



Massachusetts Department of Housing and Community Development

Step-by-Step Guide for the LHA Board Member Training



<https://lhaboardtraining.umassonline.net>

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Follow the steps below to help make your training a success.

Step 1: Make sure your computer is ready.

- Browser.** Check to see that your browser (Chrome, Internet Explorer, Firefox) will work for this training. Click the link below and follow the instructions to update your browser if needed.
 - Are you using a supported system? [Click here to find out!](#)

- Pop-Ups.** The modules in this course may be blocked by your computer's pop-up blocker. If they won't open, check for the little pop-up-blocker message at the upper right of your screen (pictured below) and follow the instructions below.



- Audio/Speakers for listening to narration.** Each module is narrated. Test your audio using this test to be sure you'll be able to hear it.
 - [Mac Audio Information](#)
 - [PC Audio Test](#)

Step 2. Log-in to the training.

- Go to your training's homepage: <https://lhaboardtraining.umassonline.net/>
- Type in your email address and your password, and then click the purple button that says "Click here to Enter." **Your password is LHAttraining.** Use the email address that your Executive Director submitted to DHCD on your behalf. If you aren't sure what that is, contact technical support at lhasupport@umassonline.net.

LHA Training Log-in page

Welcome to the Massachusetts Department of Housing and Community Development's

**Local Housing Authority
Board Member Training Program**

dhcd
Massachusetts

Type in your email address: Type in your email address

Type in your password: Type in LHAttraining

Click here to Enter Click to enter the course

Need Help? Please [Contact Us!](#)
[Get Step-by-Step Instructions](#)

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Accessibility information - Installation details

- You have successfully logged in when you see your personal course landing page pictured below. Click the course title to enter the training.

dhcd
Massachusetts

Your name ABCtest1 Test

[DHCD LHA Board Training](#)

DHCD welcome

Welcome to your LHA Board Training. Click the blue link below to begin.

My Courses

Courses where you are: Student

Local Housing Authority Board Member Training Click on the course title to enter your training.

Step 3. Open and Complete the Training Modules.

This is what the training looks like before it's completed:

Welcome to your LHA Board Member Training!

Local Housing Authority
Board Member Training
Welcome to your LHA
Board Member Training!

Welcome to your LHA Board Member Training!

Scroll down and click on the Module Title to open each Module.
You must complete each one to successfully complete the training.

Read This First

1. If you haven't already, please review [this step-by-step guide](#) to make sure your computer is ready for the training. This includes checking your browser, pop-up and audio settings.
2. There is a mini-module and five full modules included in this training; each one opens up as its own window when you click its title. If this doesn't work, your computer is blocking pop-ups and you need to allow them for this course; review step 1 in [the step-by-step guide](#) to see how to do that.
3. Each Module has narration. Please turn your computer speakers on, and listen with headphones if you are in a public setting. [The step-by-step guide](#) also includes information that can help troubleshoot your audio if needed.
4. When you have successfully completed each Module a message will appear that includes a link to a very short evaluation; please take a minute to fill it out.
5. Remember that you have 90 days to complete this training and you must complete all five modules to be in compliance.
6. A record of your completion will be communicated to DHCD.
7. If you need help, contact support by emailing: lhasupport@umassonline.net
8. For printable, accessible versions of each module, [click here](#). Please note that these are not a substitute for completing the training online.

Mini-Module: A Brief History of Public Housing

Module One: Introduction

Module Two: Governance, Oversight & Staffing

Module Three: Management and Operations

Module Four: Capital Projects and Bidding

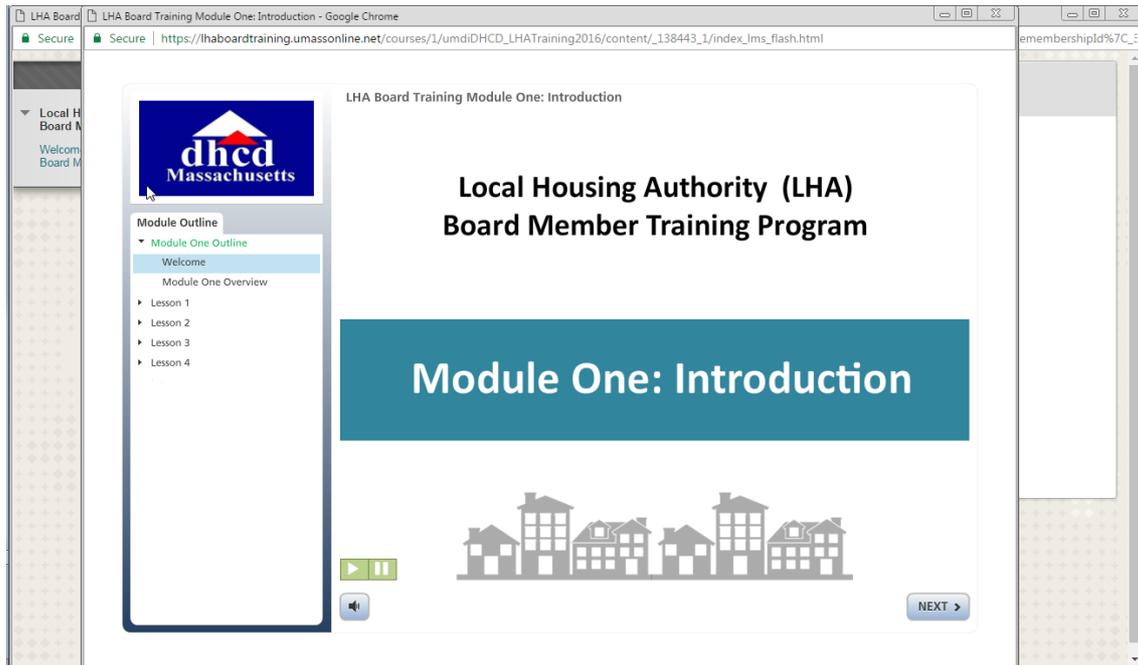
Module Five: Resident Participation and Responsibilities

Click on the title to open the module.

lha-board-training.umassonline.net/webapps/.../delivery?action=launchPackage...

- Open each module by clicking on its title. We recommend completing them in order. If the module does not open, review Step 1 to turn off your pop-up blocker, and then try again.

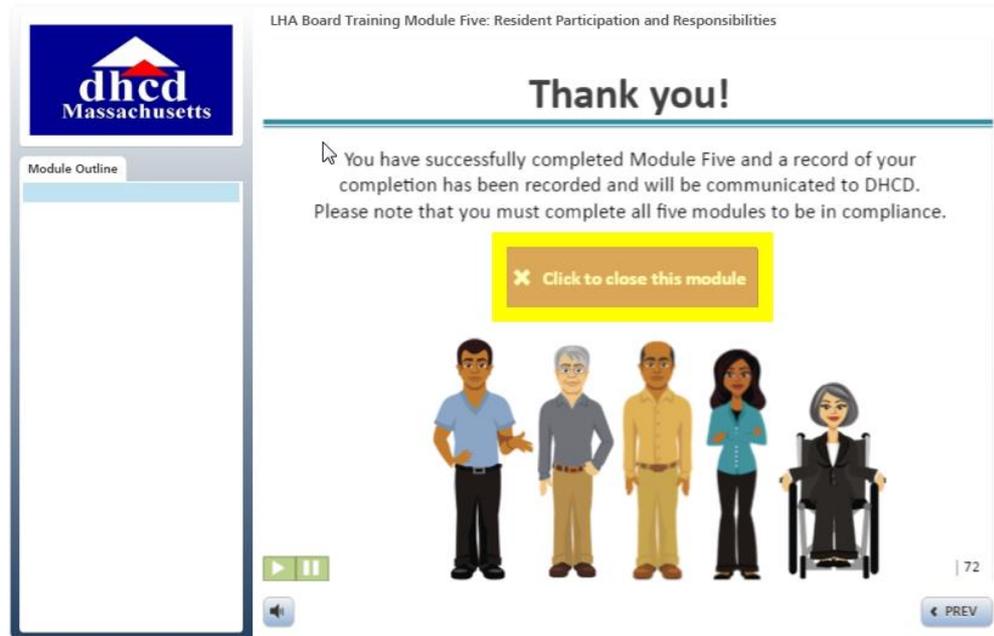
This is what a module looks like when it opens correctly:



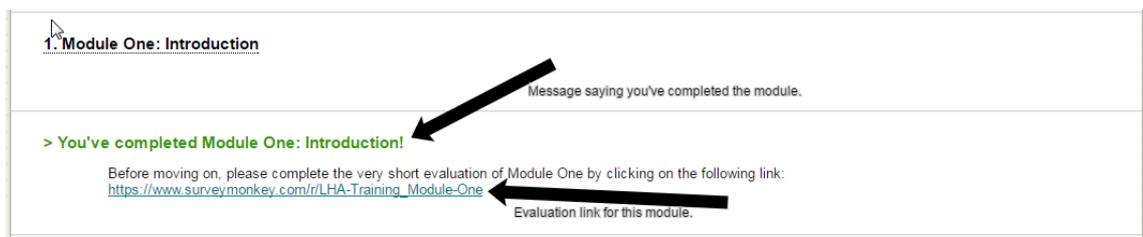
Things to note:

- Each slide is narrated. You can pause and play the narration by using the green "play" and "pause" buttons on the bottom left of each slide. If you can't hear the narration, check to be sure your computer speakers are on.
- Use the "next" button to move through the content.
- You must review each slide and make it to the end of each module before it will be considered complete.

- Each module ends with a page that looks like this. Click the red button, highlighted below, to close the module and return to the course.



When you've completed a module and returned to the course, you'll see a message in green confirming that it's complete, along with a link to a very short evaluation of that module. Please take a minute to complete the evaluation before moving on to the next Module.



Step 4. Successfully Completing your training requirement.

You have 90 days to complete this training. A record of your completion will be communicated to DHCD.

After you've completed a module, you will see a message appear in green telling you that you have done so, and it will also include a link to a very short evaluation—please take a minute to take the survey before moving on. **All modules must be completed before you will be in compliance with this training.** The next page shows what the course looks like when the training is complete.

Welcome to your LHA Board Member Training!



Scroll down and click on the Module Title to open each Module.
You must complete each one to successfully complete the training.

Read This First

1. If you haven't already, please review [this step-by-step guide](#) to make sure your computer is ready for the training. This includes checking your browser, pop-up and audio settings.
2. There is a mini-module and five full modules included in this training; each one opens up as its own window when you click its title. If this doesn't work, your computer is blocking pop-ups and you need to allow them for this course; review step 1 in [the step-by-step guide](#) to see how to do that.
3. Each Module has narration. Please turn your computer speakers on, and listen with headphones if you are in a public setting. [The step-by-step guide](#) also includes information that can help troubleshoot your audio if needed.
4. When you have successfully completed each Module a message will appear that includes a link to a very short evaluation; please take a minute to fill it out.
5. Remember that you have 90 days to complete this training and you must complete all five modules to be in compliance.
6. A record of your completion will be communicated to DHCD.
7. If you need help, contact support by emailing: lhasupport@umassonline.net
8. For printable, accessible versions of each module, [click here](#). Please note that these are not a substitute for completing the training online.

Mini-Module: A Brief History of Public Housing

> You've completed the Mini-Module: A Brief History of Public Housing

Module One: Introduction

> You've completed Module One: Introduction!

Before moving on, please complete the very short evaluation of Module One by clicking on the following link:
https://www.surveymonkey.com/r/LHA-Training_Module-One

Module Two: Governance, Oversight & Staffing

> You've completed Module Two: Governance, Oversight and Staffing!

Before moving on, please complete the very short evaluation of Module Two by clicking on the following link:
https://www.surveymonkey.com/r/LHA_Training-Module-Two_Governance-Oversight-Staffing

Module Three: Management and Operations

> You've completed Module Three: Management and Operations!

Before moving on, please complete the very short evaluation of Module Three by clicking on the following link:
https://www.surveymonkey.com/r/LHA-Training_Module-Three_Management-and-Operations

Module Four: Capital Projects and Bidding

> You've completed Module Four: Capital Projects and Bidding!

Before moving on, please complete the very short evaluation of Module Four by clicking on the following link:
https://www.surveymonkey.com/r/LHA-Training_Module-Four_Capital-Projects-and-Bidding

Module Five: Resident Participation and Responsibilities

> You've completed Module Five: Resident Participation and Responsibilities

Before moving on, please complete the very short evaluation of Module Five by clicking on the following link:
https://www.surveymonkey.com/r/LHA-Training_Module-Five_Resident-Participation-and-Responsibilities

**Step 5. If you are having technical problems, contact
tech support: lhasupport@umassonline.net**