

For Child Day Program Administrators:

Accessing Your Employees' MAT Program Online Certificates *(as of 10/03/19)*

As of 8/26/19, we have converted from paper to online MAT Program certificates. This new system has been created in response to growing problems with mailed certificate delivery. Please bear in mind that this is a new system and there will be a transition period.

Your employees' current MAT Program certificates (for dates of training 8/26/19 and later) are visible to you online. No other child day program administrators can see this data. To see these certificates, you must open an Administrator account on the MAT Online Certificate system. **Only one Administrator account can be created for each child day program location.**

Documenting MAT certification compliance: MAT Program certificates earned before 8/26/19 can be documented using the paper MAT Program Certificates issued for those classes. **For Licensing purposes, all MAT Program Online Certificates earned from 8/26/19 on MUST be documented with a printout of each certificate in the employee's personnel file.**

Providers who have attended MAT classes from 8/26/19 on have received instructions on how to access and print these documents after each MAT class they pass. If you have opened an Administrator account, **you can print these certificates as well.**

Please note – from 8/26/19 until 10/3/19, this document was in a report format. **Reports previously printed in the report format are still valid for Licensing documentation purposes – there's no need to reprint them.**

On 10/3/19, we switched to a full-page certificate format. Here is a sample of what these certificates look like – **please note the watermark and verification code that must appear on the printed certificates.**



For your convenience, if you have an Administrator account on the MAT Online Certificate system, you can see **and print** the MAT Program certificates for all your employees. It's not necessary to open an Administrator account, but it can be a useful convenience. Here's how easy it is:

- 1) **Open your Administrator account**– it takes just a moment to request your account. *See below for instructions.*
- 2) **Log in to your Administrator account and check the MAT Program certificates displayed there** – let us know of any problems and we'll fix them right away.
- 3) Print the certificates you need in **Landscape and Greyscale**.

To open your Administrator account:

- **Request the account:** Go to the **MAT Program website** (mat.medhomeplus.org), click the green **Need Help** tab at the top of the page, and in Type of Problem, click **For Administrators – Request New Account**. Fill in the form that pops up and submit it. **We'll contact you by email when your account is set up.**
- **Seeing your certificates:** After receiving your new account notification email, go to the MAT Program website (mat.medhomeplus.org), click the **See My Certificates** link in the menu. Log in, and **you should see all your employees' current MAT Program certificates earned from 8/26/19 onward.**

Frequently Asked Questions:

- What if I forget my username or password or need to change them?**
 - **Let us know** by clicking the green **Need Help** tab at the top of the **MAT Program website** (mat.medhomeplus.org), selecting **Forgot Username and/or Password** as the Type of Problem. Our customer service staff will help you promptly.
- What if there are inaccuracies in the MAT Program certificates listed for my program location?**
 - **If the list of post-8/26/19 MAT Certificates for your program location is incorrect:** Your Administrator account should show all MAT Program certificates received from 8/26/19 on by providers who work at your program location. If there are any inaccuracies, we will be happy to quickly correct the problem. Just go to the **MAT Program website** (mat.medhomeplus.org), click the green **Need Help** tab at the top of the page, select **Online Certificate LIST Problems** as the type of problem, and fill in the short form.
- My program has multiple locations and I want to see them all in one report:** You can request custom, multi-location reporting by submitting an Online Certificate LIST Problems request per the instructions above, describing your needs.