KnowledgePoint
Quick Reference Guide

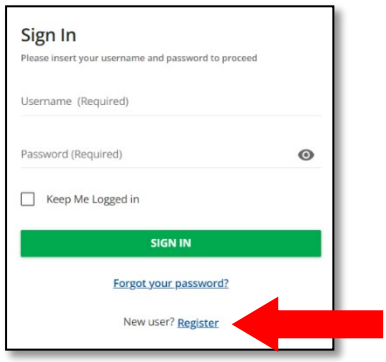
What is KnowledgePoint?

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.

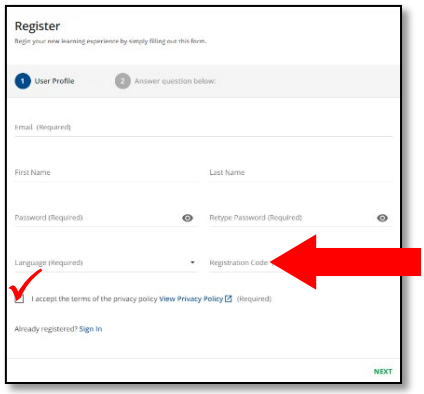
Follow these steps to create your KnowledgePoint profile and register for the JIVA Provider Portal Trainings

Creating a User Profile (Self-registration)

- Click KnowledgePoint to register
- On the **Sign In** window, go to **New User** and click **Register**

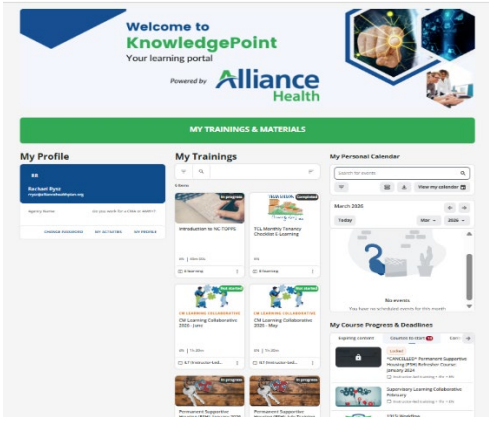


- On the **Register** window, complete the required information
- Enter the registration code: **newuser**
- After viewing the Privacy Policy, click (✓) on the box to accept it

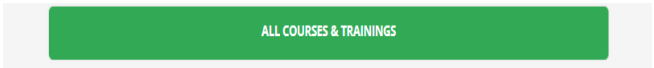


- Then click on **NEXT** in the lower right corner

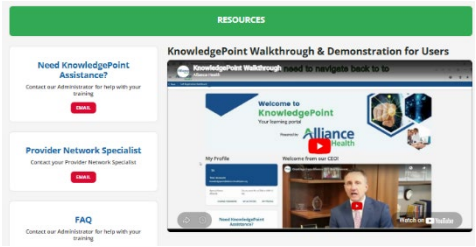
After following the steps to create your User Profile, the **Self Registration Dashboard** will launch.



You will see three categories with a green banner: **"My Trainings"**, **"All Trainings"** and **"Resources"**



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

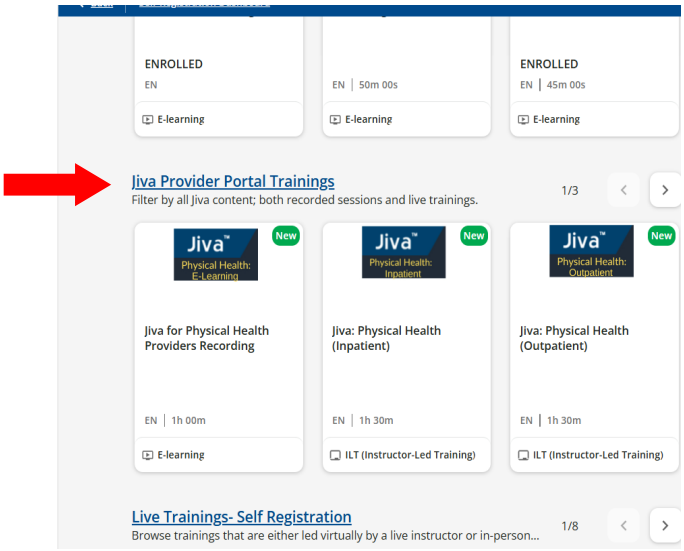


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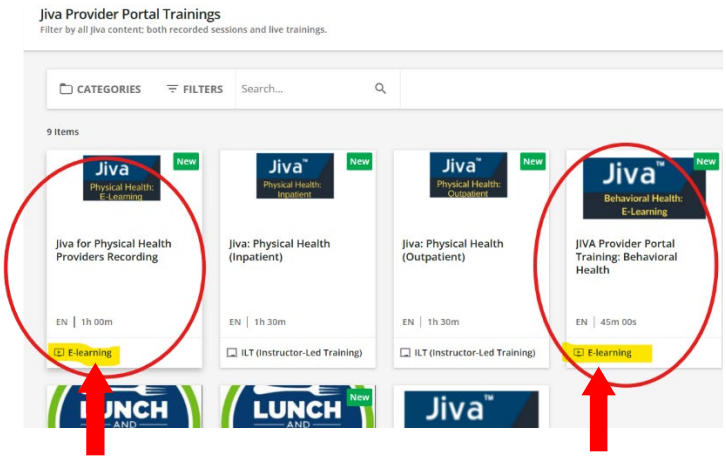
Enrolling in an E-Learning

On Self Registration Dashboard

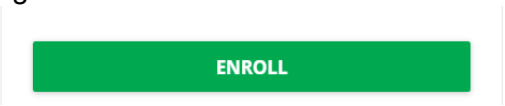
- Look for the All Courses & Trainings section in the center of the page
- There are several categories of courses within this section. Find the one that says, **"Jiva Provider Portal Trainings"**



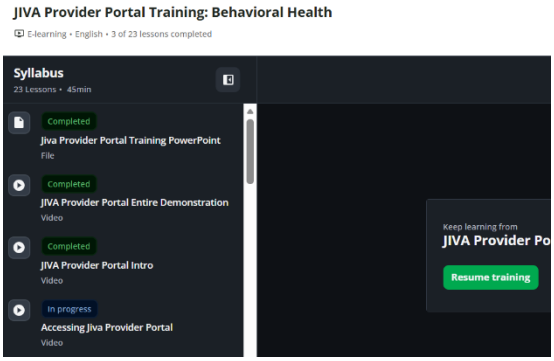
- Select either the **Physical Health or Behavioral Health recording (e-learning)**: Please see photo below for reference



- Once you have clicked the right course tile, click the **"Enroll"** button on the course page:



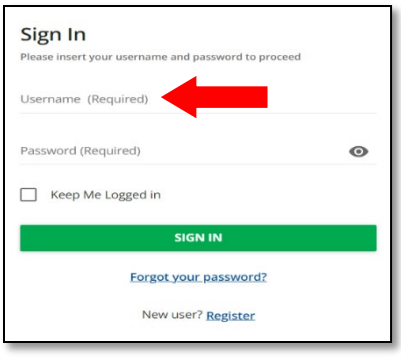
- The course player will then launch from the e-learning and **you will see a menu on the left-hand side with all of the course materials. *You must complete all of them to complete the course.***



Once you are enrolled and going through the course player, you can complete the course all at one time, or re-launch it at any point.

Accessing Your Course Later

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

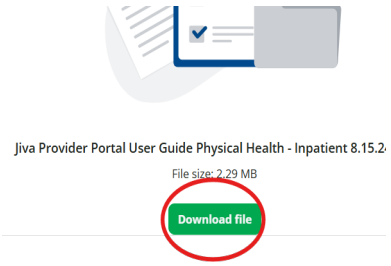


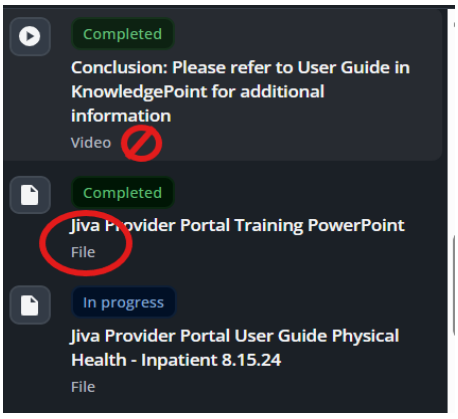
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- Click **Sign In** to launch the Self Registration Dashboard
- The trainings you have enrolled in previously can be found under the **"My Trainings" section at the top of the main dashboard.**

Download The Course Material

- From the course tile, you can download any course material labeled as a **"file"** given that you have met the course pre-requisites (having gone through them in order)
- Example:



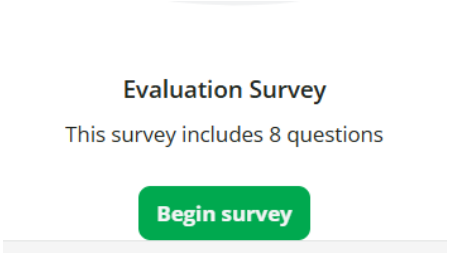


- Repeat these steps as needed to download the remaining training materials.

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

Accessing Course Evaluation

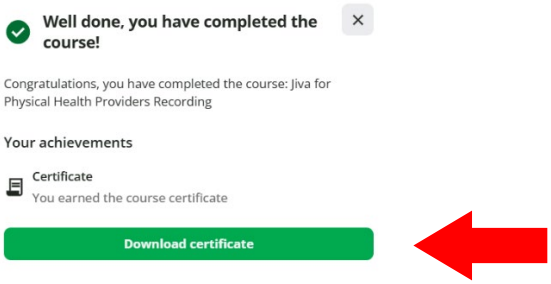
- Log into **KnowledgePoint**
- Click on the **JIVA Provider Portal Training** icon under the **Trainings I am enrolled in** section
- Click on the Content tab to download the **Course Evaluation** (left-hand hamburger menu navigation)
- Click on **Begin the Survey**



- Once completed, click **Submit Survey**

Accessing the Certificate

- Certificate will pop up immediately after submitting evaluation, but if you need to re-download, you can always return to the course



- **OR/Returning:** Click on the **JIVA Provider Portal Training** icon under the **My Trainings** section
- Click **Download Your Certificate**



- Click **Open file** to view certificate (it will download and save to your computer)

Signing Out of KnowledgePoint

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



- Click **Sign Out**

