



The Mental Health First Aid Connect **At Work User Guide**

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Mental Health FIRST AID

from NATIONAL COUNCIL FOR MENTAL WELLBEING

ABOUT THE NATIONAL COUNCIL FOR MENTAL WELLBEING

Founded in 1969, the National Council for Mental Wellbeing is a membership organization that drives policy and social change on behalf of nearly 3,500 mental health and substance use treatment organizations and the more than 10 million children, adults and families they serve. We advocate for policies to ensure equitable access to high-quality services. We build the capacity of mental health and substance use treatment organizations. And we promote greater understanding of mental wellbeing as a core component of comprehensive health and health care. Through our Mental Health First Aid (MHFA) program, we have trained more than 3 million people in the U.S. to identify, understand and respond to signs and symptoms of mental health and substance use challenges.

ABOUT MENTAL HEALTH FIRST AID

Mental Health First Aid, a program from the National Council for Mental Wellbeing, teaches the public how to identify, understand and respond to signs and symptoms of mental health and substance use challenges. The program has four primary courses:

- **Mental Health First Aid** is a skills-based training that teaches people how to identify, understand and respond to signs and symptoms of a mental health or substance use challenge in adults ages 18 and over. The evidence behind the program demonstrates that it builds mental health literacy, providing an action plan that teaches people to safely and responsibly identify and address a potential mental health or substance use challenge. Mental Health First Aid, sometimes called Adult Mental Health First Aid, is available in English and Spanish.
- **Youth Mental Health First Aid** is a skills-based training that teaches parents, family members, caregivers, teachers, school staff, peers, neighbors, health and human services workers and any other citizen how to identify, understand and respond to an adolescent (ages 12-18) who may be experiencing a mental health or substance use challenge. Youth Mental Health First Aid is available in English and Spanish.
- **teen Mental Health First Aid** is a skills-based training that teaches teens in grades 10-12, or ages 15-18, how to identify, understand and respond to signs and symptoms of a mental health or substance use challenge among their friends and peers. The program equips young people with the knowledge and skills they need to take care of their own mental health and to support each other, including how to get the help of a trusted adult.
- **Mental Health First Aid at Work** is a skills-based training program that teaches participants how to identify, understand and respond to someone who is experiencing a mental health or substance use challenge in a work environment and connect them with appropriate employee resources if necessary. The program can benefit businesses of all sizes and in all sectors by empowering employees with mental health awareness tools and skills.

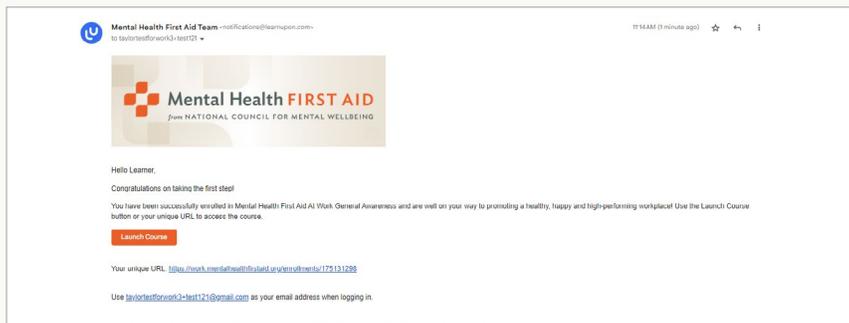
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INFORMATION FOR LEARNERS:

1. SETTING UP YOUR MHFA CONNECT AT WORK ACCOUNT

Each learner must set up a MHFA Connect at Work account before beginning the course.



1. Accept the MHFA Connect at Work Invite and **click the link** to be directed to the sign-up page.

Once you register for MHFA Connect at Work, you will automatically be enrolled in your MHFA course. If you have previously registered on MHFA Connect or MHFA Connect at Work, you will receive an enrollment email to log into your current account.

2. Create your Password and **click Register**. Passwords must have at least eight characters and include one number, one uppercase letter, one lowercase letter and one special character.

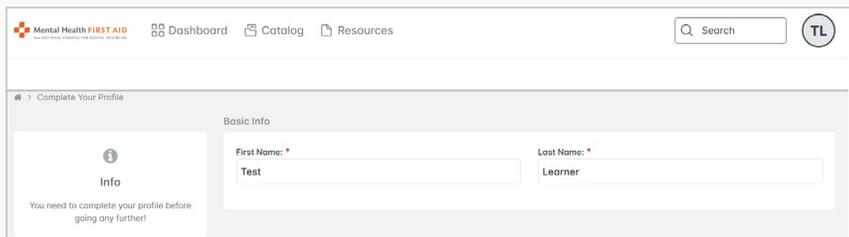
Register for MHFA At Work

Create a password for your new account and then register.

Email

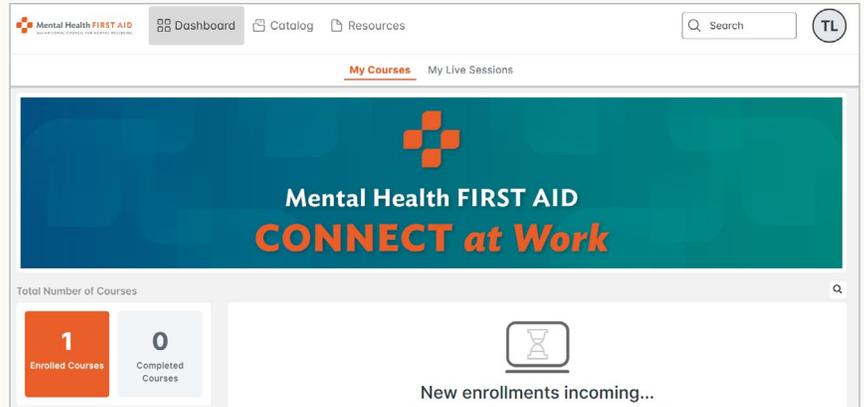
Password

Confirm password



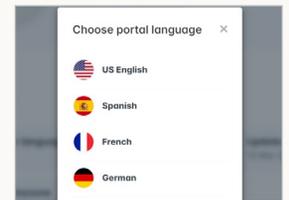
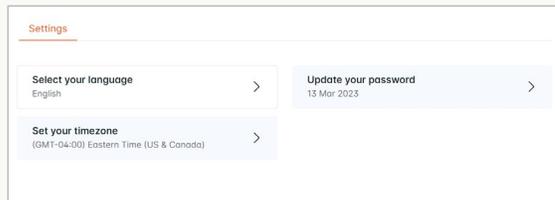
3. Complete your user profile. Required fields are in red text:
 - **First Name**
 - **Last Name**

- Once you **select Save**, you will be redirected to your account dashboard.



2. VIEWING MHFA CONNECT AT WORK IN SPANISH

Did you know that MHFA Connect at Work is available in Spanish? Select the circle with your initials located in the top right corner of your dashboard. **Select Language: US English** from the menu that appears, and then **select Spanish**.



3. PREPARING FOR YOUR MHFA AT WORK COURSE

Learners must complete the pre-evaluation and pre-work (if applicable) before attending the Instructor-led training. These assignments account for a large portion of the course content and are an important part of a future First Aider's course experience. (We strongly encourage learners to review resources before the Instructor-led training, but reading the entire MHFA Manual is not required.)

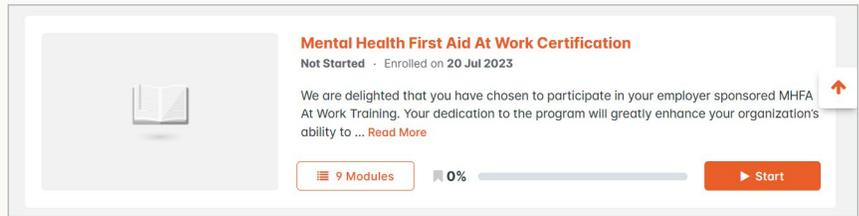
To get started, select your course from Enrolled Courses on the MHFA Connect at Work You can scroll through the course content after selecting the Start button in the left-hand widget. Each assignment must be completed before moving on to the next and must be completed in order. You do not have to complete the Blended pre-work in one sitting; you can step away at any time. When you want to continue your pre-work, log in to your MHFA Connect at Work account at work. MentalHealthFirstAid.org and select the Resume button.

4. PRE-EVALUATION AND BLENDED PRE-WORK



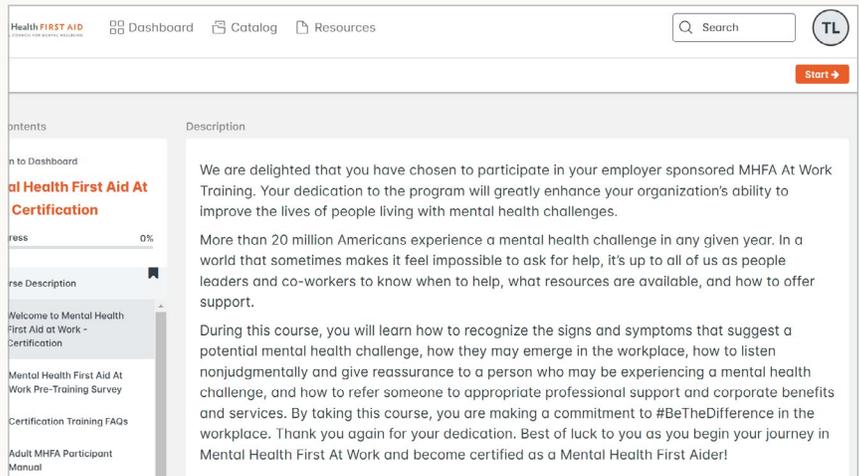
- Log in to your MHFA Connect at Work dashboard at work.MentalHealthFirstAid.org.

2. **Click the Start button** under the enrolled course to begin reviewing the course description and learning objectives.

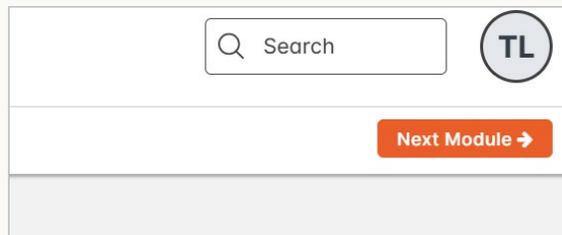


The screenshot shows a course card for "Mental Health First Aid At Work Certification". It includes a book icon, the course title, and the status "Not Started · Enrolled on 20 Jul 2023". A welcome message states: "We are delighted that you have chosen to participate in your employer sponsored MHFA At Work Training. Your dedication to the program will greatly enhance your organization's ability to ... [Read More](#)". Below the message is a progress bar showing "9 Modules" and "0%". A red "Start" button is in the bottom right corner.

3. **Select Start** in the top right corner of the Course Description page to continue to the first module, Welcome to MHFA.



The screenshot shows the course description page. The top navigation bar includes "Health FIRST AID", "Dashboard", "Catalog", "Resources", a search bar, and a "TL" icon. A red "Start" button is in the top right. The main content area has a "Description" section with the following text: "We are delighted that you have chosen to participate in your employer sponsored MHFA At Work Training. Your dedication to the program will greatly enhance your organization's ability to improve the lives of people living with mental health challenges. More than 20 million Americans experience a mental health challenge in any given year. In a world that sometimes makes it feel impossible to ask for help, it's up to all of us as people leaders and co-workers to know when to help, what resources are available, and how to offer support. During this course, you will learn how to recognize the signs and symptoms that suggest a potential mental health challenge, how they may emerge in the workplace, how to listen nonjudgmentally and give reassurance to a person who may be experiencing a mental health challenge, and how to refer someone to appropriate professional support and corporate benefits and services. By taking this course, you are making a commitment to #BeTheDifference in the workplace. Thank you again for your dedication. Best of luck to you as you begin your journey in Mental Health First At Work and become certified as a Mental Health First Aider!"



The screenshot shows a navigation bar with a search bar, a "TL" icon, and a red "Next Module" button with a right-pointing arrow.

4. After you complete each Blended pre-work module, **select Next Module** in the top right corner.

The following outlines the MHFA at Work training module order.

Certification Pre-work Modules:

- Welcome to MHFA
- Pre-evaluation
- Certification Training FAQs (resource)
- MHFA Participant Manual (resource)
- MHFA Participant Processing Guide (resource)
- MHFA Self-paced Course

Awareness Pre-work Modules:

- Welcome to MHFA
- Pre-evaluation
- Awareness Training FAQs (resource)
- MHFA Participant Manual (resource)
- MHFA Participant Processing Guide (resource)

5. REVIEWING ENROLLED AND COMPLETED COURSES

Learners can review the courses they are currently enrolled in or have completed. Course histories are available via PDF for printing or sharing.



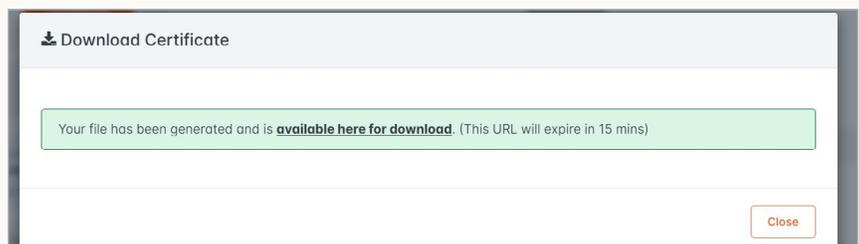
1. Log in to your MHFA Connect at Work dashboard at work.MentalHealthFirstAid.org.

- a. In the left-hand widget, there's a button that says Enrolled Courses. These are the courses you are currently registered for that have a status of Not Started or In Progress. You may start or resume any of these courses.



- b. To view your completed courses, **select Completed Courses** in the left-hand widget.

- i. **Select Relaunch** to review course content at any time.
 - ii. **Select Certificate**, then select the Available for Download link to open the certificate in a PDF file that can be saved and/or printed.
- c. After completing one course, you will be able to **select Download Training History** in the top right corner of the Completed Courses page. **Click Available Here for Download** to open the complete course history – including certificates/credits – as a PDF document that can be saved and/or printed.



6. COMPLETING THE COURSE AND ACCESSING YOUR CERTIFICATE

To finish a training, learners must complete the final exam (for certification only) and post-evaluation.



Dashboard

1. Log in to your MHFA Connect at Work dashboard at work.MentalHealthFirstAid.org.

2. From the dashboard page, **select Resume** on the enrolled course.

A screenshot of the MHFA Connect at Work dashboard. It shows a summary of course progress: 1 Enrolled Course and 0 Completed Courses. A section titled "New enrollments incoming..." with a warning icon and text: "We are currently adding you to your groups and enrolling you into courses. Please be patient, courses are on their way." Below this, there's a "Recent Activity" section with two entries: "You launched the course Mental Health First Aid At Work Certification" (2 minutes ago) and "You launched the course Mental Health First Aid At Work Certification" (3 minutes ago). On the right, there's a card for "Mental Health First Aid At Work Certification" showing it is "In Progress" (last entered on 20 Jul 2023) with a progress bar at 11% and a "Resume" button.

3. On the left side of the page, there's a menu of course contents. Scroll to the Instructor-led Session module. If the Instructor has marked you in attendance for the Instructor-led session, there will be a green checkmark and the status will say attended. **Select Next Module** to move to the final exam and post-evaluation.

Note: If your status shows as Not Started, you cannot move forward with the final exam and post-evaluation.

4. Assignment 1: Final Exam (for certification only)

- a. The first assignment after the Instructor-led session will be the Final Exam. **Select Start Exam**. This is a graded, 10-question exam, and learners must get a passing score of 80% to continue. With each question, you select your answer and then select Next Question. Upon answering the last question, **select Submit Answers**. In the pop-up message, **select Submit Answers** again or **select Cancel** to return to the exam.
- b. Once you submit answers to the exam, you will see your score and your responses.
 - i. If you score 80% or higher, **select Next Module**.
 - ii. If you score less than 80%, **select Re-attempt Exam**, then **click Yes** to confirm. Follow the same process as previously outlined to complete the exam.

This exam is graded. Start when you're ready.

Start exam

This exam is not timed

There are no time limits on this exam. Take the time you need. To finish the exam select 'Submit Answers' after the last question.

10 questions

This exam contains 10 questions. You can return to your earlier answers before submitting the exam.

80% correct answers required to pass

The required pass score is 80%. A score less than 80% counts as a failed exam.

Mental Health First Aid at Work Final Exam

✔ Congratulations! You passed.

Your Score

100%

Passing Score

80%

Mental Health First Aid at Work Final Exam

✘ Unfortunately, you did not meet the required score.

Your Score

30%

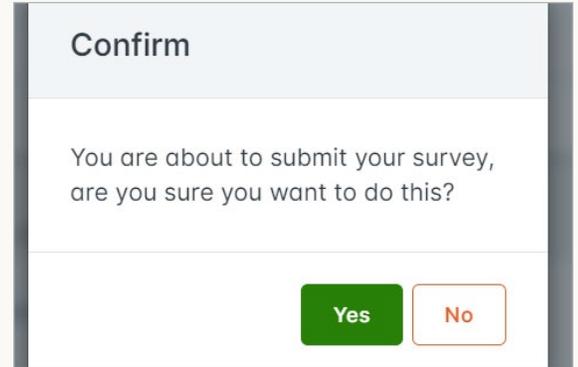
Passing Score

80%

5. Assignment 2: Post-evaluation(s)

The second assignment is the post-evaluation. Once you answer each question, **select Next Question**. Upon answering the last evaluation question, **select Submit Survey**. **Select Yes** to confirm submission or **No** to go back to the survey.

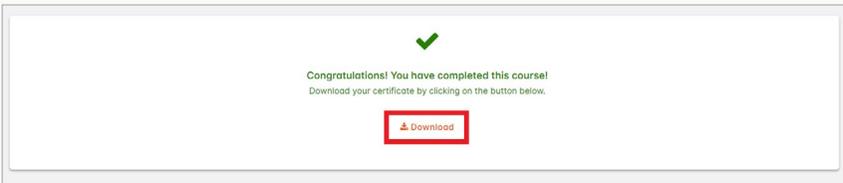
Note: Blended courses require learners to submit a post-evaluation before completing the course and accessing their certificate.



A dialog box titled "Confirm" with a light blue header. The main text asks, "You are about to submit your survey, are you sure you want to do this?". At the bottom right, there are two buttons: a green "Yes" button and a white "No" button with a red border.

6. Download the Certificate

- a. Once you submit the post-evaluation survey, you have completed the course. To access the certificate from this screen, **select Download**. Then **select Available Here for Download** from the Download Certificate window. This will open the certificate as a PDF to save or print.

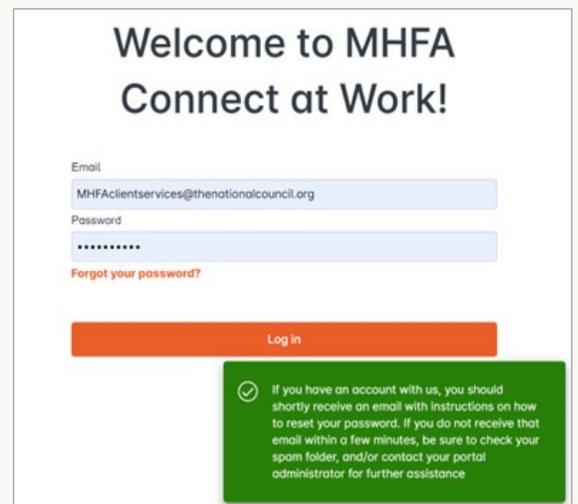


- b. You may choose to access your certificate at a later time. It can be accessed by **selecting Completed Courses** in the left-hand widget on your dashboard.

7. RESETTING YOUR PASSWORD

Everyone forgets their password sometimes. If this happens to you, don't worry – just follow these steps to reset it.

1. Navigate to work.MentalHealthFirstAid.org.
2. **Select Forgot Password** under the Sign In button.



A screenshot of the MHFA Connect at Work login page. The title is "Welcome to MHFA Connect at Work!". Below the title are two input fields: "Email" with the value "MHFAclientservices@thenationalcouncil.org" and "Password" with masked characters. Below the password field is a link that says "Forgot your password?". At the bottom is a large orange "Log in" button. In the bottom right corner, there is a green callout box with a checkmark icon and text: "If you have an account with us, you should shortly receive an email with instructions on how to reset your password. If you do not receive that email within a few minutes, be sure to check your spam folder, and/or contact your portal administrator for further assistance".

Forgot your password?

Email

Send

[Back to login](#)

Change your password

Password

Confirm password

Change my password

3. This will bring up a Forgot Your Password window. Enter the email address you use for MHFA Connect at Work and **select Resend**.
4. You will be redirected to the MHFA Connect at Work login page with a message indicating that you will receive an email with instructions for resetting your password.

Note: It may take a few minutes to receive the password reset email. Please be patient.

5. Check your email, including your spam folder, for a message from the MHFA team with the subject line “Reset Your Password Instructions.” Open the email and click the link in it to **select a new password**.
6. Selecting the link will bring you to the MHFA Connect at Work Change Your Password page. Enter and confirm your new password . Then **select Change my password**.

Note: This will update the password to your account and log you in to your MHFA Connect at Work account. You will use your new password the next time you log in.

7. Once logged into your account, you will see a green window in the lower right corner of your screen saying “Your Password Was Changed Successfully. You Are now Signed in.”

If you are unable to use the Forgot Password feature, please reach out to MHFADirectSupport@TheNationalCouncil.org.