

Universal Mental Health Services Training Guide


This guide provides instructions for accessing and completing the required training courses for Universal Mental Health Services staff. If you encounter any issues during the process, please email trackit@umhs.net for assistance.

1. Check Your Email

- You will receive an email from Universal Mental Health Services no-reply@mail.testingcenter.net with the subject line of:
"Universal Mental Health Services Training New Enrollments"

2. Access the Training Site

- The training is hosted on a website: <https://umhs.testingcenter.net/>
- If this is your first time logging in or you don't remember your password, you must create a password using the "forgot password" instructions in step 3 of the email:



Universal Mental Health Services Training New Enrollments

Umhs,

You have been assigned new mandatory training courses that must be completed in the next 30 days. Please follow the instructions below to access your account and begin the training.

If this is your first time logging in, you must create a password using the forgot password instructions in step 3 below.

Enrollments		
Name	Status	Due Date
Universal Orientation and Annual Training	Not Started	07/12/2025
Universal Orientation and Annual Training Program	Not Started	07/12/2025

To access your account, please follow the instructions below:

- Go to <https://umhs.testingcenter.net>
- Enter umhsit@gmail.com as your username
- Enter your password, or use the forgot password page at https://umhs.testingcenter.net/members_reset_password.php?i=886218&k=w3K374Et02q

Thank You,
Universal Mental Health Services Training Team



Universal Mental Health Services Training New Enrollments

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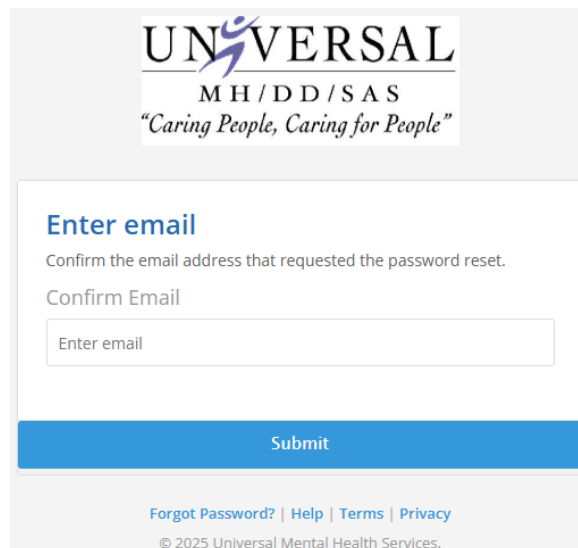
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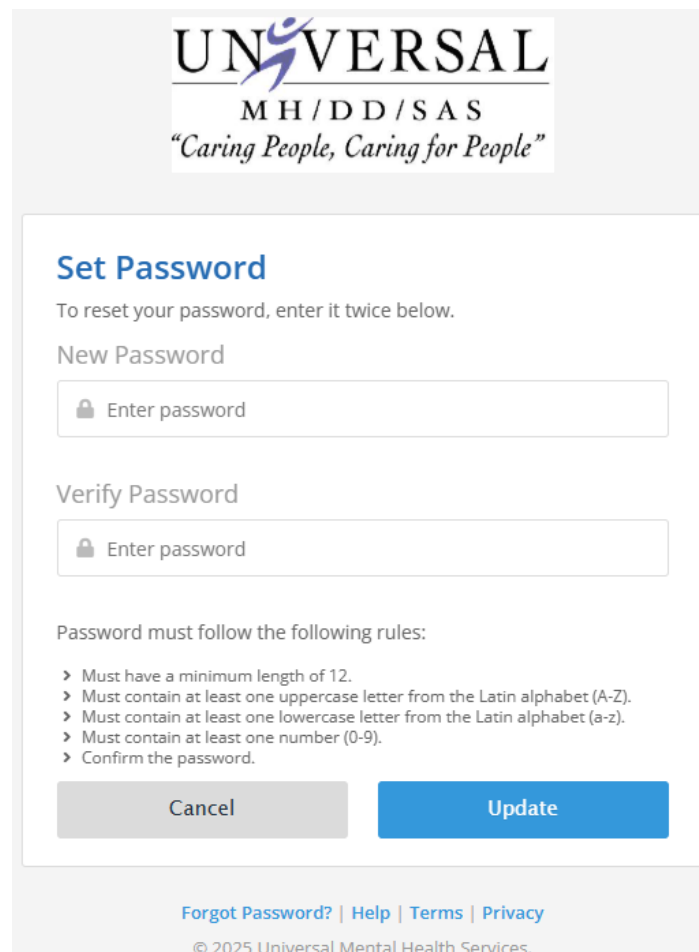
3. Create your account password

- After clicking the link in step 3 of the email, enter the same email address where you received the enrollment message and click “Submit”.



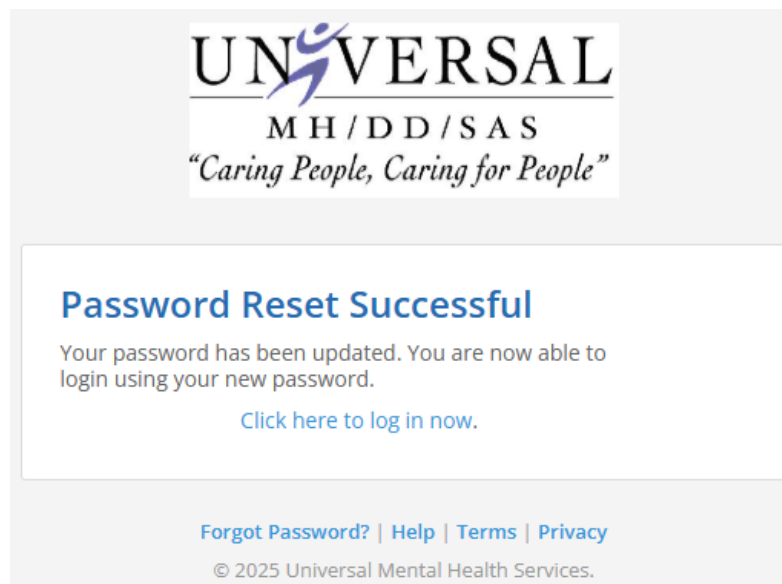
The screenshot shows the 'Enter email' page. At the top is the Universal MH/DD/SAS logo with the tagline 'Caring People, Caring for People'. Below the logo, the heading 'Enter email' is followed by the instruction 'Confirm the email address that requested the password reset.' and the label 'Confirm Email'. There is a text input field with the placeholder 'Enter email'. A blue 'Submit' button is at the bottom. At the very bottom, there are links for 'Forgot Password?', 'Help', 'Terms', and 'Privacy', and a copyright notice '© 2025 Universal Mental Health Services.'

- On the next page, create a new password by entering it twice, then click “Update”. Ensure your password meets the rules listed.



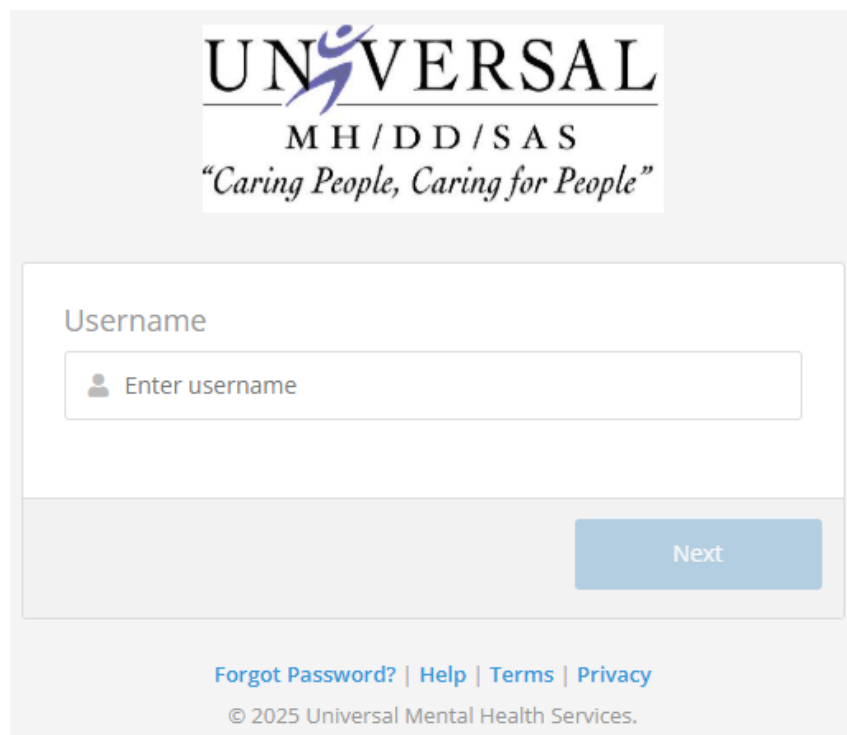
The screenshot shows the 'Set Password' page. At the top is the Universal MH/DD/SAS logo with the tagline 'Caring People, Caring for People'. Below the logo, the heading 'Set Password' is followed by the instruction 'To reset your password, enter it twice below.' and the label 'New Password'. There is a text input field with a lock icon and the placeholder 'Enter password'. Below this is the label 'Verify Password' and another text input field with a lock icon and the placeholder 'Enter password'. A section titled 'Password must follow the following rules:' lists five requirements: minimum length of 12, at least one uppercase letter (A-Z), at least one lowercase letter (a-z), at least one number (0-9), and confirm the password. At the bottom are 'Cancel' and 'Update' buttons. At the very bottom, there are links for 'Forgot Password?', 'Help', 'Terms', and 'Privacy', and a copyright notice '© 2025 Universal Mental Health Services.'

- On the next page, click the link that says, “Click here to log in now.”

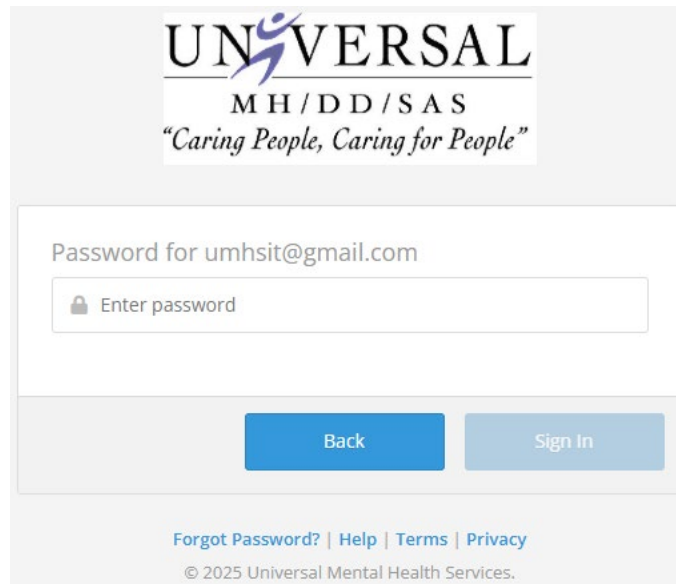


4. Log In to Your Account

- On the next page, enter your email address and click “Next”.



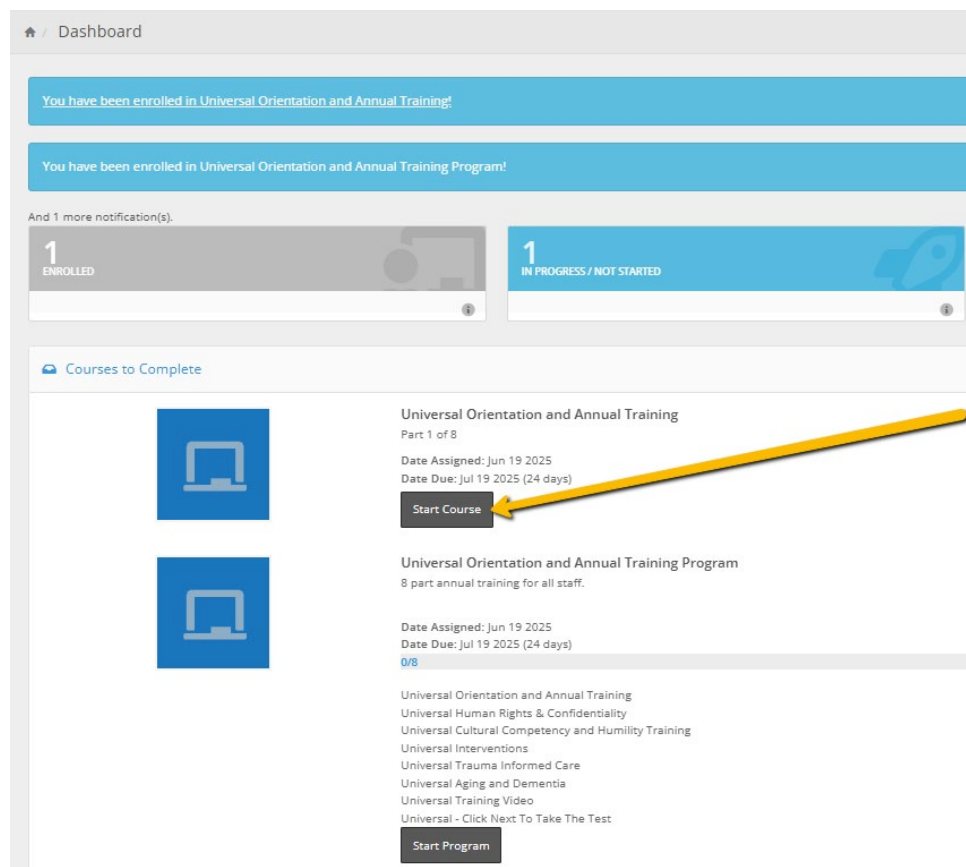
- On the next page, enter the password you just created and click “Sign In”.



The image shows the login page for Universal MH/DD/SAS. At the top is the logo with the text "UNIVERSAL MH/DD/SAS" and the tagline "Caring People, Caring for People". Below the logo is a password input field labeled "Password for umhsit@gmail.com" with a placeholder "Enter password". There are two buttons: "Back" and "Sign In". At the bottom, there are links for "Forgot Password?", "Help", "Terms", and "Privacy", and a copyright notice "© 2025 Universal Mental Health Services."

5. Access Your Dashboard

- Upon logging in, you will see your dashboard - showing you are enrolled in the Universal Orientation and Annual Training Program, which includes 8 courses. Click “Start Course” to begin the first course.

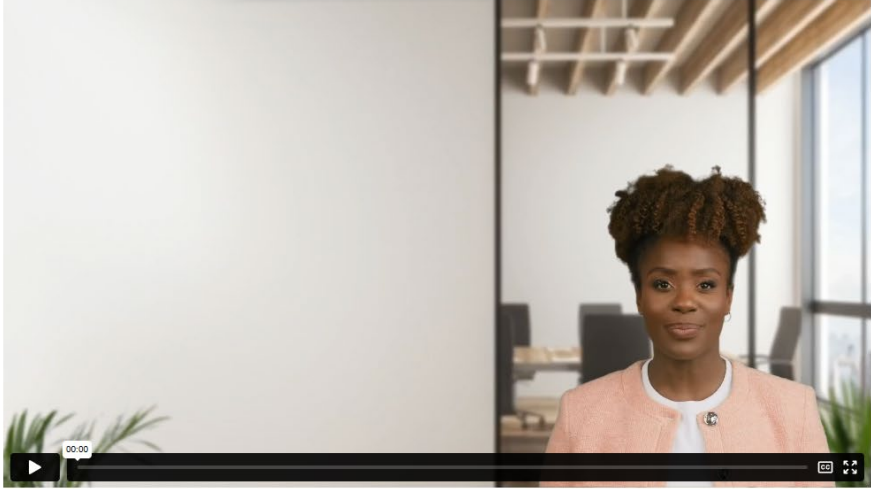


The image shows a user dashboard. At the top, there's a "Dashboard" header. Below it, there are two blue notification banners: "You have been enrolled in Universal Orientation and Annual Training!" and "You have been enrolled in Universal Orientation and Annual Training Program!". Below these, there's a section for notifications: "And 1 more notification(s)". There are two notification cards: one labeled "1 ENROLLED" and another labeled "1 IN PROGRESS / NOT STARTED". Below the notifications, there's a section titled "Courses to Complete". It lists two items: "Universal Orientation and Annual Training" (Part 1 of 8, Date Assigned: Jun 19 2025, Date Due: Jul 19 2025 (24 days), with a "Start Course" button) and "Universal Orientation and Annual Training Program" (8 part annual training for all staff, Date Assigned: Jun 19 2025, Date Due: Jul 19 2025 (24 days), with a progress bar at 0/8 and a list of 8 courses: Universal Orientation and Annual Training, Universal Human Rights & Confidentiality, Universal Cultural Competency and Humility Training, Universal Interventions, Universal Trauma Informed Care, Universal Aging and Dementia, Universal Training Video, and Universal - Click Next To Take The Test, with a "Start Program" button). A yellow arrow points to the "Start Course" button.

6. Watch Training Videos

- There are 8 modules in total, including 7 videos. Watch the first video in full.

Universal Orientation and Annual Training



00:00

Next>

Course Details

Part 1 of 8

Learning Material


Universal Orientation and Annual Training.pdf

Module

1. Universal Orientation and Annual Training
2. Universal Human Rights & Confidentiality
3. Universal Cultural Competency and Humility Training
4. Universal Interventions
5. Universal Trauma Informed Care
6. Universal Aging and Dementia
7. Universal Training Video
8. Universal - Click Next To Take The Test

- Once the video ends and the white Universal logo appears, click the “Next” button at the bottom right of the screen.

Universal Orientation and Annual Training



M H / D D / S A S

“Caring People, Caring for People”

©

Next>

Course Details

Part 1 of 8

Learning Material

Universal Orientation and Annual Training.pdf

Module

1. Universal Orientation and Annual Training
2. Universal Human Rights & Confidentiality
3. Universal Cultural Competency and Humility Training
4. Universal Interventions
5. Universal Trauma Informed Care
6. Universal Aging and Dementia
7. Universal Training Video
8. Universal - Click Next To Take The Test

7. Answer the Follow-Up Question

- On the next page, answer “Yes” to acknowledge you have viewed the video in full.
- Click “Save & Finish” to proceed.


Universal Orientation and Annual Training

Step 1 / 1

1.) I acknowledge that I have viewed the video in full.

☒ Yes ☐ No

Back Save & Finish



8. On the next page, click “Next Course” to continue with the training.

Universal Orientation and Annual Training


Step 1 / 1

Status: In Progress
Start Time: June 24, 2025 at 11:41 AM
Test Time: 00:05:19 (1)

Congratulations!
You have completed your course and have scored 1 out of 1.
You needed to score at least 1 out of 1 to pass.

Grade:
A+
Your Score:
1 / 1

Try Again Dashboard Next Course

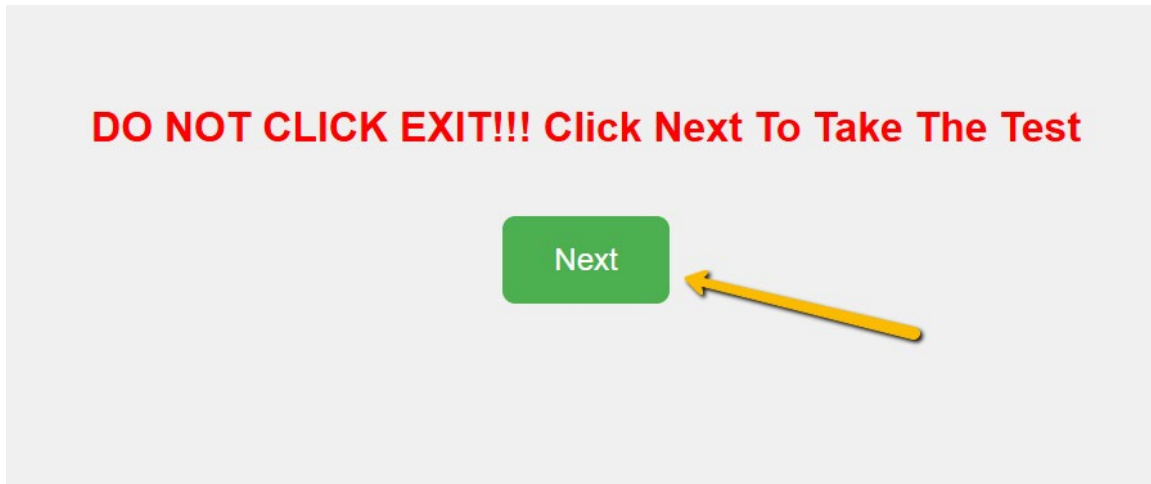


9. Continue Through the Remaining Modules.

- **Repeat steps 6, 7, and 8, for each part until you complete all 7 videos.**

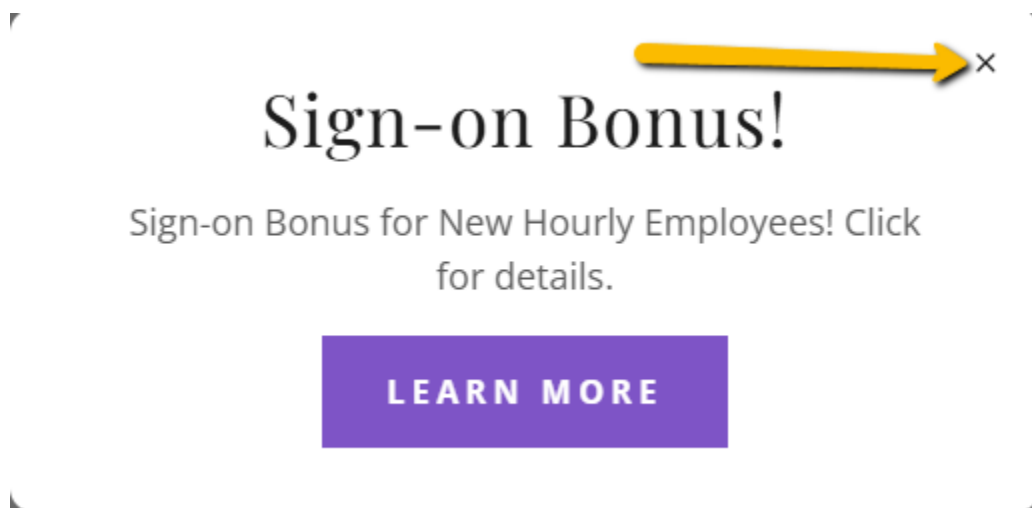
10. Complete The Final Course

- On the 8th module, a message will appear in red:
“DO NOT CLICK EXIT!!! Click Next To Take The Test.”
- Click the large green “Next” button to proceed:



11. Take the Final Exam

- After clicking “Next”, you will be redirected to the umhs.net website.
- Close the Sign-on Bonus pop-up by clicking the X in the corner.



- Click the large purple “TAKE THE EXAM” button.



12. Begin the Exam on ClassMarker

- You will be redirected to the ClassMarker website.
- Enter your email address and click Start.

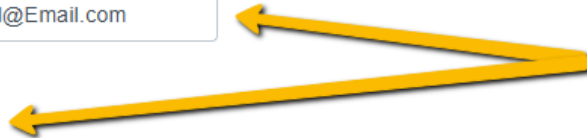
ClassMarker 

Annual Training

Start / Resume

Email address

Start >



- Create a new password by entering it twice, then click “Start” to begin the exam.

ClassMarker ✓

Annual Training

Start

Email address

Personal.Email@Email.com


Password

Password

Retype password

Retype password

Start > [Go back](#)



NOTES:

- At the end of each video, you must acknowledge you have watched the video in full by answering “Yes”. If a “No” is chosen, the course will not be complete, and you must watch the same video over again.
- Once a video is acknowledged, that course is complete.
- If you need to take a break and finish the training later, you can begin with the next video that has not been acknowledged.
- Closed captioning can be enabled on each video by clicking the CC/Subtitles icon in the far right of the progress bar at the bottom of the video:

