New Hampshire Connections Information System (NHCIS) Professional Registry FAQ's

Login Support:

1. **What browser should I use to access the new Professional Registry in NHCIS?** To access NHCIS you would use either Google Chrome or Mozilla Firefox. Internet Explorer or Microsoft Edge are not compatible.

2. **"OLD REGISTRY USERS" - How do I create a new Registry account in NHCIS, if I have an account in the previous "old" NH Professional Registry (NHPR)?** Registration is done through a Self-Registration process. To create an account please visit: https://nhpublichealth.force.com/nhccis/s/login/?ec=302&startURL=%2Fnhccis%2Fs%2F. Click on the "Reset Password" button. Use the email you used in the "old" NH Professional Registry NHPR to register in the new system as your username and click "Reset". You will receive a verification code to that email address which will be used in registration.

   If these steps do NOT work, please click the "Register" button and use the same information you have used in your NHPR "old" registry record. If you need assistance ensuring your information matches, please call one of our TA specialists at 1-855-393-1731 x 2532.

3. **"NEW REGISTRY USERS" - How do I create a new Registry account in NHCIS, if I have never had an account in the "old" Professional Registry?** Registration is done through a Self-Registration process. To create an account please visit: https://nhpublichealth.force.com/nhccis/s/login/?ec=302&startURL=%2Fnhccis%2Fs%2F. Hit the "Register" button and follow the prompts. You will receive a verification code to that email to that email address which will be used in registration.

4. **Is there a video or tutorial I can view regarding how to access the Professional Registry?**
   Yes, this video is available within the NHCIS itself on the dashboard and can also be viewed by clicking here: https://vimeo.com/user61233682/review/521982457/eb2142b748

5. **I keep getting an error message when I register and cannot get past that point of registration. What do I do?** If you are experiencing a challenge registering, you would go into the login screen for NHCIS and submit a support ticket, by clicking on "SUPPORT". See #6. Please allow one business day for a response.

6. **How do I submit a support ticket for LOGIN issues?** Follow the steps below:
   - Navigate to the NHCIS Login Page and click the white "SUPPORT" button on the left hand side.
     www.nhpublichealth.force.com/nhccis/s/login/?ec=302&startURL=%2Fnhccis%2Fs%2F
     Enter your contact information.
   - Select the ticket type that applies to your issue. (Login Issue, Forgot Password does not work or Forgot Username).
   - Add a detailed description of the issue happening including any error messages, the browser/device used or any other relevant information.
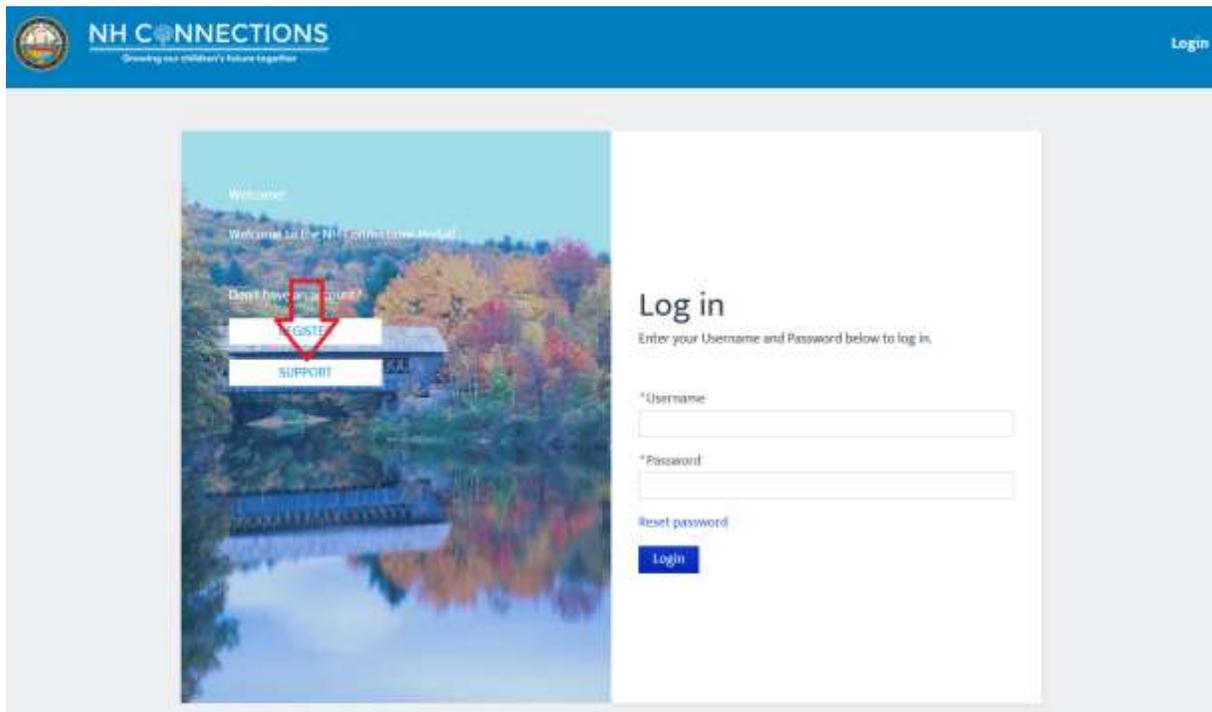
System Functionality:

7. **How do I submit a support ticket for NON-LOGIN issues?** Follow the steps below
   - Navigate to the NHCIS Log in Page.
     https://nhpublichealth.force.com/nhccis/s/login/?ec=302&startURL=%2Fnhccis%2Fs%2F
   - Login using your email address and password for your NHCIS account.
   - Click the white "SUPPORT" button in the top right hand corner of the page.
   - Select the item you need assistance with in the "I NEED ASSISTANCE" drop down.
   - Add a basic subject in the "SUBJECT" field.
   - Add a detailed description of the issue happening including any error messages, the browser/device used or any other relevant information.

8. **How can I help ease the data transfer process from the "old" NHPR to the new Professional Registry?** Individuals can help by ensuring that their contact information (e-mail, address and phone numbers), birth date and current employment is correct and the same in both accounts. If you need help accessing your NHPR registry account information, please reach out to our TA line at 603-578-1386 x 2532 for additional support.

9. **Why aren't my trainings from the "old" NH Professional Registry uploaded on to my new Professional Registry account on NHCIS?** During this data transition, trainings have started to transfer from the "old" NHPR. There will be at least one more large data pull in a few weeks, which will reflect trainings from 2020 and 2021. NHCIS will not reflect current trainings until the full adoption of the system. We suggest that all individuals print out their "Training and Education Report" and their "Training Transcript" from the NHPR. You can find instructions here on how to complete that process here: https://www.nh-connections.org/uploads/2020/11/How-to-Access-your-Training-Transcript.pdf

10. **How can I access my training information?**

Currently, there are a few ways to find and access your transferred (and new) training information. The first place is within the Professional Registry Tile Application and the other is within the Training Tile Application.
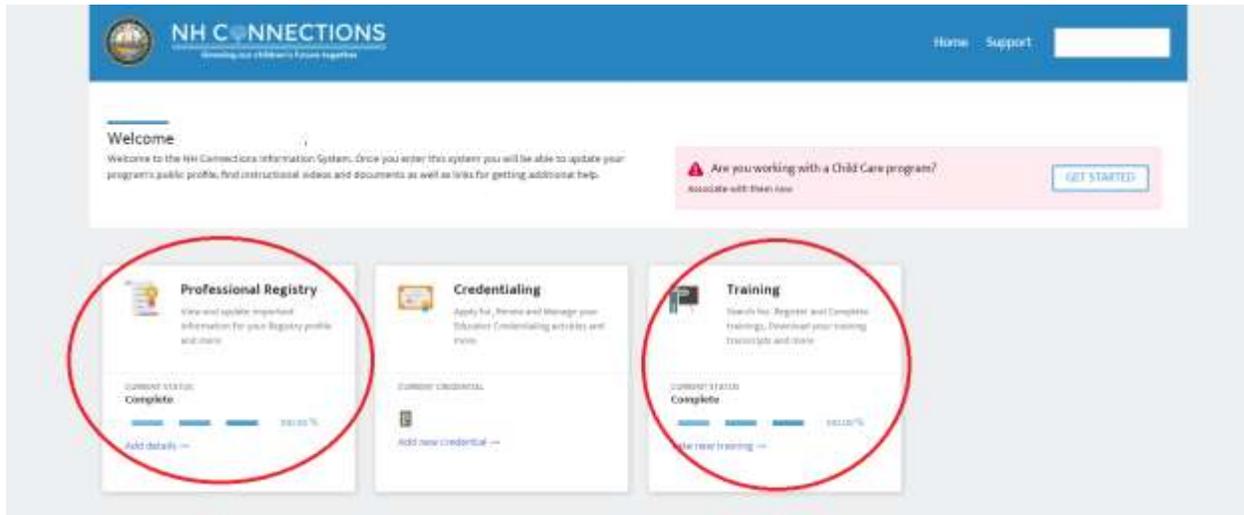
To Access Trainings in the Professional Registry Tile Application:

- Click the Professional Registry Tile Application, when you hover over it you will see "VIEW PROFESSIONAL REGISTRY".
- When this Tile launches, click "PROFESSIONAL REGISTRY" on the menu to the left.
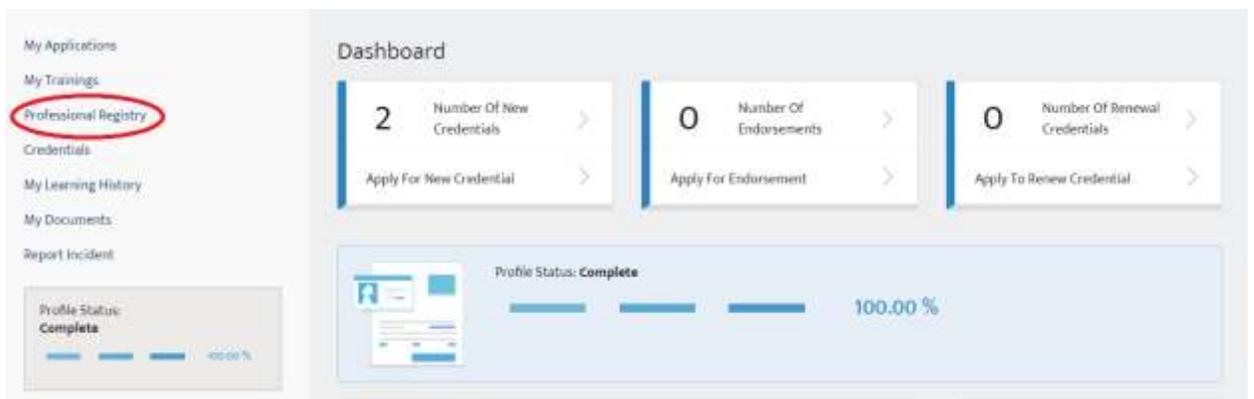
- Click "PROFESSIONAL DEVELOPMENT" on the menu to the left.

- Scroll down through your list to see trainings that have been imported from NHPR and new trainings completed through NHCIS/ProSolutions.

You can also generate a "Profile PDF" which will print all education and training information. To do so, simply click the "DOWNLOAD PROFILE PDF" near the top of your screen.

To Access Trainings in the Training Tile Application:

- Click the Training Application Tile, when you hover over it you will see "VIEW MY TRAINING".
- When this Tile launches, there are two places to see trainings. The first is in the "MY EVENTS" tab and the other is in the "COMPLETED TRAININGS" section.
- By clicking the "MY EVENTS" tab you should find previous trainings.
- "COMPLETED TRAININGS" also features trainings you have taken.
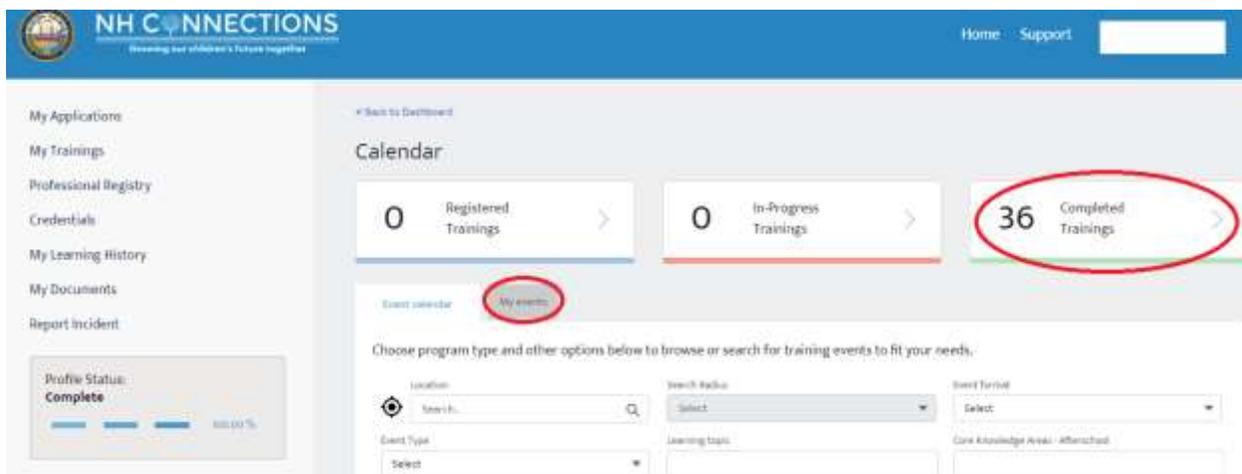
11. **What if some of my trainings are missing?**

At this point we are advising all individuals to print their "Training and Education Report" from the old NHPR. This can be uploaded to your NHCIS profile within the Professional Registry Application Tile. There will be continued updates to the system, in future data pulls more trainings will continue to migrated from NHPR to the Professional Registry Profile in NHCIS

- Click the Professional Registry Tile Application, when you hover over it you will see "VIEW PROFESSIONAL REGISTRY".
- When this Tile launches, click "PROFESSIONAL REGISTRY" on the menu to the left.
- Click "Credential/Certificate".

- Scroll to the bottom and click "ADD A CREDENTIAL/CERTIFICATE" and enter all necessary information, then click "SAVE".
- Upon saving, go back to the box containing the entry and click "UPLOAD FILES" to attach the file from your computer.

12. **Have self-reported trainings been transferred?**

These trainings were not imported over by the old system because they could not be validated. You would be able to add these into your NHCIS profile within the Professional Registry Application Tile. See above for steps on how to upload self-reported trainings.

How can I add self-reported trainings?
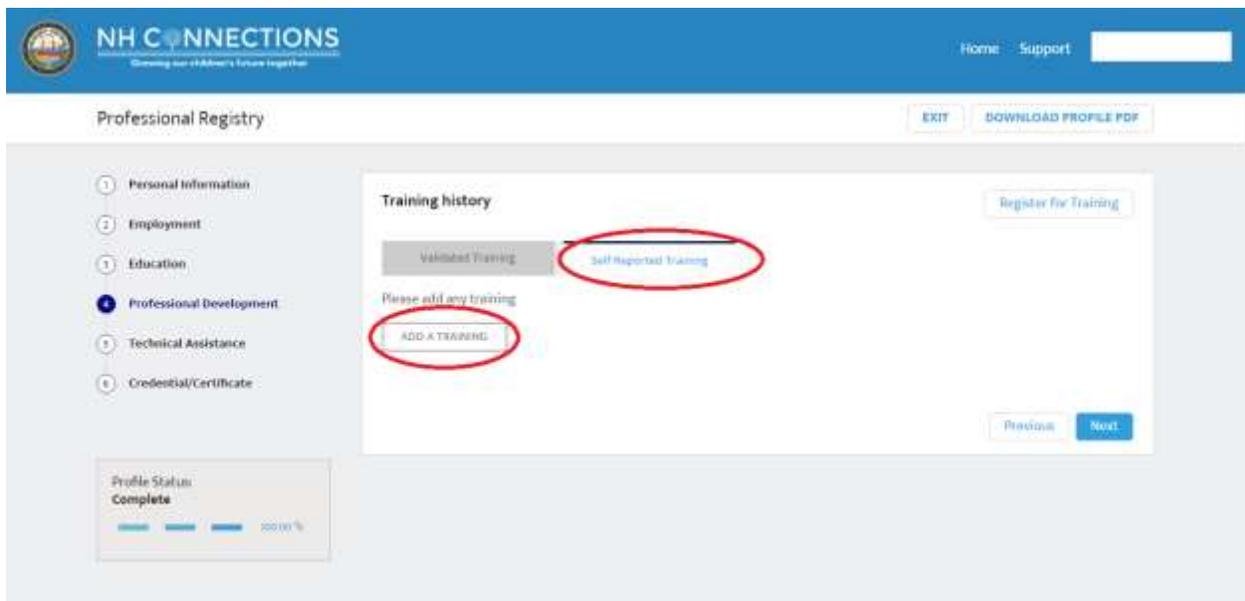
- Within your "Professional Section" click "PROFESSIONAL DEVELOPMENT".
- Then click the "SELF-REPORTED TRAINING" tab.
- Click the "ADD A TRAINING" button.
- Enter all the training information, and click "SAVE" button.
- Upon saving, go back to the box containing the entry and click "UPLOAD FILES" to attach the file from your computer.

ProSolutions Support:

13. **Where do I find the Registry ID for ProSolutions trainings in the NHCIS Registry?** The Registry ID for ProSolutions is found on your individual Registry application on the NHCIS. You will find this in the top right hand corner of your screen in red text.
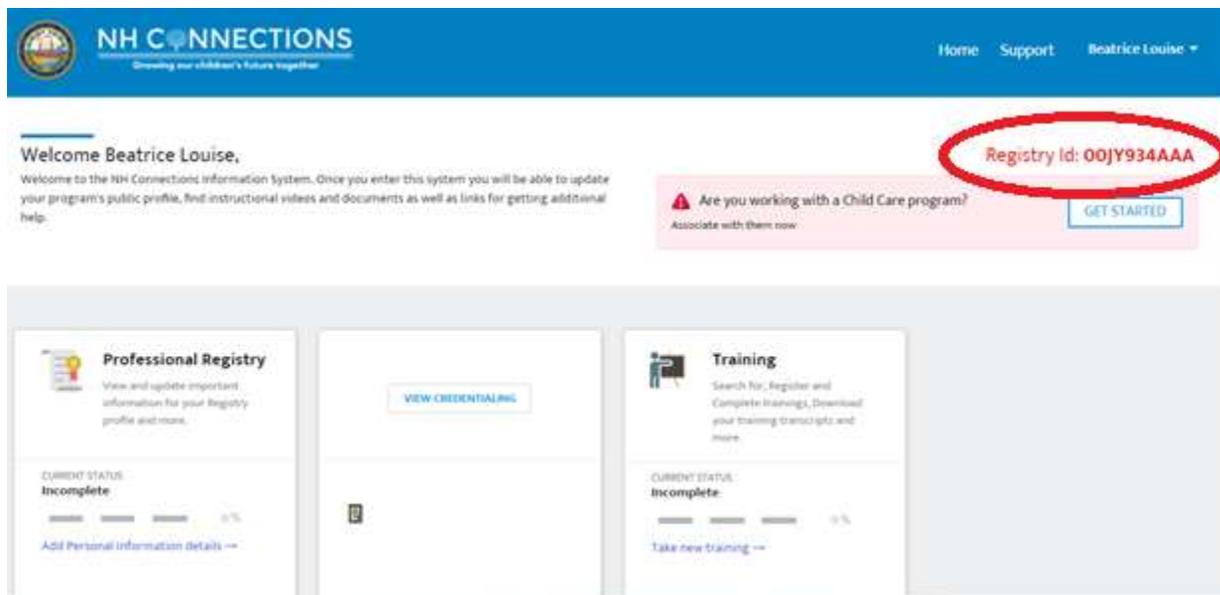
14. **Will my trainings from ProSolutions be listed in the new Professional Registry on NHCIS?**
Once you put your Registry ID into your ProSolutions trainings, these trainings will be populated into your new account.

15. **What if I am not seeing the ProSolutions trainings populated in my new Professional Registry account?** You can complete this step using one of the ways found below.

In order to add your Registry ID to an existing ProSolutions Account:

- Navigate to the ProSolutions website.
  https://www.prosolutionstraining.com/login/
- Enter your account information and sign in.
- Click you Name in the top Right corner of the page, then select "PROFILE".
- Ensure all fields with an asterisk are completed.
- In the "STATE REGISTRY ID" box enter your 10 digit Registry ID from your NHCIS: Registry Record.
- Click the "SAVE PROFILE CHANGES BUTTON".

If you are an existing user, but do not know your Registry ID Number or are not on NHCIS:

- Navigate to the ProSolutions website.
  https://www.prosolutionstraining.com/login/
- Enter your account information and sign in.
- Click you Name in the top Right corner of the page, then select "PROFILE".
- Ensure all fields with an asterisk are completed.
- Under the "STATE REGISTRY ID" box ensure the box "I CHOOSE TO OPT OUT OF SENING MY COMPLETED TRAINING HOURS TO MY STATE REGISTRY FOR CREDIT" is checked.
- Click the "SAVE PROFILE CHANGES" button.
- After completing ProSolutions trainings, ensure you always print the certificates.

If you are getting the red bar across the screen reading "YOUR COMPLETION DATA MAY NOT BE SUCCESSFULLY CREDITED IN YOUR STATE REGISTRY BECAUSE YOUR STATE ID HAS NOT BEEN PROVIDED."

- Click the "CLICK HERE" hyperlink, this will navigate to your "PROFILE".
- Ensure all fields with an asterisk are completed.
- In the "STATE REGISTRY ID" box enter your 10 digit Registry ID from your NHCIS: Registry Record. (If you do not have your state ID, Check the box saying "I CHOOSE TO OPT OUT OF SENING MY COMPLETED TRAINING HOURS TO MY STATE REGISTRY FOR CREDIT")
- Click the "SAVE PROFILE CHANGES BUTTON"
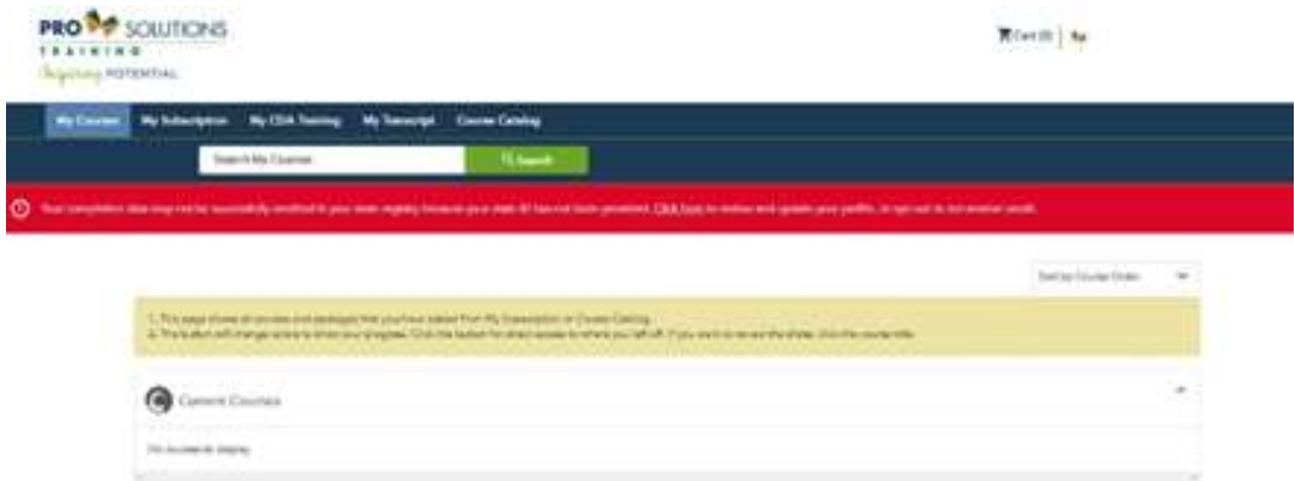
If you are new user and do not know your Registry ID or are not signed up for NHCIS:

- Navigate to the ProSolutions website.
  https://www.prosolutionstraining.com/login/
- CLICK the "CREATE AN ACCOUNT" button.
- Fill in all of your information.
- Ensure all fields with an asterisk are completed.
- Under the "STATE REGISTRY ID" box ensure the box "I CHOOSE TO OPT OUT OF SENING MY COMPLETED TRAINING HOURS TO MY STATE REGISTRY FOR CREDIT" is checked.
- Click the "CREATE AN ACCOUNT BUTTON".
- After completing ProSolutions trainings, ensure you always print the certificates.

16. **I cannot access all the New Hampshire Health & Safety Training Program Trainings, how do I see them?** Please follow the steps below.

- Navigate to the ProSolutions website.
  https://www.prosolutionstraining.com/login/
- Enter your account information and sign in.
- Click into the "MY COURSES TAB"
- Locate the bar entitled, "NEW HAMPSHIRE HEALTH & SAFETY TRAINIGS" and click the little down arrow (to the left).
- Look for the GREEN start course button under the "New Hampshire Child Care Licensing Orientation for Licensed and License-Exempt Providers" training.
- Complete this training to unlock the remaining trainings in the series.