



Date: \_\_\_\_\_

Dear \_\_\_\_\_,

We at MidSOUTH are pleased to learn you have joined the Division of Children and Family Services. MidSOUTH provides much of the New Staff Training for Family Service Workers. There are several parts to this training for new staff. These are:

- Orientation to your agency and county with your supervisor
- Online training – MidSOUTH website
- Field training with an instructor from one of nine universities; includes orientation and on-job training throughout your first year
- CHRIS Orientation and Navigation Training - MidSOUTH Training Academy Lab
- Classroom training - MidSOUTH Training Academy

Field trainers usually contact you during your first week on the job. Online training is available on your first day on the job. We included instructions on accessing online training with this letter. We have already created an account for you with a username and password. If you have any difficulty accessing online training, please email [datasched@midsouth.ualr.edu](mailto:datasched@midsouth.ualr.edu).

MidSOUTH staff will contact you soon to schedule CHRIS Orientation and Navigation training. CHRIS O&N is a lab-based training at the training site nearest you. Contact information for MidSOUTH regional training sites, trainers, and contact information is on our MidSOUTH website at [www.midsouth.ualr.edu](http://www.midsouth.ualr.edu). In the meantime, if you have any questions, please feel free to reach out at the number provided below.

We look forward to meeting you in person.

Sincerely,

I Administrative Support Specialist

University of Arkansas at Little Rock | MidSOUTH  
College of Business and Health & Human Services

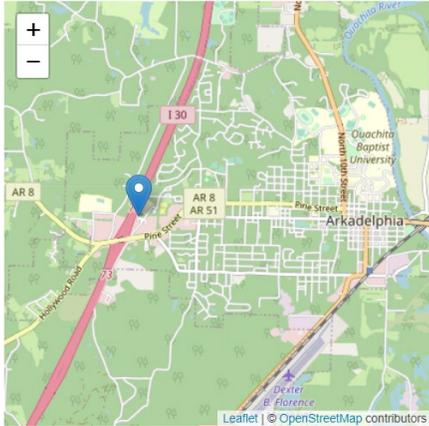
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| [www.midsouth.ualr.edu](http://www.midsouth.ualr.edu)



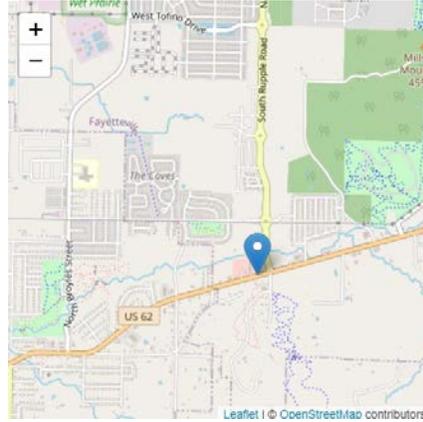
## MidSOUTH Training Academy Locations

<https://www.midsouth.uar.edu/locations/>



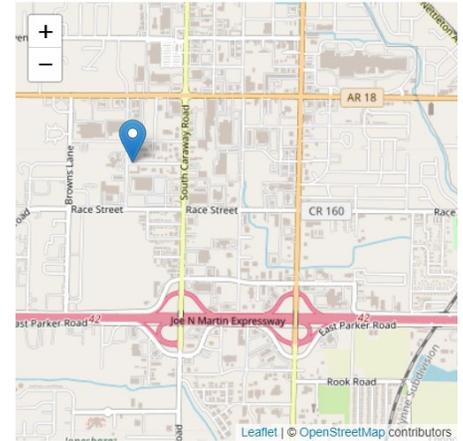
### Arkadelphia

101 Office Park Drive  
Arkadelphia, AR, 71923  
Voice:501-519-3490



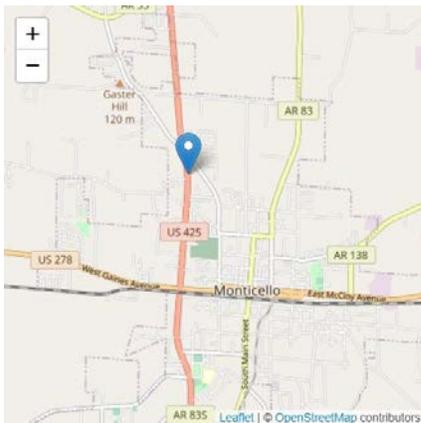
### Fayetteville

3162 West Martin Luther King Blvd.,  
Suites 6-8  
Fayetteville, AR, 72704  
Voice:(479)368-0700



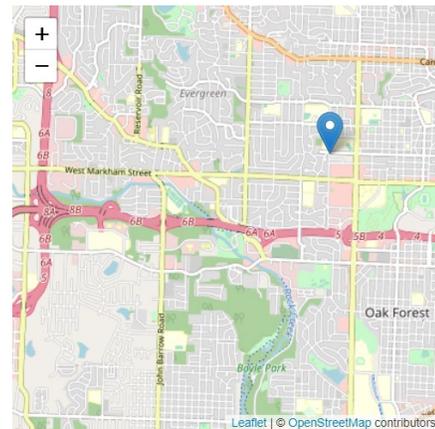
### Jonesboro

2102 Fowler Avenue  
Jonesboro, AR, 72401  
Voice:(870)935-2736



### Monticello

906 Highway 425 North, Suite B  
Monticello, AR, 71655  
Voice:(870)367-0178



### Little Rock

415 N McKinley, Suite 900  
Little Rock, AR, 72205  
Voice:(501)296-1920



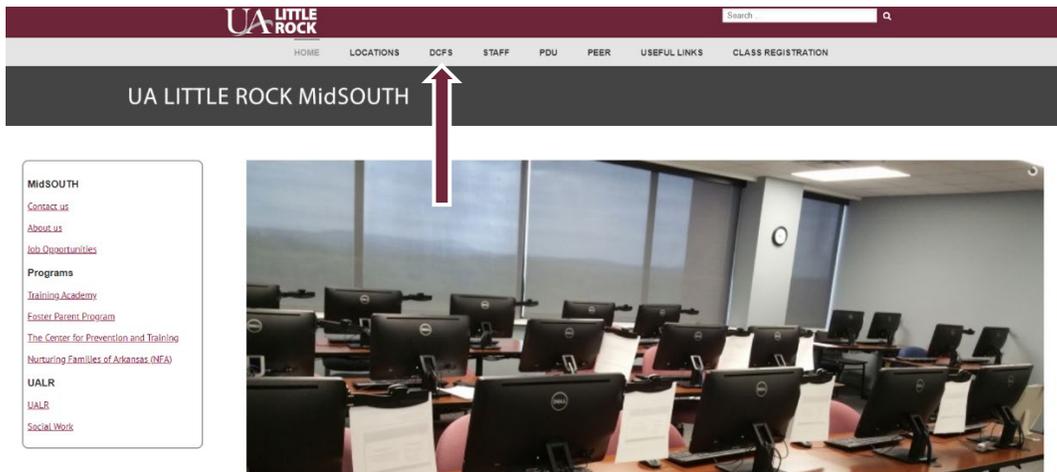
## Accessing the DCFS Portal on the MidSOUTH Website

In this document, Online Training refers to the self-paced online training units you complete before reporting to an in-person class. Zoom The guide addresses:

- Accessing the DCFS Portal.
- Accessing Online Training resources and training units.
- Accessing the class materials for classroom courses.

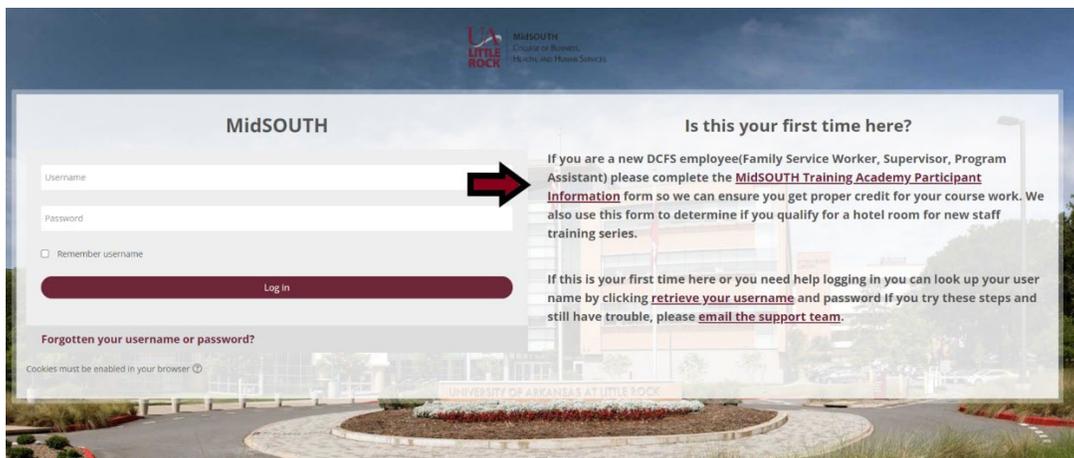
**Step 1:** Go to <https://www.midsouth.ualr.edu>

**Step 2:** Click on the **DCFS** link on the top menu bar.



**Step 3:** When you click DCFS, you see this screen.

First, click **MidSOUTH Training Academy Participant Information**. This form is very important. We need your information and your current supervisor.





The Participant Information Sheet will open in a new tab and looks like this:

Next, complete the form. After you have completed the form, click the MidSOUTH Login tab to return to the Login Screen

Step 4: Now, click **retrieve your user name**.



**Step 5:** Enter your **Last Name, First Name**, select your **County** and then click the Search button. Results will populate below the search menu. Write your Username and Password down in a secure location and then click the Return to Moodle Portal button.

**Step 6:** Enter your retrieved username and password and click the Log in button.

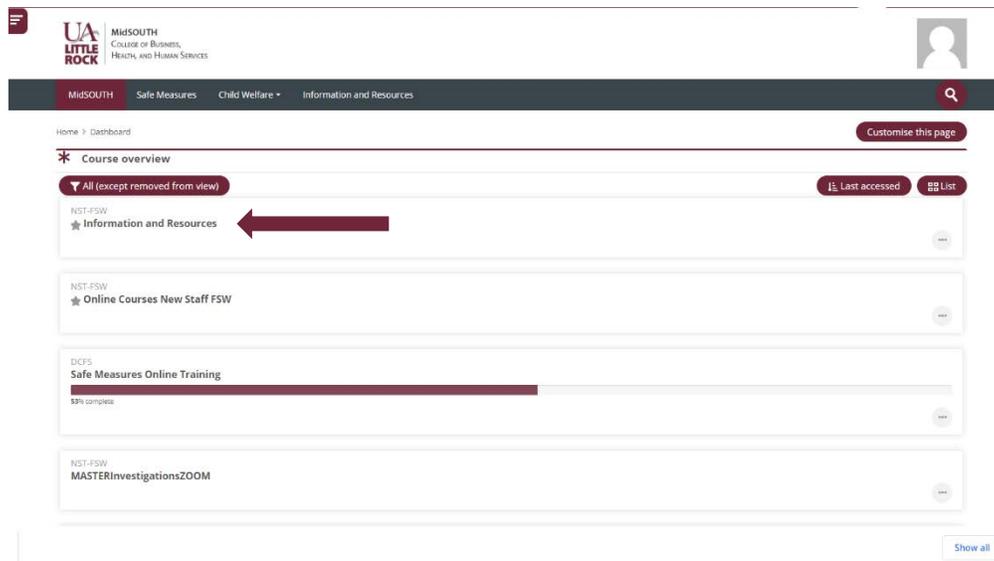


## Accessing Online Resources and Training

After completing steps 1-6, you are in the DCFS Training Portal. Now we will step you through accessing the Resources for Online Training and the Online Training Units.

### Step 7: Click Information and Resources

This link takes you to all the resources used in the online training. If you ever need to get another copy of one of these resources, you can retrieve it here instead of retaking the training.



### Step 8: Click on the Online Training link.

You will need to complete Unit 1 (all sections) before you can access the other online training units.

#### Online Courses New Staff FSW

##### Important things to remember when completing online training:

Do not leave the training up unattended, for example, if you take a break or make a call. Click on Exit Activity at the top right of the screen to close the training. This will save your work.

Take a screenshot of the Congratulations screen in each section that you complete in case there are questions about completion. Be sure to include your login information in the screenshot to verify your identity.

Remember, you cannot advance through the training using the video "play" or "advance" buttons that sometimes appear at the bottom of the screen.

After completing online Unit 1, all Pre Knowledge Checks will unlock.

You must complete and submit each unit Pre Knowledge Check to unlock the sections of online training in unit 2-6 and 8-10. (Units 7, 11, and 12 do not have Pre Knowledge Checks.)

You have 20 minutes to take the Pre Knowledge Checks. It will automatically submit after 20 minutes and then it will be locked.

You are strongly encouraged to take your Pre Knowledge Check and online training **as close as possible to attending the classroom unit** on that topic. Online training reviews or introduces concepts you will need for classroom training. We DO NOT recommend that you complete all of the online training at one time or as quickly as possible.

[Click to enter this course](#)





**\*\*\*Important Information for ONLINE Training\*\*\***

- Do not leave the training up without working on it. If you have to be away from the training, click on "Exit Activity" at the top right of the training. If you leave the training inactive, it will time out behind the scenes. It will appear as if you have completed the training but will not record your progress. There will be no "check" to show that the training is complete.
- **It is always a good idea to take a screenshot of the Congratulations screen for your records (to show that you completed the training) in case there is a question about completion of a Unit/Section.**
- Email [devteam@midsouth.ualr.edu](mailto:devteam@midsouth.ualr.edu) if you have questions or problems with online training. Emailing devteam will ensure that someone sees and responds to the problem.

**Please note: Devteam does not monitor the email system to respond to help tickets on nights or weekends.**

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**Accessing Foundation or Concentration Training Materials (Virtual Classroom)**

**Step 1:** Log in to the training portal as described in the previous section

**Step 2:** Locate the Course Number of your classes. Note: you will have different course numbers for CHRIS Orientation and Navigation, Foundation (FSW) Training, and Concentrations. After you click the Course Number Link, you will find the training material associated with that course.

FSW Foundations: A21NF014

Click to enter this course



Orientation & Navigation Training: A21CE238

Click to enter this course

