

For Providers:

Accessing Your MAT Program Online Certificate and Keeping It Current *(as of 8/26/19)*

IT IS YOUR RESPONSIBILITY to: 1) confirm that your MAT Program Certificate is posted correctly to your MAT Online Certificate account, 2) confirm that the child day program you work for is recorded correctly on your certificate, and 3) notify the MAT Program if any of the information on your certificate is incorrect or changes.

YOU MUST print a copy of your MAT Online Certificate Report and give it to your employer for Licensing purposes.

- ❑ **Your MAT Online Learning Center account:** The individual email address that you provided when you registered for the MAT class is your **username** for your account on the MAT Online Learning Center system.
 - **This email address must be a working, individual (not shared) email address.** We will email your temporary password to this email address. For security reasons, **we will not create multiple accounts with the same email address.**
 - **You should register with the SAME email address each time you take a MAT class,** so that all your MAT Program certificates will be visible in the SAME MAT Online Certificate account.
 - **How can your manager/administrator see your certificate(s)?** Your administrator can get a special **administrator-level MAT Online Certificate account**, which gives her access to all the current MAT Program certificates for the providers working at her program. **Handout 8.3** provides easy instructions on how to open this account. **Please give this handout to your manager!**
- ❑ **Receiving your temporary password (for new accounts):** Within 2 weeks of your date of training, we will email your temporary password to the email address that you gave your trainer when you registered for the class.
- ❑ **To log in to your MAT Online Certificate account,** go to the MAT Program website (mat.medhomeplus.org) and click the **View Your Certificate(s)** link in the left column menu.
 - The system will ask for your **username and password**. Your username is the email address you gave your trainer when you registered for this class. The first time you log in, enter the temporary password we have emailed to you. **HINT:** *Please “copy-paste” the temporary password in,* to avoid typos! The system will

prompt you to change your password to anything you like. You can use a password you've used before. Please write it down in a secure place! But if you lose it, we are happy to reset it for you.

- ❑ **What if there's a problem with my MAT Online Certificate?**
 - **If there are any issues with your certificate**, such as if it does not appear in your MAT Online Certificate account within 2 weeks or if your name is spelled wrong, **report the problem** to the MAT Program. 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 Problem** as the Type of Problem, fill in the form that pops up and submit it. Our customer service staff will be happy to help you.

- ❑ **How do I print a copy of my MAT Online Certificate Report?**
 - Just log in to your account as outlined above. As soon as you reset your password, a **"See My Certificates"** button will appear. Click that button and your Certificates Report will appear. Click the **PRINT** icon on that report to print it.

- ❑ **What if I forget my username or password or need to change them?**
 - **Report the problem** to the MAT Program as outlined above. For quickest service, click **Forgot Username and/or Password** as the Type of Problem and fill in the form that pops up.

- ❑ **What if I change employers?**
 - **Your MAT Program certificate is valid for three years at any child day program in Virginia.** If you change child day program employers, **please report this change** to the MAT central office so that your certificate will be reported in the correct child day program. Just click the green **Need Help** tab at the top of the **MAT Program website** (*at the web address given above*), Select **Online Certificate Problem** as the Type of Problem, and fill in the form that pops up to report this change.

- ❑ **What if I want a "traditional" paper certificate?**
 - *For certifications earned from 8/26/19 on, a traditional, full-page paper MAT Program Certificate is not required for Licensing purposes. A printout of your MAT Online Certificate Report will meet Licensing requirements for these certifications.* However, by 9/30/19, a Print Certificate feature will be added to the MAT Online Certificate system enabling you to print a full-page version of each of your current MAT Program certificates, should you choose to do so.