

Instructions for using the Online Counselor Certification Tool

www.shiptacenter.org

Counselor (Participant) User Guide Scheduled Exams

When viewing online, this Table of Contents hyperlinks to the specified topics

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Introduction

Welcome to the online counselor certification tool offered by the SHIP National Technical Assistance Center (SHIP TA Center) at www.shiptacenter.org! You are likely receiving this guide because your SHIP program has decided to use this tool for counselor certification. This guide is intended to assist you in effectively accessing and using our online system. Specific certification questions, certification timing, and other certification guidelines are determined at the state, regional, and local level. Please follow your SHIP program's additional guidelines for using this tool and for becoming (or remaining) a certified counselor.

System Requirements

Before getting started, please note that it is best to use any of the following internet browsers with Java Script enabled to access the OCCT:

Internet Explorer 9 and up, Firefox, Google Chrome, Safari

Note that all major internet browsers will likely have Java Script enabled by default.

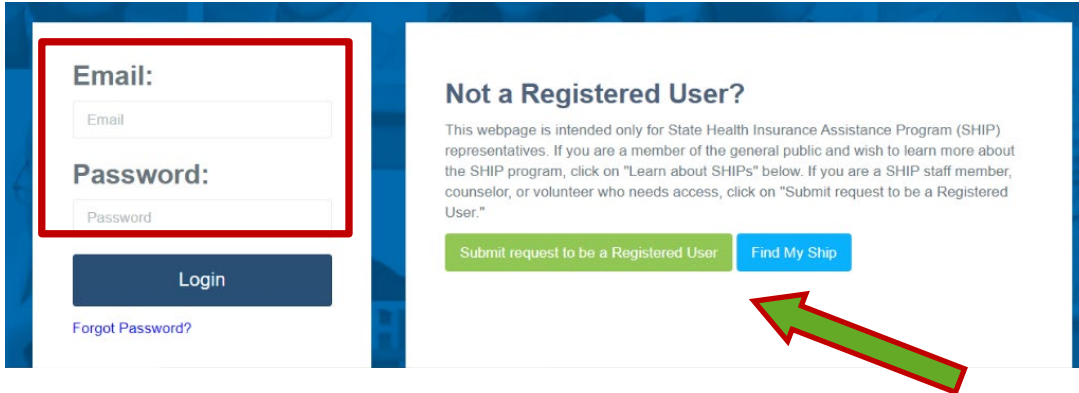
Accessing the Certification Tool

The certification tool can only be accessed by registered users at www.shiptacenter.org.

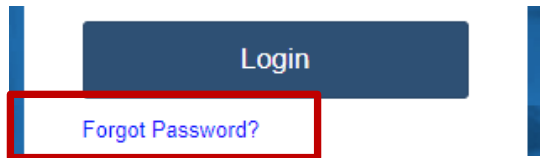
1. Click on SHIP Login from our home page.

The screenshot shows the SHIP National Technical Assistance Center website. The top navigation bar includes the SHIP logo, a 'SHIP Login' button (highlighted with a red box), a 'Text Size' control, a 'Keyword search' field, and a 'Find Local Medicare Help' button. Below the navigation bar are links for 'About', 'Success Stories', 'Volunteer', 'Resources for SHIPs', and 'COVID-19'. The main content area features a banner for 'Local Medicare Help' with the text 'Trusted, unbiased, one-on-one counseling and assistance.' and a 'SHIP Locator' button. A smaller box on the left of the banner says 'Help people in your community. Volunteer with SHIP.' and 'Dedicated SHIP volunteers help people navigate Medicare.'

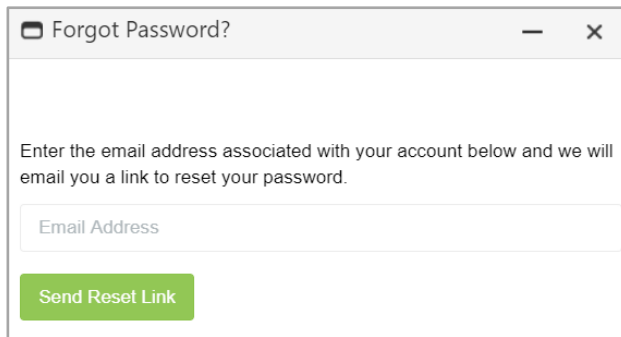
- Registered users log in by entering their email address and password.



- Non-registered users who need access to this tool can submit a registration request. (See the green arrow pointing to the green registration button above.)
- If you think you are registered but don't remember your password, click on the blue *Forgot your password?*



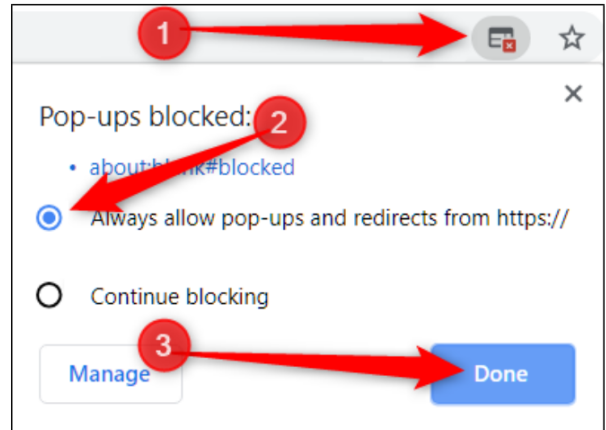
- The window below will appear. Enter your email address and click "Submit."



- After you click submit, you will be sent an email from DoNotReply@shiptacenter.org explaining how to re-set your password. If the email does not arrive, check your junk mail or spam folder. Make sure to mark DoNotReply@shiptacenter.org as a safe sender. If you still cannot find the password reset email, contact us for technical assistance at info@shiptacenter.org or call 877-839-2675.
- Upon logging in, look for the green Training and Certification (OCCT) button. On desktops and laptops, it will appear in the upper right corner of your screen. On smaller devices, buttons will move to accommodate the smaller screen.



- If you are not able to get to the OCCT after clicking the green button, make sure to allow pop-ups. Look to your browser for signs that pop ups are blocked. Some browsers and devices will ask you if you want to allow pop-ups for this site. Say yes. This has occurred for some users on some devices when accessing the green OCCT button. The image to the right is an example from Google Chrome.



8. Once you are on the home page, click the “Certification Tool” link in the top menu.



Overview of the Certification Tool page

You will see a table with three tabs on the Certification Tool page:

- Exam List
- My Information
- My Results
- Course Progress

Exam List

This tab displays a list of all exams for which you are currently scheduled. Exams are scheduled by a designated SHIP staff administrator for your program. It is the role of a designated SHIP staff administrator to alert you when you have been scheduled to take an exam. If you have *not* been scheduled for any exams, the Exam List will be empty and no exams will appear in the *Exam Name* column. In the example below, one exam has been scheduled, titled "Sample Recertification Exam." To take an exam, click on the blue [Take Exam](#) link associated with that exam (circled below).

SHIP Certification Tool

Exam List	My Information	My Results
Exam Name		Take Exam
Sample Recertification Exam		Take Exam

Note: After you have taken an exam, it will not automatically disappear from this list. The Exam Name will remain on the list until a SHIP staff administrator removes it.

My Information

This tab displays your Participant ID, the email address you use to log in, your state abbreviation, and a list of exams for which you have been scheduled. In the example below, only one exam has been scheduled for this sample participant.

Exam list	My Information
Participant ID: 1971	
Login Name: gpaulson@shiptacenter.org	
Participant State: NY	
Scheduled for: Sample Recertification Exam	

My Results

This tab displays results of all exams you have taken. You can see the answers you selected for a specific exam by clicking the *View Selected Answers* link. The first six columns are sortable. You can click the column name to toggle ascending or descending order.

Exam List		My Results					
Name	Exam	Date Taken	Time Spent	Points Scored	Possible Points	Pass/Fail	Answers
Paulson, Ginny	Sample Custom	1/13/16 17:08	00:06:48	9	10	Pass	View Selected Answers

Course Progress

This tab shows which courses you have taken. The blue

If you took the course-connected exam and scored 80% or higher, you will also

Taking an Exam

If your administrator scheduled you for an exam, you will see the name of the exam on the SHIP Certification Page and you will be able to take the exam from there.

1. Click *Take Exam* next to its name and follow any directions provided by your administrator.

Exam List	My Information	My Results
Exam Name		
Sample Recertification Exam		Take Exam Take Exam

2. Selecting the correct answers is done by simply clicking on their text.

Exam List	Sample Recertification Exam
Sample Recertification Exam	
Good luck!	
Question 1. If Lánh takes advantage of the 30-day "free look" period when switching his Medigap policies, he will have to:	
<div style="border: 1px solid gray; padding: 5px;"> <p>Notify CMS of this decision</p> <p>Disclose all of his health information to the Medigap before enrolling</p> <p>Pay two premiums for the transitional month, one to his current plan and one to his new plan</p> <p>Agree to never have a Medicare Advantage Plan again should he choose the Medigap</p> </div>	

3. Make sure to click the *Submit* button after you answer all the questions. Otherwise your exam will not be graded.

Question 50. The Advanced Beneficiary Notice (ABN) is used to inform Medicare beneficiaries of what?

- That Original Medicare is likely to reject a claim for services in whole or in part
- That a procedure is experimental
- That the beneficiary needs a referral in order to see this kind of provider
- None of the above

Submit

If your exam has a defined time limit, we strongly suggest completing it in one sitting. While the system will continue to track remaining time even if you leave the page, your exam will not be submitted for grading unless you have the exam opened in your browser when the time runs out.

If you run out of the allotted time while you're still on the exam's page, your exam will be submitted automatically.

If you run out of the allotted time while you are no longer on the exam's page, that attempt will be counted as one of your allowed attempts, even though the exam will not be graded.

Certificates of Completion

Certificates of completion are available for download after you pass a scheduled exam(s) or one of the Test Your Knowledge course-connected exams.

Certificates for scheduled exams

Certificates are only available for exams with a set passing score. Each certificate will automatically fill in your information, including your name and SHIP, name of the exam, and date of successful completion.

This is what you will see:

Exam Name	Take Exam	Get Certificate
Cert Test	Take Exam	Get Certificate
Update Exam	Take Exam	Passing Score Required
Sample Exam - 25 questions	Take Exam	Not Available

You can get your certificate after passing an exam. Click on the link to open the PDF in your browser.

If you do not pass an exam, you cannot get the certificate

Certificates are not available for exams without set passing score

Certificates for course-connected exams

If you score 80% or above on a course-connected exam, you will be able to view and download a certificate of completion from the “My Course Progress” tab in the Certification Tool:

[Home](#) > SHIP Certification Tool

SHIP Certification Tool

Exam List	My Information	My Results	My Course Progress
Exam Name		Take Exam	Certificate
2021 Certification Exam		Take Exam	Get Certificate
Re-Certification Exam		Take Exam	Get Certificate
2020 Certification Exam		Take Exam	Passing Score Required
2019 Certification Exam		Take Exam	Get Certificate

If you score 80% or above on a Test Your Knowledge course-connected exam, you will see a link for “Get Certificate” under the applicable course. Click on the link to view and download your certificate of completion.

Susan Smith's Course Progress

Level 1: Medicare Basics

- **Course 1: Health Insurance Terms**
[Get Certificate](#)
- **Course 2: Medicare Overview**
- **Course 3: Medicare Options**
- **Course 4: Medicare Enrollment Periods**

Support

Please contact your SHIP administrator with any questions related to your exam and the Certification Tool.

For technical assistance with the software, contact the SHIP National Technical Assistance Center at info@shiptacenter.org or 877-839-2675.

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