over the name of the course template you would like to use. Select the **three dots** to the right of the template name, then select **Copy to...**



4. The **Create a Copy** window will pop up, with **Draft** shown in the field **Status of the new course will be**. Select **Copy**. This action will create a copy of the course template that you will use to create your course.

**Note:** It may take several minutes for the course template to copy. Refresh the page to see the copied template.

5. Select the **Course Name** of the copied course.



6. Use the following naming convention to rename the copied course:

- a. Remove the following from the name:

- (DO NOT MODIFY)
- TEMPLATE – Copy – Copy

- b. Add the following to the name:

- The date(s) of the first and last sessions of the course at the beginning of the name.
  - » For the date, use the format MM/DD/YY.
- The Instructor name(s) at the end of the name. List Instructor 1 first.
- **Example:** When you copy the Blended Adult Mental Health First Aid template, the system will name the copy.

**(DO NOT MODIFY) Blended Adult Mental Health First Aid TEMPLATE – Copy – Copy.**

You will change the name to

**10/12/21 10 AM ET Blended Adult Mental Health First Aid – Jane Doe, John Doe.**

- c. Select **Save**.

7. Select **Custom Course Data** to fill out information regarding the course including your co-Instructor, if applicable. This data is for MHFA records only and is not viewable from your learners' accounts.

**Note:** There are several DO NOT MODIFY fields in this section. Please do not modify them.

8. To promote your course on the Find-a-Course tool, select **Yes** from the **Display on MHFA Website** dropdown menu.
9. Once you've completed the Custom Course Data fields, click **Save**. Select **course name** link in the top left corner to continue creating your course.
10. To edit the Instructor-led session module of the course, select **Content** from the navigation menu above the Details box. Then select **Instructor-led Session**.

**11.** Edit the following fields:

- a. Starting Date and Starting Time – Click the **Calendar** icon to the right of the field to edit the starting date and starting time of the Instructor-led session.
- b. Ending Date and Ending Time – select the **Calendar** icon to the right of the field to edit the ending date and ending time of the Instructor-led session.
- c. Location – Select the **dropdown arrow** and choose the appropriate location for where you'll physically be during the course.
- d. Description – Enter the following information in this text box:
  - **Instructor Name(s).**
  - **Contact info** if you would like learners to be able to contact you outside of MHFA Connect.
  - **Link or Location** for course.
  - **Note:** Add any information you need to communicate to your learners regarding the Instructor-led session here.

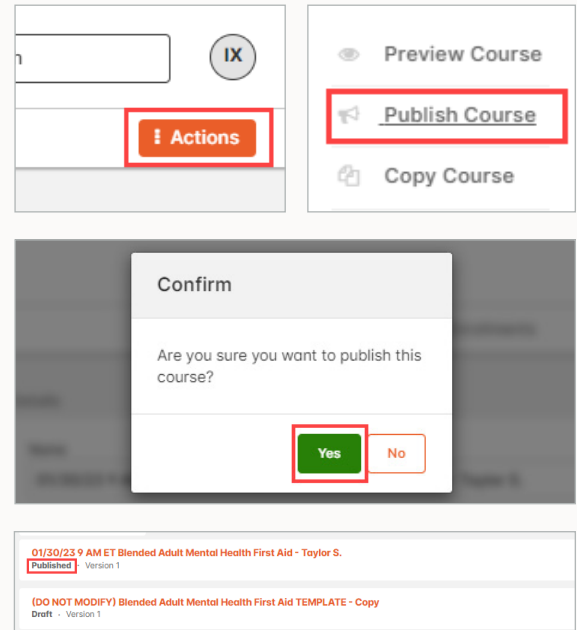
- e. DO NOT MODIFY the following fields in the Instructor-led session:
  - **Title** – If you're only adding one Instructor-led session, do not edit the title. (If you're adding multiple Instructor-led sessions, see 6. How to Add Multiple Instructor-led sessions to an Adult or Youth Course.)
  - **Capacity** – Leave at 30.
  - **Instructor** – Leave as Course Owner.
  - **Time Zone** – This field will be auto-populated based on your response in the Location field.



**12.** Click Save.

13. At this point, you should be ready to publish your course! Select **Actions** in the top right corner, then select **Publish Course**. Click **Yes** to confirm you would like to publish the course.

You will see from the Courses page that your course is now Published rather than in Draft. This change may take several minutes to complete.



**Please note:** If you update any fields in your course after publishing your course (e.g., Custom Course Data fields, Instructor-led Session), you must change the course name in some way. The change can be as simple as adding a period or a dash somewhere in the course name. (Then select **Save**.) Making this course name change will provide the updated information to your advertised course on the website, assuming you chose to display your course on the MHFA website – Find-a-Course tool. This, in turn, will allow future First Aiders to find your course.

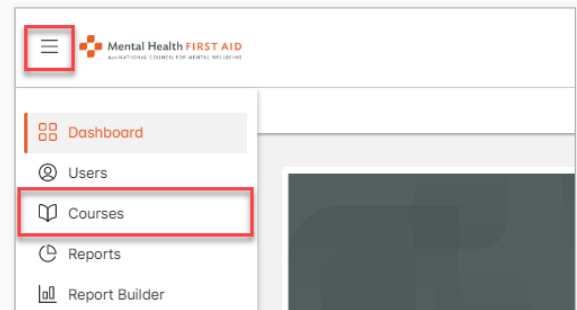
## 9.2. HOW TO ADD MULTIPLE INSTRUCTOR-LED SESSIONS TO AN ADULT OR YOUTH COURSE

Instructors may teach Instructor-led trainings for some MHFA courses over multiple sessions, if they choose. (See Instructor Handbook, Section VII, for scheduling guidelines.)

To schedule multiple sessions, you'll edit the Instructor-led session module after you copy the course template.

**Note:** Learners must be present at all Instructor-led sessions to receive credit for the course and earn a First Aider certificate. Do not mark attendance until the last session has taken place!

1. Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
2. Select **Courses** from the left side menu.





3. You'll see a list of your and/or your Instructors' courses. Find the course with the Instructor-led session module you want to edit. Select this course name.

4. After selecting the appropriate course, click the **Content** tab at the top of your screen.
5. Scroll down until you find the module that reads Instructor-led Session. Select Instructor-led Session.

6. Edit the following fields of the Instructor-led session module:
  - a. **Title:** Change the module name from Instructor-led Session to Instructor-led Sessions: X Sessions. For example: If you are breaking the Instructor-led session into two sessions, the title of the Instructor-led session module would be Instructor-led Sessions: 2 Sessions.
  - b. **Starting Date and Time:** This will be the start time of Session 1.
  - c. **Ending Date and Time:** This will be the end time of the last session.
  - d. **Location:** Regardless of whether you conduct the Instructor-led sessions in person or virtually, state where Instructor(s) will be physically located at the time of the course.

- e. Description:** Add all information relevant to your learners, including:
- i.** Instructor name(s).
  - ii.** Instructor contact information if you want learners to contact you outside of MHFA Connect.
  - iii.** Date and time for each Instructor-led session.
  - iv.** Link or physical address for each Instructor-led session.
  - v.** Add any information you need to communicate to your learners regarding the Instructor-led session here.
- f. DO NOT MODIFY** the following fields:
- i. Timezone:** This field will be populated based on location choice.
  - ii. Capacity:** Capacity should stay at 30.
  - iii. Instructor:** Leave as Course Owner.



**7. Select **Save**.**

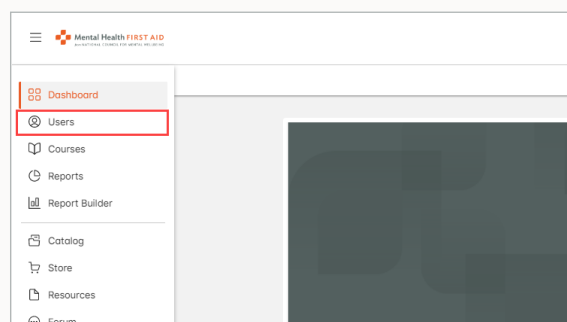
### 9.3. TWO WAYS TO CREATE LEARNER ACCOUNTS IN MHFA CONNECT

Prior to creating a learner account in MHFA Connect, the Instructor or Coordinator should contact each learner to verify whether they have an existing Connect account.

- If the learner does not have an MHFA Connect account, follow the steps in either option.
- If the learner has an MHFA Connect account, follow the steps in Option Two.

#### Option One: Create the learner's account yourself

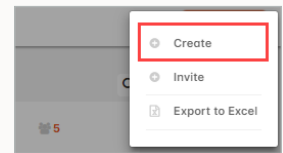
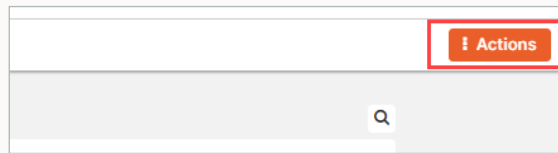
In this option, Instructors and Coordinators can create new learner accounts in MHFA Connect and then enroll them in the course. ([See 9.4. How to Enroll Learners in a course.](#))



- 1.** Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
- 2.** To create a learner (i.e., set up a learner profile), select **Users** from the left side menu.

3. Select **Actions** from the top right side of your screen.

4. Select **Create**.



How will new users get their login details?

☐ Send invite to user?

Enter Password

.....

✓ 1 number(s) ✓ 1 special character(s) ✓ 1 uppercase ✓ 1 lowercase

✓ 8 characters

Confirm Password

☒ User must change password on login

- Enter the learner's first name, last name and email address. Toggle OFF **Send invite to user?** This will prevent the learner from receiving an email to log in. The toggle should look like it does in this screenshot. If the toggle is not off, it will not create their account and you will need to wait until the learner accepts the invite.
- Set the learner's temporary password of your choosing and toggle ON **User must change password on login**. The toggle should look like it does in this screenshot.

**Do not add an expiry date to the learner's account.**

c. Select the group from the dropdown menu.

- Instructors: Add the learner to your group. Only one group will be listed unless you are also a Coordinator. If you are inviting the learner on behalf of another Instructor, follow the instructions for Coordinators.
- Coordinators: If you are a Coordinator for multiple Instructors, select the Search box to see Instructor groups. **Important:** Select the name of Instructor 1 OR the **Course Owner's group** to invite the learner to the group.

d. Select the dropdown for **What brings you to MHFA Connect?** on behalf of the learner and choose **I am certified or earning my certification in Adult or Youth MHFA**. Click **Save**.

Group Member & Group Manage

Group Memberships

Instructor\_X\_13442554

Custom User Data

What brings you to MHFA Connect?

What brings you to MHFA Connect?

I am certified or earning my certification in Adult or Youth MHFA

I am certified or earning my certification in teen MHFA

I am applying to become an Adult MHFA Instructor

I am applying to become a Youth MHFA Instructor

I am applying to become a teen MHFA Instructor

I am an MHFA Coordinator

Work Address Line 1

Work Address Line 1

Work Address City

Work Address City

Work Address Zip Code

Work Address Zip Code

Do you teach MHFA in or for one of the following groups? (Select N/A if you do not teach MHFA in or for any of the groups.)

Do you teach MHFA in or for one of the following groups? (Select N/A if you do not teach MHFA in or for any of the groups.)

Organization

Organization

Would you like to receive news and updates from MHFA and the National Council for Mental Wellbeing?

Would you like to receive news and updates from MHFA and the National Council for Mental Wellbeing?

Instructor Public Profile

Instructor Public Profile

Instructor Accredited Date

Instructor Accredited Date

Instructor Certification Status

Instructor Certification Status

Instructor Anniversary Date

Instructor Anniversary Date

Instructor Dietary Restrictions

Instructor Dietary Restrictions

Save Cancel

5. Repeat Steps 1–3 to create profiles for every learner in the course.

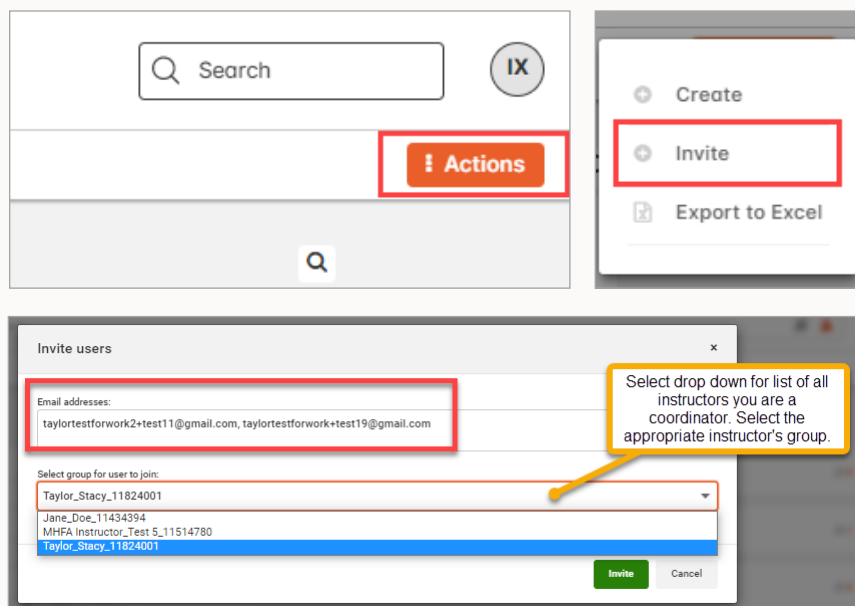
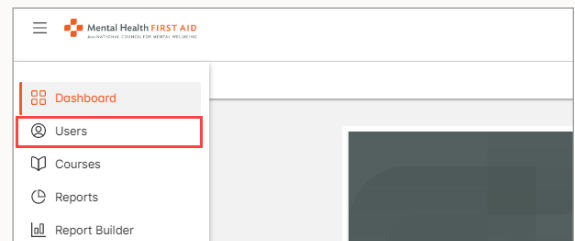
**Note:** The Instructor or Coordinator is responsible for emailing MHFA Connect access and login credentials to learners. You can use the [MHFA Connect Create User Process Email Template](#) to help you draft this email. The template can be found on the MHFA Connect Resources page under How to Use MHFA Connect.

## Option Two: Invite the learner to MHFA Connect

In this option you will send learners an invite to the Instructor’s group and wait for them to accept the invitation before moving on to enroll them in the course. ([See 9.4. How to Enroll Learners in a course.](#)) You can begin these steps after you’ve published your course.

### Invite learners

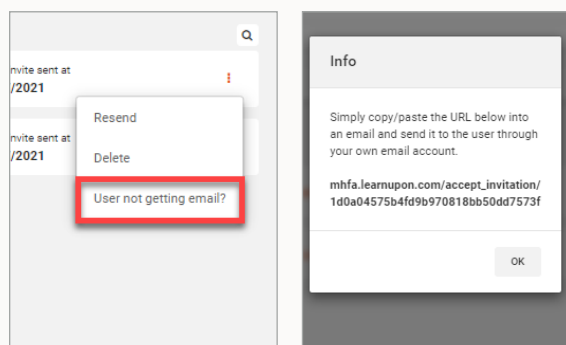
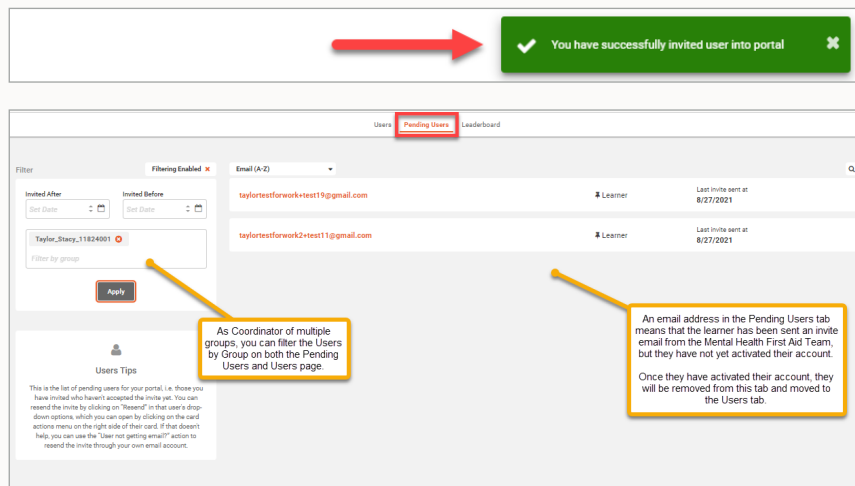
1. Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
2. Select **Users** from the left side menu.



3. Select **Actions** at the top right corner of your screen. This will open a new dropdown box. In this dropdown, select **Invite**.
4. In the Invite users window, select the box that says **Email addresses** and enter the email addresses of the learners you are inviting. If you are inviting more than one learner at a time, use a comma (,) to separate the email addresses.
5. The second field of the Invite users window, which says Select group for user to join, will have your group already filled in.
  - a. If you are an Instructor, only one group will be listed here.
  - b. If you are a Coordinator for multiple Instructors, select the **dropdown menu** to see all of your Instructor groups.

**Important:** Select the name of Instructor 1/Course Owner’s group to invite the learners to the group.

6. Select **Invite**. After selecting Invite, a green box in the lower right corner of your screen will read, You have successfully invited user into portal.
7. Select **Pending Users** from the top menu to see a list of learners you have invited to MHFA Connect who have not yet accepted their invitations. (The Users tab in the top menu will show a list of learners you've invited who have accepted their invitations.)

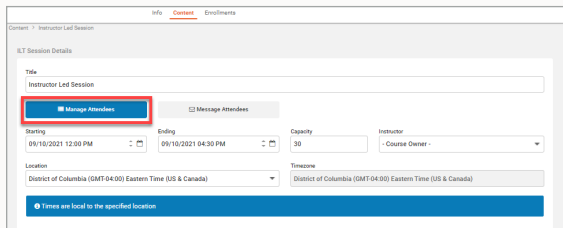


- a. **IMPORTANT!** If an email address you sent an invite to does not show in the Pending Users tab or the Users tab, it means the email bounced and the invite never got to the learner! If this happens:
  - i. Confirm that you entered the email address correctly by attempting to invite the learner again.
  - ii. If the second attempt does not work, ask the learner for an alternate email address. Use this updated email address for the invite. Confirm it is in the Pending Users tab after selecting **Invite**.
- b. From the Pending Users page, you can perform the following actions:
  - i. **Resend:** The MHFA Connect system will resend the email invite to the learner.
  - ii. **Delete:** This option will cancel the invitation to the learner.
  - iii. **User not getting email?** Select this option if a pending user says they have not received the email invite.

## 9.4. HOW TO ENROLL LEARNERS IN A COURSE

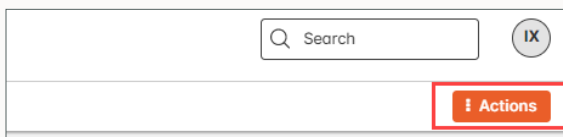
Once you have completed one of the two options for creating learner accounts ([See 9.3.](#)), you can proceed to enrolling your learners in the course.

Remember, if you chose to Option Two: Inviting the learner to MHFA Connect, you will need to wait until they have accepted their invitation before you can proceed to the steps below.



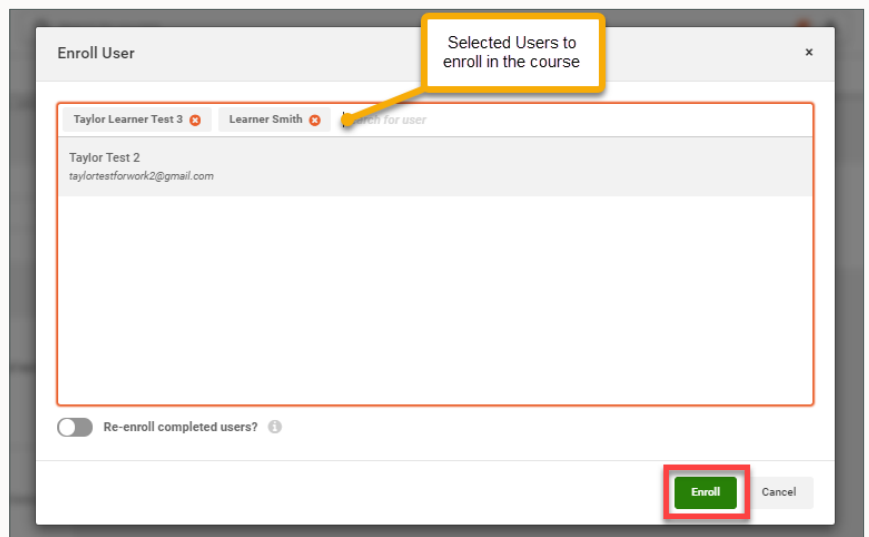
The screenshot shows the 'Instructor Led Session' page. The 'Manage Attendees' button is highlighted with a red box. The page includes fields for Title, Starting, Ending, Capacity, Instructor, Location, and Timezone.

1. Select **Courses** from the left side menu.
2. Select your **Course Name**, then select **Content** from the secondary navigation menu, located above the course details.
3. Select **Instructor-led session module**, then click **Manage Attendees**.



The screenshot shows the 'Enroll User' modal. The 'Actions' button is highlighted with a red box. The modal includes a search bar and a list of users to enroll.

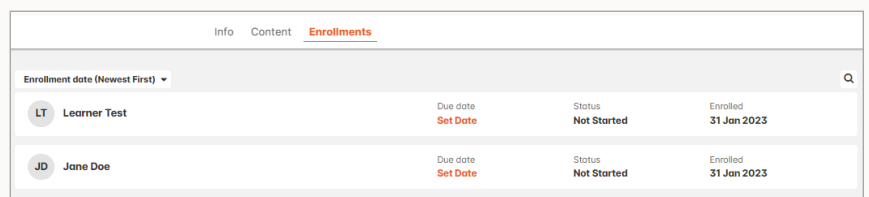
4. Click the **Actions** button in the top right corner, then select **Add User**.
5. Select **User Name(s)** then click **Enroll**.  
(**Note:** You can enroll one or multiple users at a time.)



The screenshot shows the 'Enroll User' modal. The 'Enroll' button is highlighted with a red box. A yellow box highlights the 'Selected Users to enroll in the course' section. The modal includes a search bar and a list of users to enroll.

### Viewing the learners enrolled in a course:

Click the orange **Dashboard** button in the top left corner, and select **Courses** from the dropdown menu. Then choose the **Course Name** and select **Enrollments** from the secondary navigation menu, located above the list of courses.

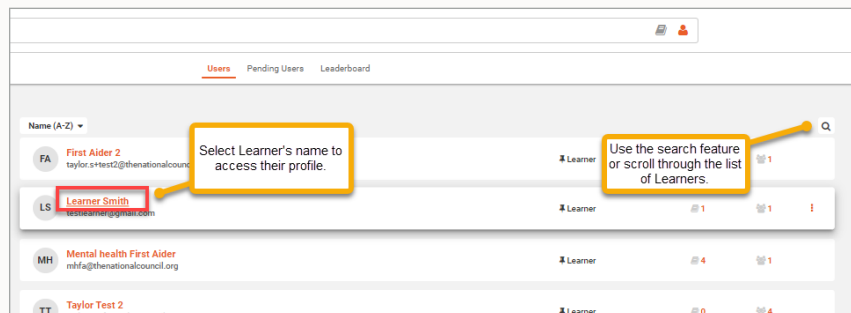
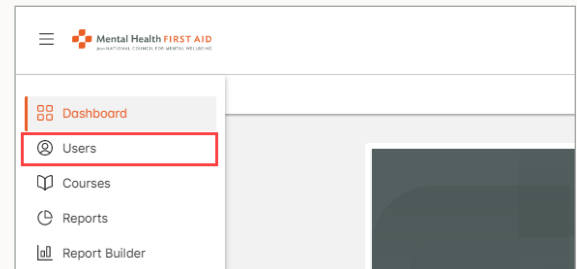


Info Content <u>Enrollments</u>			
Enrollment date (Newest First)			
LT	Learner Test	Due date Set Date	Status Not Started Enrolled 31 Jan 2023
JD	Jane Doe	Due date Set Date	Status Not Started Enrolled 31 Jan 2023

## 9.5. HOW TO EDIT A LEARNER'S EMAIL ADDRESS

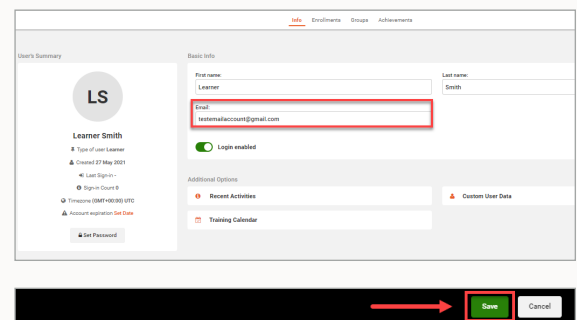
Only an Instructor or Coordinator can update a learner's email, so occasionally, a learner may ask you to change their email address. To do this, the learner must be in your group.

1. Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
2. Select **Users** from the left side menu.



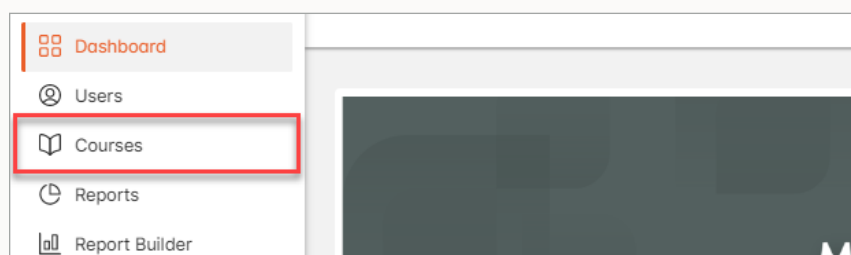
3. Scroll through the users listed on this page, and select the **User Account** of the learner whose email you wish to edit.

4. This will bring you to the learner's account information. In the Basic Info section, use the **Email** box to edit the learner's email address.
5. Once you have edited the learner's email address, click the **Save** button in the lower right corner of the screen.



## 9.6. RESCHEDULING A COURSE

Follow these steps to reschedule a course:



1. Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
2. Select **Courses** from the left side menu.

- From here you will be able to see all your upcoming courses. Select the course you want to reschedule.

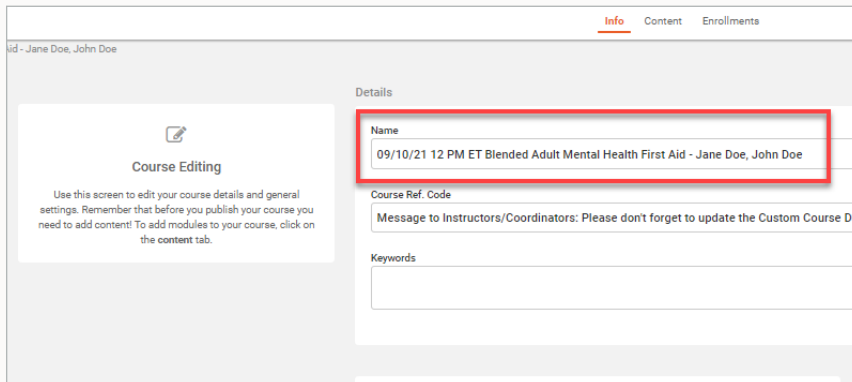
- Once you've selected the course, you will be able to see its details. At the top of your screen, you will see three tabs: Info, Content and Enrollments. Select **Content**.

- This will bring you to the content page for your selected course. Scroll down until you find the Instructor-led session you need to reschedule and select the **Instructor-led Session** module link.

- Navigate to the box with the Starting date and time information.
  - Select the **Calendar** button on the right of this box and select the new start date for your course on the calendar that pops up. Once you have selected the date, another box will pop up to edit the time of the course. **Select the time** when your Instructor-led session will begin.
- Navigate to the box containing the **Ending** date and time information. As you did before, click the **Calendar** button on the right of this box to bring up a calendar. Select the new **End Date** for your course. Once you have selected the date, a box will pop up to edit the time of the course. Select the **Time** when your Instructor-led session will end.



8. **Note:** Update the description of the Instructor-led session module and any Custom Course Data fields that have changed! Navigate to the bottom right of your screen. Because you have made edits to your course, a **Save** button will appear. Select **Save** to save the changes you have made to this course.



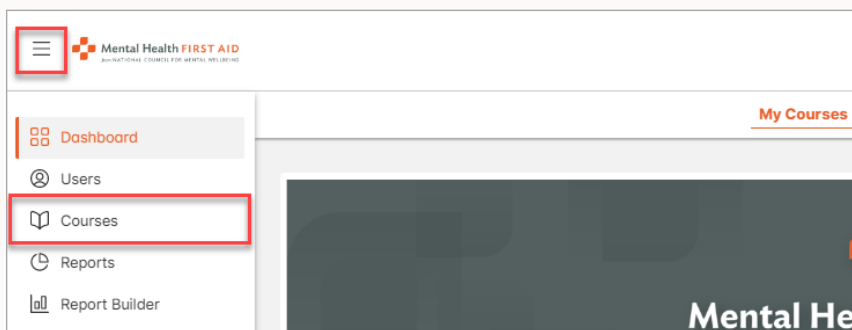
9. If you edited the Instructor-led session, the last step is to edit the course name. Select Info from the three tabs at the top of your screen. Edit the **Name** field by updating the date and/or time of the course at the beginning of the name, then select **Save**.



**Please note:** If you update any fields in your course after publishing your course (e.g., Custom Course Data fields, Instructor-led Session module), you must edit the course name in some way. It can be as simple as adding a period or a dash somewhere in the course name, then select **Save**. If you chose to display your course on the MHFA website's Find-a-Course tool for future First Aiders to find your course, making this course name change will provide the corrected updated information to your advertised course on the website.

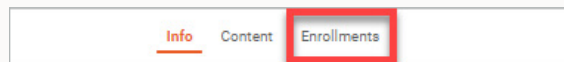
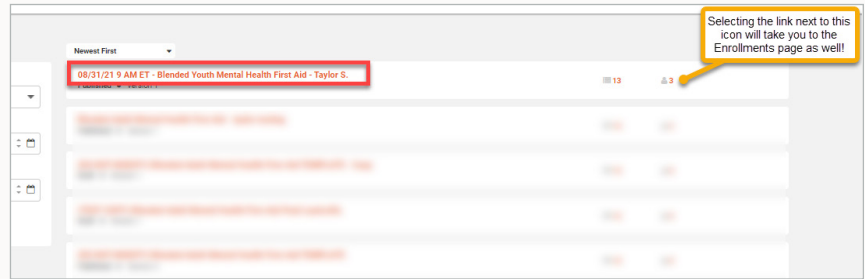
## 9.7. HOW TO MONITOR LEARNERS' PRE-EVALUATION, OPINIONS QUIZ AND BLENDED PRE-WORK

Before a learner can participate in the Instructor-led training, they must complete their course preparation work – a pre-evaluation and opinions quiz – and Blended pre-work. If a learner has not completed these steps prior to the Instructor-led training, you will need to unenroll them from the course or transfer them to a new course. ([See 9.8. How to Unenroll Learners.](#))



1. Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
2. Select **Courses** from the left side menu.

- This will give you a list of upcoming courses for you or your Instructors. Select the course you want to monitor.



- The next screen will show course details. At the top of your screen, you will see three tabs: Info, Content and Enrollments. Select **Enrollments**.

From this page, you can see the course status for each of the enrolled learners. The course status will either say **Not Started** or **In Progress**.

If the learner has not yet started the coursework, their status will say **Not Started**, and you will see the date you enrolled them in the course.

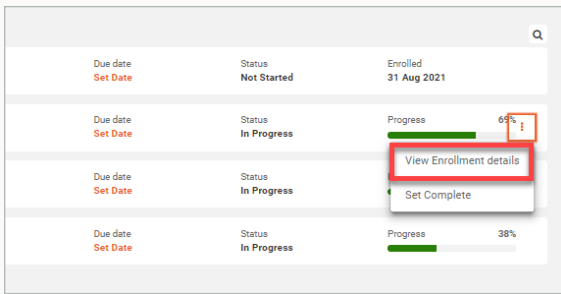
If your learner has started the coursework, their status will say **In Progress**, and you will be able to see the percentage of coursework that they have completed. This is the percentage for ALL coursework, not just course preparation and Blended pre-work, so your learner in a Blended course will not show 100% complete until they've completed the Instructor-led session, post-evaluation and final exam.

Enrollment date (Newest First)	Learner	Due date	Status	Progress
31 Aug 2021	TT Taylor Test 2	Set Date	Not Started	
	TL Test Learner	Set Date	In Progress	69%
	TT Taylor Testing as Learner	Set Date	In Progress	23%
	FA First Aider 2	Set Date	In Progress	38%

**Note:** Test Learner and First Aider 2 have completed the pre-work and can continue to the Instructor Led Session. Taylor Test 2 and Taylor Testing as Learner has not completed the pre-work and must be unenrolled prior to the Instructor Led Session.

**Note:** For Blended courses, learners must view modules 6-9 (i.e., the MHFA Manual, Self-care Plan template, Exit Ticket and Participant Processing Guide) before attending the Instructor-led session. MHFA Connect will consider each module “complete” as soon as the learner clicks “Next Module.”

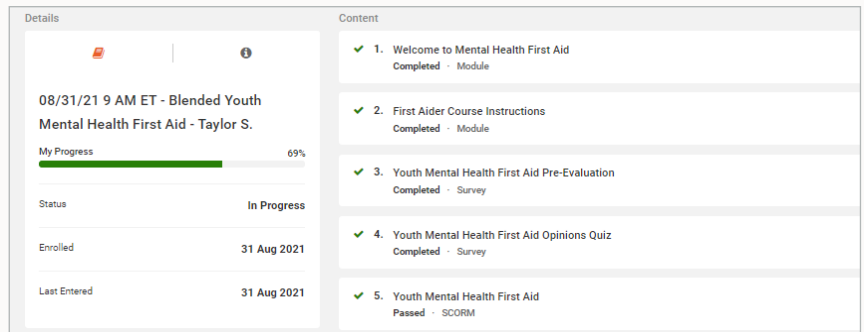
**Note:** Never use the “Set Complete” function when monitoring a learner’s pre-work.



Due date Set Date	Status Not Started	Enrolled 31 Aug 2021
Due date Set Date	Status In Progress	Progress 69% <a href="#">View Enrollment details</a>
Due date Set Date	Status In Progress	Set Complete
Due date Set Date	Status In Progress	Progress 38%

- To investigate the status of a specific module for a specific learner, select the white space next to the learner's progress bar. After selecting the white space, an additional tab will appear. Select **View Enrollment Details**.

- In this view, you can scroll to see the status of each module for the learner. If the learner has completed the module, you will see a check mark next to the module name and **Completed** or **Passed** under the module name.



Details	Content
<p>08/31/21 9 AM ET - Blended Youth Mental Health First Aid - Taylor S.</p> <p>My Progress 69%</p> <p>Status In Progress</p> <p>Enrolled 31 Aug 2021</p> <p>Last Entered 31 Aug 2021</p>	<ul style="list-style-type: none"> <li>1. Welcome to Mental Health First Aid Completed - Module</li> <li>2. First Aider Course Instructions Completed - Module</li> <li>3. Youth Mental Health First Aid Pre-Evaluation Completed - Survey</li> <li>4. Youth Mental Health First Aid Opinions Quiz Completed - Survey</li> <li>5. Youth Mental Health First Aid Passed - SCORM</li> </ul>

## 9.8. HOW TO UNENROLL AND TRANSFER LEARNERS

An Instructor or Coordinator would unenroll a learner from a course if the learner could no longer attend or did not complete their course preparation (pre-evaluation and opinions quiz) or Blended pre-work.

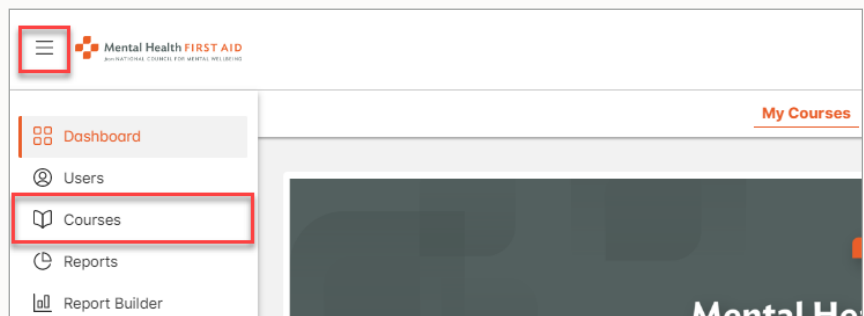
The learner who cancels their participation in a course needs to know that their pre-evaluation, opinions quiz and Blended pre-work do not carry over to a future course.

### For Adult and Youth MHFA

If you are teaching a Blended Adult or Youth course, you must unenroll learners within 48 hours of the completion of the course, or you may be invoiced for the learner.

Follow these steps to unenroll a learner:

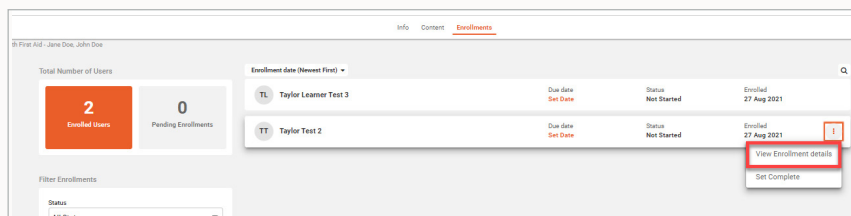
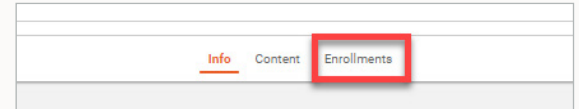
- Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
- Select **Courses** from the left side menu.





3. Select the **Course Name**.

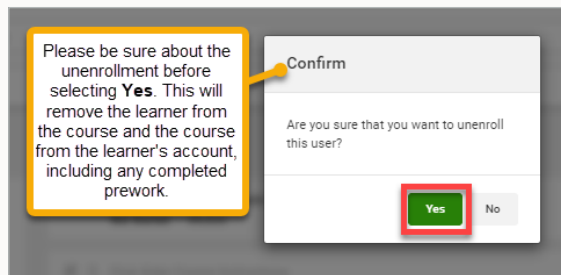
4. Select **Enrollments** from the menu above the course details.



5. You'll see a list of users. Find the name of the learner you need to unenroll, then select the white space at the far right end of that row. Choose **View Enrollment Details**.

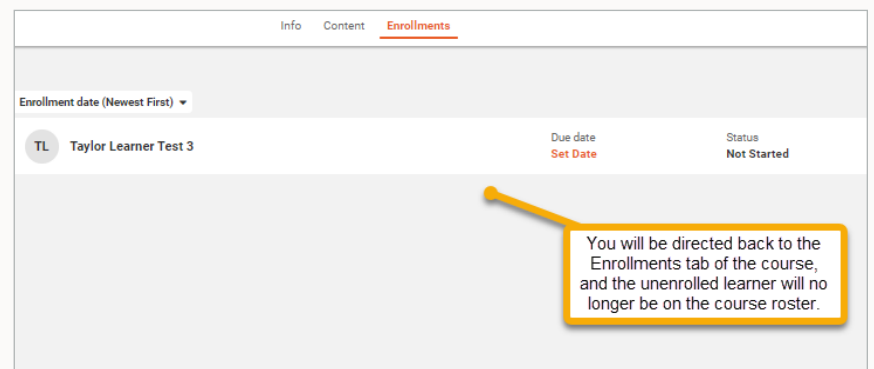


6. Click **Unenroll** in the top right corner.



**Important:** Be careful not to accidentally unenroll someone who has completed a course. Unenrolling a learner removes the course from the learner's dashboard, regardless of course status, and they will lose access to their certificate, even if they've already accessed it.

7. A confirmation box will come up. Select **Yes** to confirm the unenrollment. The Enrollments list will show that the learner has been removed. The number of total enrollments in the course may take a moment to update.



Follow these steps to transfer a learner:

1. Unenroll the learner from the initial course.

2. Enroll the learner to a new course that takes place within 60 days of the initial course. (See Item 9.8.)

3. Submit a Request Assistance form asking for the learner's 2-hour self-paced course portion of the pre-work to be transferred to their new pre-work assignments.

4. Once the MHFA team has confirmed the transfer, tell the learner to retake only their course pre-evaluation and opinions quiz, then to click through the Exit Ticket, Manual, Participant Processing Guide and Self-care Template to arrive at the Instructor-led session module in the course template. This process will take the learner less than 10 minutes

#### There are some caveats:

- The 2-hour self-paced course will transfer, but the learner will need to retake the pre-evaluation and the opinions quiz. (This will help us maintain data integrity, which in turn will provide insights that will inform the continued growth and development of MHFA).
- The learner's 2-hour self-paced course may only be transferred if the new course takes place less than 60 days after the class from which they were unenrolled.
- Please submit your request at least 48 hours before the learner's new Instructor-led training (ILT). Requests submitted less than 48 hours before the ILT may not be processed in time.

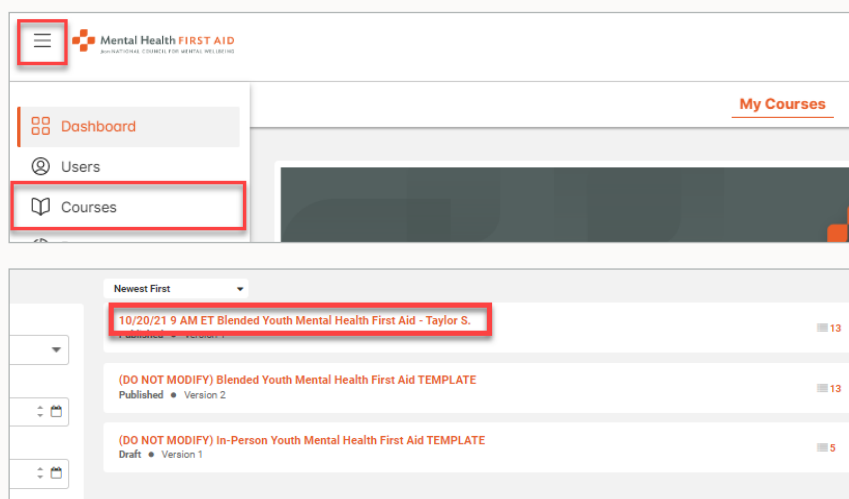
## 9.9. MARK ATTENDANCE

After each Instructor-led training, you must mark attendance in the appropriate Instructor-led session module. Learners cannot move forward with their coursework until the Instructor or Coordinator has completed this step.

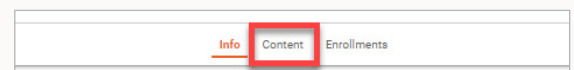
**Note:** This can only be done following the completion of the Instructor-led training.

### For Adult and Youth MHFA

Attendance can only be noted once the Instructor-led training is complete. If you have split the Instructor-led training into multiple sessions, do not mark attendance until the last Instructor-led session has been completed.



1. Navigate to <https://connect.MentalHealthFirstAid.org> and select the **"Instructor and Coordinator Login"** button to sign in and access your MHFA Connect account.
2. Click **Dashboard** on the left side of the screen, then select **Courses** in the dropdown.
3. Select the **Course Name** you would like to mark learner attendance for, then select **Content** from the top navigation menu.



8. Exit Ticket  
Module

9. Youth Mental Health First Aid Participant Processing Guide (PPG)  
Module

10. **Instructor Led Session**  
Instructor Led Session • Start Date Jan 1st 2030 @ 9:00 am • End Date Jan 1st 2030 @ 2:00 pm • Attendees 7/30

11. Youth Mental Health First Aid Final Exam  
Exam

4. Once inside the course content, scroll down to the appropriate Instructor-led Session module to record attendance. Next to Attendees, you will see orange numbers. Select the **numbers** next to Attendees to access the Manage Attendees page.

Info Content Enrollments

5:49 AM ET Blended Adult Mental Health First Aid - Taylor S. > Content > Instructor Led Session > Manage Attendees

Filter Status

Name (A-Z) Select all on this page Mark attended

JD Jane Doe Enrolled

LT Learner Test Enrolled

Set attendance

Set attendance for Jane Doe

Set Score

Set attendance Cancel

5. From this page, you will mark attendance of each participant.
- a. If the learner attended the course, select the checkmark icon next to their name. (It will say Mark Attended when you hover over it.) Do not enter a score in the Set Score window. Select **Set Attendance**.
- i. The learner's status will change from Enrolled to Attended, and the checkmark box will be highlighted orange.

Info Content Enrollments

7:17 AM ET Blended Adult Mental Health First Aid - Taylor S. > Content > Instructor Led Session > Manage Attendees

Filter Status

Name (A-Z) Select all on this page Set to cancel/no show

JD Jane Doe Enrolled

LT Learner Test Enrolled

Attendance Roster

Manual Attendance Roster  
PDF file is generated based on the list of enrolled learners on this session.  
Download Roster Template

Set attendance

Set attendance for Learner Test

Select a new status for attendees

No Show

What shall we do after we update attendee statuses?

Unenroll from course and from all other sessions & modules

Set attendance Cancel

iii. Select **Set attendance**.

**Note:** This will remove the learner from the Manage Attendees page and remove the course from their MHFA Connect account. Proceed carefully: This process cannot be undone!

- b. If the learner did not attend the course or did not complete the pre-evaluation, opinions quiz or Blended pre-work prior to the Instructor-led session, select the **X** icon next to their name. (It will say Set to Cancel/No Show when you hover over it.)
- i. From the dropdown menu, choose **Select a New Status for Attendees**, and select No Show or Cancel.
- ii. For the option What shall we do after we update attendee statuses?, select **Unenroll** from course and from all other sessions & modules from the dropdown menu.

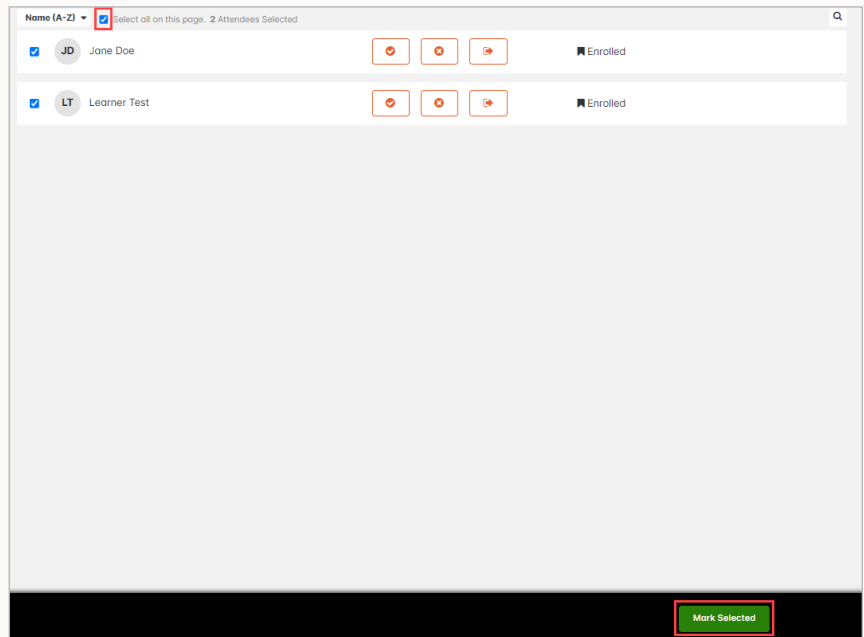
**Note:** You must choose this option when unenrolling a learner. If this is for a Blended Adult or Youth course, you'll be charged for this attendee if you select any other option.

The third icon would set the learner as partially attended. DO NOT SELECT THIS OPTION. Learners must attend the full course to get credit. **Note:** If this is for a Blended Adult or Youth course, you'll be charged for this attendee if you choose this option.

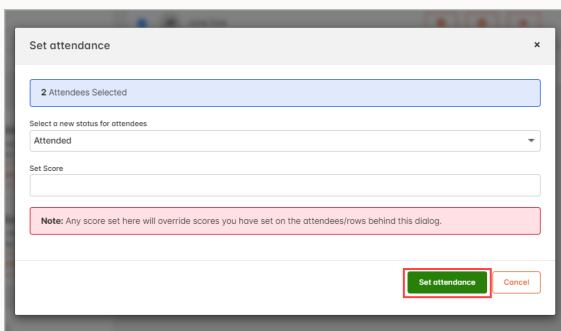
## Set Attendance in Bulk

Instructors/Coordinators can set attendance for up to 10 learners at a time on the current page.

1. Click **Select all on this page**, then click **Mark Selected** in the bottom right corner.

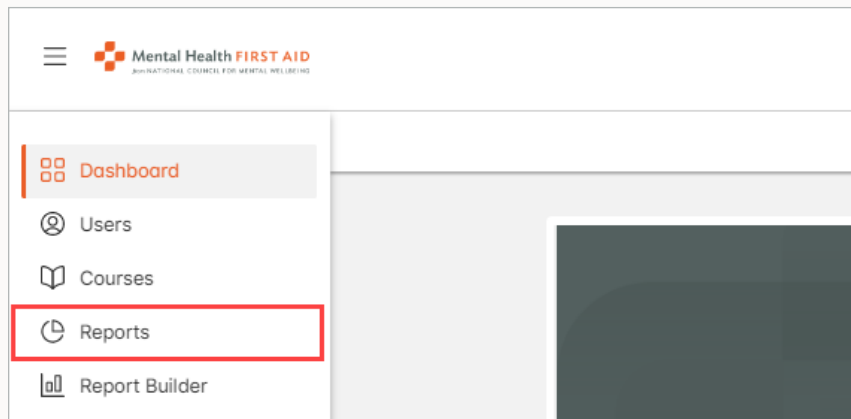


2. Select one of the two options under Select a new status for attendees in the Set attendance window:
  - a. Attended: Under Set attendance, select **Attended**. (Attended is the default for this field.)
  - b. No Show or Cancel:
    - i. Select **No Show/Canceled**.
    - ii. For **What shall we do after we update attendee statuses?**, select **Unenroll from course and from all other sessions & modules**. Select **Set attendance**.



**IMPORTANT:** Marking a learner as **No Show/ Canceled** cannot be undone. You can change a status from **Attended** to **No Show/Canceled**, but you cannot change it from **No Show/ Canceled** to **Attended**.

## 9.10. HOW TO ACCESS EVALUATION DATA FOR COURSES TAUGHT IN MHFA CONNECT

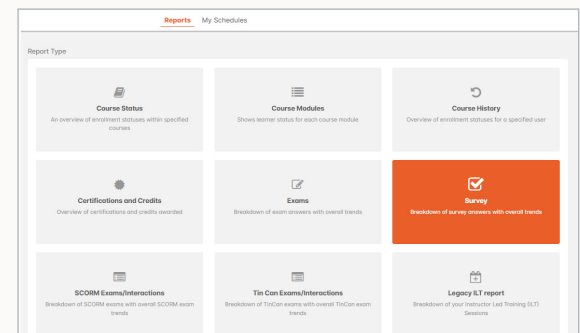
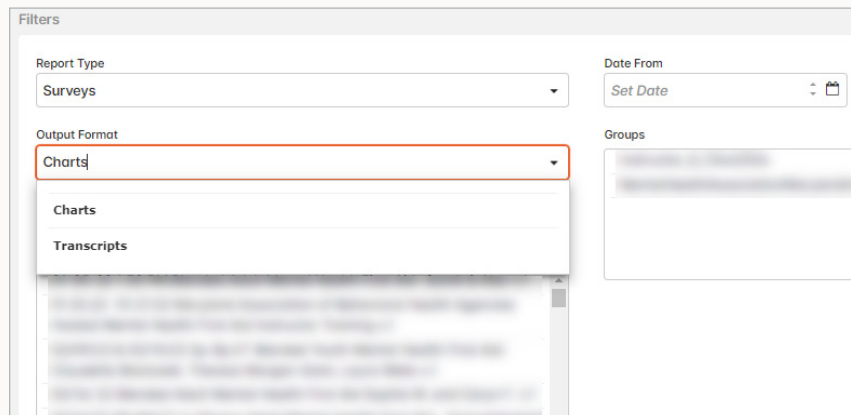


1. Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
2. Select **Reports** from the left side menu.

3. Click **Survey** to access evaluation data.

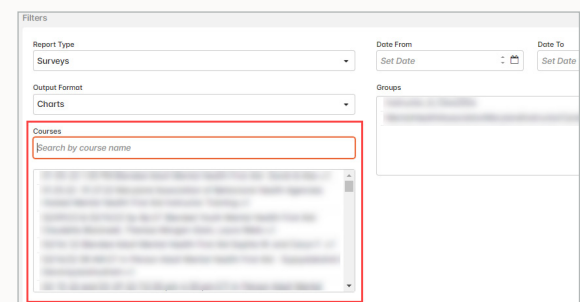
### 4. Filters

- a. Leave **Surveys** as the report type.
- b. Choose the **Output Format** – either **Charts** or **Transcripts**.



- i. **Charts** will provide evaluation feedback and data in a visual format (i.e., pie charts or bar charts), with one chart per question.
- ii. **Transcripts** will give data sets that can be exported to Excel, with one line per question.

- c. The **Course** dropdown will display all courses in which the Instructor is Instructor 1.





- i. If you've chosen **Output Format** as **Charts**, you can only select one course at a time.
- ii. If you've chosen **Output Format** as **Transcripts**, you can select one, multiple or all the courses that were taught.

Filters

Report Type  
Surveys

Output Format  
Transcripts

User  
Search by firstname, lastname, email

Courses  
Search by course name

Filters

Report Type  
Surveys

Output Format  
Transcripts

User  
Search by firstname, lastname, email

Courses  
Search by course name

Date From  
Set Date

Groups

- d. **Date From** and **Date To** filters limit your selection to a specific date range.  
**Note:** This filter applies to the date the survey was submitted, not the date of the Instructor- led training.

- e. When a First Aider course is selected, additional checkboxes appear, one for each of the surveys that are part of the First Aider curriculum: Pre-evaluation, post-evaluations and opinions quiz (if applicable).
  - i. For course and Instructor feedback, check **Post-evaluation**.
  - ii. To compare the pre- and post-course knowledge check questions and confidence questions, check **Post-evaluation and Pre-evaluation: Knowledge Check**.
  - iii. Do not check Opinions Quiz!

Report Type  
Surveys

Output Format  
Charts

Course

User Status  
Login enabled  
Login disabled

User Type  
Learner  
Admin  
Instructor  
Manager

Date From  
Set Date

Date To  
Set Date

Groups  
(Anna) Beth\_Strassner\_11662770  
A. Elise\_Tanner\_11661741  
Aaliya\_Ingram\_11669634  
Aanya\_Rispoli\_11673460  
Aaron\_Blough\_11672744

- f. **User Status** and **User Type** are administrative- level permissions, so leave them as is.

Filters

Report Type  
Surveys

Date From  
Set Date

Date To  
Set Date

Output Format  
Transcripts

User  
Search by firstname, lastname, email

Courses  
Search by course name

Groups

Select all | Deselect all

User Status  
Login enabled  
Login disabled

User Type  
Learner  
Admin  
Instructor  
Manager

Run Report Reset Filters Export to Excel Export to PDF

Reports My Schedules

Filters

Report Type  
Surveys

Date From  
Set Date

Date To  
Set Date

Output Format  
Transcripts

User  
Search by firstname, lastname, email

Courses  
Search by course name

Groups

Select all | Deselect all

Deselect all

☒ Youth Mental Health First Aid Pre-Evaluation  
☐ Youth Mental Health First Aid Opinions Quiz  
☒ Youth Mental Health First Aid Post-Evaluation: Knowledge Check  
☒ Youth Mental Health First Aid Post-Evaluation: Course Response

User Status  
Login enabled  
Login disabled

Run Report Reset Filters Export to Excel Export to PDF

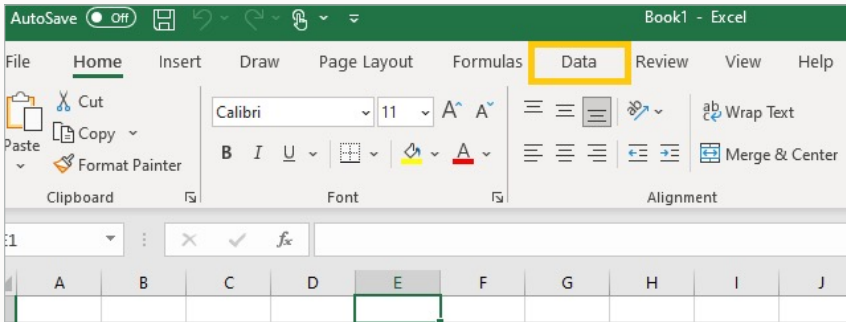
**g. Groups.**

- i.** Instructors should leave the **Groups** filter as is.
- ii.** Coordinators may use the **Groups** filter: There will be one section for each Instructor for which you coordinate, and you may run the report for one or more Instructor groups. When using the **Groups** filter, select all courses under the **Courses** filter.

- h.** Finally, **Run Report**. The data will display at the bottom of the page.

- 5.** The report can be exported to an external document. If the **Output Format** chosen was **Charts**, select **Export to PDF**. If the **Output Format** chosen was **Transcripts**, select **Export to Excel**.

Run Report Reset Filters Export to PDF Schedule

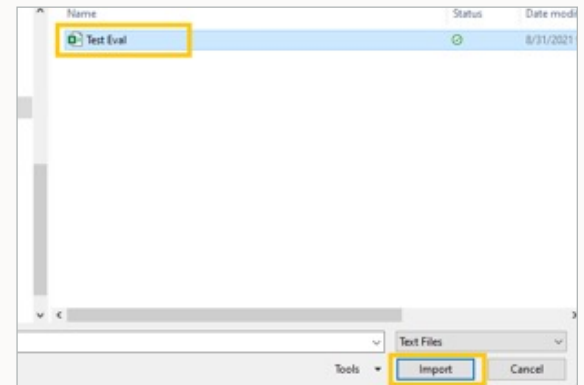


**Please note:** The following screenshots were taken using Excel for Windows. Your experience may differ if you use a different version of Excel.

6. If you export the data to Excel, save the new document and open a new, blank Excel file.
  - a. Select the **Data** tab along the top.

**b. Select **Get Data > From File > From Text/CSV.****

- i. Navigate to the evaluation data file you just downloaded and select **Import**.



**Test Eval.csv**

File Origin: 1252: Western European (Windows) | Delimiter: Comma | Data Type Detection: Based on first 200 rows

Example	Test	Response
1	question	Answer
2	question	Answer
3	question	Answer
4	question	Answer

**Test Eval.csv**

File Origin: 1252: Western European (Windows) | Delimiter: Comma | Data Type Detection: Based on first 200 rows

- 874: Thai (Windows)
- 857: Turkish (DOS)
- 28599: Turkish (ISO)
- 10081: Turkish (Mac)
- 1254: Turkish (Windows)
- 10017: Ukrainian (Mac)
- 1200: Unicode
- 1201: Unicode (Big-Endian)
- 12001: Unicode (UTF-32 Big-Endian)
- 12000: Unicode (UTF-32)
- 65000: Unicode (UTF-7)
- 65001: Unicode (UTF-8)**
- 20127: US-ASCII
- 1258: Vietnamese (Windows)
- 20005: Wang Taiwan
- 850: Western European (DOS)
- 20105: Western European (ISO)
- 28591: Western European (ISO)
- 10000: Western European (Mac)
- 1252: Western European (Windows)

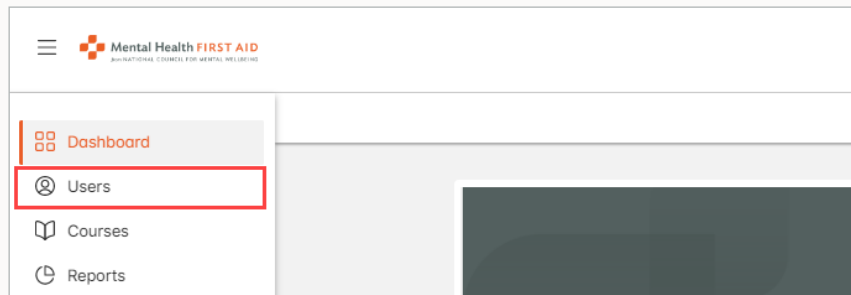
**Load** | Transform Data | Cancel

- ii. With Delimiter set to **Comma**, select the **File Origin** dropdown arrow.
- iii. Select **65001: Unicode (UTF-8)** from the dropdown list and click **Load**.

## 9.11. ACCESSING LEARNER CERTIFICATES

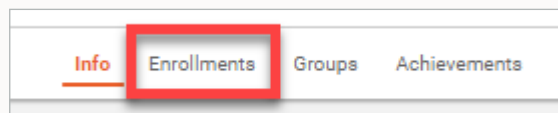
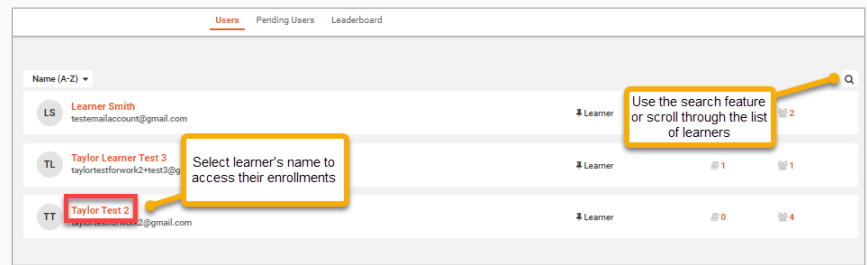
There are two ways to access a learner's certificate. Both are outlined here:

### Option 1: By Learner Name



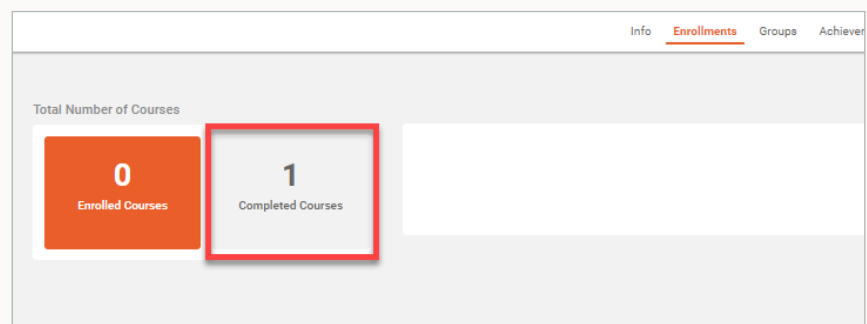
1. Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
2. On your homepage, Select **Users** from the left side menu.

3. This will bring you to the page that lists all the learners in your group. Select the **name of the learner** whose certificate you want to access.



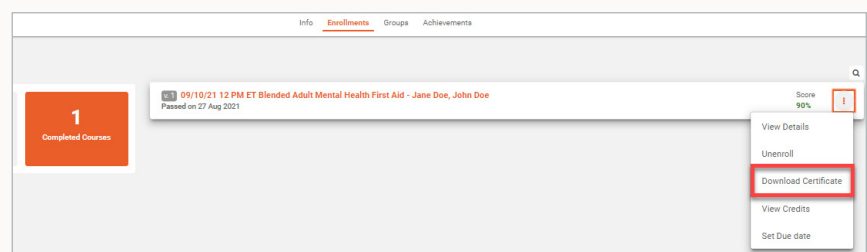
4. At the top of your screen, select the **Enrollments** tab.

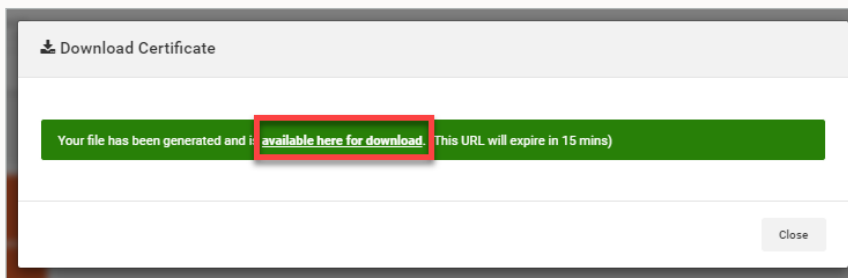
5. Select **Completed Courses**.



6. This will allow you to see all the courses this learner has completed. Find the completed course you want to access the certificate for, navigate to the right of the score, and select the **three dots**.

7. In the dropdown, select **Download Certificate**.

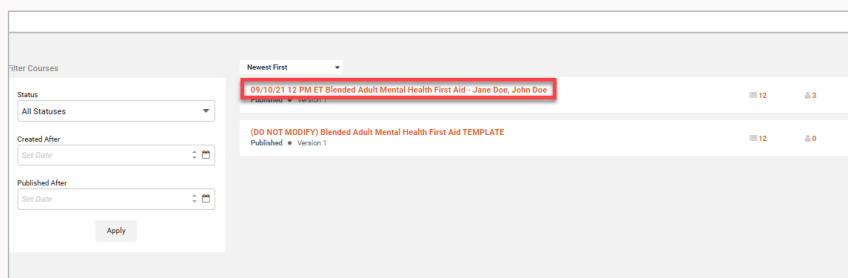
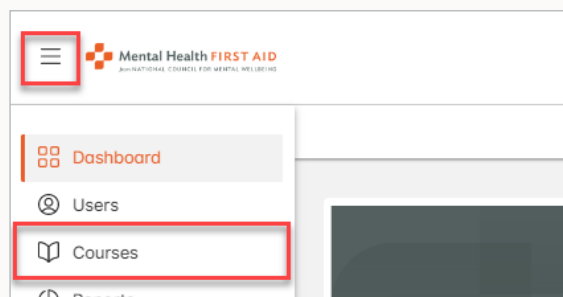




8. A Download Certificate box will pop up. Select the phrase **available here for download**. You will be able to download the certificate as a PDF file.

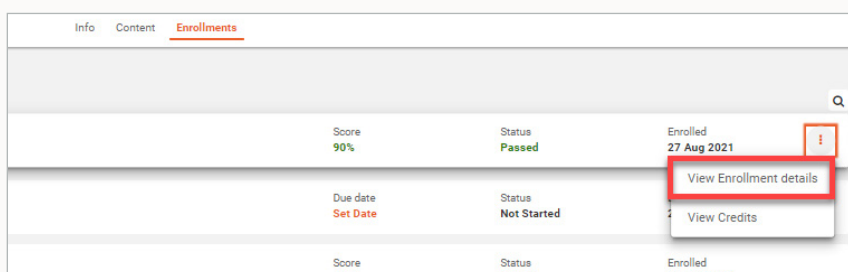
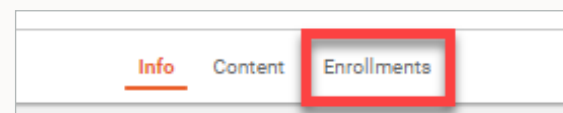
## Option 2: By Course

1. Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
2. On your homepage, select **Courses** from the left side menu.



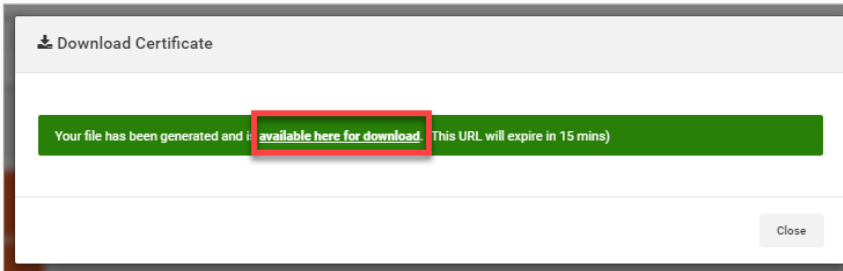
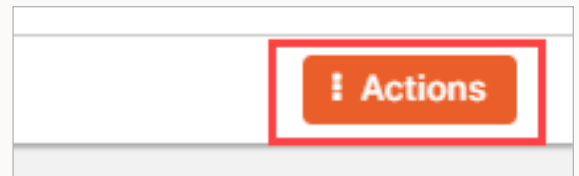
3. Select the name of the course in which the learner was enrolled.

4. At the top of your screen, select the **Enrollments** tab.



5. Find the name of the learner whose certificate you want to access. Select the three dots to the right of the enrolled column.
6. Select **View Enrollment Details**.

7. Click **Actions** in the top right corner.
8. Select **Download Certificate** in the dropdown.



9. A Download Certificate box will pop up. Select the phrase available here for download. You will be able to download the certificate as a PDF file.

# SECTION 2: FOR COORDINATORS

## 10. WHAT IS A COORDINATOR?

A Coordinator provides logistical support for a group of Instructors who teach Mental Health First Aid (MHFA) on behalf of an organization or company. A Coordinator can conduct specific processes in MHFA Connect on behalf of their Instructors. (The numbers next to each item refer to its section in this user guide.)

- Purchase printed materials. ([See 4.](#))
- Create a course.\* ([See 12.](#))
- Add multiple Instructor-led sessions to a course. ([See 9.2.](#))
- Create learner accounts. ([See 9.3.](#))
- Enroll learners. ([See 9.4.](#))
- Edit a learner's email address. ([See 9.5.](#))
- Reschedule a course. ([See 9.6.](#))
- Monitor learners' pre-evaluation, opinions quiz and Blended pre-work. ([See 9.7.](#))
- Unenroll learners. ([See 9.8.](#))
- Mark attendance. ([See 9.9.](#))
- Access evaluation data. ([See 9.10.](#))
- Access learner certificates. ([See 9.11.](#))
- Purchase and use vouchers. ([See 5.](#))

\*A Coordinator completes most of the tasks listed above the same way an Instructor would, with the exception of how they create a course and how they invite learners to MHFA Connect.

Coordinators can only access and manage their Instructors' courses that they have created on behalf of the Instructor. Therefore, if a Coordinator needs to be involved with managing an Instructor's course, it is best for the Coordinator to create the course on their behalf so that both Coordinator and Instructor have access to it.

**(Note:** This does not pertain to reporting. Coordinators have the ability to pull reports on behalf of all their Instructors' courses regardless of who created the course.)

## 11. REQUESTING COORDINATOR-LEVEL ACCESS

Coordinator-level access is the set of permissions a Coordinator receives in MHFA Connect to allow them to complete the outlined functions of their role.

Existing Coordinators, i.e., those who had Coordinator-level access in Cornerstone (the former learning management system), do not need to reapply. Their status was transferred to MHFA Connect as part of the transition to the new platform.

To receive Coordinator-level access in MHFA Connect, complete all information on the Coordinator Access Request form and submit it via the Request Assistance form. Both are on the Resource page in MHFA Connect. If you do not have access to the forms, contact [CoordinatorAccess@TheNationalCouncil.org](mailto:CoordinatorAccess@TheNationalCouncil.org).

**Your request for access may take up to 30 days to process.**

Once we have processed your request, we will send you an invitation to activate your account. After you have activated your account, email [CoordinatorAccess@TheNationalCouncil.org](mailto:CoordinatorAccess@TheNationalCouncil.org) to finalize your access needs.

## 12. HOW TO CREATE A COURSE (COORDINATORS ONLY)

As an MHFA Coordinator, your tasks may include creating courses for your Instructors.

Coordinators can only access and manage their Instructors' courses if they have created the course on behalf of the Instructor. Therefore, if a Coordinator needs to be involved with managing an Instructor's course, it is best for the Coordinator to create the course on their behalf so that both Coordinator and Instructor have access to it.

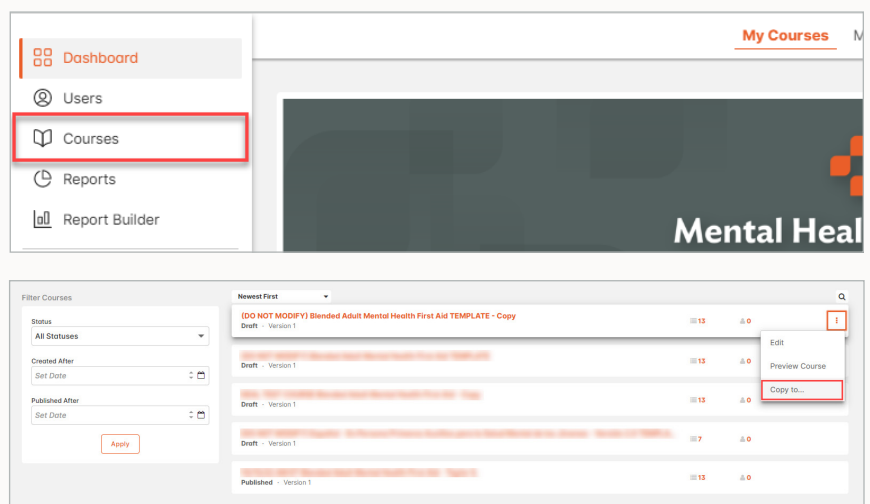
**(Note:** This does not pertain to reporting. Coordinators have the ability to pull reports for any of their Instructors' courses regardless of who created the course.)

There are two course delivery options for Adult and Youth MHFA:

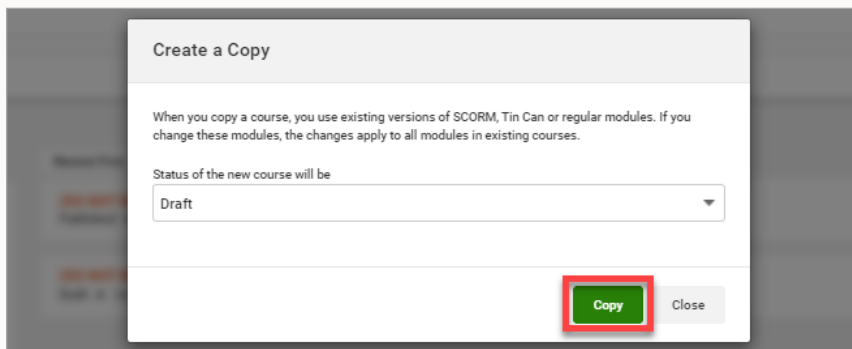
- In-person.
- Blended with in-person Instructor-led training or virtual Instructor-led training.

**For Adult and Youth Courses**

1. Navigate to <https://connect.MentalHealthFirstAid.org> to log in to your MHFA Connect account.
2. Select **Courses** from the left side menu.
3. Hover over the name of the course template you would like to use. Select the **three dots** to the right of the template name, then select **Copy to....**

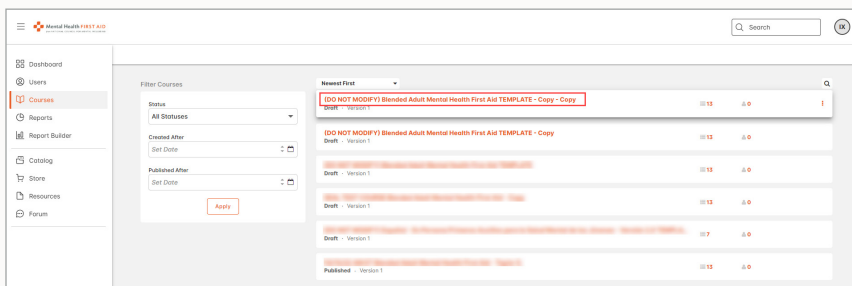






4. The **Create a Copy** window will pop up, with **Draft** shown in the field **Status of the new course will be**. Select **Copy** to create a copy of the course template that you will use to create your course.

**Please note:** You will see that the course is copying. It may take several minutes for the copied course to appear in the course listing. (To refresh the page, select **Courses** from the dropdown menu again or the refresh button.



5. Select the **Course Name** of the copied course.

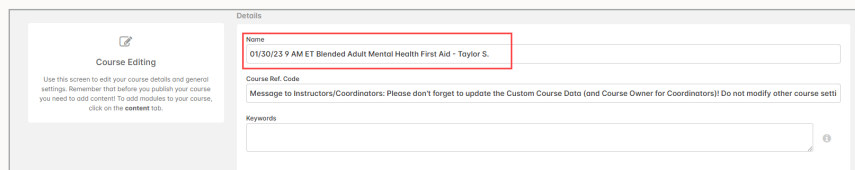
6. Use the following naming convention to rename the copied course:

- i. Remove the following from the name:

- (DO NOT MODIFY)
- TEMPLATE - Copy - Copy

- ii. Add the following to the name:

- The dates of the first and last session of the course at the beginning of the name.
- The group or cohort number, if your Instructor has sessions for multiple courses scheduled on the same day.
- The Instructor name(s) at the end of the name. List Instructor 1 first.



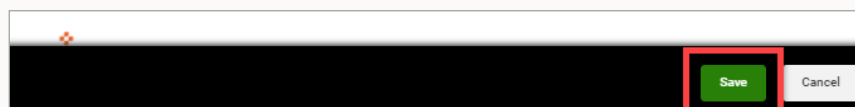
- **Example:** When you copy the Blended Adult Mental Health First Aid template, the system will name the copy:

**(DO NOT MODIFY) Blended Adult Mental Health First Aid TEMPLATE - Copy - Copy**

You will change the name to the following, depending on if your Instructor has sessions for multiple courses scheduled on the same day.

**10/12/21 10 AM ET Blended Adult Mental Health First Aid - Jane Doe, John Doe.**

- iii. Select **Save**.



7. Select **Custom Course Data** to fill out information regarding the course including your co-Instructor, if applicable. This data is for MHFA records only and is not viewable from your learners' accounts.

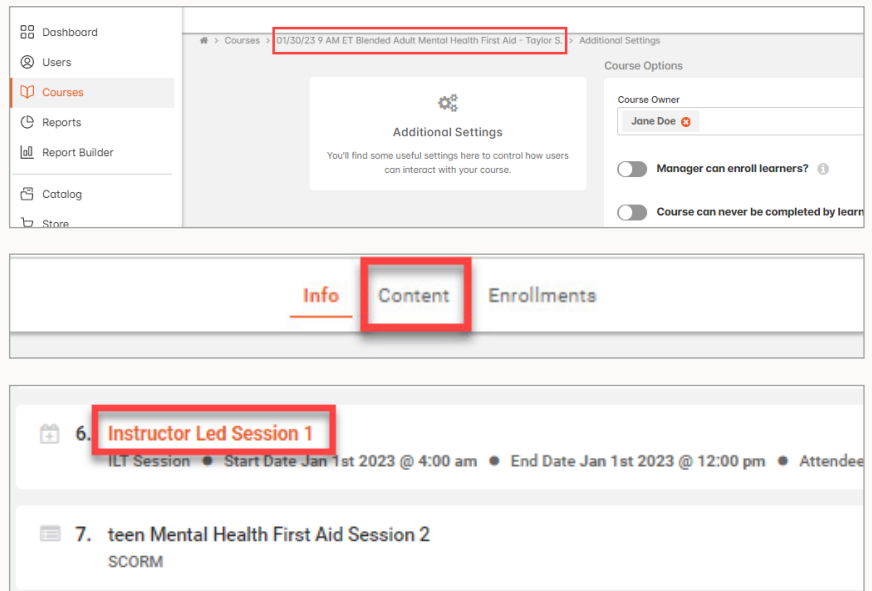
**Note:** There are several DO NOT MODIFY fields in this section. Please do not modify them.

8. Once you've completed the Custom Course Data fields, click **Save**. Select **course name** link in the top left corner to continue creating your course.

9. Change the **Course Owner** to Instructor 1.
  - a. Select **Additional Settings** from the Course – Info page.
  - b. Remove your name from the Course Owner field by selecting the **X** next to your name. Enter the first few letters of Instructor 1's name or email address to search for the Instructor. Select the appropriate Instructor name (be sure the name and email address match for your Instructor). **Note:** You can only add one course owner. You will add Instructor 2's name, if applicable, to the Custom Course Data field (Step 7) and the Instructor-led session description (Step 11).

- c. Once you've entered the appropriate Instructor name in the Course Owner field, click **Save**. Then select course name link in the top left of the window to return to the Course – Info page. At this point, the Course Owner (Instructor 1) and the Coordinator (you) will have access to this course from the **Courses** tab.

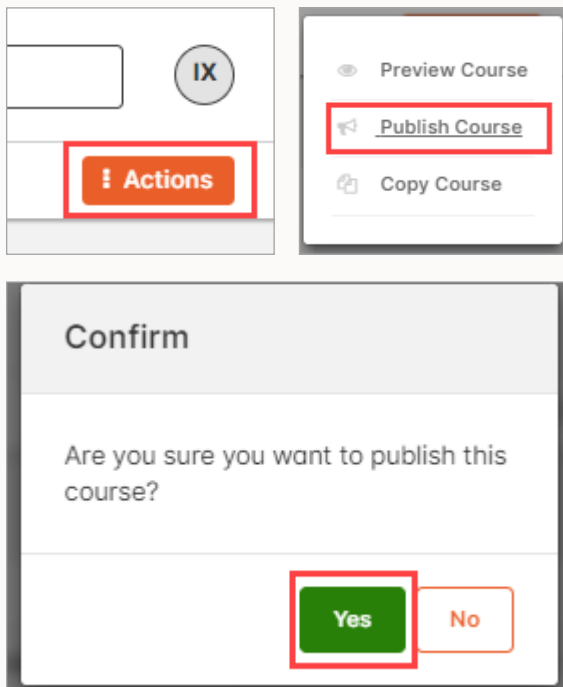
10. To edit the Instructor-led Session module of the course, select **Content** from the secondary navigation menu. Then select **Instructor-led Session**.



11. Edit the following fields:

- Starting Date and Starting Time** – Click the **Calendar** icon to the right of the field to edit the starting date and starting time of the Instructor-led session.
- Ending Date and Ending Time** – Select the **Calendar** icon to the right of the field to edit the ending date and ending time of the Instructor-led session.
- Location** – Select the dropdown arrow and choose the appropriate location of the course. (This field will populate from all in-person and virtual Instructor-led sessions.)
- Description** – Enter the following information in this text box:
  - Instructor Name(s).
  - Contact Info
  - Link or Location for course.
  - Note:** Add any information you need to communicate to your learners regarding the Instructor-led session here.
- DO NOT MODIFY the following fields in the Instructor Led Session modules:
  - Title – If you're only adding one Instructor-led session, do not edit the title. If you will have more than one Instructor-led session, see [9.2 Adding Multiple Instructor-led Sessions](#).
  - Capacity – Leave at 30.
  - Instructor – Leave as Course Owner.
  - Timezone – This field will be auto-populated from your response in the Location field.

12. Select **Save**.



13. At this point, you should be ready to publish your course! To do this, select **Actions** in the top right corner, then select **Publish Course**. Select **Yes** to confirm you would like to publish the course.

You will see from the **Courses** page that your course is now **Published** rather than in Draft.

Newest First				
01/30/23 9 AM ET	Blended Adult Mental Health First Aid - Taylor S.		13	0
<b>Published</b>	Version 1			
(DO NOT MODIFY)	Blended Adult Mental Health First Aid TEMPLATE - Copy		13	0
Draft	Version 1			

**Please note:** If you update any fields in your course after publishing your course (e.g., Custom Course Data fields, Instructor-led Session module), you must edit the course name in some way. It can be as simple as adding a period or a dash somewhere in the course name, then select Save. If you chose to display your course on the MHFA website Find-a-Course tool for future First Aiders to find your course, making this course name change will provide the corrected updated information to your advertised course on the website.

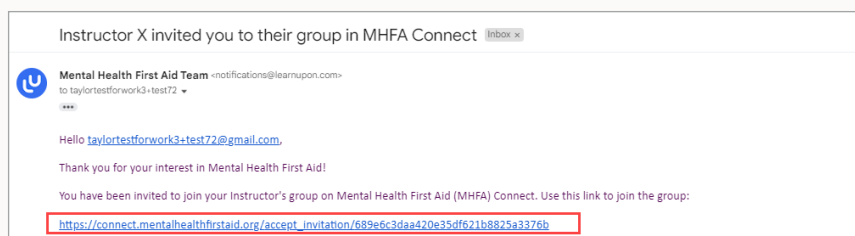
## SECTION 3: FOR ASSISTING LEARNERS

### 13. HOW A LEARNER SETS UP THEIR MHFA CONNECT ACCOUNT

The first act a learner will undertake in MHFA Connect will be setting up their MHFA Connect account.

1. Accept the MHFA Connect Invite and **click the link** to be directed to the MHFA Connect sign-up page.

Once a learner registers for your Mental Health First Aid (MHFA) course, the Instructor or Coordinator will follow one of the two processes for creating learner accounts ([See 9.3.](#)). If the Instructor or Coordinator invites them to MHFA Connect, rather than creating the account for the learner themselves, they will receive an email that looks like this:

A registration form titled "Register for MHFA". It includes a sub-header "Create a password for your new account and then register." and three input fields: "Email" (pre-filled with taylorstestforwork3+test72@gmail.com), "Password", and "Confirm password". To the right of the password fields is a legend indicating requirements: 1 number(s), 1 special character(s), 1 uppercase, 1 lowercase, and 8 characters. A red "Register" button is at the bottom.

2. Create a password for their account by entering a **Password** and **Password Confirmation**. Then click **Register**. Passwords must have at least eight characters and include the following: One number, one uppercase letter, one lowercase letter and one special character.

Basic Info

First Name: \*  
First Name

Last Name: \*  
Last Name

Custom User Data

Please fill out the requested information below.

What brings you to MHFA Connect?: \*  
Choose

Work Address Line 1: \*  
Work Address Line 1

Work Address Line 2:  
Work Address Line 2

Work Address City: \*  
Work Address City

Work Address State: \*  
Choose

Save

3. Complete their user profile. Required fields are in red text:

- |                                     |   |  |
|-------------------------------------|---|--|
| a. First Name                       | i. Phone Number   | p. Would you like to receive news and updates from MHFA USA and the National Council for Mental Wellbeing? |
| b. Last Name                        | j. Do you teach MHFA in or for one of the following groups? Select "N/A." | q. Instructor Public Profile   |
| c. What brings you to MHFA Connect? | k. Are you part of a member organization?                                 | r. Instructor Dietary Restrictions   |
| d. Work Address Line 1              | l. Organization   | s. Instructor Dietary Restrictions – If Allergies/Other  |
| e. Work Address Line 2              | m. Job Title  |  |
| f. Work Address City                | n. Gender   |  |
| g. Work Address State               | o. Ethnicity  |  |
| h. Work Address ZIP Code            |   |  |

4. Once they select **Save**, they will be redirected to their account dashboard.

Remind the learner there will not be a course on their MHFA Connect dashboard after they save their learner profile. The invitation simply gives them the opportunity to create their learner profile in MHFA Connect. It is important to emphasize to your learners that completing this account creation process allows an Instructor to enroll them in a future course. Once a learner is enrolled in a course, they will see it on their Dashboard.

## 14. HOW A LEARNER, INSTRUCTOR OR COORDINATOR CAN VIEW MHFA CONNECT IN SPANISH

Did you know that you can change the language of MHFA Connect to Spanish? From your MHFA Connect dashboard, select the circle with your initials (located in the top right corner of the screen). Select "Language: US English" from the menu that appears, and then select "Spanish." Other language options include French, German, UK English, Dutch and Brazilian Portuguese.

## 15. HOW DO LEARNERS PREPARE FOR A COURSE?

Learners must complete the pre-evaluation, opinions quiz and Blended pre-work (if applicable) before they can attend the Instructor-led training. These assignments account for 69% of the course content and are an important part of a future First Aider's course experience. Learners in a Blended course complete pre-work that includes the following:

- Welcome to Mental Health First Aid
- First Aider course instructions
- Mental Health First Aid pre-evaluation
- Mental Health First Aid opinions quiz (not applicable for tMHFA)
- Mental Health First Aid self-paced course

Before the course, Blended Adult and Youth learners are also granted access to the following resources. We strongly encourage learners to review them before the Instructor-led training. (Reviewing them prior to the session is encouraged, but not required.)

- Mental Health First Aid Manual (Youth or Adult)
- Self-care plan template
- Exit ticket
- Mental Health First Aid Participant Processing Guide (Youth or Adult)

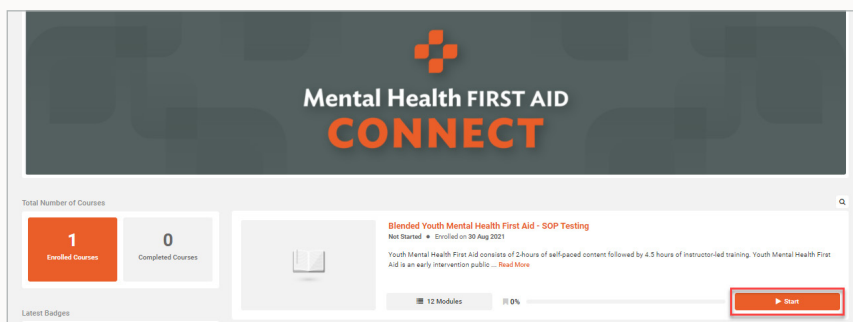
A learner can scroll through the course content after selecting the Start button in the left-hand widget. They must complete each assignment before moving on to the next -- they cannot complete assignments out of order. Learners do not have to complete the Blended pre-work in one sitting; they can step away from their pre-work at any time. When a learner wants to continue their pre-work, they login to their MHFA Connect account at <https://connect.MentalHealthFirstAid.org/> and select the **Resume** button.

## 16. HOW A LEARNER COMPLETES THEIR PRE-EVALUATION, OPINIONS QUIZ AND BLENDED PRE-WORK

Learners may have questions about the assignments they must complete before the Instructor-led session.

### For Adult and Youth MHFA

1. Log in to MHFA Connect at <https://connect.MentalHealthFirstAid.org/>. The learner will be on their homepage, **My Courses**.
2. Click the **Start** button under the enrolled course to begin with a review of the course description and learning objectives.



Start →

After you complete each Blended pre-work module, select **Next Module** in the top right corner. You cannot advance to the next module until you have completed the current module.

**Note:** Learners must complete all Blended pre-work modules prior to the Instructor Led Session! The Instructor will unenroll or transfer any learner who does not completed these assignments before the session.

- Then, select **Start** in the top right corner of the Course Description page to continue to the first module, **Welcome to Mental Health First Aid**.

Next Module →

ation of this course.

✓	1. Welcome to Mental Health First Aid	Completed · Module
📄	2. First Aider Course Instructions	Not Started · Module
✉	3. Youth Mental Health First Aid Pre-Evaluation	Not Started · Survey
✉	4. Youth Mental Health First Aid Opinions Quiz	Not Started · Survey
📄	5. Youth Mental Health First Aid Self-Paced Course	Not Started · Module
📄	6. Youth Mental Health First Aid Participant Manual	Not Started · Module
📄	7. Self-Care Plan Template	Not Started · Module
📄	8. Exit Ticket	Not Started · Module
📄	9. Youth Mental Health First Aid Participant Processing Guide (PPG)	Not Started · Module
📅	10. Instructor Led Session	Not Started · Session · Start Date July 1st 2030 @ 12:00 pm - 9:00 pm · Location District of Columbia

Blended First Aider Course pre-work modules (#1-9)

### Blended Course Pre-work Modules:

- Welcome to Mental Health First Aid
- First Aider Course Instructions
- Pre-evaluation
- Opinions Quiz
- Mental Health First Aid – Self-Paced Course
- MHFA Participant Manual (resource)
- Self-care Plan template (resource)
- Exit Ticket (resource)
- MHFA Participant Processing Guide (resource)

### In-person Course Preparation Modules:

- Welcome and Instructions
- Pre-Evaluation (2nd Edition only)
- Opinions Quiz.

Course Content	
📄	1. Welcome In-Person Mental Health First Aid Module
✉	2. Adult Mental Health First Aid Pre-Evaluation Survey
✉	3. Adult Mental Health First Aid Opinions Quiz Survey
📅	4. Instructor Led Session ILT • Start Date Jan 1st 2022 @ 3:00 am • End Date Jan 1st 2022 @ 12:00 pm • Attendees 0/30
✉	5. Adult Mental Health First Aid Final Exam Exam
✉	6. Adult Mental Health First Aid Post-Evaluation: Knowledge Check Survey
✉	7. Adult Mental Health First Aid Post-Evaluation: Course Response Survey

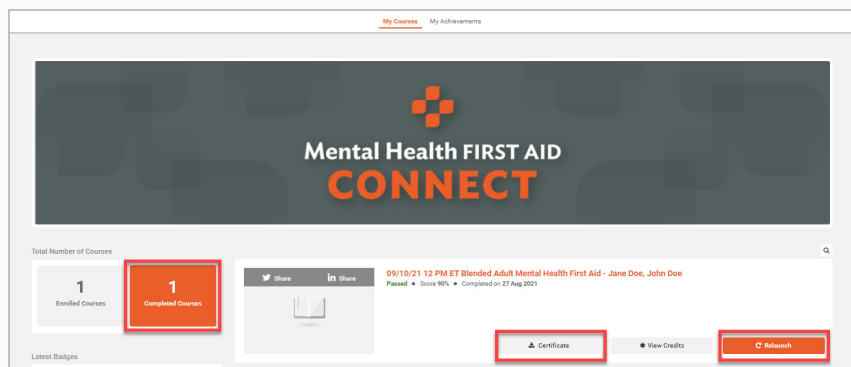
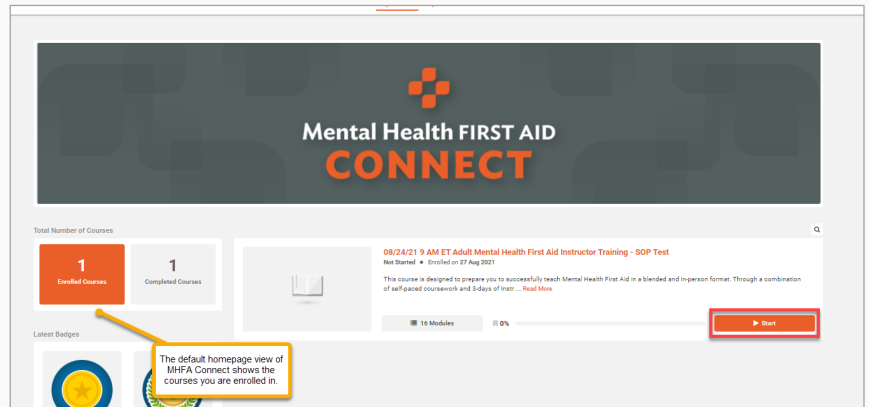
\*Image depicts the course content for a 2nd Edition Youth Course. Your experience may vary depending on the course.



## 17. HOW A LEARNER REVIEWS ENROLLED AND COMPLETED COURSES

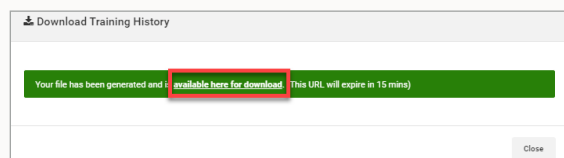
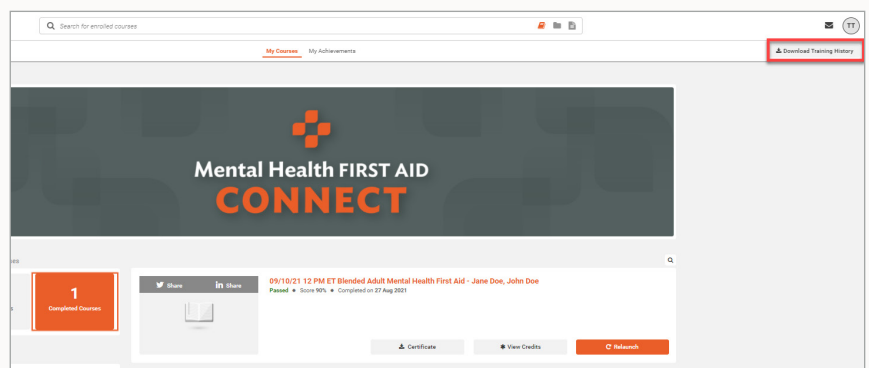
Learners can review the courses they are currently enrolled in or have completed. A PDF version of their course history is available to them for printing or sharing.

1. Log in to MHFA Connect at <https://connect.MentalHealthFirstAid.org/> to get to the homepage, **My Courses**.
  - a. To view **Enrolled Courses**: In the left-hand widget, there's a button that says **Enrolled Courses**. These are the courses they are currently registered in that have a status of **Not Started** or **In Progress**. The learner may start or resume any of these courses.



- b. To view **Completed Courses**: In the left-hand widget, select **Completed Courses**.
  - i. Select **Relaunch** to review course content at any time.
  - ii. Select **Certificate**, then select the **Available for Download** link, to open the certificate in a PDF file they can be saved and/or printed.

- c. After completing at least one course, the learner will be able to select **Download Training History** in the top right corner of the Completed Courses page.

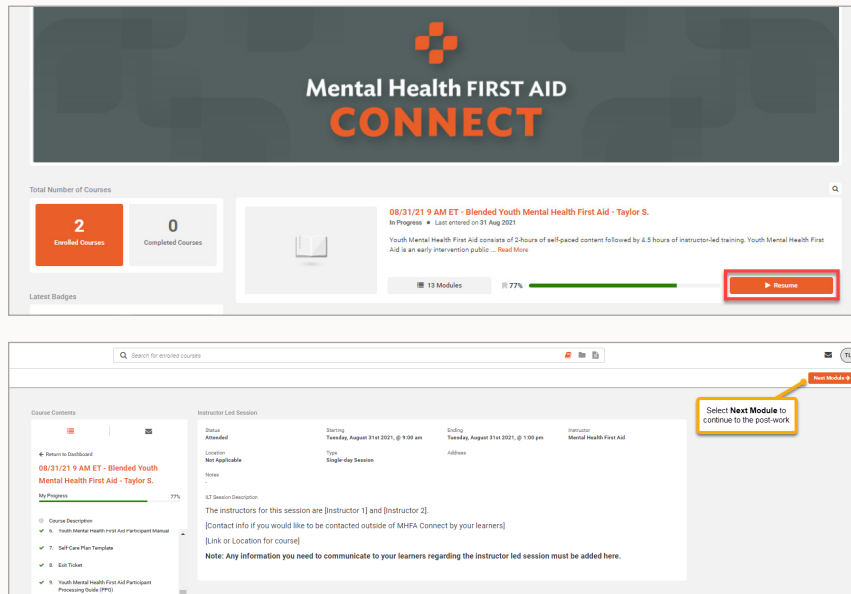


Click **Available Here for Download** to open the complete course history, including certificates/credits, as a PDF document that can be saved or printed.

## 18. HOW A LEARNER COMPLETES THE COURSE AND ACCESSES THEIR CERTIFICATE FOLLOWING THE INSTRUCTOR-LED SESSION

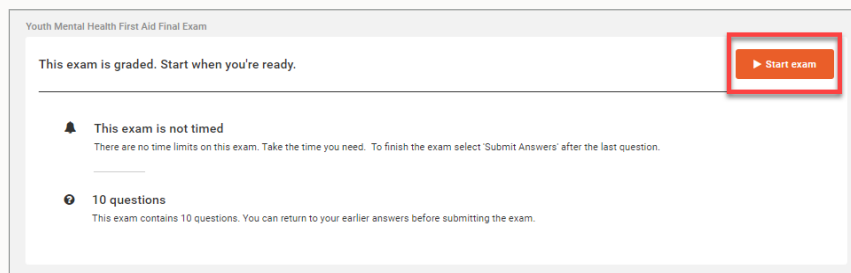
To finish their training and become Mental Health First Aiders, learners must complete the final exam and post-evaluation.

### For Adult and Youth MHFA Courses



1. Log in to MHFA Connect <https://connect.mentalhealthfirstaid.org/>.
2. From the homepage (the My Courses page), select **Resume** on the enrolled course.
3. On the left side of the page, there's a menu of course contents. Scroll to the Instructor Led Session module. If the Instructor or Coordinator has marked the learner in attendance for the Instructor-led session, there will be a green checkmark next to Instructor Led Session, and the status will say attended. The learner selects **Next Module** to move to the final exam and post-evaluation.

**Note:** If a learner's status shows as **Not Started**, they cannot move forward with the final exam and post-evaluation.



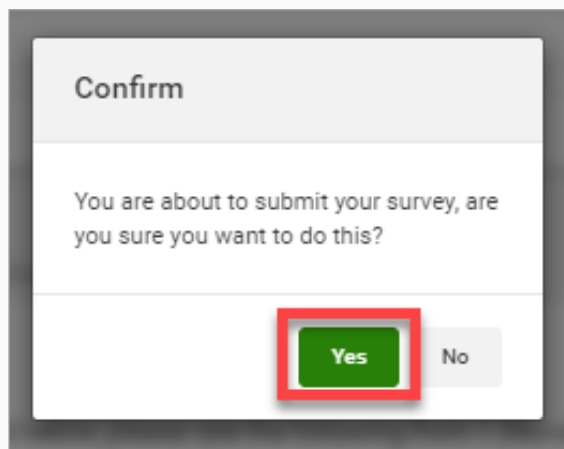
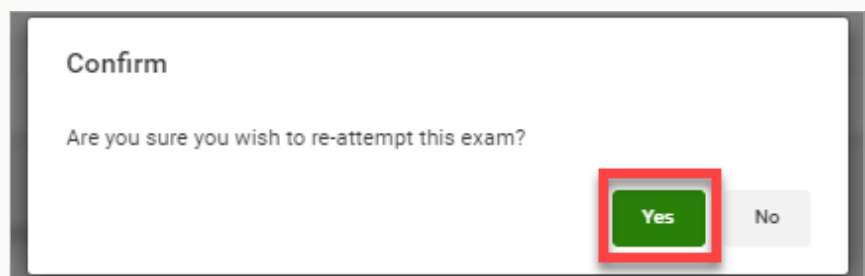
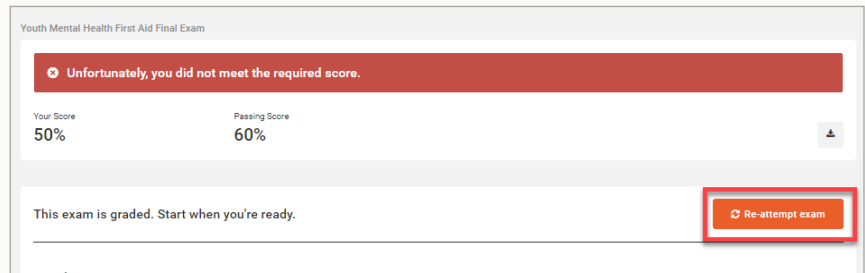
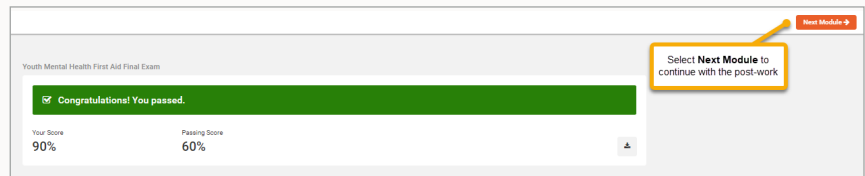
4. Assignment 1: Final Exam
  - a. The first assignment after the Instructor-led session will be the Final Exam. Select **Start Exam**.

This is a 10-question, graded exam, and learners must get a passing score of at least 60% to continue. With each question, the learner selects their answer then selects **Next Question**. Upon answering the last question, select **Submit Answers**. In the pop-up message, select **Submit Answers** again or select **Cancel** to return to the exam.

- b. Once the learner submits answers to the exam, they will see their score and their responses.
  - i. If the learner scores 60% or higher, they select **Next Module**.
  - ii. If the learner does not score 60% or higher, they can select **Re-attempt Exam**, then click **Yes** to confirm they want to re-attempt the exam. With each question, the learner selects their answer then selects **Next Question**. Upon answering the last question, the learner will select **Submit Answers**. In the pop-up message, select **Submit Answers** again or select **Cancel** to go back to the exam.

5. Assignment 2: Post-evaluation(s): The second assignment is the post-evaluation. Once the learner answers each question, they will select **Next Question**. Upon answering the last evaluation question, the learner will select **Submit Survey**. Select **Yes** to confirm submission or **No** to go back to the survey.

**Note:** Blended courses require learners to submit two post-evaluations before completing the course and accessing their certificate.



## 6. Download the Certificate

- Once the learner submits the post-evaluation surveys, they have completed the course. They are a First Aider! To access the certificate from this screen, select **Download**. Then select **Available Here for Download** from the Download Certificate window. This will open the certificate as a PDF they can save or print.
- The learner may choose to access their certificate at a later time. They'll log in to their account, and select **Completed Courses** in the left-hand widget. Then, they select **Certificate** and **Available Here for Download** from the Download Certificate window. This will open their certificate as a PDF they can save and/or print.

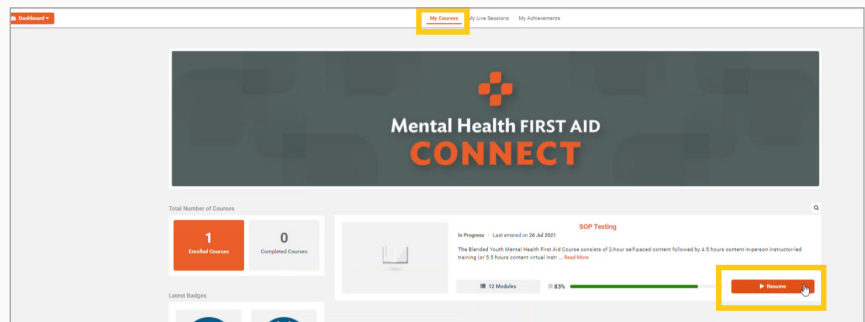
# SECTION 4: FOR INSTRUCTOR CANDIDATES

## 19. HOW TO COMPLETE INSTRUCTOR TRAINING POST-WORK AND ACCESS YOUR INSTRUCTOR CERTIFICATE

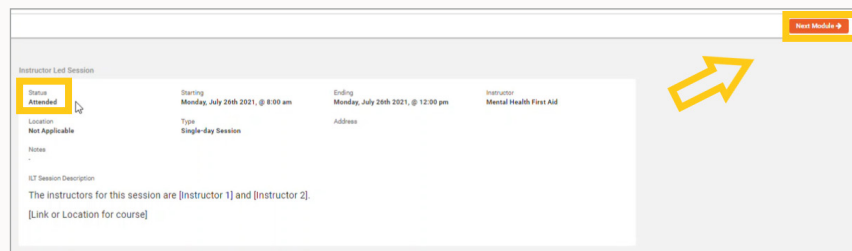
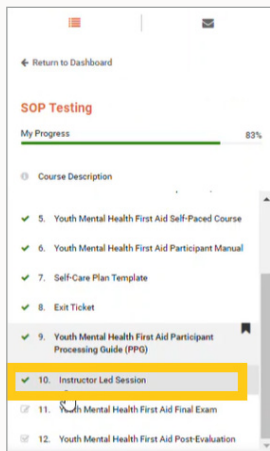
Congratulations! You've completed the National Trainer-led portion of your MHFA Instructor training, and you're ready to finish your post-work and download your Instructor certificate!

### For **Adult** and **Youth** MHFA Instructor Certification

1. Navigate to [connect.MentalHealthFirstAid.com](https://connect.MentalHealthFirstAid.com) and log in to your MHFA Connect homepage.
2. Click **Resume** under the course name.



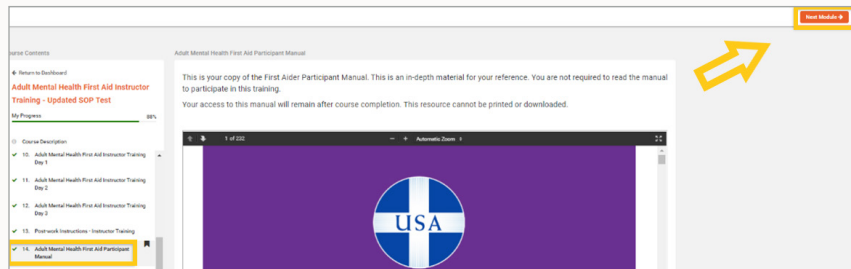
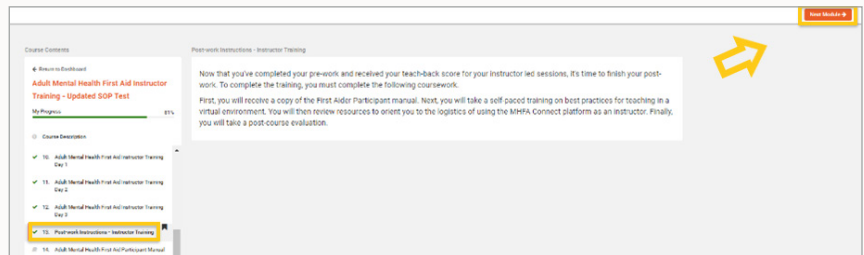
3. Select the Instructor-led Session modules in the Course Contents widget to the left. You can check the attendance status for both Instructor-led Session modules, as marked by your National Trainer. If status is Attended for both modules, select the **Next Module** button in the top right of your screen to continue with the post-work.



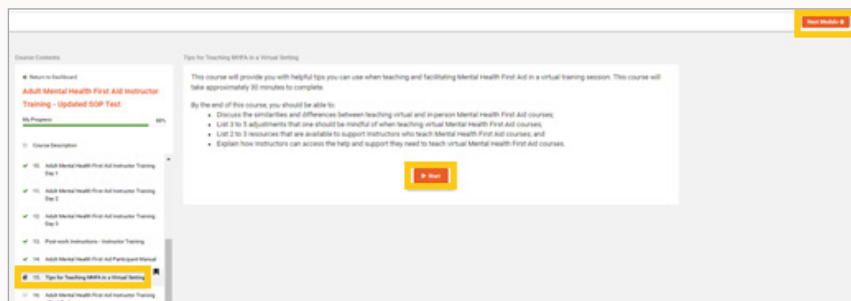
### 4. The following modules comprise the post-work for the **Adult** and **Youth** Instructor training course:

- a. Post-work Instructions – Instructor Training
- b. Adult or Youth Mental Health First Aid Participant Manual
- c. Tips for Teaching MHFA in a Virtual Setting
- d. Webinar: MHFA Connect New Instructor
- e. New Instructor's Guide to MHFA Connect
- f. MHFA Connect User Guide
- g. MHFA Instructor Policy Handbook
- h. Adult or Youth Mental Health First Aid Instructor Training Post-Evaluation
- i. Training Post-Evaluation

- Read through the **Post-work Instructions Instructor Training**, then select **Next Module**.



- Review the Adult or Youth **Mental Health First Aid Participant Manual**. You can come back to the course at any time to access course content, including the digital copy of the manual. Then select **Next Module**.



- Select **Start** to play **Tips for Teaching MHFA in a Virtual Setting**. Once you've completed the course, select **Save & Exit**, then click **Next Module**.

**Note:** After you complete **Tips for Teaching MHFA in a Virtual Setting**, the **Start** button will update to **Relaunch**. If it says **Relaunch**, you can move on by selecting **Next Module**. If the button says **Resume**, it means you have started the course, but have not completed it. You must complete the course to move on.

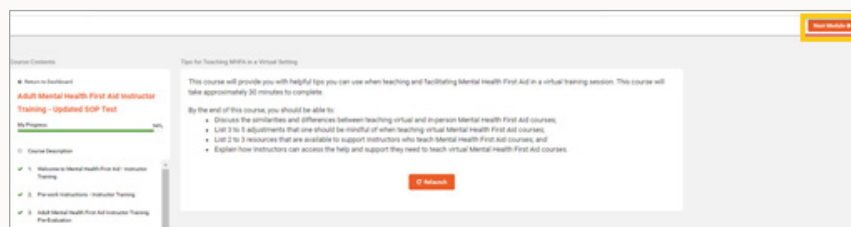


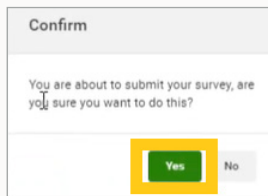
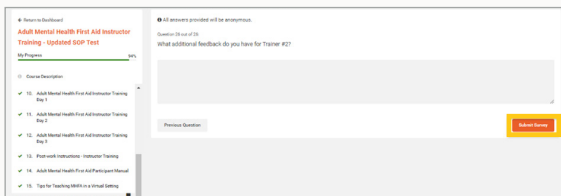
- Select the link **New Instructor Webinar Recording** to access the video. After completing the video, select **Next Module**.

- The next three modules contain important documents for Instructors and Coordinators. Please read through each of these documents carefully and spend time familiarizing yourself with this content. You may download each of these documents to your device or come back to this course at any time to access and review them. The documents are:

- New Instructor's Guide to MHFA Connect**
- MHFA Connect User Guide**
- MHFA Instructor Policy Handbook**

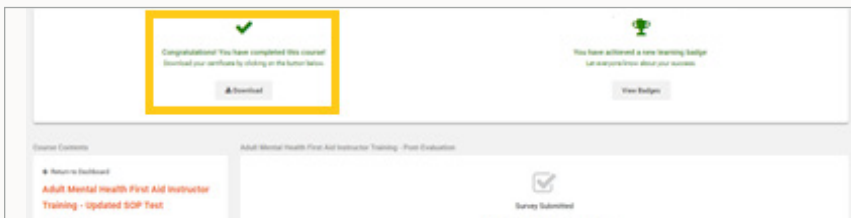
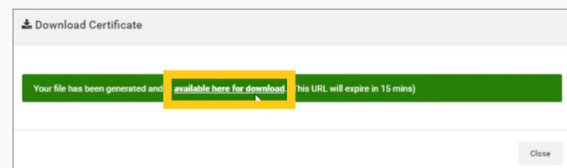
Select **Next Module** at the top right of the page to continue through the post-work content to access each of these resources.





10. Take the post-evaluation, selecting **Next Question** after each question you answer.
11. After you answer the final evaluation question, select **Submit Survey**. Then click **Yes** to confirm submission or **No** to return to the survey.

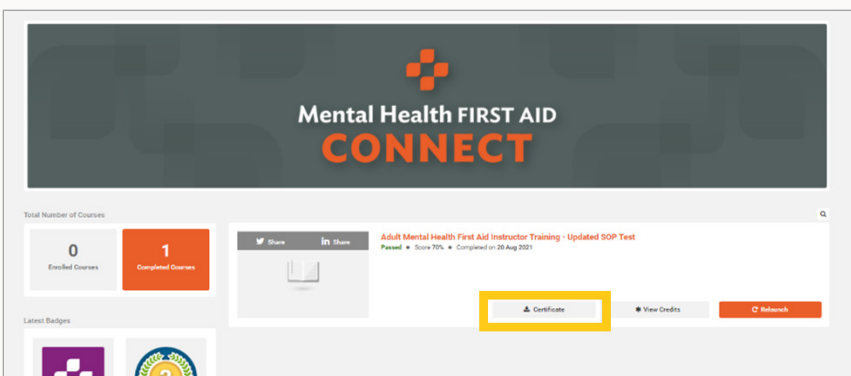
Select **Available Here for Download** from the pop out box. This will open your certificate in a PDF file you can save and print.



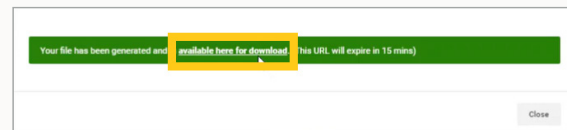
Once you submit the survey, you will have completed the course! You can access your certificate from this screen by selecting **Download**.

### To access your certificate later:

12. Navigate to [connect.MentalHealthFirstAid.com](https://connect.MentalHealthFirstAid.com) and log in to your MHFA Connect homepage.
13. Select **Completed Courses** in the left-hand widget.



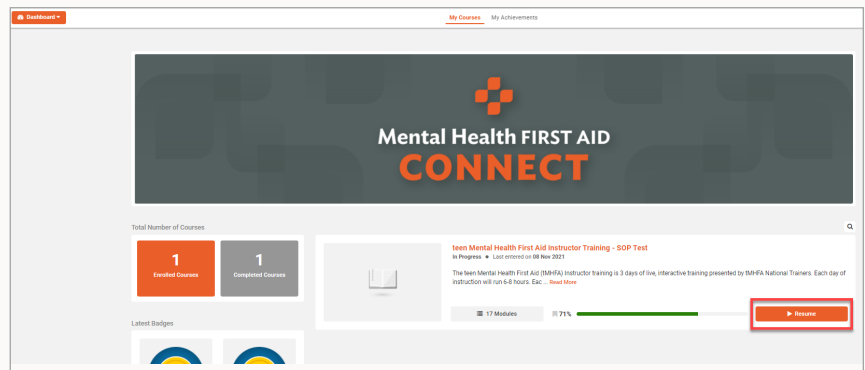
Select **Certificate**, then select **available here for download** from the pop out box. This will open your certificate in a PDF file you can save and print.



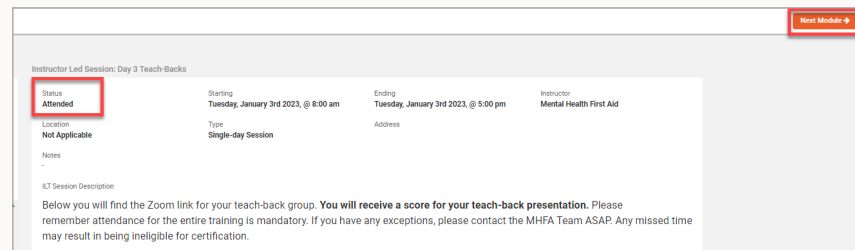
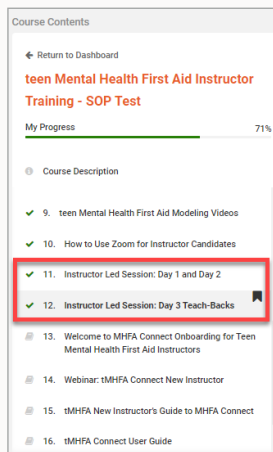
## For **teen** MHFA Instructor Certification

To become certified to teach in-person teen Mental Health First Aid, you must take our 3-day Instructor training. After the Instructor-led sessions of the training, follow these steps to complete your course and access your Instructor certificate.

1. Navigate to [connect.MentalHealthFirstAid.com](https://connect.MentalHealthFirstAid.com) and log in to your MHFA Connect homepage.
2. From the home page (My Courses page), select **Resume** under the appropriate course name.



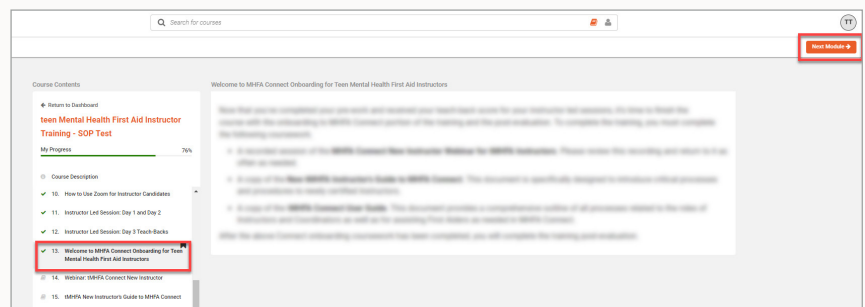
3. Select the **Instructor Led Session** modules in the **Course Contents** widget to the left. You can check your attendance status for both of the Instructor led session modules, as marked by your National Trainer. If status is **Attended** for both modules, select the **Next Module** button in the top right of your screen to continue with the post-work.



## 4. The following modules comprise the post-work of the course:

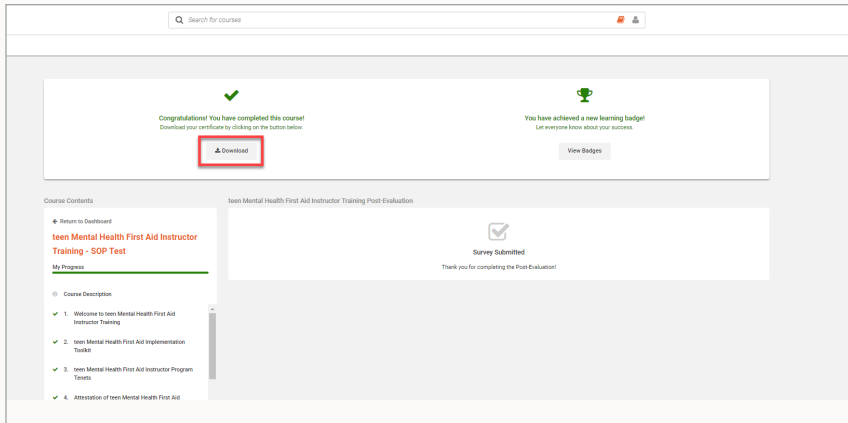
- a. Welcome to MHFA Connect Onboarding for teen Mental Health First Aid Instructors
- b. Webinar: tMHFA Connect New Instructor
- c. tMHFA New Instructor's Guide to MHFA Connect
- d. tMHFA Connect User Guide
- e. teen Mental Health First Aid Instructor Training Post-Evaluation

To begin, read through the **Welcome to MHFA Connect Onboarding for teen Mental Health First Aid Instructors**, then select **Next Module**.





5. Continue through all the post-work modules. At the end of the post-evaluation, select **Submit Survey**. Then select **Yes** to confirm submission.

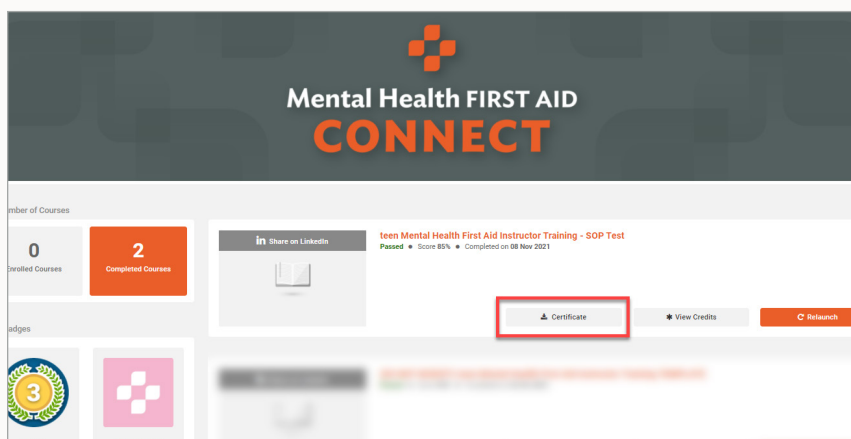
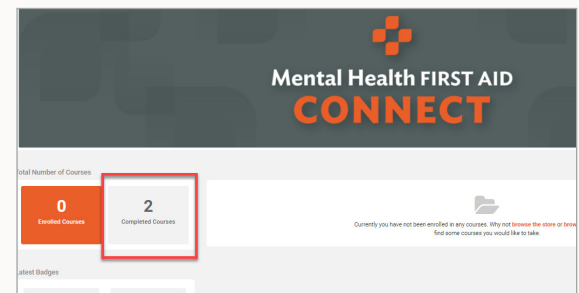


6. If you passed the course with a passing teach-back score, you will see that you have completed the course and you have access to download your certificate. To access the certificate, select **Download**. In the download certificate window, select the **available for download** link. This will open your certificate in a PDF file you can save and print.

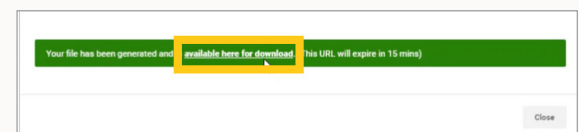


### To access your certificate later:

7. Navigate to [connect.MentalHealthFirstAid.com](https://connect.MentalHealthFirstAid.com) and log in to your MHFA Connect homepage.
8. Select **Completed Courses** in the left-hand widget.



9. Navigate to the appropriate completed course, then select **Certificate**. In the download certificate window, select the **available here for download** link. This will open your certificate in a PDF file you can save and print.

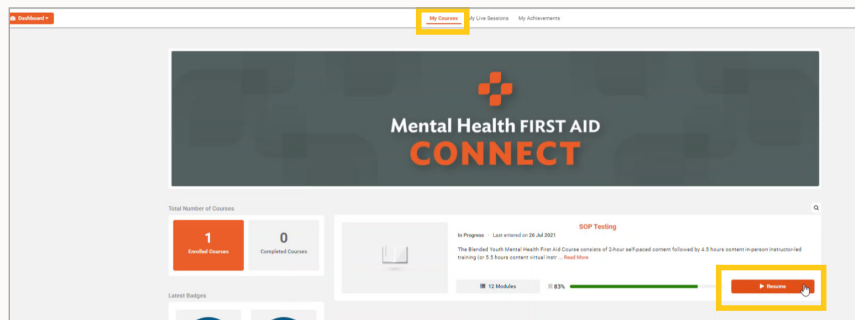




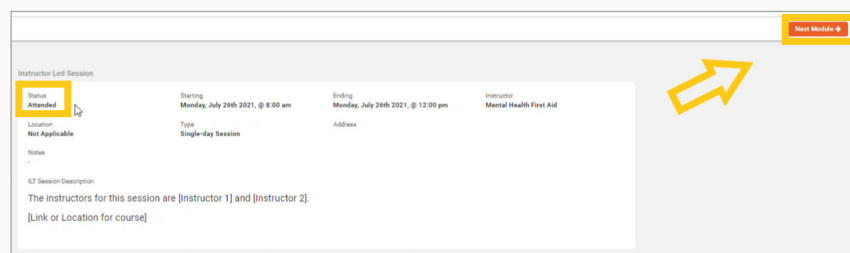
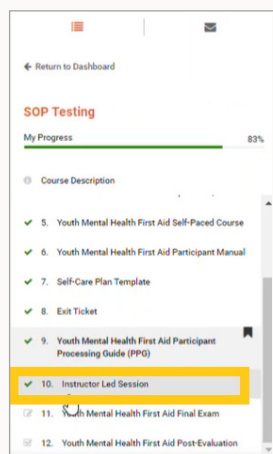
## 20. HOW TO COMPLETE THE 1-DAY BLENDED TEEN MENTAL HEALTH FIRST AID INSTRUCTOR TRAINING AND ACCESS CERTIFICATE

Once you're certified to teach teen Mental Health First Aid in person, you have the option to become certified to teach it in the Blended format as well. You'll need to complete a 1-day training with a National Trainer, then finish up with these steps to complete the course and access your Instructor certificate for Blended tMHFA.

1. Navigate to <https://connect.mentalhealthfirstaid.org/> and log in to your MHFA Connect homepage.
2. From the home page (My Courses page), select **Resume** under the appropriate course name.



3. Select the **Instructor Led Session** module in the **Course Contents** widget to the left. You can check the attendance status for the Instructor-led session, as marked by your National Trainer. If status is **Attended**, select the **Next Module** button in the top right of your screen to continue with the post-work.



For this course, there are required post-work modules and optional post-work modules. Upon completing the required post-work modules, you will have completed the course and have access to your Blended instructor certificate. You will also have access to continue with the optional post-work modules – the self-paced courses that your blended learners will have to take before attending the corresponding Instructor-led session.

The following modules are **required** post-work:

- Post-Work Instructions – tMHFA 1-Day Blended
- tMHFA Blended Instructor Training: Post-Evaluation

These modules are **optional**:

- teen Mental Health First Aid Session 1
- teen Mental Health First Aid Session 2
- teen Mental Health First Aid Session 3
- teen Mental Health First Aid Session 4

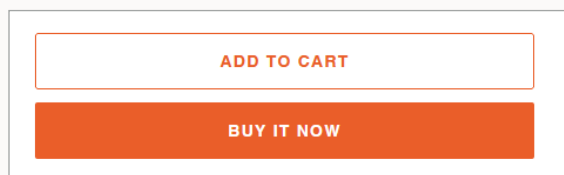
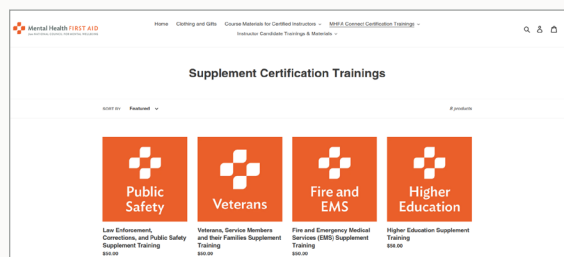
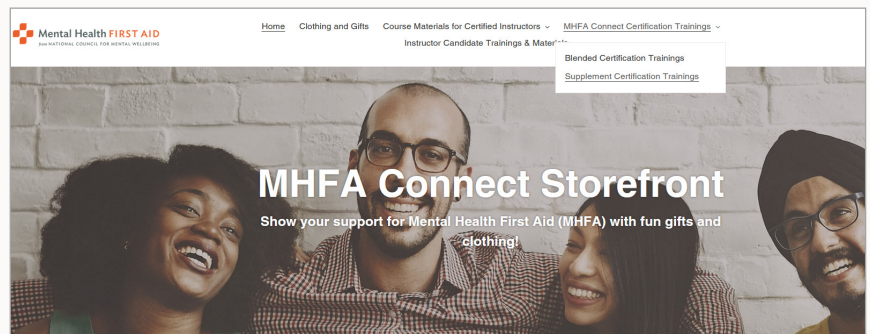
- teen Mental Health First Aid Session 5
- teen Mental Health First Aid Session 6
- Helping a Friend in Crisis: Skill-Building Scenario #1
- Using the tMHFA Action Plan: Skill-Building Scenario #2
- Helping a Friend Online: Skill-Building Scenario #3

4. Continue through the required post-work modules. At the end of the post-evaluation, select **Submit Survey**. Then select **Yes** to confirm submission.
5. You will see that you have completed the course and you have access to download your certificate. You also can continue with the optional post-work modules and access your certificate later. (See prior section.)
  - a. To access the certificate, select **Download**. In the download certificate window, select the **available for download** link. This will open your certificate in a PDF file you can save and print.
  - b. To continue with the optional post-work modules, select **Next Module**. To launch each course, select **Start**. The course will open in a new window.

## 21. HOW TO PURCHASE AND EARN A BLENDED INSTRUCTOR OR COMMUNITY-SPECIFIC COURSE DESIGNATION

Once you're certified to teach Adult or Youth MHFA, there are several opportunities to enhance your certification. Whether you want to add Blended courses to your roster, reach a new audience, just follow these steps:

1. Visit the MHFA Connect storefront (<https://store.mentalhealthfirstaid.org>).
2. From the homepage, select **MHFA Connect Certification Trainings**.




3. Select the appropriate Blended or Adult Supplement certification. (The options you see will correspond to your certification.)
4. Select **ADD TO CART** to continue shopping or **BUY IT NOW** to proceed to checkout.

5. Confirm your contact information and select **Continue to Payment**.

**National Council for Mental Wellbeing**  
Information > Shipping > Payment

**Contact information**

 Paul Lauricella (paul@thenationalcouncil.org)  
[Log out](#)

☐ Email me with news and offers

**Shipping address**

First name: Paul, Last name: Lauricella

Company (optional):

Address:

Apartment, suite, etc. (optional):

City:

Country/region: United States, State: Washington DC, ZIP code:

**Law Enforcement, Corrections, and Public Safety Supplement Training** \$50.00


Voucher or discount code:  [Apply](#)

Subtotal: \$50.00  
Shipping: Calculated at next step

**Total** USD **\$50.00**

#### Payment

All transactions are secure and encrypted.

**Credit card**  and more...

Card number:

Name on card:

Expiration date (MM / YY):  Security code:

☐ Request An Invoice

#### Billing address

Select the address that matches your card or payment method.

☒ Same as shipping address

☐ Use a different billing address

[Return to shipping](#)

[Pay now](#)

6. To pay by credit card, enter your credit card information and select **Pay Now**. To request an invoice, select **Request an Invoice** and then click **Complete Order**.

7. You will be redirected back to MHFA Connect and you may then launch the course by clicking **Start** from the course on your dashboard.

**Mental Health FIRST AID CONNECT**

Total Number of Courses

1 Enrolled Courses, 0 Completed Courses

**How to Teach a Blended Adult MHFA Course**  
Not Started - Enrolled on 27 Sep 2021  
This course is designed for certified Adult Mental Health First Aid instructors who trained prior to the launch of blended courses. This course is comprised of self-paced work that can... [Read More](#)

1 Modules, 0% Progress

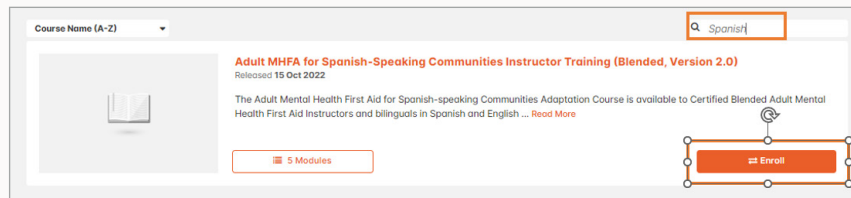
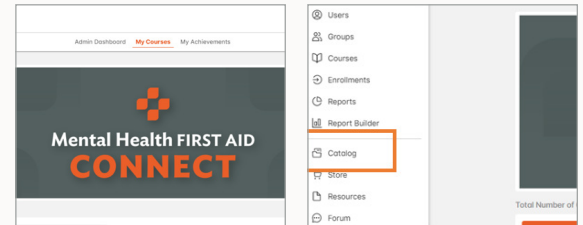
[Start](#)

## 22. HOW TO SELF-ENROLL IN AN INSTRUCTOR DESIGNATION COURSE FOR ADULT OR YOUTH MHFA FOR SPANISH-SPEAKING COMMUNITIES.

Earning a designation in the Adult MHFA for Spanish-speaking communities Version 2.0 and Youth MHFA for Spanish-speaking communities Version 2.0 is free for all Instructors, however they must first be certified to teach the corresponding Version 2.0 Adult or Youth MHFA curriculum in English.

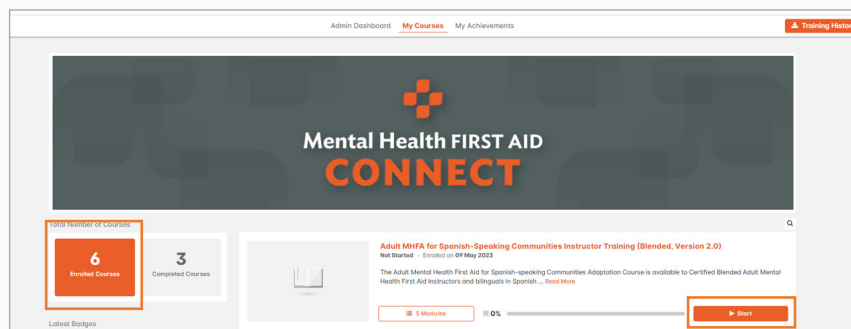
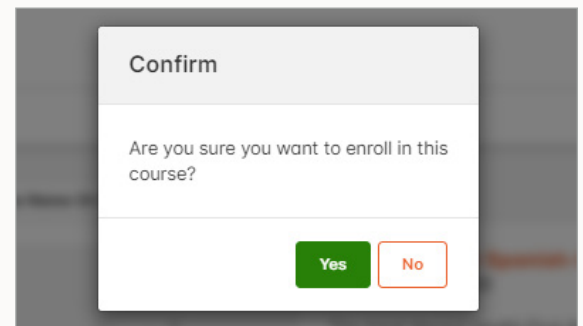
### To self-enroll in your course:

1. Navigate to [connect.MentalHealthFirstAid.com](https://connect.MentalHealthFirstAid.com) and log in to your MHFA Connect homepage.
2. Select **Catalog** from the left side menu.



3. Narrow your results by entering “**Spanish**” in the search bar.
4. Select the course you wish to enroll in.

5. Confirm that you wish to enroll.



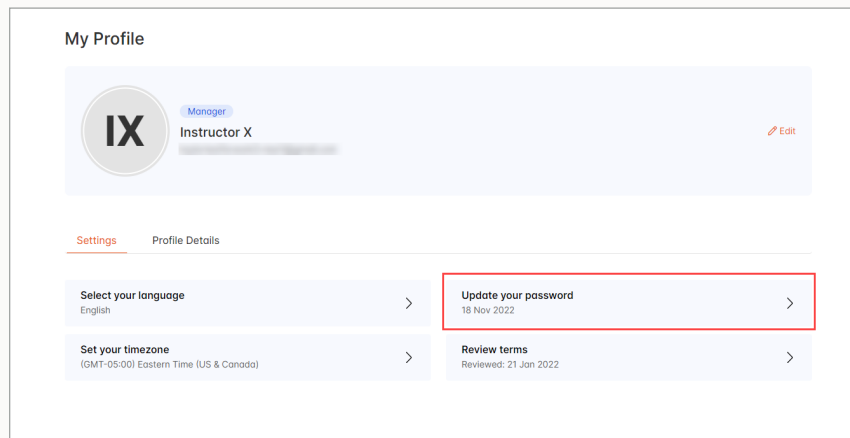
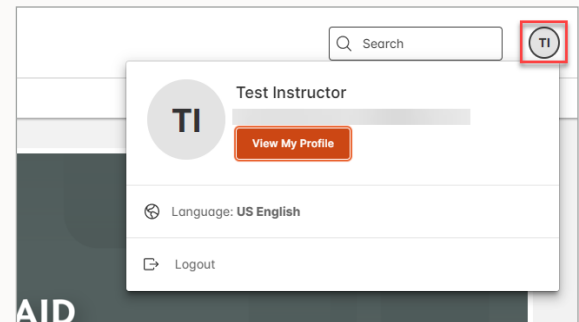
6. Your course will appear on your MHFA Connect **Dashboard** under Enrolled Courses. Select **Start** to begin.

# SECTION 5: PASSWORD MANAGEMENT

## 23. HOW TO CHANGE YOUR PASSWORD

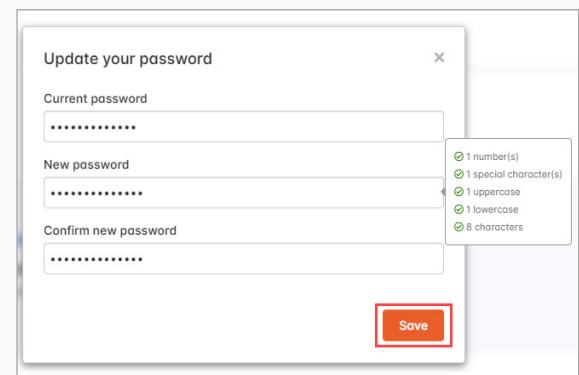
Whether you're a National Trainer, Instructor or Coordinator, changing your password every so often is a best practice.

1. Navigate to [Connect.MentalHealthFirstAid.org](https://Connect.MentalHealthFirstAid.org) and log in to MHFA Connect.
2. Locate and select the gray circle with your initials or photo in the top right corner of your screen.
3. Selecting this circle will bring you into your User Settings. Select **View My Profile**.

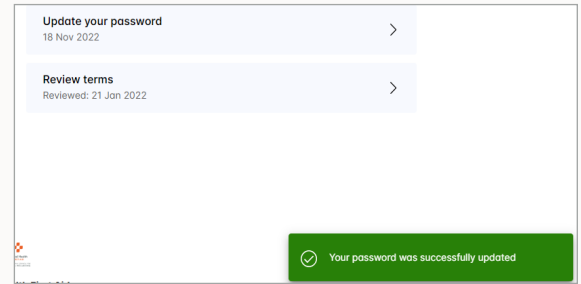


4. In the **My Summary** widget on the left side of your screen, click **Change Password**.

5. This will bring up another widget where you can change your password. Enter your Current Password, New Password and Password Confirmation. Then click **Save**.



6. Once you have selected **Save**, the message **Password Successfully Updated** will appear in the bottom right corner as confirmation.



**Note:** Changing your password will not log you out of your MHFA Connect account.

**Note:** The next time you log in to your MHFA Connect account, you will need to enter the updated password.

## 24. HOW TO RESET A PASSWORD

Everyone forgets their password sometimes. If this happens to you, don't worry and follow these steps to reset it:

1. Navigate to <https://connect.MentalHealthFirstAid.org>.
2. Select **Forgot Password** link under the password field.

3. This will bring up a **Forgot Your Password** window. Enter the email address you use for MHFA Connect under Email then select **Resend**.

## Welcome to MHFA Connect!

Email

Password

[Forgot your password?](#)

Log in



If you have an account with us, you should shortly receive an email with instructions on how to reset your password. If you do not receive that email within a few minutes, be sure to check your spam folder, and/or contact your portal administrator for further assistance

- You will be redirected to the MHFA Connect login page with a next-steps message: *"If you have an account with us, you should shortly receive an email with instructions on how to reset your password. If you do not receive that email within a few minutes, be sure to check your spam folder, and/or contact your portal administrator for further assistance."*

**Note:** It may take a few minutes to receive the password reset email. Please be patient.

- Check your email for a message from the Mental Health First Aid Team with the subject line **Reset Your Password Instructions**. Open the email and click the link in it to select a new password.

### Reset your password instructions Inbox x



Mental Health First Aid Team <notifications@learnupon.com>

to [redacted]

Hello Instructor,

You recently requested a new password to sign in to your account. To select a new password, click on the link below:

[https://connect.mentalhealthfirstaid.org/users/password/edit?reset\\_password\\_token=IK1oRrY1ioxXrDXGk6YRxA](https://connect.mentalhealthfirstaid.org/users/password/edit?reset_password_token=IK1oRrY1ioxXrDXGk6YRxA)

Thank you for choosing to #BeTheDifference,  
The Mental Health First Aid Team

--

Please do not reply to this message. Mail sent to this address cannot be answered.

## Change your password

Password

Confirm password

Change my password

- Selecting the link will bring you to the MHFA Connect Change Your Password page. Enter your new password and confirm new password. Then select **Change my password**.

**Note:** This will update the password to your account and log you into your MHFA Connect account. You will use your new password the next time you log in to your MHFA Connect account.

- Once logged into your account, you will see a green window in the lower right corner of your screen that says, **Your Password was Changed Successfully. You are Now Signed In.**



Your password was changed successfully. You are now signed in.

