



# KnowledgePoint Quick Reference Guide

## What is KnowledgePoint?

KnowledgePoint is our Learning Management System (LMS) that is supported by our vendor, Docebo. Alliance Health uses this online tool for tracking and delivering training to our provider network.

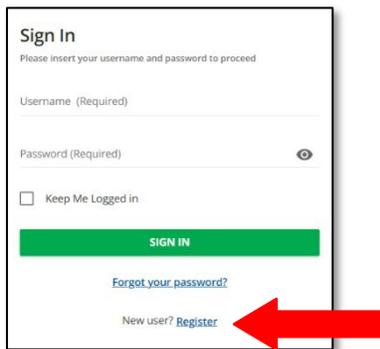
Follow these steps to create your KnowledgePoint profile and register for the JIVA Provider Portal Training course.

## Creating a User Profile (Self-registration)

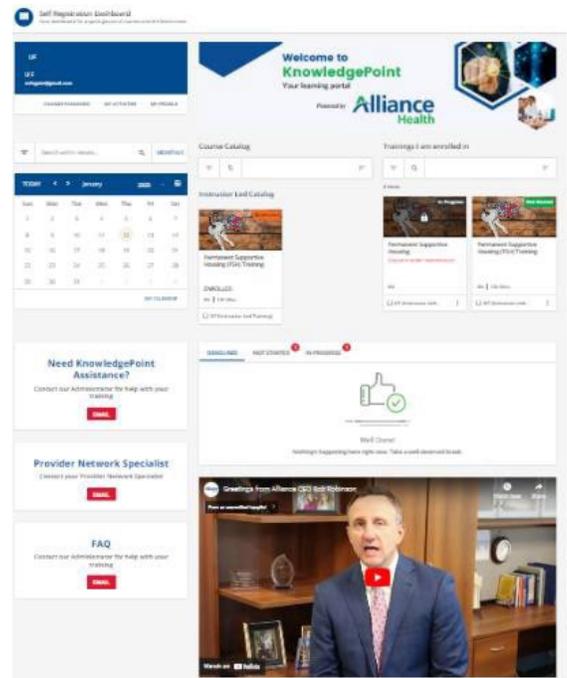
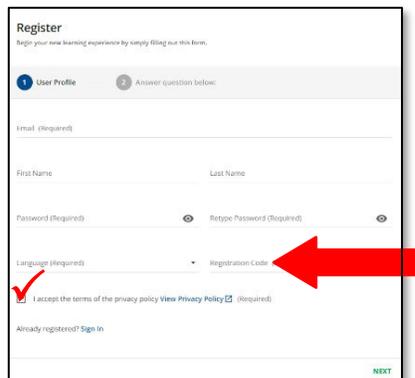
- Click [KnowledgePoint](#) to register
- On the **Sign In** window, go to **New User** and click **Register**
- Then click on **NEXT** in the lower right corner

After following the steps to create your User Profile, the **Self Registration Dashboard** will launch.

Please take time to review the dashboard and watch the **'Greetings from Alliance CEO Rob Robinson'** video located at the bottom of the page.



- On the **Register** window, complete the required information
- Enter the registration code: **newuser**
- After viewing the Privacy Policy, click (✓) on the box to accept it



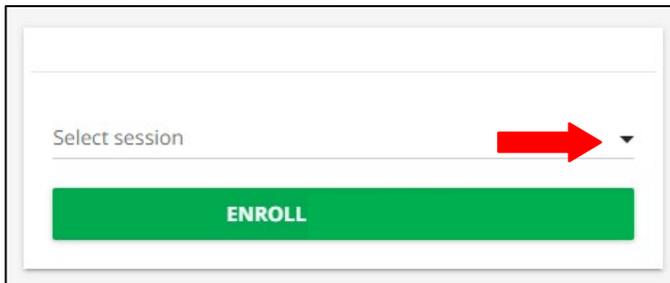
## Enrolling in Instructor-Led Training

### On Self Registration Dashboard

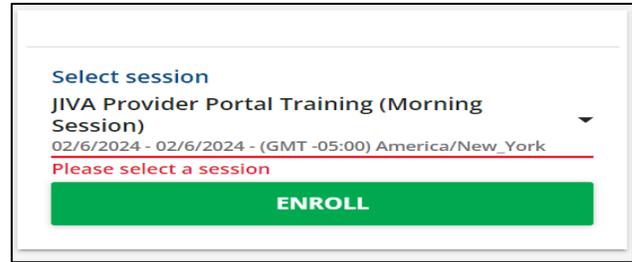
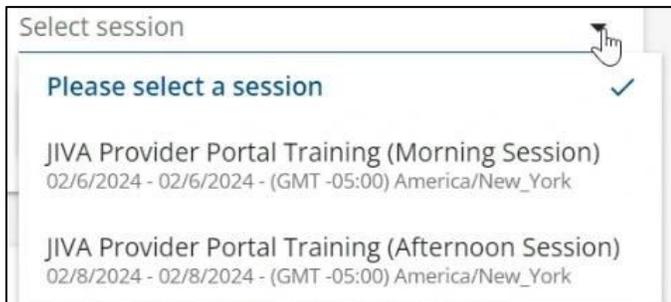
- Look for the Instructor-Led Catalog in the center of the page



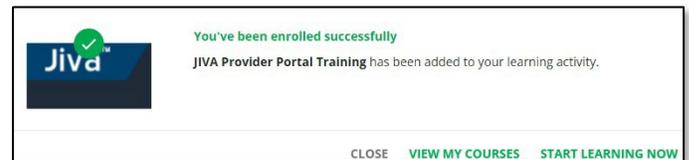
- Click on JIVA Provider Portal Training
- To select your session, click on the dropdown arrow as shown below



- Select **Session**



- Click Enroll

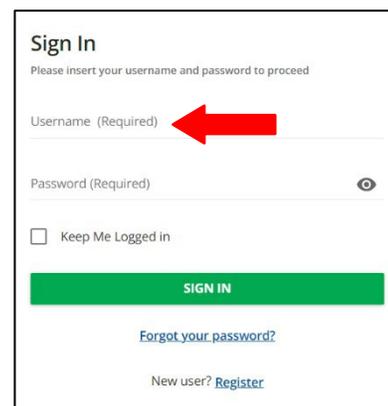


- Congratulations! **You've been enrolled in a session.**

Once you are enrolled, there are a few additional steps required prior to attending the training.

### Accessing Your Course

- On the **Sign In** window, complete the required information to log in to your account
  - **Username:** The email that was used to register



- Click **Sign In** to launch the Self Registration Dashboard



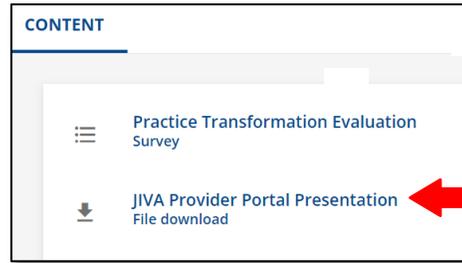
- Your approved trainings can be found under the **Trainings I am enrolled in** section

### Download The Course Material

- Click on the **JIVA Provider Portal Training** icon to open the course
- Click on the **CONTENT** tab



- Click on **JIVA Provider Portal Training Presentation**



- Click **Download Now**



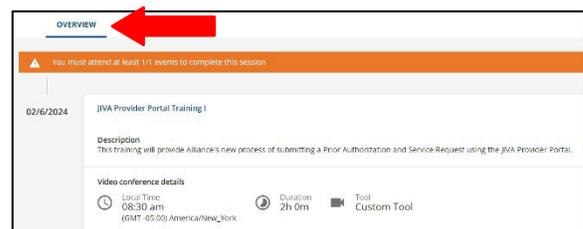
- Repeat these steps as needed to download the remaining training materials.

**NEXT STEPS:** You've downloaded all your materials and should find them in the Downloads folder on your computer.

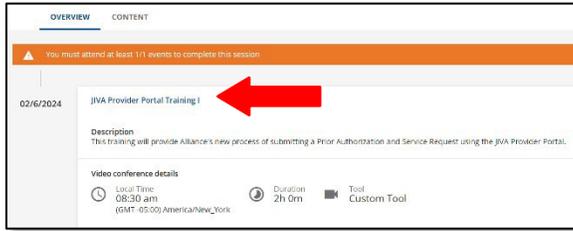
Congratulations! You are ready for the live instructor training. Be sure to sign in 15 minutes prior to the course starting.

### Joining the Live Instructor Training

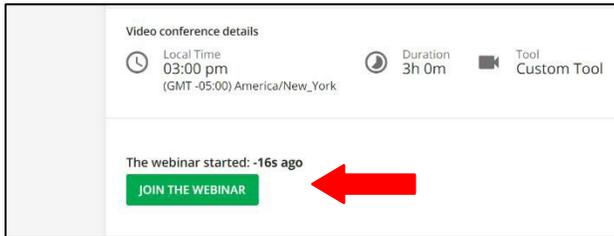
- On the day of your training, log into your account
- Click **Training Icon** under the **Trainings I am enrolled in**
- Click on the **Overview** tab



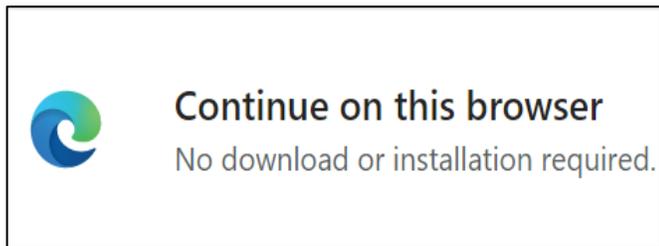
- Click the Session Title



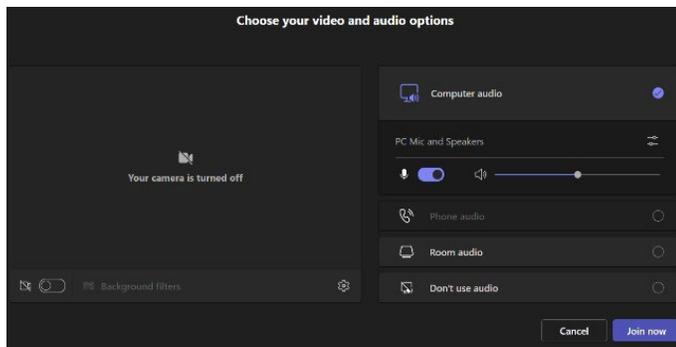
- Click **Join the Webinar**



- Click **Continue on this browser** to join MS Teams, our virtual training platform



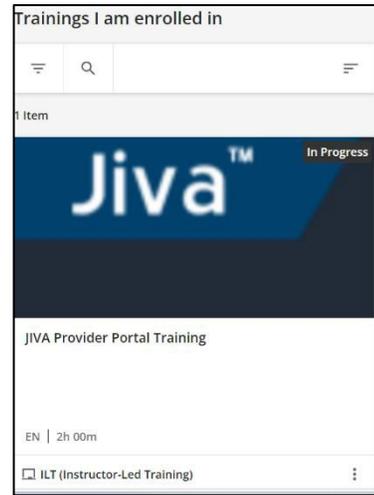
- Enable the camera and computer audio, then click **Join Now**



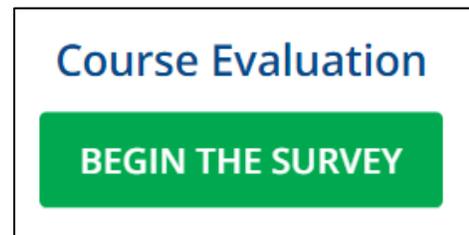
- Enjoy the training!

## Accessing Course Evaluation

- Log into **KnowledgePoint**
- Click on the **JIVA Provider Portal Training** icon under the **Trainings I am enrolled in** section



- Click on the Content tab to download the **Course Evaluation** (See page 2 for a reminder of how to access the Content tab)
- Click on **Begin the Survey**

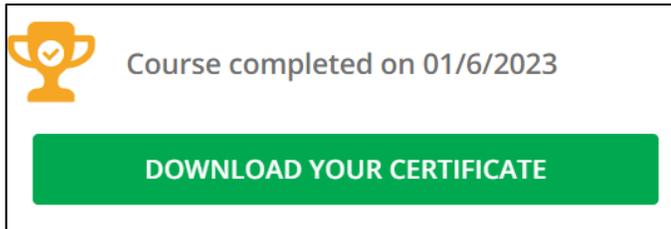


- Once completed, click **Submit**

## Accessing the Certificate

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- Click on the **JIVA Provider Portal Training** icon under the **Trainings I am enrolled in** section
- Click **Download Your Certificate**



- Click **Open file** to view certificate

## Signing Out of KnowledgePoint

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- From the **Self Registration Dashboard**, click the **three lines** in the upper left corner



- Click **Sign Out**





## Jiva Provider Portal Service Agreement Instructions

The Jiva PP Service Agreement and Attachments A and B (one document) are to be completed by the appropriate employee/s of Provider agencies seeking access to the Jiva Provider Portal.

**Return all documents to [privacysecurity@alliancehealthplan.org](mailto:privacysecurity@alliancehealthplan.org).**

Provider Representative of each agency requesting access to Jiva Population Health Management, Utilization Management (SAR Submission) will complete Attachment A.

Page	Paragraph/Section	Who Completes this Section	Expected Answer
Page 1	Paragraph 1	Completed by Provider Agency	Provider name, Provider full address
Page 7	If to Provider	Completed by Provider Agency	Provider name, Attention to whomever would receive legal notifications, Provider full address
Page 7	Provider Signature	Signer of provider contracts	Provider designee signature, Printed Name, Title and Date Signed
Page 8	Provider and User Contact Information	Provider representative assigned by Agency to request access to Jiva Provider Portal	Provider Representative will complete all highlighted areas as well as the names of employees that are authorized to access to Jiva Provider Portal.
Page 8	Application Portal Access	Provider Representative requesting access to Jiva Provider Portal	Add check beside JIVA Population Health Management.
Page 8	Business Need for Access	Provider Representative requesting access to Jiva Provider Portal	Select ADD OKTA/JIVA access for staff submitting SARs.
Page 8	Signature	Provider Representative requesting access to Jiva Provider Portal	Signature of the person requesting access to Jiva Provider Portal
Page 9	Attachment A	Designated Provider Employee	List staff requiring access to Jiva Portal.
Pages 10 and 11	Attachment B	Provider Representative	Provide copies to employees who will be accessing the Portal