

Step-By-Step Instructions

PCA Certification

Minnesota Department of Human Services Disability Services Division Individual Personal Care Assistant Training User Guide

If you believe you already have been certified, you may visit the website below and enter your information under “Certificate Lookup” (at the bottom of the page) to search for your certificate.

[https://registrations.dhs.state.mn.us/videoConf/Default.aspx?BusinessUnitID=16 -
ctl00_ContentPlaceHolder1_tblFindCertificate](https://registrations.dhs.state.mn.us/videoConf/Default.aspx?BusinessUnitID=16-ctl00_ContentPlaceHolder1_tblFindCertificate)

Find the course

1. Open Minnesota Department of Human Services online Registration at <https://registrations.dhs.state.mn.us/> to access the course of register for the test
2. Click “Individualized Personal Care Assistance Training”

Make a choice: take the course or register for the test.

To take the course

1. Select “training” and then select “[PCA and CFSS Workers Training](#)”.
2. Then, choose a language and begin course. Navigate through the modules with the “back” and “next” buttons and the three lines in the top left corner.

To register for the test

1. After clicking “Individualized Personal Care Assistance Training” on the DHS Online Registration page, look under “registering” for more information about testing.
2. Then, click the drop down arrow on the “Event” box and select the PCA/CFSS option.
3. Click “Next-Register”. This opens the registration Page.
 - Complete the registration information (Fields and questions with an asterisk * are required and you must complete them).
 - Enter and confirm a valid email address your confirmation number and certificate link are sent to that email address).
 - Read the agreement information (use the scroll bar to the right of the field to move up and down in the box).
 - Check the box beneath the agreement if you understand the term of the agreement (you cannot continue if you do not check the box).
4. Click the “Submit” button to complete your registration.

After you submit your registration the next page will give you a confirmation number. You will also receive an email with this number along with the link to the test. You may use the confirmation number to cancel a test registration, or you can click the link to take the test immediately. Using this email link allows you to take the test as many times as needed without registering again. You may register more than once to take the test, but using the confirmation email link is easier.

Take the test

You must answer 20 of 25 questions correctly to pass the test. You may take the test as many times as needed, there is no required wait time between tests. Again, there is a link provided to proceed to the test immediately after you register or you can use the link in the confirmation email sent.

As you answer each question, the system will tell you if the answer is correct or incorrect. The system will **not** tell you the correct answer. After you answer the last question, you will go to the Results page where you will receive your score and whether or not you have passed the test.

Test Results page

The tests Results page follows the last question on the test. This page shows:

- Your name
- Date you passed the test
- Certificate number

Email notices

After you register for the test, you receive two types of emails from Dhs.dsd.learn@state.mn.us

1. Registration confirmation email
 - Confirmation number used to cancel registration
 - Direct link to the certification test
2. Certification confirmation email
 - Certificate number required by PCA agencies before hire for PCA Provider Enrollment
 - Link to certificates

Troubleshooting

Issue #1: cannot access course

Possible problem: Pop-up blockers are often the reason course information is unavailable.

Resolution: Turn off pop-up blockers for all browses and toolbars that you have installed.

Instructions for internet Explorer and Firefox are included below.

Internet Explorer

1. Go to TOOLS on the Internet Explorer Menu bar
2. Click POP-UP BLOCKER to access the blocker settings.
3. Select COTENT tab on the Options menu

Firefox

1. Go to TOOL on the Firefox Menu bar to open drop down menu
2. Click Options to open the Options window
3. Select CONTENT tab on the Options menu
 - The checkbox next to “Block Pop-Up Windows” should be unchecked
 - Click the checkbox to disable the blocker
4. Click OK to save changes and close

Ask for help from a technical person if accessing a public computer or contact technical assistance from your Internet provider for advanced help with pop-up blockers

Issue #2: Stop the sound- mute audio

All modules automatically contain narration that may be annoying to some people. Resolution: two options

1. **Page-by-page in course**
 - Turn the narration off: click the speaker in the upper left corner of the page
 - Turn the speaker off on each individual page
2. **Mute the computer**
 - Mute the specific compute
 - Also need to unmute the computer for video clips

Still having problems?

If you still have problems with the course, email questions to Dhs.Dsdtahelp@state.mn.us or all (651) 431-4300 (metro area) or 1 (866) 867-7655 (Toll Free).