



Quick Start Guide

Benefits for Caregivers

Features

- Self-directed workers are onboarded to our interactive eLearning environment; delivering engaging and personalized training via multiple e-learning modalities
- Short, quick lessons created by experts in aging; ADA compliant, professional-level training adapted for workers with diverse experience levels.
- Easy to use for all ages, completely private, and accessible 24/7, no app required
- Available in Spanish
- Print material is available to supplement the digital platform

Measurable Impact

Caregiver Impact

Increased confidence and engagement

84% use skills learned on Tualta everyday

Care Recipient Impact

Reduced facility placements and ED visits

75% report that Tualta helped keep their care recipient at home longer

Satisfied Learners/Caregivers

High praise for content and skills

9 out of 10 would recommend Tualta to another caregiver

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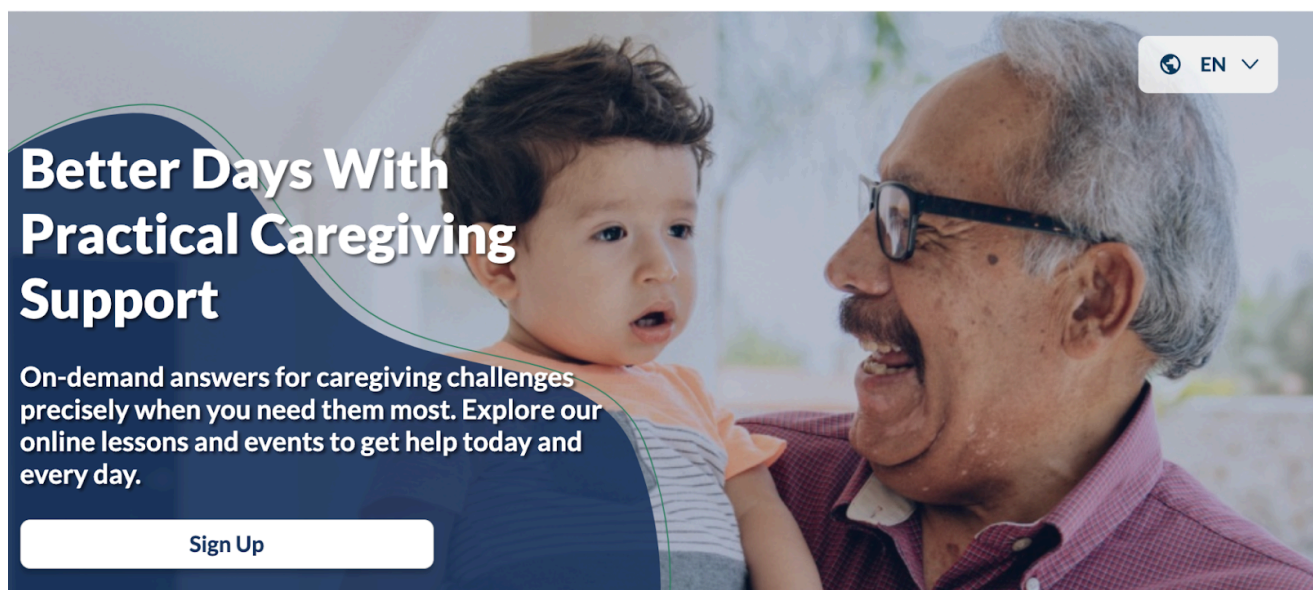
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How to Register

- Caregivers will be able to register themselves using this link: ltss-iowa-trualta.com
- If it is your first time on the portal, you would need to activate your account using Single Sign On through Iowa's state OKTA platform.
- Here are the steps:
 1. Go to the link: ltss-iowa-trualta.com
 2. Click on Sign In on the top right corner.



3. Proceed to the OKTA site by clicking on the Click Here button.



How to Register

4. Follow the OKTA prompts.

1 ID.iowa.gov

Sign In

Email address

Next

[Unlock account?](#)
[Help](#)

Don't have an account? [Sign up](#)

2 ID.iowa.gov

Sign up

First name

Last name

Email

Sign Up

[Already have an account?](#)

3 ID.iowa.gov

Set up security methods

@ @usa.com

Security methods help protect your account by ensuring only you have access.

Set up required

- Email**
Verify with a link or code sent to your email
Used for recovery
[Set up](#)
- Password**
Choose a password for your account
Used for access
[Set up](#)

4 ID.iowa.gov

Verify with your email

@ @usa.com

We sent an email to **w***6@usa.com**. Click the verification link in your email to continue or enter the code below.

[Enter a verification code instead](#)

[Return to authenticator list](#)
[Back to sign in](#)

5 ID.iowa.gov

Verify with your email

@ @yahoo.com

Haven't received an email? [Send again](#)

We sent an email to **@yahoo.com**. Click the verification link in your email to continue or enter the code below.

Enter Code

Verify

[Return to authenticator list](#)
[Back to sign in](#)

6 ID.iowa.gov

Set up security methods

@ @yahoo.com

Security methods help protect your account by ensuring only you have access.

Set up required

- Password**
Choose a password for your account
Used for access
[Set up](#)

[Back to sign in](#)

How to Register

7



Set up security methods

@usa.com

Security methods help protect your account by ensuring only you have access.

Set up optional

Google Authenticator
Enter a temporary code generated from the Google Authenticator app.
Used for access

[Set up](#)

Okta Verify
Okta Verify is an authenticator app, installed on your phone, used to prove your identity
Used for access or recovery

[Set up](#)

Phone
Verify with a code sent to your phone
Used for access

[Set up](#)

Security Key or Biometric Authenticator
Use a security key or a biometric authenticator to sign in
Used for access

[Set up](#)

YubiKey Authenticator
Verify your identity using YubiKey
Used for access

[Set up](#)

[Continue](#)

[Back to sign in](#)

Setting up Multi-Factor Authentication is not a required step to complete registration.

You can choose to set it up or click Continue.

Onboarding

- Once your account is set up, you will be asked to enter some key information that will help customize the portal to your specific needs and preferences.
- The first screen will ask you which county you live in, information about your care recipient, and your role.

Welcome!

Sign up for free

 English 

Please Select County/Tribe/Ward *(required)*

Check The Box(Es) That Describes The Person You Are Caring For: *(required)*

- An aging lowan
- Has Alzheimer's disease or dementia
- Has cognitive disabilities
- Has a physical disability
- Is a minor or other relative under age 18
- Has complex behavioral needs
- Other

Please Select Which Of These Statements Best Represents You.: *(required)*

- Informal/Unpaid caregiver
- Self-directed caregiver
- Direct Service Professional at a provider organization
- Case Manager
- Other

- Please note that you can only select multiple options to respond to the question about your care recipient.
- However, you will only be able to select one option to respond to the question about your role. If you are a family caregiver as well as a Direct Support Professional or a Case Manager, please select the latter.

Onboarding

Welcome To Our Community

Create an account

🌐 English ▾

Staff Member Name:

LTSS Iowa

First Name *(required)*

Last Name *(required)*

Age Group *(required)*

Select One ▾

Gender *(required)*

Select One ▾

Receive email notifications about exciting new content relevant to your care situation.

By clicking Sign-Up below, you agree to Trualta's [Privacy Policy](#) and [Terms Of Service](#)

Back

Sign-Up

- The second screen will ask you for your name, age group, and gender.
- Please note that these questions are mandatory to answer, but you can select 'Prefer Not to Say'.
- Next, you will add some more information about your care situation including: whether you live with the recipient, whether you are the primary caregiver, your relationship with the recipient, and the topics you are interested in learning about.

Welcome to Trualta

* Are you the primary caregiver?

Yes No

* Do you live with the care recipient?

Yes No

* Who are you providing care for?

Select the relationship ▾

* Which topics are relevant to you? Select all that apply.

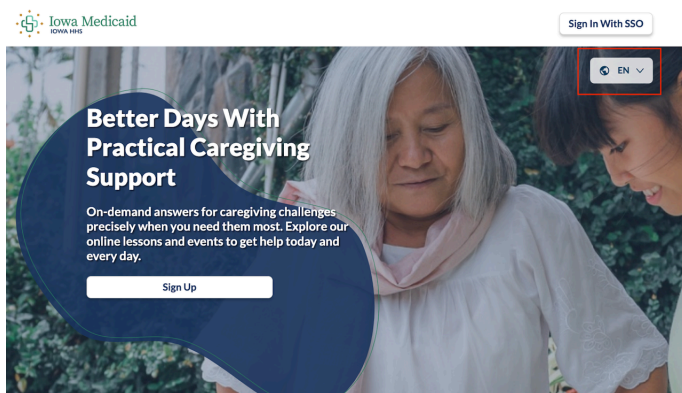
Care Skills + Caregiver Burnout + Caring For Kids + Dementia & Alzheimer's + Developmental Disabilities +
Diabetes + End Of Life Care + Heart Health + Kidney Disease + Lung Health + Mental Illness +
Parkinson's + Stroke +

Complete Registration

- Please note that you can always edit your topics later if your care situation changes.

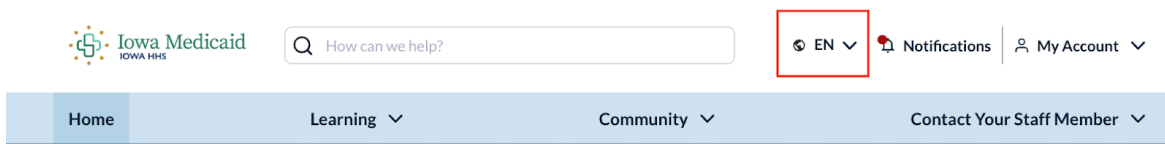
Modalities of Content

- Switching to Spanish: You can change your language preference using the language toggle. This can be found:

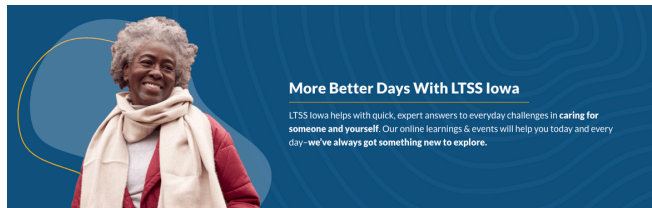


1. On the cover page before you login

2. After you login, on the top of the page

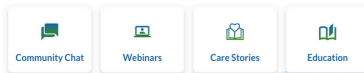


Homepage

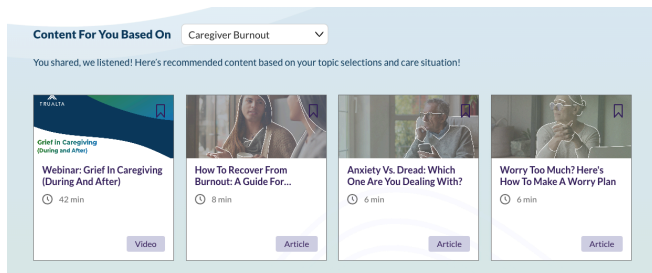


What Brings You Here Today

Trualta provides support that meets you where you're at! Explore our learning library to access education and build key caregiving skills. Check out our community chat and events to connect with caregivers like you!



- The home page is fully personalized for you.
- You can use the portal as it fits best for you. Trualta provides support that meets you where you're at! Explore our learning library to access education and build key caregiving skills.



- Based on the topics you have selected, you will find recommendations of content customized to your needs.

Learning Library

- You can navigate directly to the topics that you selected.

Learning ^ Commu

My Learning Hub

Learning Library

Caregiver Essentials Certification • New

Caregiver Burnout

Caring For Kids

- You can Update Topics As Needed.

My Topics Caregiver Burnout Caring For Kids Full Library

[+ Add Topic](#)

Learning Library

How To Recover From Burnout: A Guide For Caregivers Found In These Toolkits:
• [Healing Caregiver Burnout](#)

DB Article • 8 minutes
Recovery from caregiver burnout is possible. Here are some steps you can take to help reduce stress and **prevent burnout from** getting worse.

[Save For Later](#) [Download To Print](#) [0 Comments](#)

Recovery from burnout is possible. Below are some steps you can take to help reduce burnout and prevent it from happening in the future.

Step 1: Pause To Ask: What Is Causing The Most Stress?
Being aware of your stressors helps you figure out what to do to start healing burnout. List tasks you do in a day (or week) and determine which ones are the most stressful and why. This will help you identify which activities you can seek support with.

It's important to remember that some things will be out of your control, like changing the healthcare system so that it's easier to navigate. Try to focus on what you can control.

Step 2: Try Being A "Good Enough" Caregiver
The pressure of caregiving and being responsible for someone's life can be really intense. Not only do caregivers feel like they have to be perfect, but others view them as the problem-solver or person who has all the answers. It can be tricky to switch your mindset to being a "good enough" caregiver instead of a perfect one. Take small steps to notice when unhelpful thoughts or self-perceptions come up and try to change your thinking patterns using the strategies below.

Letting Go Of Perfectionism
Pressuring yourself to take on every care responsibility or do everything perfectly is setting yourself up for burnout. It can be hard to change your approach, especially when that approach defines how you see yourself as a caregiver. You might use all-or-nothing thinking like "If I don't do all of these things, I am (or people will think I am) a bad caregiver" or "I can never do anything right".


Remember that humans also mislabel and have limits. To challenge your perfectionism, instead of measuring the day by what you want "perfect"

How To Recover From Burnout: A Guid... 7:11 1x EN

- Lessons in article format can be downloaded to print and will have an audio voiceover accompanying it.

Caregiver Burnout

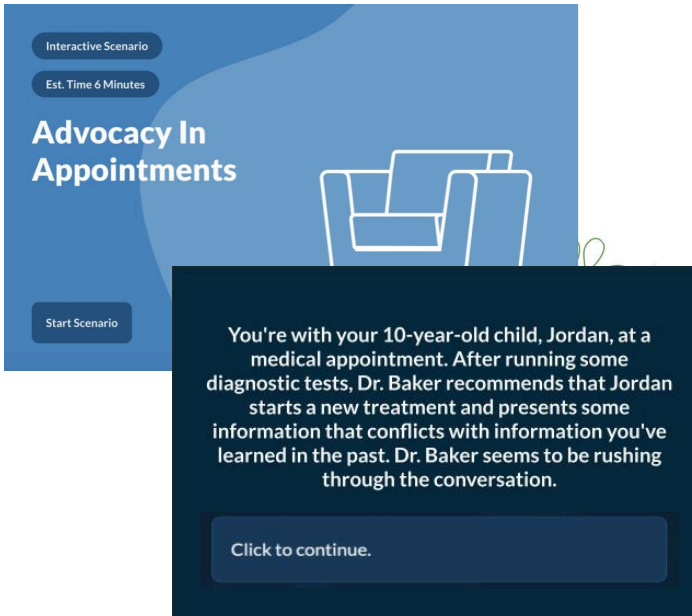
A state of physical, mental, or emotional exhaustion caused by extreme or persistent stress associated with caregiving.



1:11:43

- Lessons in video format will have closed captions associated with them.

Learning Library



Interactive Scenario

Est. Time 6 Minutes

Advocacy In Appointments

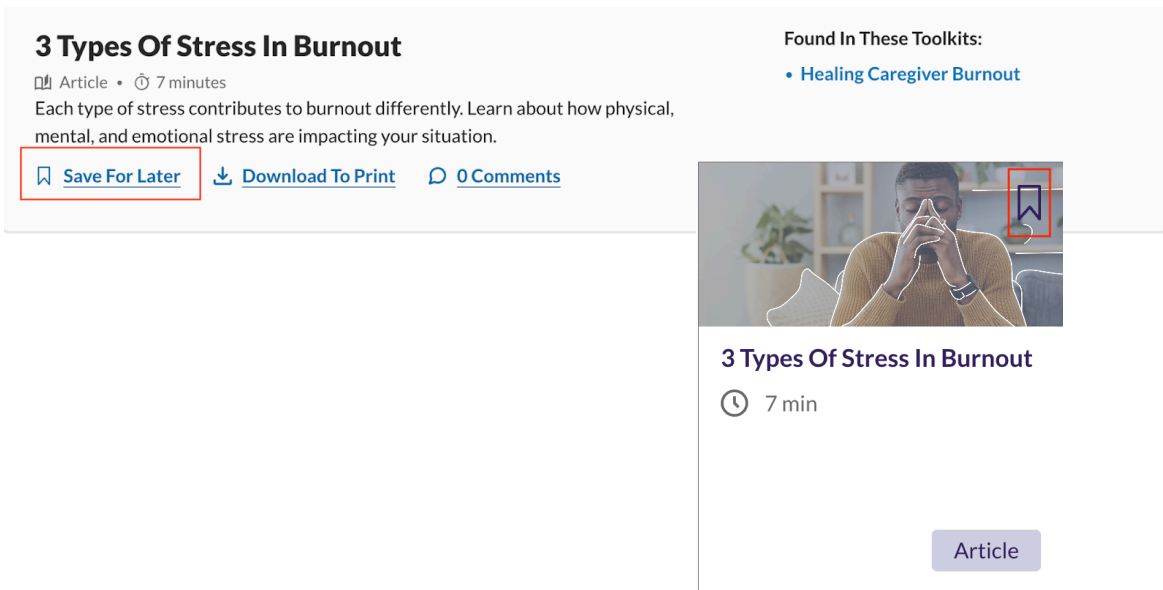
Start Scenario

You're with your 10-year-old child, Jordan, at a medical appointment. After running some diagnostic tests, Dr. Baker recommends that Jordan starts a new treatment and presents some information that conflicts with information you've learned in the past. Dr. Baker seems to be rushing through the conversation.

Click to continue.

- Lessons in interactive e-learning format will be scenario-based and are important to develop immediately actionable skills in a low-stakes environment.

- You can save a lesson for later as well.



3 Types Of Stress In Burnout


Article • 7 minutes

Each type of stress contributes to burnout differently. Learn about how physical, mental, and emotional stress are impacting your situation.

[Save For Later](#) [Download To Print](#) [0 Comments](#)

Found In These Toolkits:

- [Healing Caregiver Burnout](#)

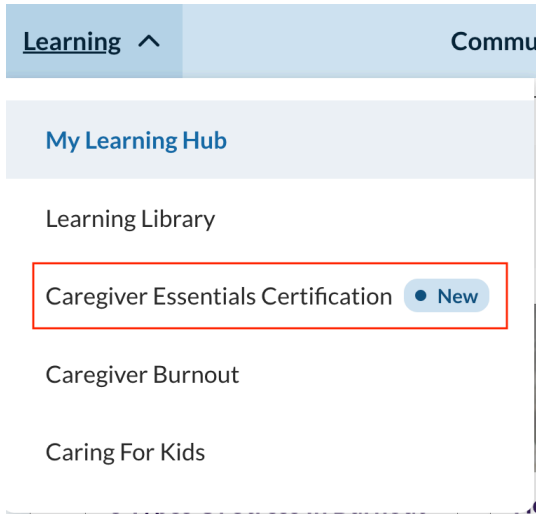


3 Types Of Stress In Burnout

7 min

Article

Learning Library



- You can also access the Caregiver Essentials certification course through the Library tab in the top header. For caregivers who lack experience, time, and resilience in providing safe and effective care, Trualta's Caregiver Essentials Certification provides role competence with a balance of motivation and resilience in day-to-day challenges. Our certification program delivers the convenience of on-demand, expert learning with a community of others, for an easy and enjoyable journey in creating better days for the care recipient and themselves. You will earn a certificate at the end of this.

- You can start the course by clicking on Get Started.

A screenshot of the 'Caregiver Essentials' course landing page. At the top, there is a navigation bar with five tabs: 'Overview' (highlighted), 'Structure', 'Certificate', 'Testimonials', and 'FAQ'. The main content area has a dark blue background with white text. The title 'Caregiver Essentials' is prominently displayed. Below it, a paragraph explains that being a caregiver requires safe and effective care for others and oneself, and that the certification ensures efficient handling of day-to-day care tasks while connecting to a community of experts. A 'Get Started For Free' button is located at the bottom left. On the right side, there is a photograph of a caregiver in blue scrubs sitting on a couch and talking to an elderly woman who is wearing a white shirt and a blue hairnet.

Learning Library

Caregiver Essentials	
Certification Overview	
Chapter 1. Introduction To Paid Caregiving & Home Health	▼
Chapter 2. Communication Skills	▼
Chapter 3. Understanding Health Conditions	▼
Chapter 4. Mobility Assistance	▼
Chapter 5. Providing Personal Care	▼
Chapter 6. Nutrition & Meal Preparation	▼
Chapter 7. Medication Management	▼
Chapter 8. Emotional & Psychological Support	▼
Chapter 9. End Of Life Care	▼
Chapter 10. Person-Centered Care	▼
Chapter 11. Equity, Diversity & Cultural Sensitivity	▼
Chapter 12. Legal & Ethical Considerations	▼
Chapter 13. Record Keeping & Documentation	▼
Chapter 14. Safety & Infection Control	▼
Chapter 15. Emergency Preparedness	▼
Chapter 16. Self-Care & Professional Development	▼
Final Exam	

- You will see 16 chapters within the course. Each chapter is divided into micro-learning activities to fit into your busy schedule.
- At the end of every chapter, there will be a knowledge check.

Chapter 1 Quiz

1 2 3 4 5

Question 1
You are a personal care aide. Your scope of practice in your state allows you to perform personal care tasks. Your care recipient's daughter asks you to administer their medications. What should you do?

- A. Refuse and leave the home, making a report to your supervisor as soon as you can
- B. Do it this one time and then explain you can't help with it again
- C. Explain you're not allowed to administer medications and suggest she call the nurse
- D. Call your agency and request permission to administer the medication

[Flag For Later](#) [Next Question](#)

- At the end of the whole course, there will be a final exam with 100 questions. You need 70% to pass the exam.

Final Exam

Welcome To The Caregiver Essentials Certification Final Exam!

Exam Details

- Complete the exam in one sitting.
- You can flag questions, but you have to answer in order to finish the exam.
- Important: using your browser's Back or Refresh may erase your answers. Navigate to previous questions safely with 'Show Navigation'.

- There are 100 questions.
- To pass, a score of 70% (70 correct answers) is needed.
- No time limit.

Retaking the Exam

- Retry as needed.
- Revisit materials for reinforcement.

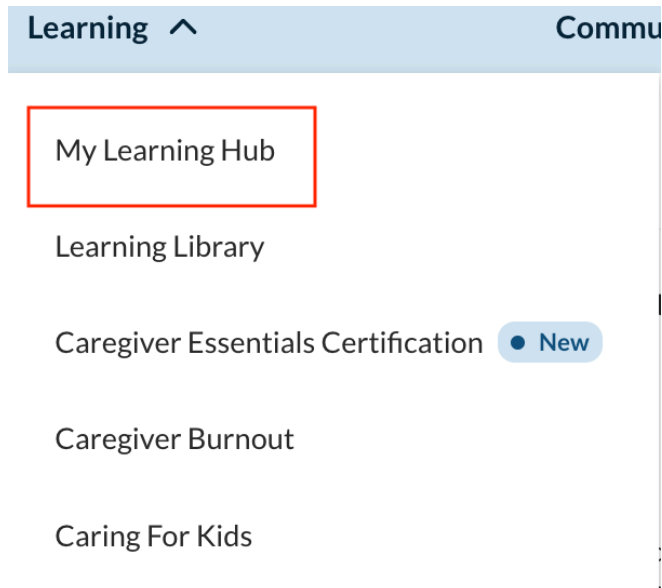
We wish you the best of luck. Feel free to start when you are ready.

[Start final exam](#)

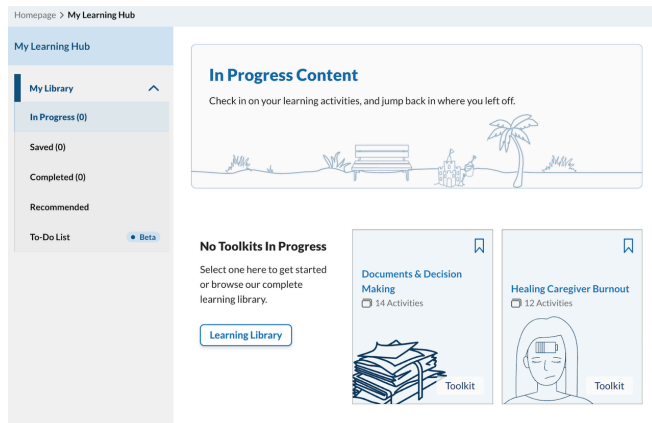
- Upon passing the exam, you will receive the certificate via email.



Highlights of Learning Hub

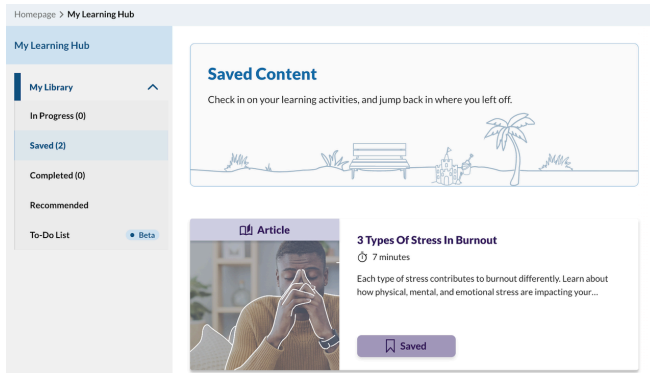


- This helps you keep track of what you have completed, what you have saved for later, and what you are working on. You can access this by clicking My Learning Hub under the Learning tab on the top header row. DSPs and Case Managers will also be able to download their Records of Learning here.

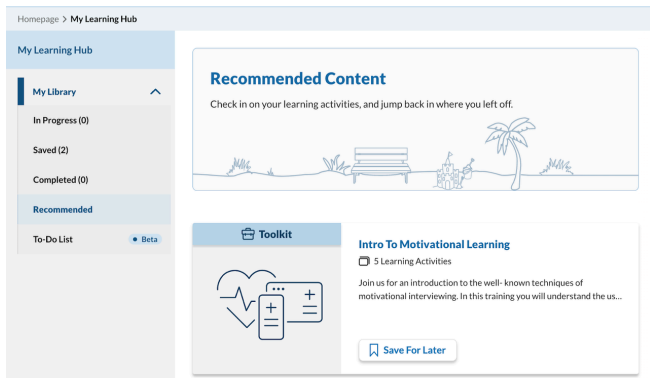


- Tracking Progress On Toolkits

Highlights of Learning Hub



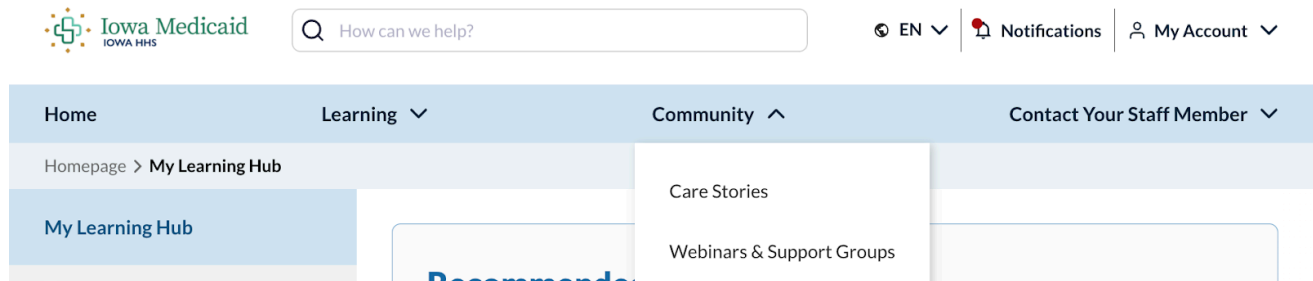
- Bookmarks (saved articles in sidebar)



- All DSPs and Case Managers will find the **Competency-Based Trainings** all under the 'Recommended' tab here.

Community Features

- Webinars found under community tab



- Care stories are stories of caregivers that demonstrate resilience and overcoming common caregiving challenges.

Care Stories

Hear from some of our members as they discuss the highs, the lows, and even the funny side of caregiving.



Forgetting Us

Dealing with difficult emotions as my father declines rapidly.

[Meet Rita >](#)



I Lie Because I Love Her

When keeping Mom happy and comfortable means lying to her.

[Meet Melinda >](#)



Contingency Plans

What happens to my grandmother if something happens to me?

[Meet Tamara >](#)

Further support

Who to contact	Trualta	Iowa HHS	OKTA
When to contact	Technical support on the portal	Technical support logging in to the portal	Technical support, Login issues
How to contact	Use the Contact Us form at the bottom of any page on the portal	HCBSsta@dhs.state.ia.us	https://helpid.iowa.gov

[About Us](#) | [Privacy](#) | [Terms of Service](#) | [Contact Us](#)