

Phase II Transformation

Web-Based Training (WBT)

In addition to the Virtual Instructional-Led Training (VILT) sessions, there are also 19 web-based trainings (WBT) that are available to all users before the Salesforce go-live date. Eligibility workers will be able to take the WBTs any time and at the convenience of their own desks. The WBTs include training on both navigation and policy.



Web-Based Training

As of 5/30/2019, all WBTs have been posted to CoLearn. Click on each WBT to be directed to the training.

[WBT #1: General Navigation/Read-Only](#)

[WBT #2: PEAK Inbox](#)

[WBT #3: Benefit Issuance/Recovery](#)

[WBT #4: Correspondence](#)

[WBT #5: Interfaces](#)

[WBT #6: Income](#)

[WBT #7: Shelter Expenses for SNAP](#)

[WBT #8: Presumptive Eligibility](#)

[WBT #9: Working Adults with Disabilities](#)

[WBT #10: Former Foster Care](#)

[WBT #11: Reasonable Compatibility](#)

[WBT #12: Retro Med](#)

[WBT #13: Resources](#)

[WBT #14: Lawful Presence](#)

[WBT #15: Emergency Med](#)

[WBT #16: Out-of-State Emergency Med](#)

[WBT #17: What Happens After Approval \(Med\)](#)

[WBT #18: LTC 5615](#)

[*Bonus WBT: Employment First 101](#)



Additional Support



Resident Experts



Did You Know videos



Eligibility Site Trainers



Reference Guides



Process Manuals



Staff Development Center

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