**Instructions for Accessing SAGECare's Online Learning Management Platform
Through a Group Key (Self Sign-Up)
for ACL-Funded Organizations (Training Program: ACL 2024)**

BEFORE YOU BEGIN

You will need the "**Group Key**" code provided to your organization specifically for the 2024 cycle. If you do not have your Group Key, ask the person who is serving as your organization's SAGECare contact person.

TRAINING LINK:
(copy & paste into your browser)

https://acl2024-sagecare.talentlms.com/

Tech Requirements
➢ **Browser:** For best results, use the most up-to-date version of your preferred browser. We recommend using Google Chrome for the smoothest experience.
➢ **Hardware:** We recommend using a desktop or laptop computer (not a tablet or phone).
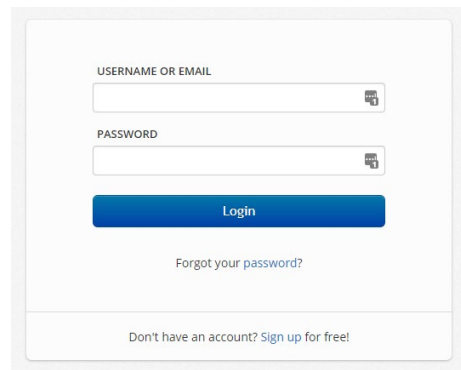
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Important!

**If you have NOT used SAGECare's online learning system before,
skip ahead to "Instructions for New Users" on Page 4.**

Instructions for Returning Users

*A returning user is **any individual** who already has an account on SAGECare's learning management system. If you're not sure, see "I don't know if I have an account" in the Troubleshooting Guide.*

A. Copy and paste (or type) the link highlighted on page 1 into your browser. Be sure you're putting it in the address bar, *not the search bar*, to avoid being redirected. Note: you must use this link; the one used previously is no longer active.

B. Sign into your existing account using the email address and password that you used previously.

> ➤ If you cannot remember your password, click "Forgot your password?" and enter your email address. If you have an account with the username/email address entered, you will receive an email with further instructions. ***Please Note: If you DON'T have an account, the system will not indicate that – you just won't receive an email.*** This annoys us too but it's beyond our control :(

> ➤ If you get an error message when trying to sign in that says "you are not a member of this branch," STOP and email **sagecarelms@sageusa.org** so that we can correct the issue.

> ➤ If you are certain that you have an existing account, but you are unable to sign in or reset your password, please email **sagecarelms@sageusa.org** for assistance. Please do not try to create a new account if you have created one in the past.

> ➤ See the Troubleshooting Guide at the end of this document for additional help with some common sign-in errors.

Once signed in, your dashboard should look like the one shown in Step C. In most cases you won't see any courses listed. Don't worry! If you completed courses last year, your progress has been retained.

C. Locate the menu on the right-hand side of your screen and click "Join Group."
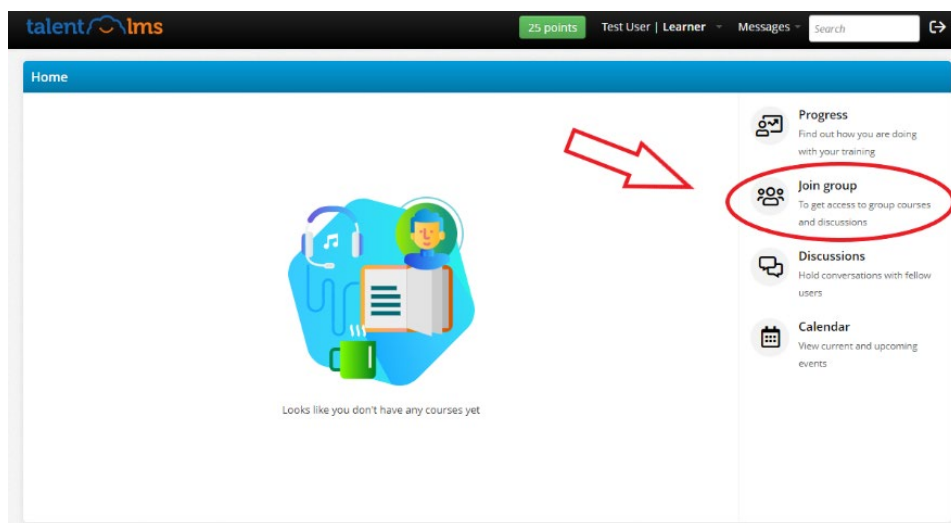
D. Enter the **NEW Group Key** that has been provided to your organization for the 2024 training cycle. *Do not use your group key from last year!*

> ➤ If you have already enrolled in training this year through our SHIP/SMP/MIPPA training program, you should still enter the Group Key for your organization at this point. Doing so will add additional courses to your account, and ensure that your training counts toward your organization's credential.

E. The six courses being offered this year will appear. If you completed any of them last year, that will now be reflected, as shown below for *Supporting LGBTQ+ Older Adults*.

> ➤ Note: if you took a course that is NOT being offered this cycle, you will no longer see that completion reflected in your account. SAGECare staff can still access previous training records if needed.

> ➤ The updated *Asking Inclusive Intake Questions* and *HIV and Aging* courses are considered NEW courses, therefore if you completed the old versions, that will not be shown here.

> ➤ If you want to retake a course that is already marked Completed, we will need to reset it for you manually. Please see the end of the [Troubleshooting Guide](#) for instructions.

F. Just like last cycle, [you may complete as many of the courses as you wish](), but you must complete at least one to be counted toward your organization's 2024 SAGECare Credential. (If you've already completed a course through our SHIP/SMP/MIPPA program, additional courses are optional.)

> ➢ Important: Don't forget to hit the *Complete* button at the end of your course! See [Step 7]() for New Users on page 7 for more info.
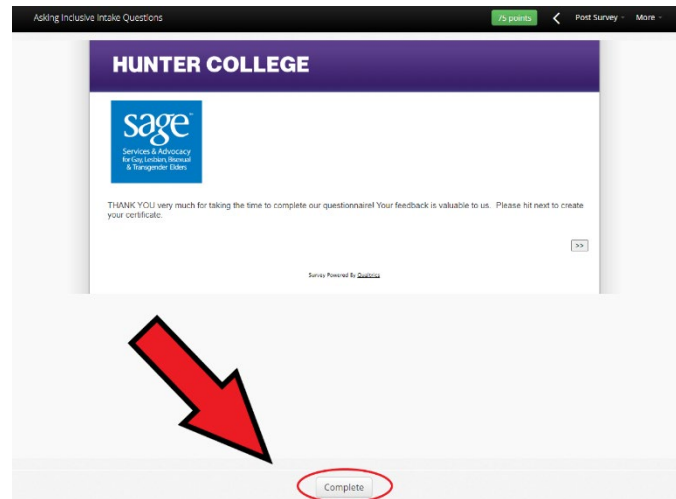
After completing each course, you will have the option to download a certificate. You may also access your certificates by clicking "Progress" on the right side of your dashboard.

G. When you are done, please log out of the system by clicking the symbol in the top right corner:
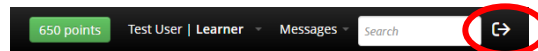
You may re-access your account at any time during the 2024 training cycle, which runs February 15th through November 15th, 2024.

We do not anticipate needing to deactivate accounts this year – if we do, you will be able to have accounts reactivated upon request.

Enjoy your training!

 Now that you're a pro at using our system, please help out a colleague who is new to SAGECare training!
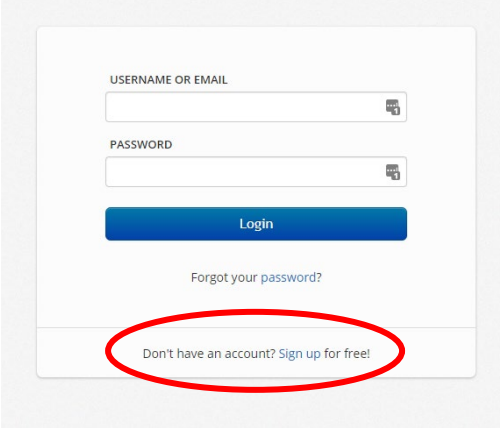
Instructions for New Users

Create Your Account

1. **Copy and paste** (or type) this link into your browser:

   https://acl2024-sagecare.talentlms.com/

   ➢ Be sure to include the parts before and after the dash
   ➢ Be sure you're putting it in the address bar, *not the search bar*, to avoid being redirected
   ➢ Attempting to open the link by clicking on it may result in an error

   The page you land on should look like this:

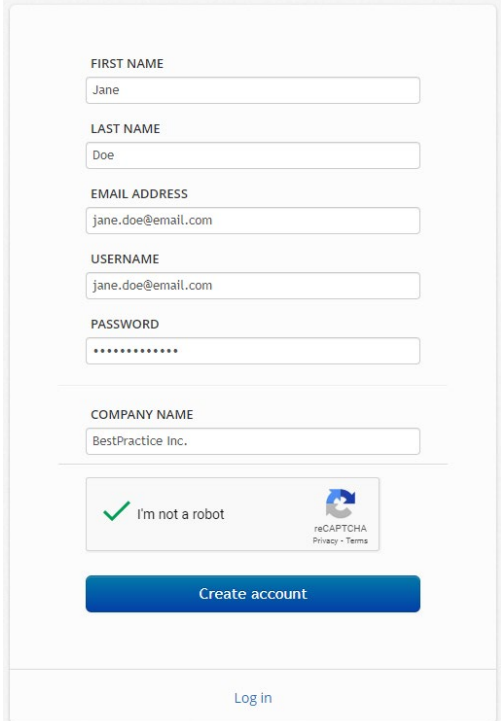2. Click "Don't have an account? Sign up for free!" to register.

3. Fill out all of the fields and click **Create Account**.

   You may use whatever password you like, but it must meet these requirements:

   At least 8 characters long
   Contains at least 1 uppercase letter
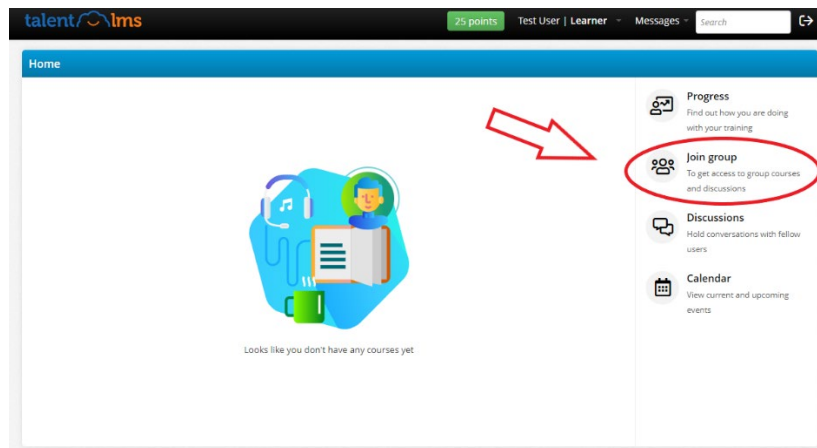   Contains at least 1 lowercase letter
   Contains at least 1 number

   Note: SAGECare will not have access to your password.

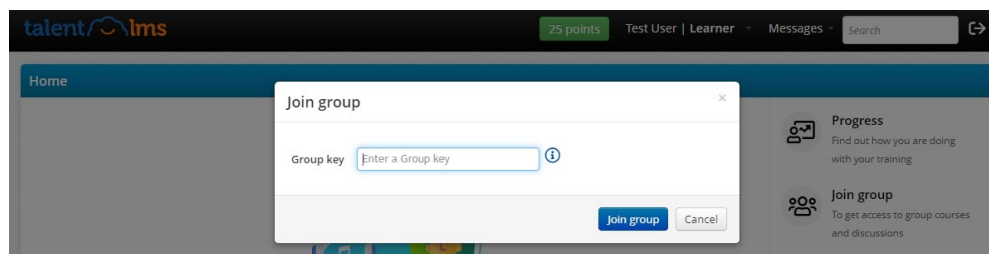   The screen you see next should look like the one shown in step 4.

4. Locate the menu on the right-hand side of your screen and click "Join Group."
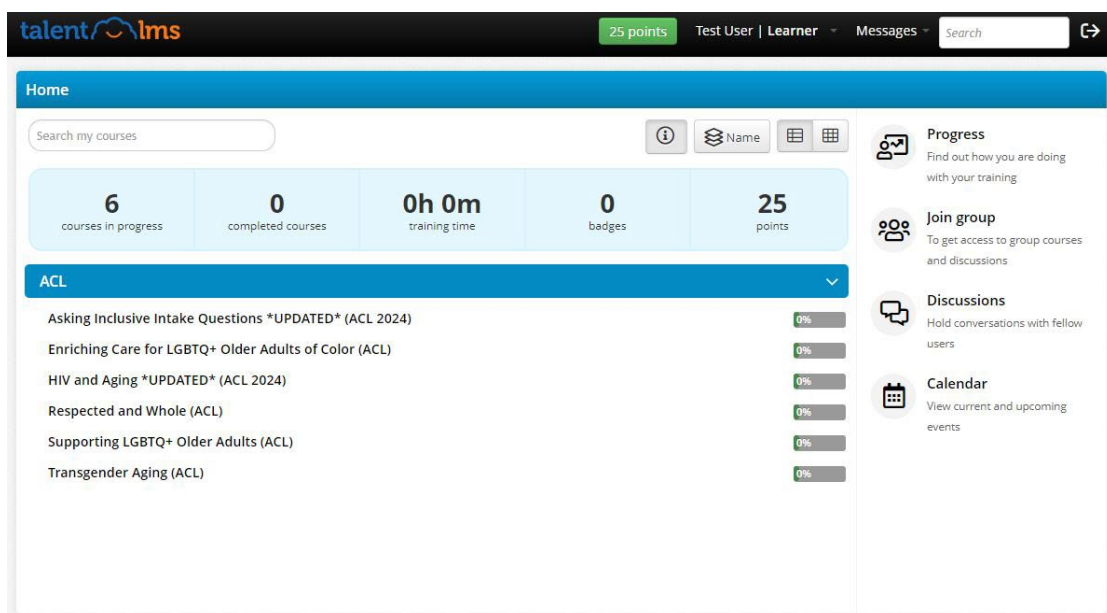

5. Enter the **Group Key** provided to your organization for the 2024 training cycle. If you do not know your Group Key, please ask the person who forwarded these instructions.
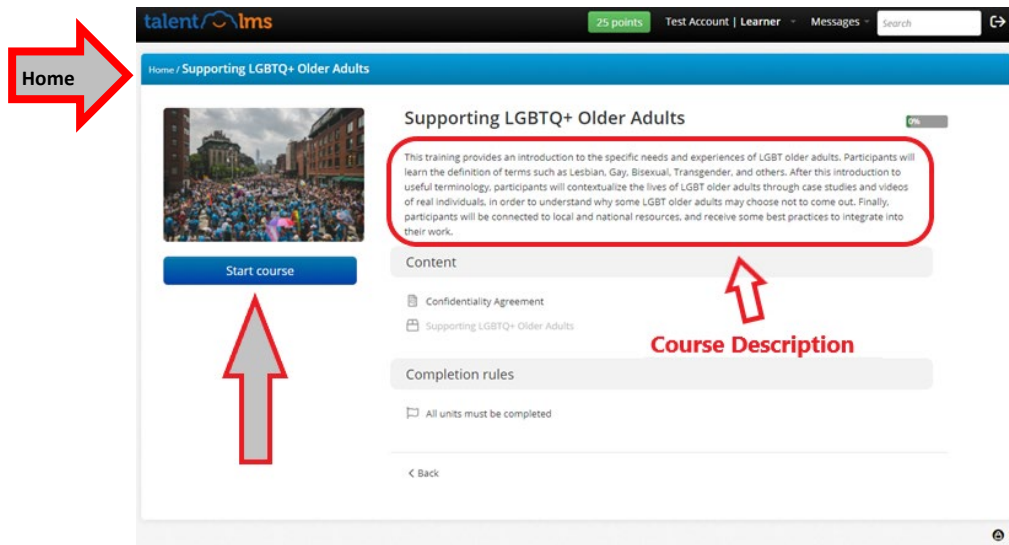
    Click the blue "Join group" button.

Courses should now appear on your home screen:

6. Click on any course to read a description. If you'd like to take the course, simply click **Start Course.** To return to your list of courses, click **Home.**

NOTE:
There are **no requirements** regarding which courses to take (unless your employer has stated otherwise). You may take as many or as few as you like, and you may take them in any order. You can pause mid-course and return to it later, or leave a course incomplete if you decide it's not for you.

If you are new to the topic of LGBTQ+ Aging, we suggest starting with the course "Supporting LGBTQ+ Older Adults"

There are two things you should keep in mind:

➢ You must complete at least one course in order to be counted toward your organization's 2024 SAGECare Credential.
➢ Each time you DO choose to complete a course, please be sure to follow steps 7-10 below.

7. When you reach the end of the course, **you must hit the "Complete" button at the bottom of the page** as shown here. This step is often missed, which will result in your training being marked "Incomplete" in the system.

   If you do not click the COMPLETE button, your work will not count!
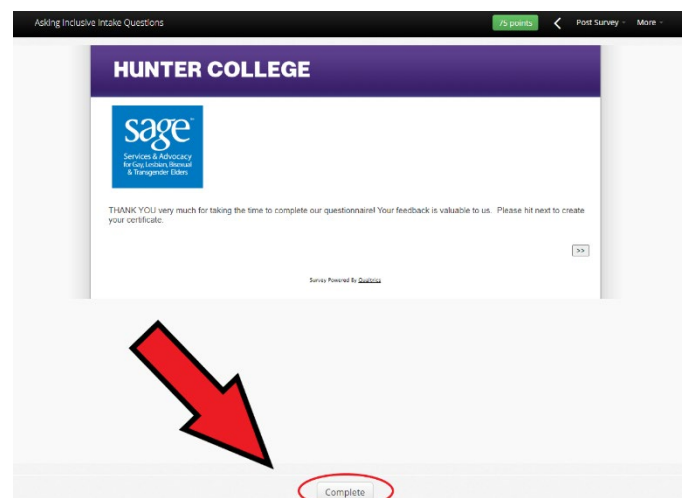
8. Once you have successfully completed the course, you should see this screen pop up with the appropriate course title listed. You can download a certificate of completion by clicking the blue box. (You can also retrieve it later from the "Progress" link on your home screen.)

9. Clicking on "Go to course list" will return you to your home screen, where you can begin another course or log out.
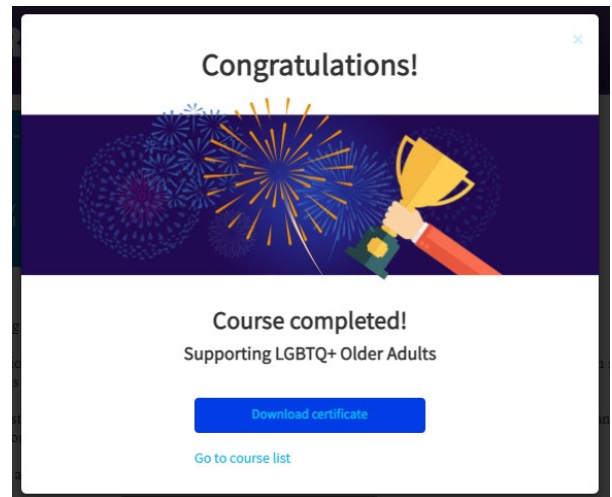
10. When you are done, please log out of the system by clicking the symbol in the top right corner of your home screen:

You may re-access your account at any time during the 2024 training cycle,
which runs February 15th through November 15th, 2024
Simply return to the same link:

https://acl2024-sagecare.talentlms.com/

and use the password you just created, along with your email address, to sign in.

Enjoy your training!

Troubleshooting Guide

Account Access

I don't know if I have an account or My account is under the wrong email address	If you've done on-demand training with SAGECare before, you most likely have an account. We began providing on-demand training to ACL-funded organizations through this system in Fall of 2022. (Prior to that, our on-demand training was primarily available as a paid service, and was on a different system.) Each account is linked to a unique email address. If you created your account under a different email address (for example, a personal gmail) and would like to change it, you can do so by logging in and finding "My Info" underneath the word "Learner" on your home screen. Please DO NOT change your email address if you have moved to a new organization – either create a new account, or email for assistance.
I forgot my password	Paste the training link into your browser. Locate the "I've forgotten my password" link below the sign-in area and click it to start the password retrieval process. If you have an account with the username/email address entered, you will receive an email with further instructions. ***Please Note: If you DON'T have an account, the system will not indicate that – you just won't receive an email.*** In rare cases, the emails may be blocked by your organization's servers. If you are certain that you have an account and you are unable to reset your password, email **sagecarelms@sageusa.org** and we can reset it for you.
I'm getting an error that says *"Registration is not allowed for emails of this domain"*	This error usually indicates that you're not on the right page when creating an account. Make sure you're accessing the system through the correct url: • Copy and paste – or type – the link into your browser – clicking on the link in this document may result in an error. • Be sure you're copying the complete link, including the part before the dash. • Paste the link into the address bar of your web browser, **NOT the search bar**. Using the search bar often results in being redirected to the wrong page. • Check the address bar at the top of your browser window to make sure that the url matches the one listed on the first page of this document.
I am getting an invalid login/password error	If you are new to our training system, you must create an account prior to signing in. See steps 1-3 on page 5. If you are a returning user, please try resetting your password.

I'm getting an error that says "*you are not a member of this branch*"	Email **sagecarelms@sageusa.org** so that we can correct the problem.
The system says my account is inactive	While we don't anticipate deactivating accounts this year, we reserve the right to do so as needed. We'll be happy to reactivate your account on request; simply email **sagecarelms@sageusa.org** with your account email.
I'm getting an error that says "*someone is already using this email address*"	If you're using an email address that's unique to you (such as JDoe@agency.org), be sure you're following the instructions for those with existing accounts, beginning on page 2. If your email address is/was used by someone else (such as FrontDesk@agency.org), email **sagecarelms@sageusa.org** for assistance.

Course Navigation / Course Completion

The course will not load.	Ensure that you are in an area with access to high-speed internet; the course may take a while to load and use if your internet is slow. If you are using a browser other than Google Chrome, please download the most recent version of Google Chrome and use it to access the course. Please note that courses may not work properly on mobile devices or tablets.
The "Next" button is not lighting up.	The slides are set on a timeline; once enough time has passed, the Next button will light up. This is to ensure that users are spending the appropriate amount of time on each slide.
I completed the course but my progress bar still says I am not 100% complete.	Make sure that you have completed all modules in the course, and that you have clicked on the "Complete" button at the bottom of the final screen *(see Step 7 on page 7)*.
I completed a course last year, but it's not showing up	You may have completed one of the courses we are not offering this year, or you may have completed the old version of one of our updated courses. You may be able to view last year's completion certificates by navigating to the "Progress" section. If needed, SAGECare staff can still access previous training records.
I want to retake a course that's marked "completed"	SAGECare staff will need to reset the course for you. Please email **sagecarelms@sageusa.org** with the following information: • The name of your organization • The email address associated with your account • The name(s) of the course(s) that you would like to have reset.

If you are still having difficulty accessing the system or navigating your training, please email **sagecarelms@sageusa.org** for assistance