

HENS 3.0 Training Environment Instructions

The HENS 3.0 Training Environment is a web-based replica of the HENS 3.0 production environment compatible with the following internet browsers:

- Internet Explorer 11
- Chrome 24 or higher
- Firefox 10 or higher

To access the HENS 3.0 training environment:

1. Open a compatible internet browser
2. Enter [https:// training.hens.ohio.gov](https://training.hens.ohio.gov).
3. Log in using your current (HENS 2.1) User Name and Password

The HENS 3.0 Training Environment is a replica of what HENS 3.0 will look like in production. Screens, documents, and fields look and act like they will in production. Here some things to know before logging in:

1. Documents that indicate SMI/DD will **not** be referred to Level II agencies for review. Documents will correctly reflect what referrals would take place in production, but the information will not be sent to Level II agencies.
2. Data you enter into the HENS training environment is viewable by others.
 - Do not enter real personal information for yourself or anyone else.
 - Do not attach files that contain any real personal information for yourself or anyone else.
 - Do not use names or terms others may find offensive.
3. Documents created in the training environment are for training purposes only. They will not be migrated to the production environment, and they are not valid PASRR documents.
4. Users can reset passwords in the training environment. Passwords reset in the training environment will only be reset in the training environment.
5. Administrators can create new users in the training environment. Accounts created in the training environment will only be active in the training environment.
6. The system may be down periodically for maintenance or updates. Banner messages will provide approximate time frames when system downtime is expected. If you are unable to log in to the system, please wait 30 minutes and try again.

Getting Help

Use the **Help** link in the menu bar to access user guides and training videos. If the guides and videos do not answer your question, you can send an e-mail to RR@age.ohio.gov for additional assistance. So that your e-mail can be appropriately routed and timely addressed, start the subject of your e-mail with “**HENS 3.0 Training Environment-**”. In the message body, provide your user type or user name, and clearly explain what you are experiencing. Whenever possible, include screenshots of what you are working on, and any pop-up messages you are receiving.