

*For Child Day Program Administrators:*

## **Accessing Your Employees' MAT Program Online Certificates** *(as of 8/26/19)*

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 current MAT Program certificates earned from 8/26/19 on MUST be documented with a (free) printout of each provider's certificate record in his or her employee file.** Providers who have attended MAT classes from 8/26/19 on have received instructions on how to access and print this record after each MAT class they pass.

For your convenience, once your Administrator account is set up, you can **log in to your MAT Online Certificate account** and see the MAT Program certificate records for all your employees. 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.

**To open your Administrator account and see your program's MAT certificates:**

- **Request the account:** Go to the **MAT Program website** ([mat.medhomeplus.org](http://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.
  - **IMPORTANT-** You must provide **an individual (not shared) email address**, which will serve as the username for this account. For security reasons, to protect your data, **we will not create multiple accounts with the same email address.**
- **Receiving your username and password:** To protect your data, the MAT Program will verify your identity as administrator for your child day program location. Then we'll create your account and notify you by email.

- **Seeing your certificates:** After receiving your new account notification email, go to the MAT Program website ([mat.medhomeplus.org](http://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 8/1/19 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](http://mat.medhomeplus.org)), selecting **Forgot Username and/or Password** as the Type of Problem, and filling in the form that pops up. Our customer service staff will help you promptly.
- ❑ **What if there are inaccuracies in the MAT Program certificates listed for my program location?**
  - **MAT Certificates received prior to 8/1/19 will not initially appear on the MAT Online Certificate system. These certificates can be documented with the paper certificates issued for those classes.** However, we will be happy to work with you to connect these pre-8/1/19 certificate records to your Administrator account so you can see all current MAT Program certificates for your child day program location in one place.
  - **If the list of post-8/1/19 MAT Certificates for your program location is incorrect:** Your Administrator account should show all MAT Program certificates received from 8/1/19 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](http://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.
- ❑ **How can we get traditional paper MAT Program certificates?** Traditional full-page paper certificates for certifications earned from 8/26/19 onward are **not required** for Licensing purposes. However, by 9/30/19, we will add a feature to the MAT Online Certificate system that will enable providers to print full-page versions of each of their current MAT Program certificates if they wish to do so.
- ❑ **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.