

### **April State Training Schedule Now Available**

Registration is open for the April instructor-led training courses listed below. Slots are limited. NCTracks Zoom courses can be attended remotely from any location with a computer and internet connection. Please note that training will be conducted through Zoom; individualized meeting information has been created for each course. Please see the Training Enrollment Instructions section below for registration details.

### **Claims Inquiry Refresher**

*Wednesday, April 30, 2025, 1:00 p.m. – 3:00 p.m.*

This training will instruct the end user on how to complete a claim search and locate information on claims in NCTracks. At the end of training, as an authorized user, you will be able to do the following:

- Conduct a Claim Search
- Locate specific information on a claim

### **Meeting Information**

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 160 652 8516
3. Press the # key
4. Enter meeting passcode: 4799150319
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1606528516?pwd=GJdDYwPFkXfJkqsKzKI03QG0OnQaLa.1>

Providers may choose to use the computer audio instead of dialing in.

### **Training Enrollment Instructions**

State operations users can register for these courses in SkillPort, the NCTracks Learning Management System. Log onto the secure NCTracks Operations Portal and click the Other tab to select Learning Management System. Once in SkillPort, select State Operations Training under Catalog and open the appropriate folder labeled ILT Remote via WebEx (although this is the sub-folder name, please note that, as previously mentioned, courses will now be conducted via Zoom and not WebEx).

Refer to the Quick Links on the public [State and Fiscal Agent Operations Users home page](#) for detailed instructions on how to use SkillPort.