Below you will find step-by-step instructions for accessing our new training platform.

1. Open your internet browser and go to https://consumervoice.mrooms.net/.
2. You will then be taken to the Training Center homepage:

3. Click login in the upper right corner. If this is your first time visiting the Training Center, click “Create new account.” Your screen will look like this:
4. Fill out your information and click “Create my new account.”

5. After you submit this information, Moodlerooms will send you a confirmation email. To complete your registration, find that email in your inbox and confirm your account.

6. You will then be taken back to the Training Center home screen. In the upper right-hand corner, click “My Courses.”
7. On the next screen, you will see blocks of courses you are enrolled in. If this is your first time using the training center then it will say “You are currently not enrolled in any courses. Courses you are enrolled in will be shown here.”

8. To enroll in a course, click “Browse all courses” in the upper right corner. See here:

9. On the next page you will have the option to enroll in either Consumer Voice courses or NORC courses. Consumer Voice courses will focus on understanding federal regulations and policies and advocacy strategies and NORC courses will focus on Ombudsman program practices and advocacy. See here:
10. For example, if you are interested in a Continuing Education course, click on NORC Courses > Continuing Education. You will then have the option to enroll in a course. Click on the title of the course you wish to enroll in. Your screen will then look like this:

11. Select the course and click “Enroll me” at the bottom of the screen.
12. You will then be enrolled in the course, and you can navigate through the sections by reading each page and then clicking “NEXT SECTION” at the bottom of each page.

13. Once you are in the course a green clock will tell you how long each section should take.
14. Once you read the materials and watch the video, you can download the slides by clicking the PDF block and view additional handouts by clicking on “Read more.”

15. Once you are finished reviewing the materials, you can click on “Review Quiz” and you will be taken to this page. Click “Attempt quiz now.”
16. Once you have completed answering each question, click "Next page."

17. Click “Submit all and finish” on this page and then click “Finish review” on the next page.

18. You will then be taken to a page that has all of your answers. You can either print out your answers or you can save your answers as a PDF and email them to whomever will review your results.
19. If you’re using Google Chrome, save your answers as a PDF by clicking the three dots in the upper right corner, then click Print. Click on the button “Change” under “Destination.” A dialogue box like this will appear:

20. Click “Save as PDF” then “Save.”
21. A box will appear asking you where you would like to save the document. Save it to your computer and then you can email your results as a PDF attachment.
22. To navigate back to your courses click “My Courses” in the upper right hand corner. Your screen will then look like this:

23. To enroll in other courses, click “Browse all courses” from this screen and follow the steps above.

QUESTIONS: If you have any questions about how to navigate the Training Center, email info@theconsumervoice.org or ombudcenter@theconsumervoice.org.