



GOVERNMENT OF PUERTO RICO

Department of Health
Medicaid Program

Puerto Rico Medicaid Management Information System

ND_PRMMIS_053_LMS_Technical_Help

Learning Management System (LMS) Instructions and Help

Non-Deliverable

Version 2.1

Change History

Version #	Date	Modified By	Description
2.1	10/22/2021	Gainwell Technologies	Logo updated per CR 21-672
2.0	11/16/2020	Gainwell Technologies	Gainwell Rebranding
1.1	06/04/2020	DXC Technology	Added contact center phone number per CR-363
1.0	03/27/2020	DXC Technology	Initial Submission

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1 Acronyms

The following table contains the list of abbreviations used within the text of this document. Acronyms found in images are not necessarily addressed unless the acronym is needed to complete the task.

Note: This acronym list will not include all potential HIPAA-related transaction information.

Table 1 – Acronyms

Acronyms	Definition
EDI	Electronic Data Interchange
HIPAA	Health Insurance Portability And Accountability Act of 1996
LMS	Learning Management System
URL	Uniform Resource Locator
VPN	Virtual Private Network

2 Overview

NOTE: This guide includes only the English instructions. To view the Spanish instructions, select the Spanish version of this document that is in the LMS Help Resources course.

This guide is designed to provide self-guided technical troubleshooting support for the Puerto Rico Medicaid Program (PRMP) Learning Management System (LMS). If you are having difficulty opening, viewing, refreshing, or completing training videos, please review this guide before contacting your appropriate help desk as most issues are related to internet settings or connectivity.

3 Technical Troubleshooting

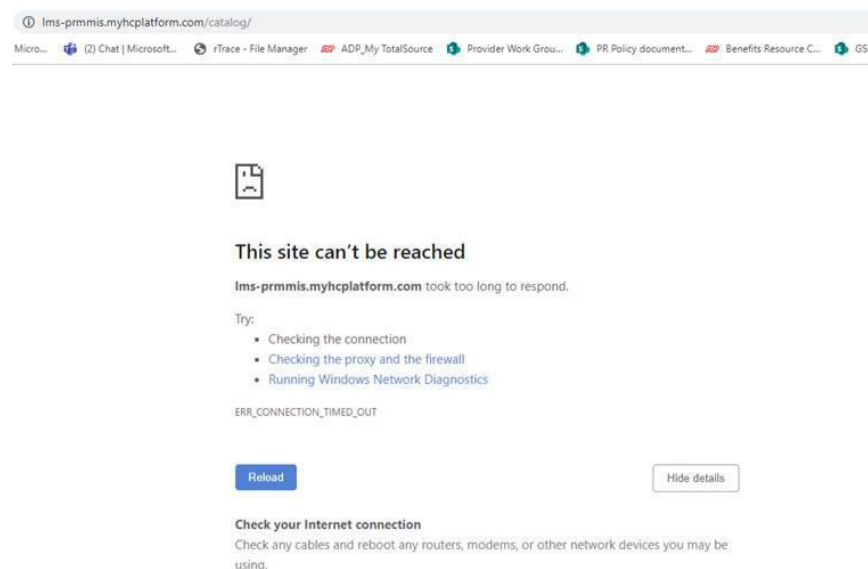
3.1 General Information Should I use Internet Explorer, Microsoft Edge, or Google Chrome to complete training course?

Though Internet Explorer, Microsoft Edge, and Google Chrome are compatible browsers for these courses, it is recommended to complete these courses with Microsoft Edge.

NOTE: To best prevent any issues, do not connect to a Virtual Private Network (VPN) when accessing and using PRMP LMS.

3.2 What do I do if I experience issues when attempting to access and/or use PRMP LMS?

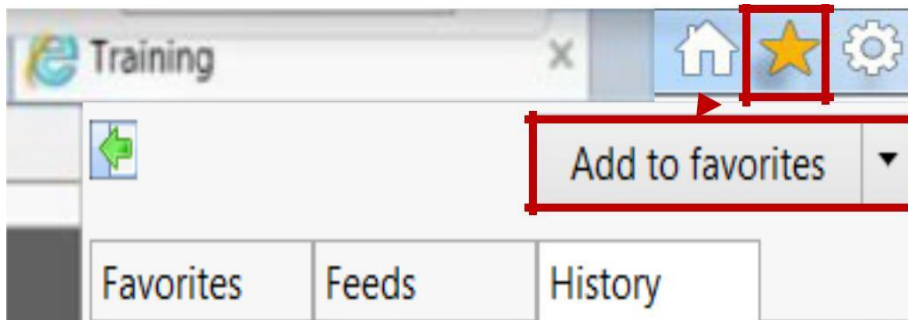
When attempting to access PRMP LMS or use its functionalities in a specific browser, there may be several possible issues that arise, including failure to load the PRMP LMS page (as displayed in the image below), LMS functionalities not working, etc. Most of these issues are caused by the stored cache and cookies in the specific browser. To view how to clear the cache and cookies from your specific browser, refer to [How do I clear the cache and cookies from browser?](#).



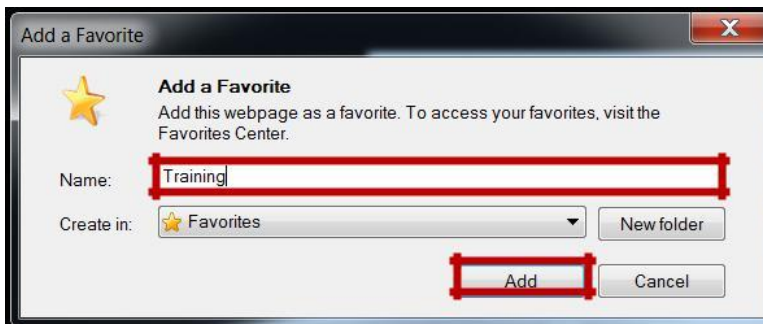
3.3 Adding PRMP LMS page to web browser's Favorites

3.3.1 Internet Explorer

1. Click the **Star** icon. Then, click **Add to Favorites**.



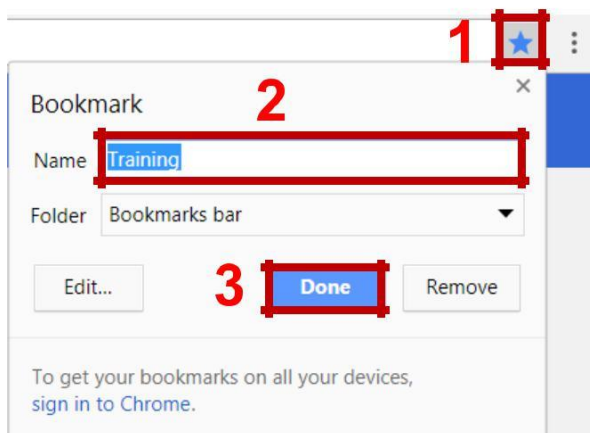
2. Enter the name that you want to save the **Favorites** site as. Then, click **Add**.



3.3.2 Google Chrome

1. Click the **Star** icon.
2. Enter the name that you want to save the **Favorites** site as.
3. Click **Done**.

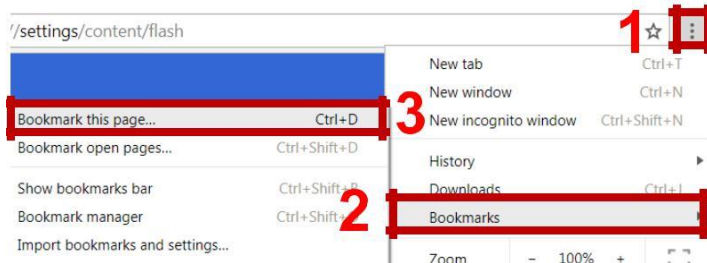
NOTE: Reference the step numbers mentioned above to the numbers on the image below.



– OR –

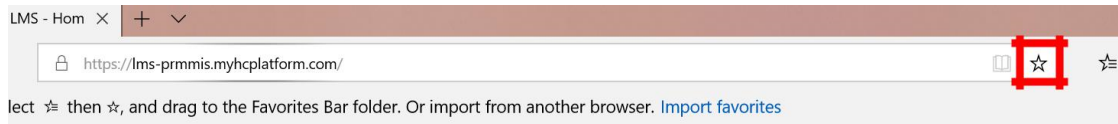
1. Click the **Tools** icon (three vertical dots).
2. Hover over **Bookmarks**.
3. Click **Bookmark This Page...**

NOTE: Reference the step numbers mentioned above to the numbers on the image below.



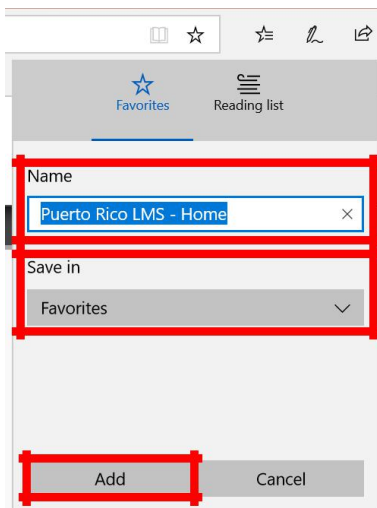
3.3.3 Microsoft Edge

1. After accessing the website that you want to save as a Favorite, click the **Star** icon to the far-right side of the Uniform Resource Locator (URL) bar.



2. A **Favorites** pop-up window appears. In the **Favorites** pop-up window:

- a. Enter the name that you want to save the **Favorite** website as.
- b. From the middle drop-down menu, select the **Favorites** folder that you want to save the website in.
- c. When finished, click **Add**.

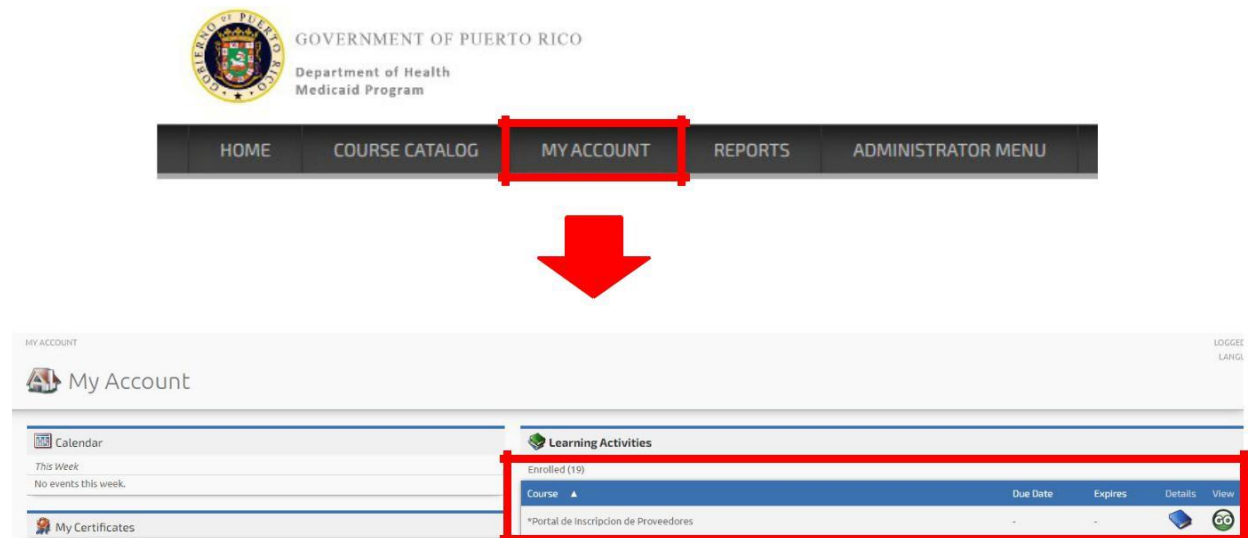


3.4 User unable to find courses

There are multiple reasons for why you cannot find the course that you are looking for. Please review the following questions and refer to the question that best suits your issue.

3.4.1 Why can't I find the course if I'm already enrolled in the course?

To find a course that you are already enrolled in, click the **My Account** tab when logged in to the PRMP LMS. The My Account page appears, which displays the courses you are enrolled in on the top-right side of the page.



3.4.2 Why can't I find the course if I'm not enrolled in the course?

To find a course that you are not enrolled in, you can find courses to enroll in by clicking the Course Catalog tab at the top of the PRMP LMS page.



To learn how to enroll in a course using the Course Catalog, refer to the **Enroll in a Course – Course Catalog** subsection in the **PRMP LMS Access Instructions** document that is located in the **PRMP LMS Help Resources/Recursos De Ayuda Para El LMS De PRMP LMS** catalog.

3.4.3 Why can't I find the course on the Course Catalog page?

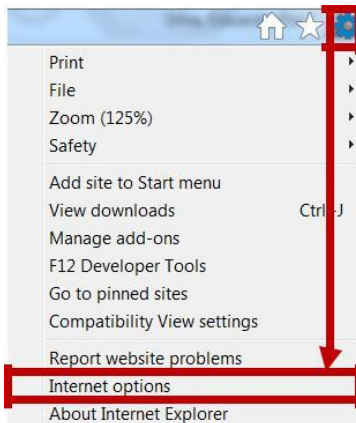
If you cannot find a course on the Course Catalog page, it means you do not have the proper Authorization Code associated to your account to view the course. To learn more about a user's Authorization Code and how that code determines the courses that the user is able to access, refer to the **Troubleshooting – Authorization Code** subsection in the **PRMP LMS Access Instructions** document that is located in the **PRMP LMS Help Resources/Recursos De Ayuda Para El LMS De PRMP LMS** catalog.

3.5 What if nothing opens when I click the “GO” button next to the lesson name?

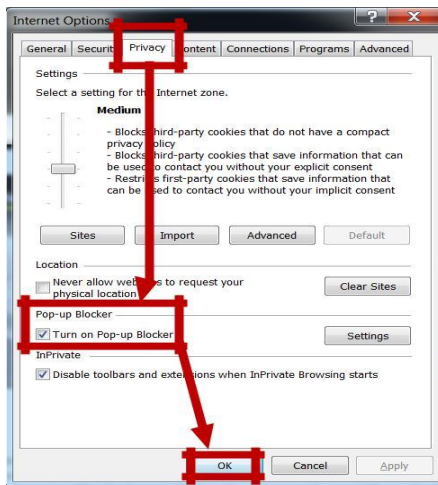
If nothing opens when you click the **GO** button, it is likely that your pop-up blocker is enabled and needs to be disabled. To disable this feature, follow the steps below depending on your internet browser.

3.5.1 Disabling Pop-up Blockers in Internet Explorer

1. Click the **Tools** (gear-shape) icon to display options. Then, select **Internet Options** to display the **Internet Options** dialog box.



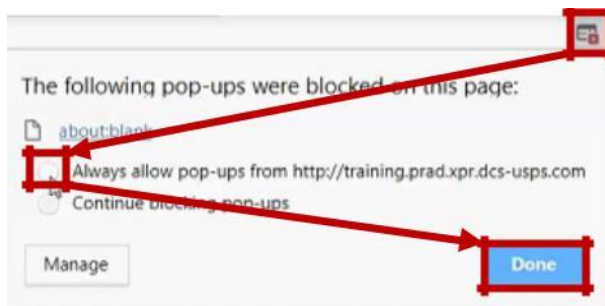
2. When the **Internet Options** dialog box appears, click the **Privacy** tab. Then, un-check the **Pop-up Blocker** checkbox and click **OK**.



3.5.2 Disabling Pop-Up Blockers in Google Chrome

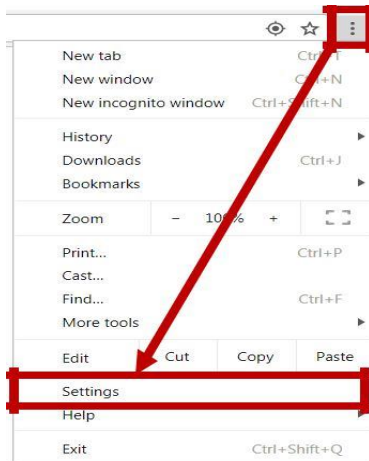
There are two ways to disable pop-ups in Google Chrome:

1. When you access the webpage, a message appears below the toolbar regarding pop-ups. Check the **Always Allow Pop-ups From** checkbox, then click **Done**.

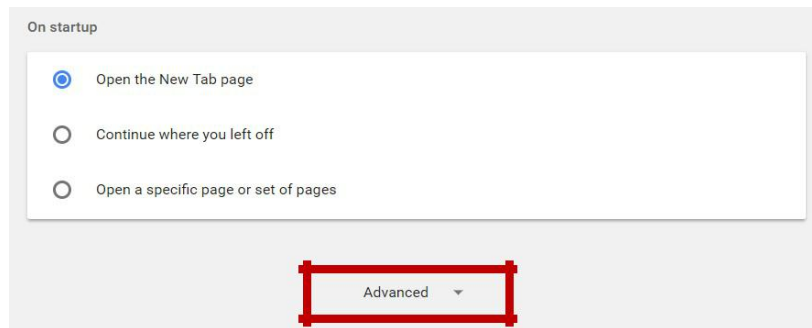


- OR -

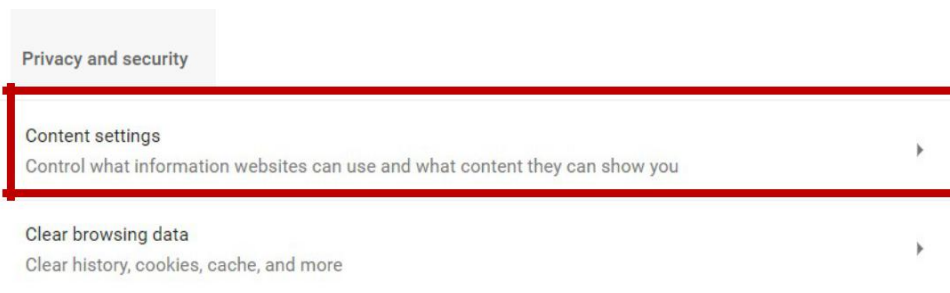
1. If the above pop-up does not appear, proceed to click the **Tools** button (three vertical dots). Then, click **Settings** from the **Tools** options list to display **Settings** page.



2. In the **Settings** page, scroll to the bottom of the page, until you see the **Advanced** button. Click the **Advanced** button to display more **Settings** options.



3. In the **Advanced Settings** options, there will be a **Privacy and Security** section. From the **Privacy and Security** section, select the **Content Settings** option.



4. In the **Content Settings** option, click **Popups**.



5. In the **Popups** section, update the first option to display **Blocked (Recommended)** with unchecked option. If it says "Allowed" with checked option, pop-ups will continue to be blocked.

NOTE: Performing this step will allow all pop-ups to display. Use **Step 5a** to allow pop-ups for a specific site.

← Poppers



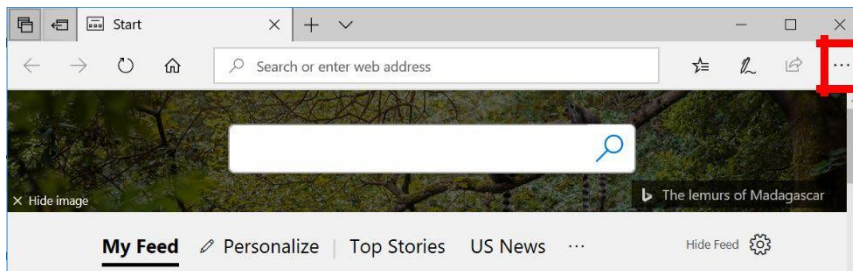
- a. Under the **Poppers** section, there is the **Allow** section. In the **Allow** section, click the **Add** button to manually enter the specific site that you want to allow pop-ups from.

Allow

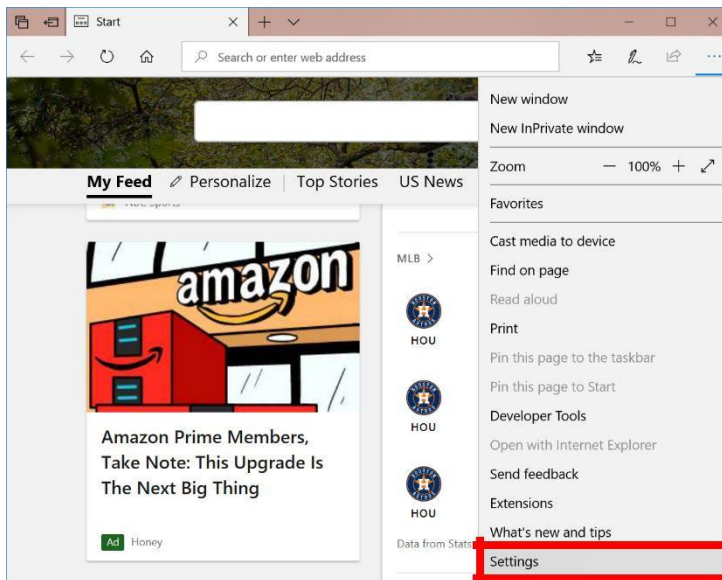
ADD

3.5.3 Disabling Pop-Up Blockers in Microsoft Edge

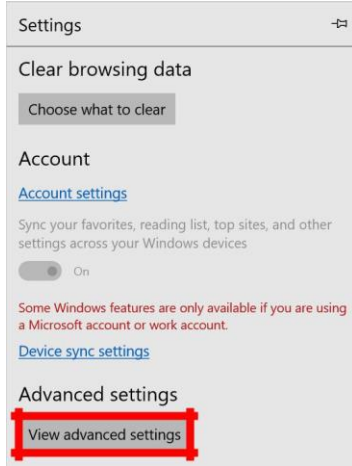
1. When the browser is open, click the **three horizontal dots** icon on the top-right corner of the browser.



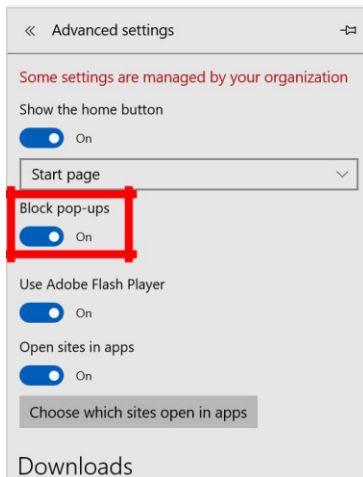
2. A drop-down menu appears after clicking the three dots icon. In the drop-down menu, click the **Settings** option.



3. A **Settings** pane appears on the right side of the browser window. Scroll down the pane's options until you encounter an **Advanced Settings** section. Below the **Advanced Settings** title, click the **View Advanced Settings** button.



4. The **Advanced Settings** pane now appears. In the **Advanced Settings** options, click the bar below the **Block Pop-ups** option to turn off this feature.

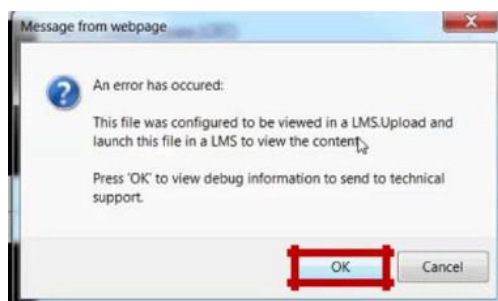


3.6 What do I do if I receive an error message when trying to view a lesson?

3.6.1 Internet Explorer/Microsoft Edge

When accessing the lesson videos in PRMP LMS, two dialog boxes will appear.

1. The first dialog box that appears is an error message. When this box appears, click **OK**.



2. After you click **OK** on the first dialog box, a second box appears, and the lesson begins to load in the background. When the second dialog box appears, it will be blank; click the **Close** button ("X" in red box) to close the empty box.



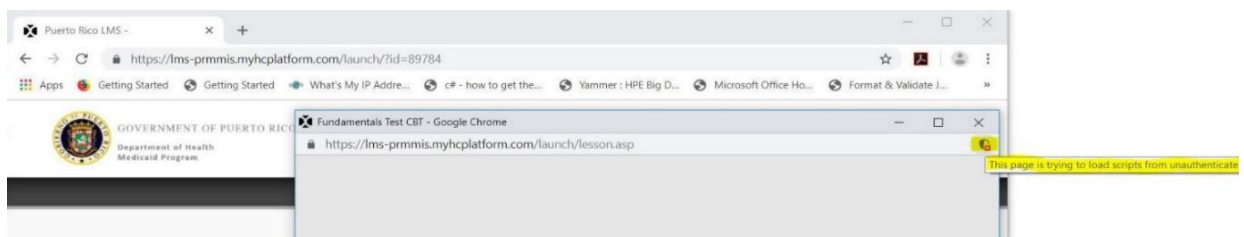
3. Finally, once you close the empty box, click **Continue** to begin the lesson.



3.6.2 Google Chrome

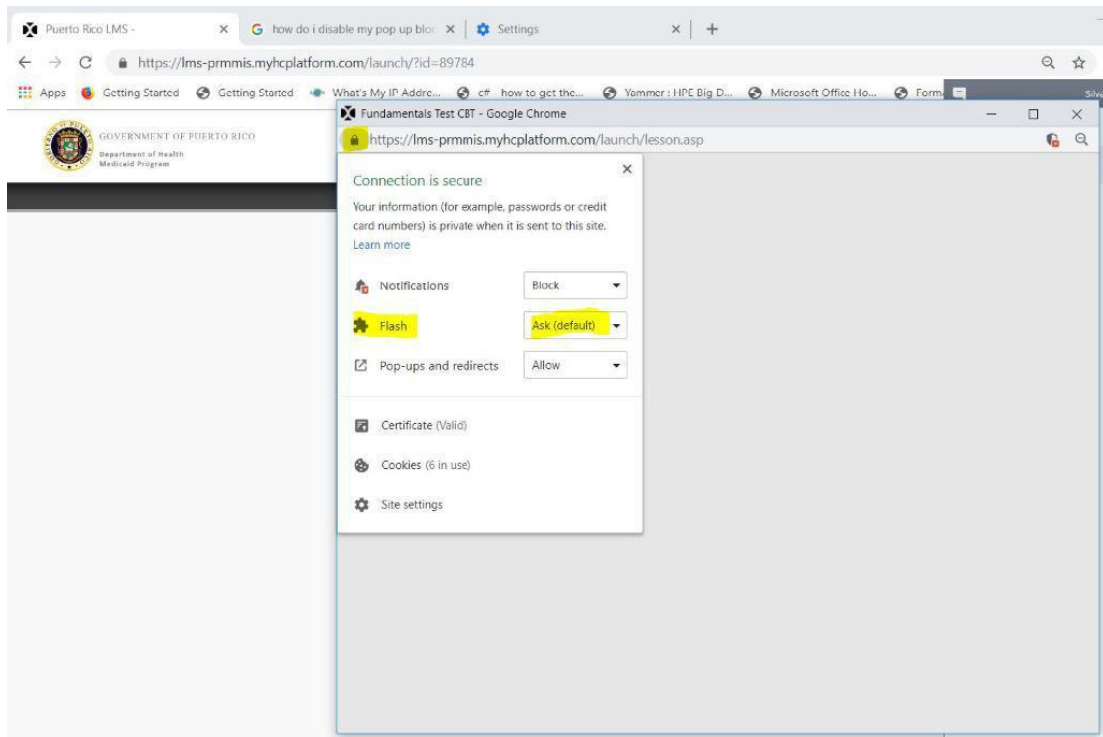
Chrome, by default, has the Flash setting set to **Ask Before Playing** any Flash video. PRMP LMS lessons require the Chrome browser to have the Flash setting set to **Allow**.

If you cannot play a lesson, you will notice the alert icon at the top-right corner of the pop-up window like in the image below.

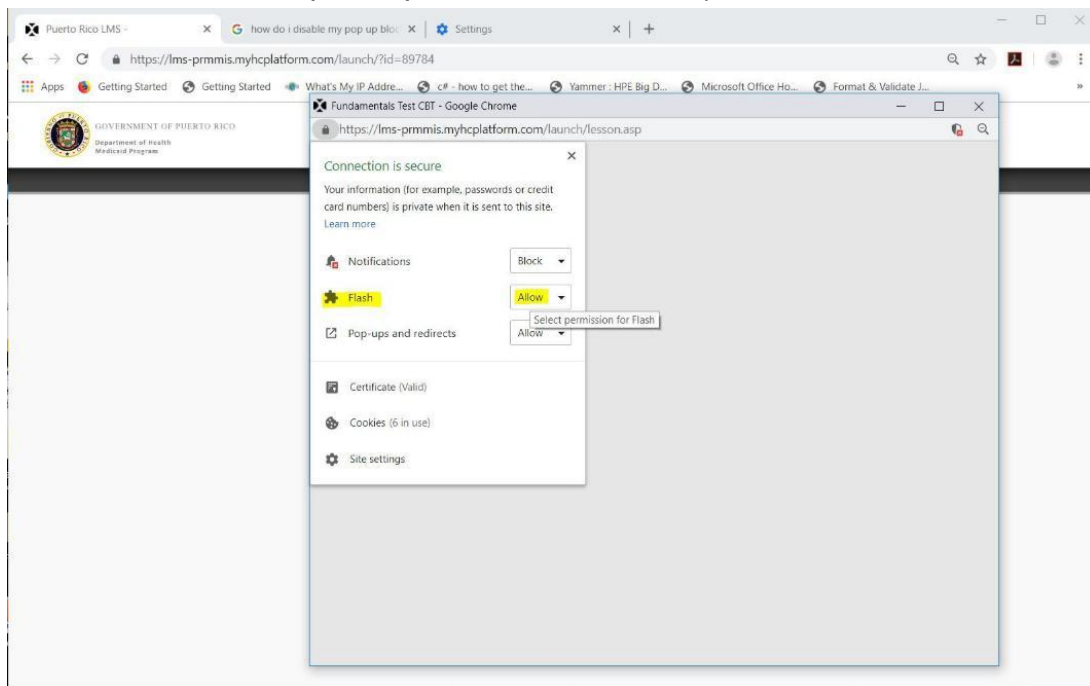


To be able to view the lesson, you need to set the Flash setting to **Allow** by following the next steps:

1. Click the **Lock** icon to the left of the URL bar to reveal some options.



2. The current option set for the **Flash** setting should be **Ask (Default)**. To change that setting, click the drop-down arrow next to **Ask (Default)**, then select the **Allow** option.



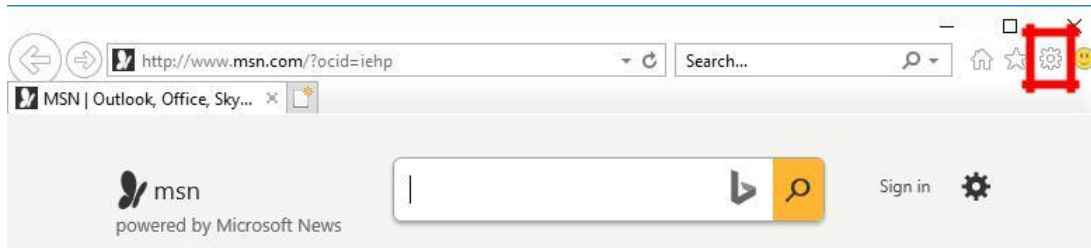
3. Once the **Flash** setting has been changed, refresh the page and attempt to access the lesson again, which should now result in the lesson playing successfully.

3.7 How do I clear the cache and cookies from browser?

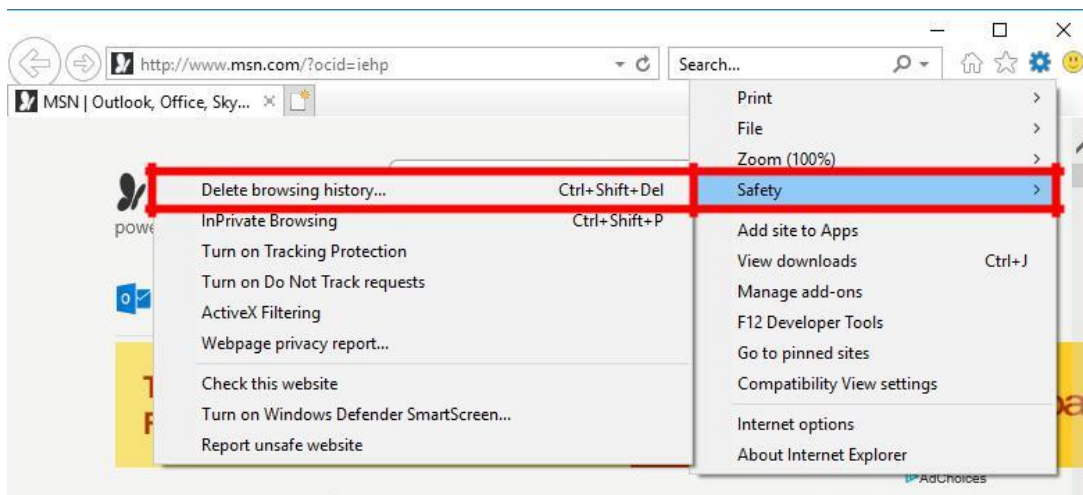
If you are experiencing issues with the performance of your browser while utilizing PRMP LMS and viewing its courses, please make sure to clear the cache and cookies from your internet browser using the steps below. Cache and cookies are pieces of information that your browser collects over time as you access and navigate websites on the internet. When the cache and cookies have not been cleared over a period of time, all the information that the browser has collected during that time begins to hinder the performance of the browser (e.g., loading times, page functionalities, etc.). Therefore, clearing the cache and cookies in your internet browser should be done as frequently as possible to help improve the performance of your internet browser.

3.7.1 Internet Explorer

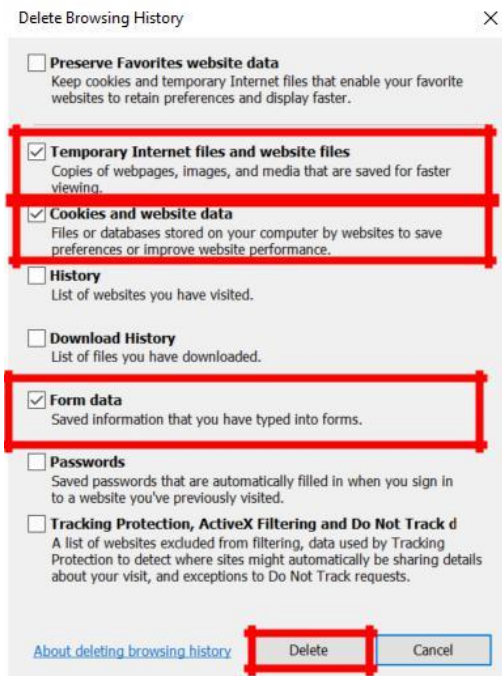
1. When the browser is open, click the **Cog** icon at the top-right corner of the browser.



2. A drop-down menu appears after clicking the Cog icon. In the drop-down menu, hover over Safety, then from the Safety sub-menu select the Delete Browsing History... option.

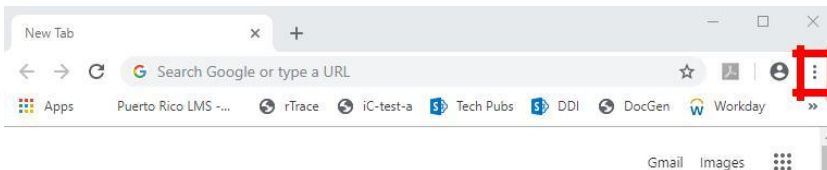


3. The **Delete Browsing History** pop-up window appears. Check the boxes that are highlighted in the image below, then click **Delete**.

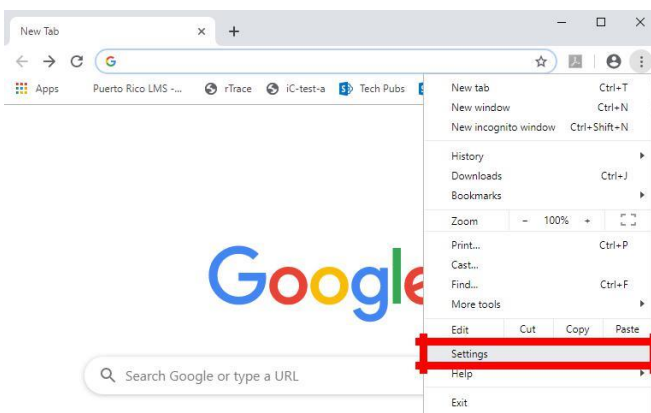


3.7.2 Google Chrome

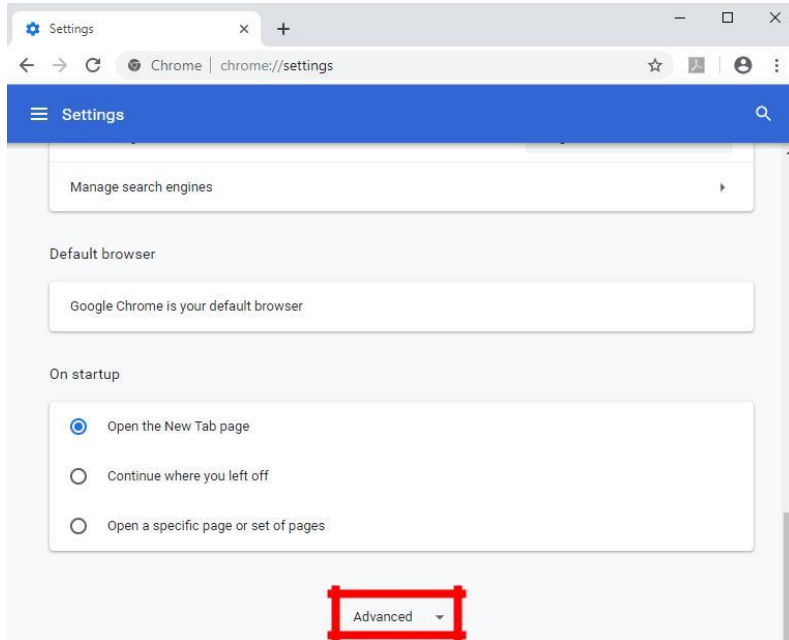
1. When the browser is open, click the **Tools** (three vertical dots icon) button on the top-right corner of the browser.



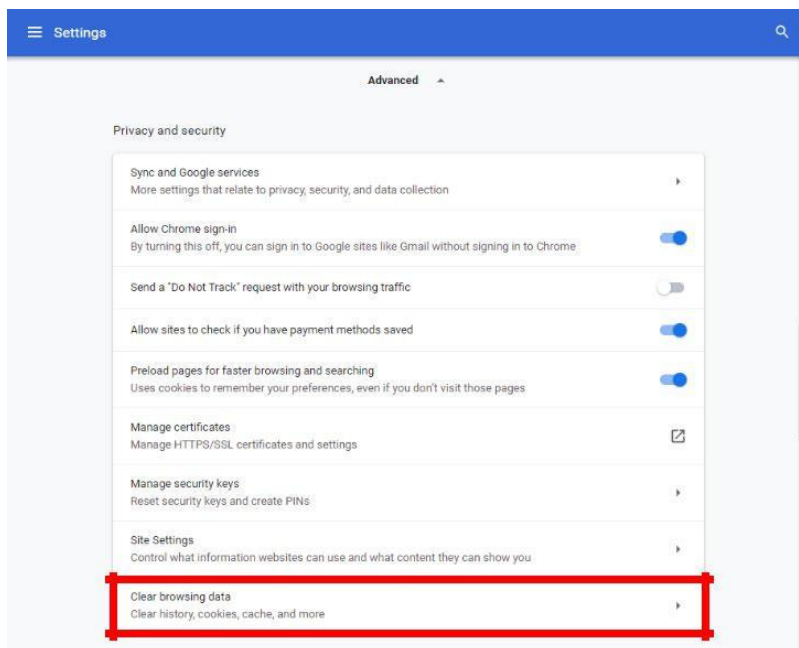
2. A drop-down menu appears after clicking the Tools (three vertical dots icon) button. In the drop-down menu, click the Settings option.



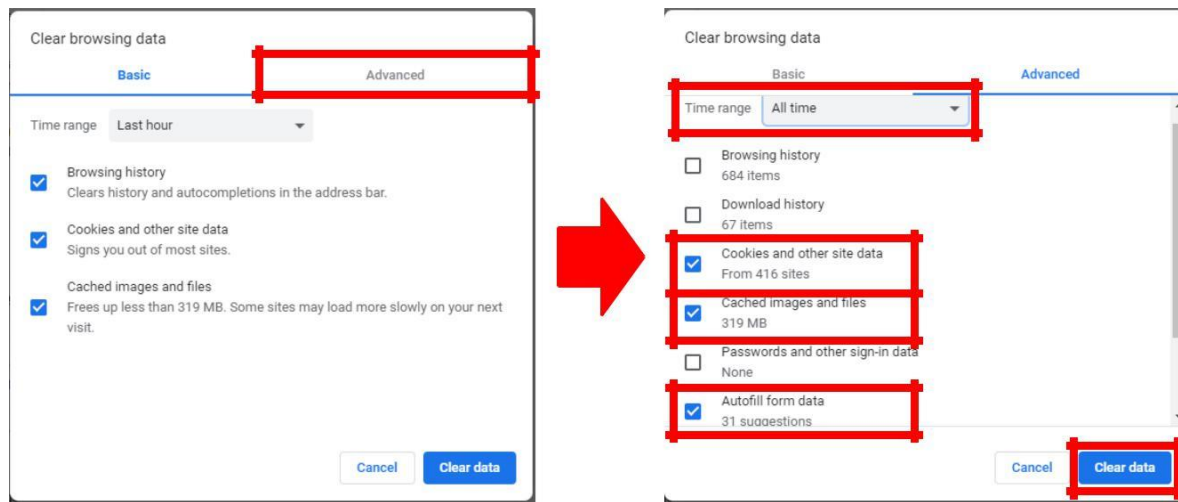
3. The **Settings** page appears. Scroll down the page until you encounter the **Advanced** link located on the bottom-center of the page. Click the **Advanced** link.



4. More **Settings** options appear after clicking the **Advanced** link including the **Privacy and Security** menu. On the **Privacy and Security** menu, click the **Clear Browsing Data** option.

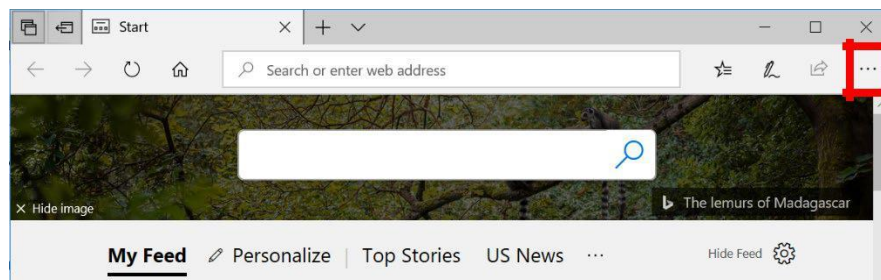


5. The **Clear Browsing Data** pop-up window appears. Click the **Advanced** tab to see more options. On the **Advanced** tab, for the **Time Range** value select the **All time** value, then check the boxes that are shown in the below image on the right. After these settings have been selected, click the **Clear Data** button.

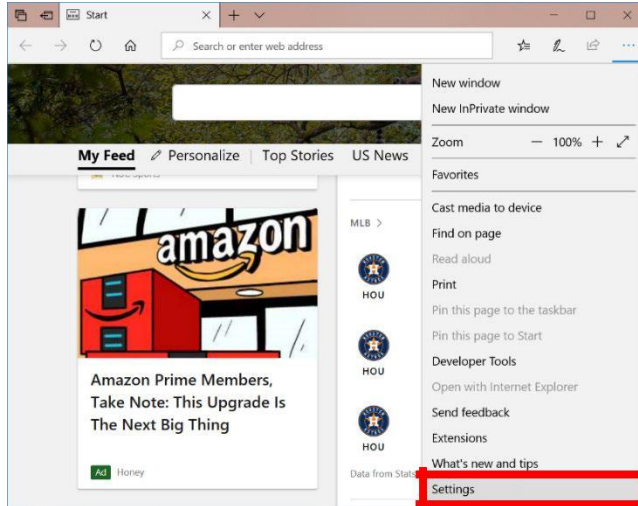


3.7.3 Microsoft Edge

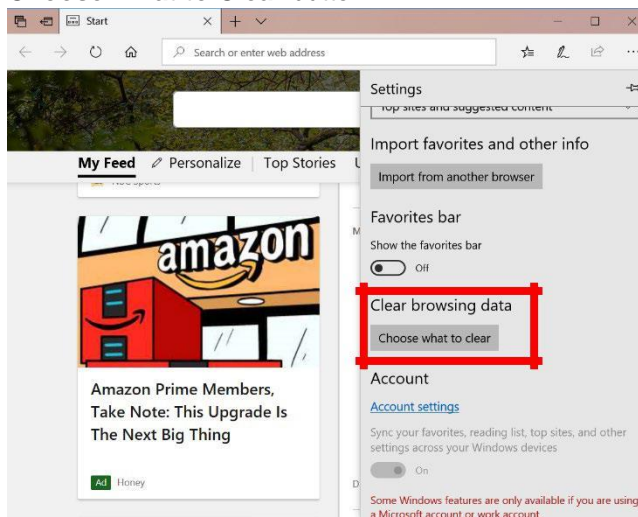
1. When the browser is open, click the **three horizontal dots** icon on the top-right corner of the browser.



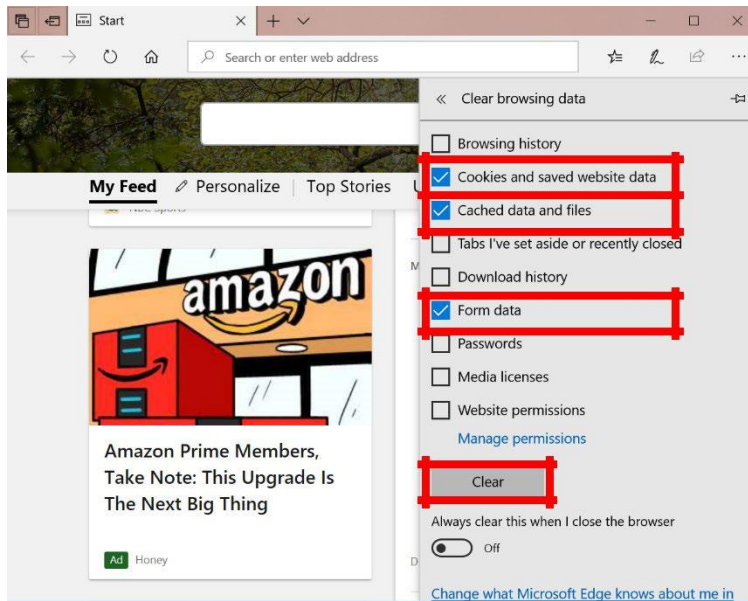
2. A drop-down menu appears after clicking the three dots icon. In the drop-down menu, click the **Settings** option.



3. A **Settings** pane appears on the right side of the browser window. Scroll down the pane's options until you encounter a **Clear Browsing Data** section. Below the **Clear Browsing Data** title, click the **Choose What to Clear** button.



4. The **Clear Browsing Data** pane appears. Check the boxes as shown in the image below, then click the **Clear** button.

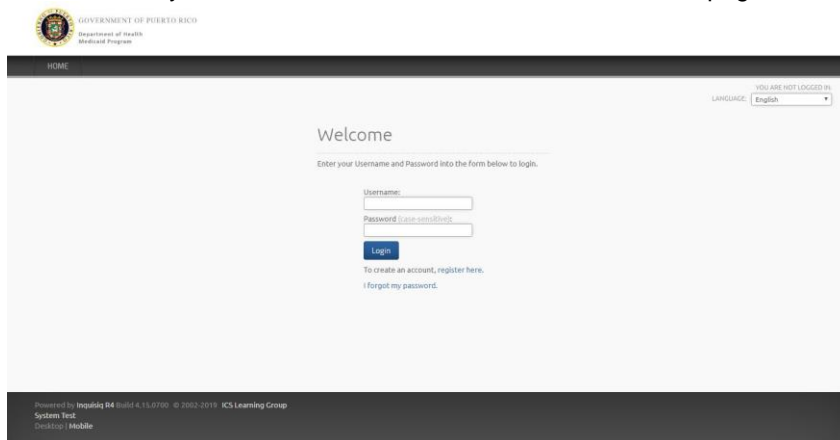


3.8 How can I test the capabilities of my browser and network to ensure that I can use PRMP LMS?

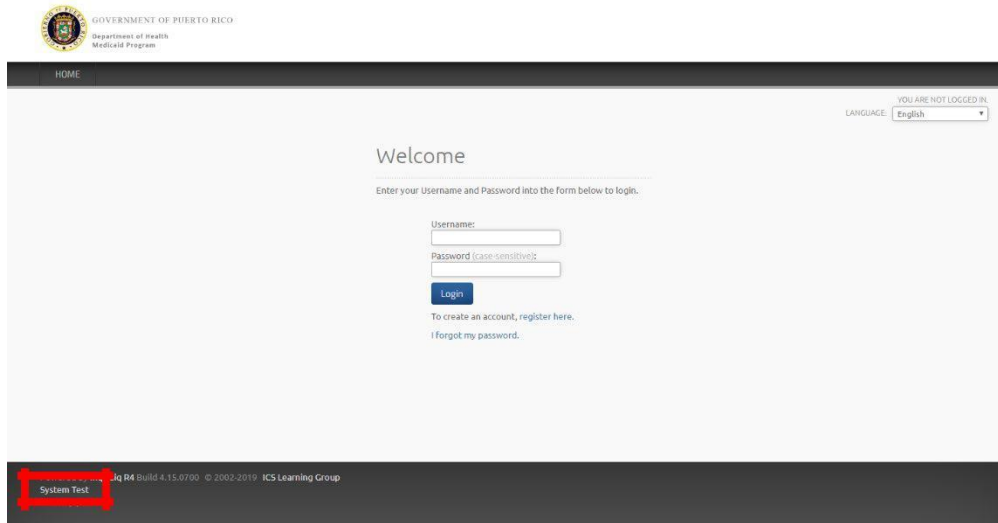
If you experience any issues with the functionality of PRMP LMS and suspect that these issues derive from your network or browser, please use the following steps to perform a system test that checks the performance of the computer, network, and browser being used to access PRMP LMS.

This PRMP LMS feature can be used on any browser and, therefore, these steps apply to any user with an internet browser.

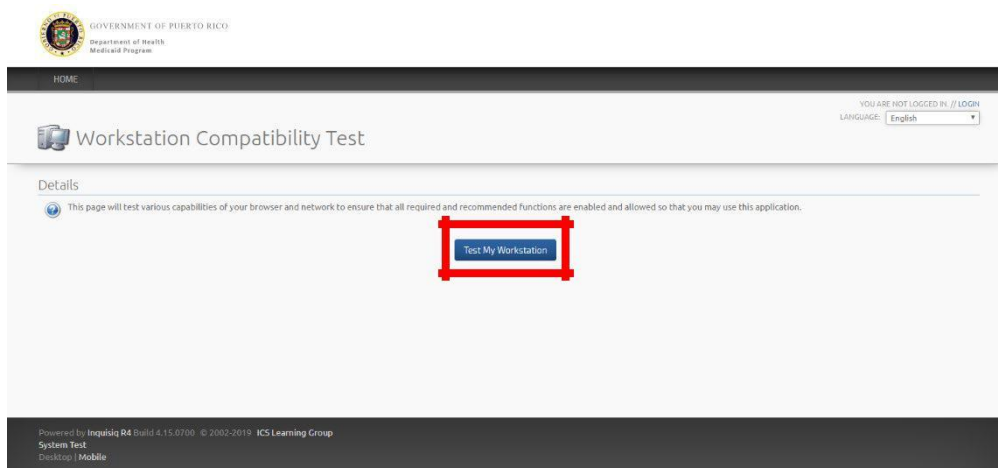
1. On any internet browser, access the **PRMP LMS** web page.



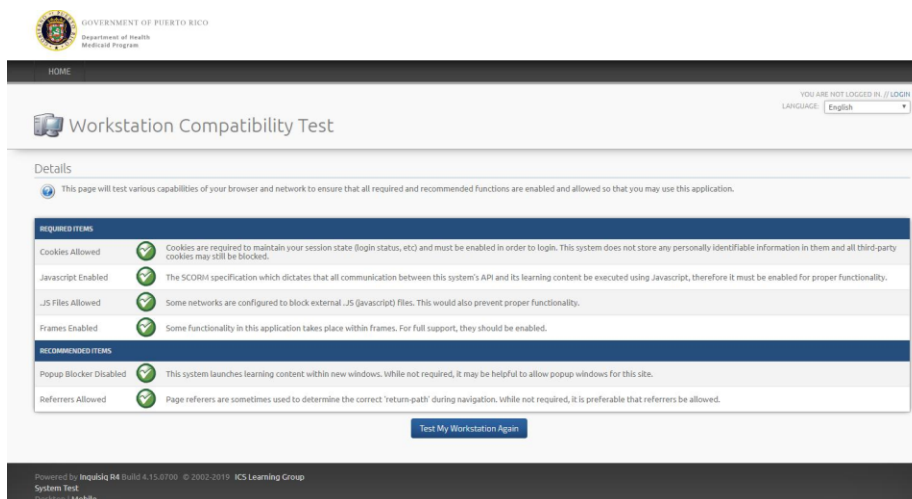
2. On the **PRMP LMS** web page (this feature can be done on any page in PRMP LMS), click the **System Test** option at the bottom-left of the window.



3. The **Workstation Compatibility Test** page appears. Click the **Test My Workstation** button to begin the test.



4. The **Test Results** page appears, which displays any problems (if any) related to your browser and network.



4 Lesson Issues

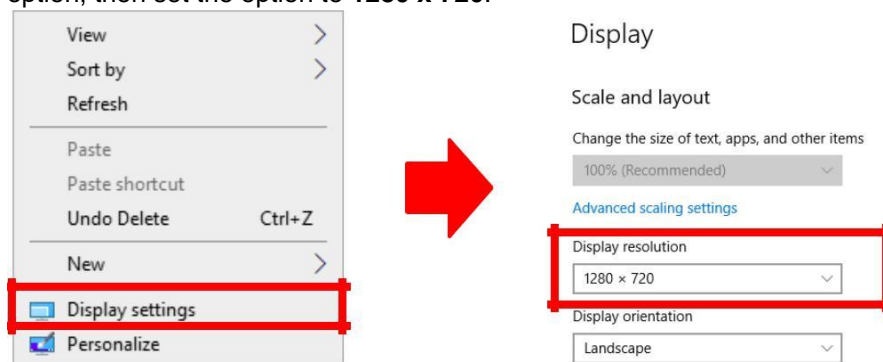
4.1 What do I do if the closed captions for a lesson doesn't appear?

The reason for the closed captions not appearing in a lesson is not due to an issue with the lesson, but rather due to the screen resolution settings on your computer. Each lesson in the PRMP LMS has a set window display resolution of "1280 x 720." When the window display exceeds that set resolution, the closed captioning functionality is disabled. To prevent the closed captions from being disabled in a lesson, perform the following steps:

1. Verify that the screen resolution on your computer is set to "1280 x 720" by going to the Display settings on your computer.

Windows Users

Right-click the desktop screen on your computer with your mouse, then click **Display settings** from the options. After the Display settings window appears, scroll down until you see **Screen Resolution** option, then set the option to **1280 x 720**.



Mac Users

Click **Apple menu** (Apple icon), then click **System Preferences**. After the System Preferences window opens, click the **Displays** button. In the Displays page, select the **Scaled** option from the **Resolutions** field, then select **1280 x 720**.



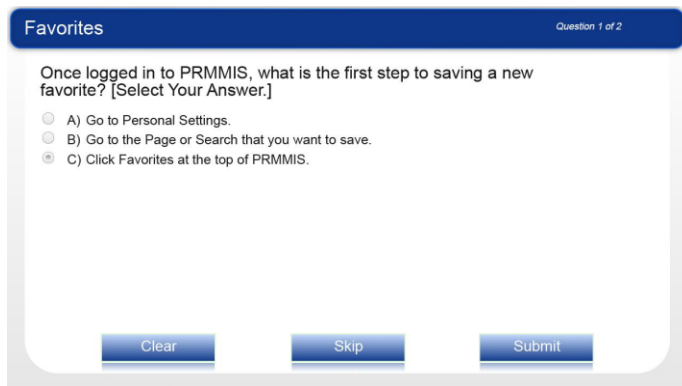
2. After you click the GO button to launch the lesson in PRMP LMS, expand the lesson's window enough to see the whole video and the menu bar at the bottom. Do not expand the window more than that as it will disable the closed captions.



4.2 What do I do one if I can't clear the answers from a multiple-choice quiz question that I already answered?

There are few lessons that have multiple-choice questions in the Quiz section part of the lessons. After you answer a multiple-choice question, you will notice that the answer you selected (correct or incorrect) is permanently saved into the question, even after viewing the lesson again after completing it. When attempting to click the Clear button at the bottom of the multiple-choice question, you will notice that the button does not clear the answers as it should.

Do not be alarmed or worried about these issue with the multiple-choice quiz questions. This is the normal and intended functionality of these multiple-choice questions. Whether the user gets the correct or incorrect answer, the answer will not impact the completion status of the lesson. As long as the user answers the question, they will receive credit for the question to pass the lesson.



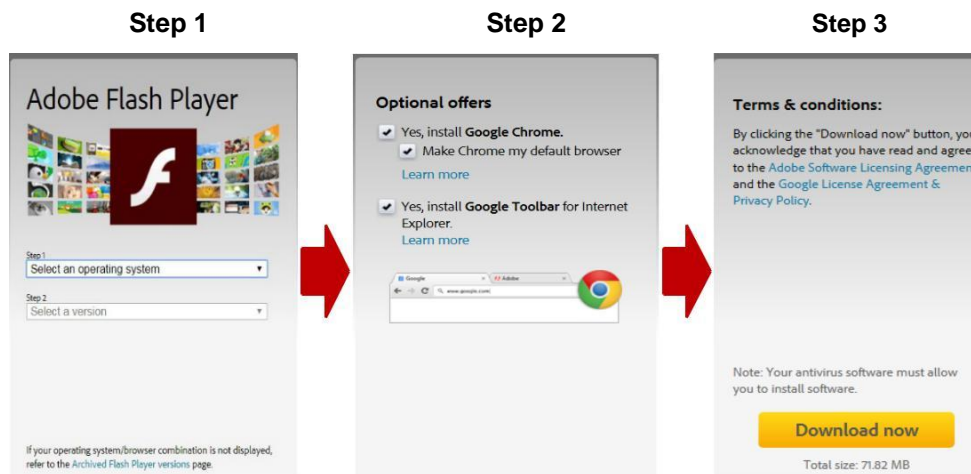
The screenshot shows a quiz question interface. At the top, there is a blue header bar with the word "Favorites" on the left and "Question 1 of 2" on the right. Below the header, the question text reads: "Once logged in to PRMMIS, what is the first step to saving a new favorite? [Select Your Answer.]". There are three radio button options: "A) Go to Personal Settings.", "B) Go to the Page or Search that you want to save.", and "C) Click Favorites at the top of PRMMIS." Option C is selected. At the bottom of the question area, there are three buttons: "Clear", "Skip", and "Submit".

5 Flash Player Issues/Troubleshooting

5.1 I am unable to access course materials because I need to install Adobe Flash

NOTE: These steps will be the same for all browsers. If you are prompted to install Adobe Flash Player to continue, follow the steps below.

1. Go to the **Adobe Flash Player** site page [here](#).
2. Select operating system and version/optional offers.
3. Click **Download Now**.

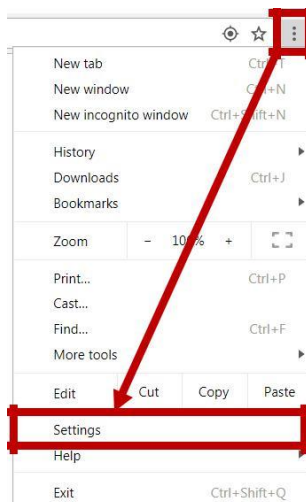


5.2 I installed Flash Player but I still see error messages to install Flash Player

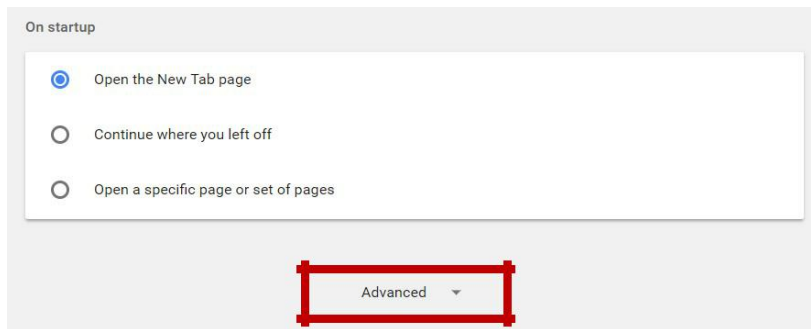
If you have installed Flash Player but still see error messages, you may need to enable Flash Player.

To enable Flash Player, follow the steps below:

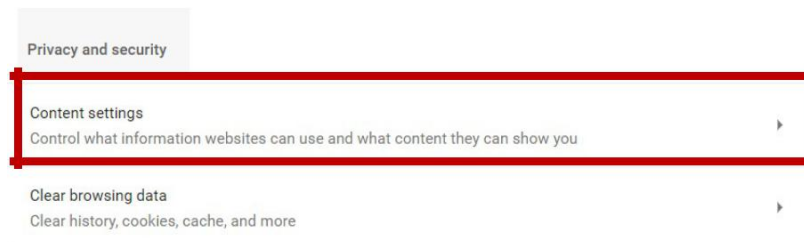
1. Click the **Tools** button (three vertical dots). Then, click **Settings** from the **Tools** options list to display **Settings** page.



2. In the **Settings** page, scroll to the bottom of the page, until you see the **Advanced** button. Click the **Advanced** button to display more **Settings** options.



3. In the **Advanced Settings** options, there will be a **Privacy and Security** section. From the **Privacy and Security** section, select the **Content Settings** option.



4. In the **Content Settings** option, click **Flash** to open the **Flash Settings** page.



5. In the **Flash Settings** page, check the **Ask First (Recommended)** option, as shown below.



6 Contact Information

If you have any questions about accessing course materials in the PRMP LMS or require assistance with your PRMP LMS user credentials, contact:

For MCOs, MAOs, and PBMs:

PRMMIS EDI Help Desk

Phone: 1-833-209-8326

Email: prmmis_edi_support@dxc.com

For Providers:

Provider Enrollment Unit Contact Center

Phone: 787-641-4200

Email: prmp-pep@salud.pr.gov

For PRMMIS Users:

Submit Request: <https://www.surveymonkey.com/r/CX2TKFS>