



# Cognizant University for BCI Associates Full Guide

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## Using this Guide

Cognizant University is an LMS (like Workday) and offers a variety of Facets curricula and classes in both digital PDF format (think of traditional classroom binder materials) and in self-paced web-based training (eLearning) format. Cognizant University includes:

- Facets curricula and courses
- Other curricula and courses for other Cognizant product lines.
- Other soft skills and business skills courses.

This guide focuses on helping you find, enroll in and complete Facets training.



For a complete list of Cognizant Training Courses (including Facets courses navigate to (in Cognizant University):

**COMMUNITIES > BCBS Idaho (BCI) Subscription Community**

And click on Christine Warner's Post:

*"Cognizant U. Product Training and Certification Sept. 2023"*

## Guide Objectives

This guide focuses solely on the essentials you'll need to find and complete Facets training curricula and individual courses relevant to Gemstone and our Facets Redesign program. These essentials include:

1. Accessing (Logging into) Cognizant University
2. Navigating Cognizant University (learning which pages are most useful to BCI Associates)
3. Setting up your account (updating your TIME ZONE and PRIVACY settings)
4. Learning the most efficient ways to search for and find relevant Facets training courses
5. Knowing the steps to quickly enroll and complete Facets training courses

We've categorized the value of specific pages (for BCI Associates) as **Low**, **Medium** and **High**, and focused this guide on how to use the **High** value pages.

## Accessing Cognizant University

To access Cognizant University, use the following URL & credentials to log in:

1. CU Login URL: [Cognizant University \[schoox.com/login.php\]](https://schoox.com/login.php)
2. Username: **Your BCI Email**
3. Temporary Password: **Welcome1**

You are required to change password and to create security questions and answers.



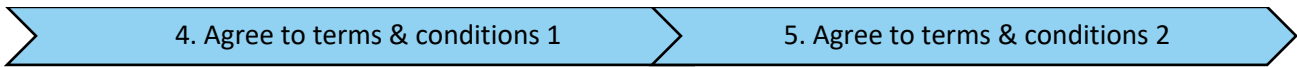
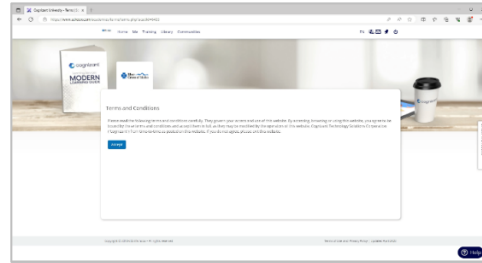
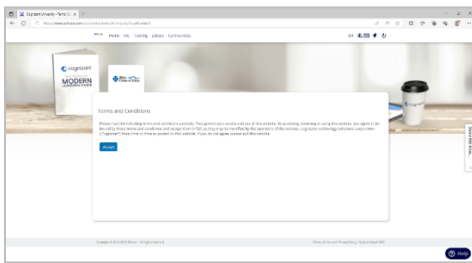
**Welcome to Cognizant University**  
 Please Log In  
 FName.LName@BCIdaho.com  
 TemporaryPassword  
 Login  
[Forgot your password?](#)  
[Cognizant University Support](#)

**Change Your Password**  
 Please enter the temporary password  
 \*\*\*\*\*  
 Please enter a new password of your choice  
 \*\*\*\*\*  
 Password must be at least 8 characters, maximum 64 characters, and contain at least 1 uppercase and 1 lowercase letter. Name, username or email shouldn't be part of the password and it can't contain more than 3 identical characters.  
 \*\*\*\*\*  
 Change

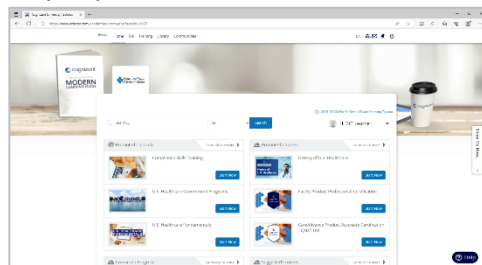
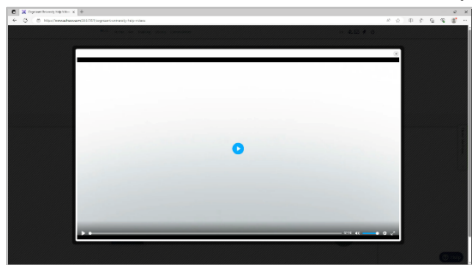
Choose three security questions only you can answer.  
 What is the name of your favorite relative not in the imlr  
 Where do you want to retire?  
 What is the favorite road on which you most like to trav  
 Save



- You'll need to agree to the terms and conditions (on two screens).



- You'll be invited (just once) to watch the helpful, 2-minute video: **CU Help Video – How to Search a Course**. It is only a few minutes and is helpful. Upon completion you'll be directed to the **Home** page. You'll have a chance to enroll and complete it later if you prefer.



## Menu Quick Tour

As with many LMS systems, there are features that are more and less valuable to various users in various situations. We've highlighted the components of Cognizant University we believe to be most important to BCI Associates for finding and completing Facets training.

### HOME Menu / Page

The home landing page dashboard is displayed upon logging in and displays links to various areas of the site including: Curricula and courses, communities, and your high-level training course enrollment and participation statistics.



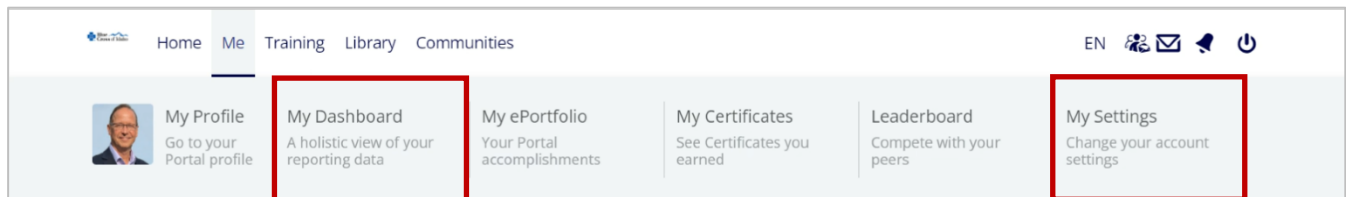
**Value:**  
**Medium**



- Searching from the Home page PRO: Returns results for ALL training material types: Courses, Curricula, digital LIBRARY materials and Live Trainings.
- Searching from the Home page CON: Doesn't allow to filter results by Facets training audience categories (Applications, Operations, Technical). See the **Filter Search Results by Audience** section of this guide for more information.


### ME Menu

These sections organize your profile and display your course enrollment and completion activities.



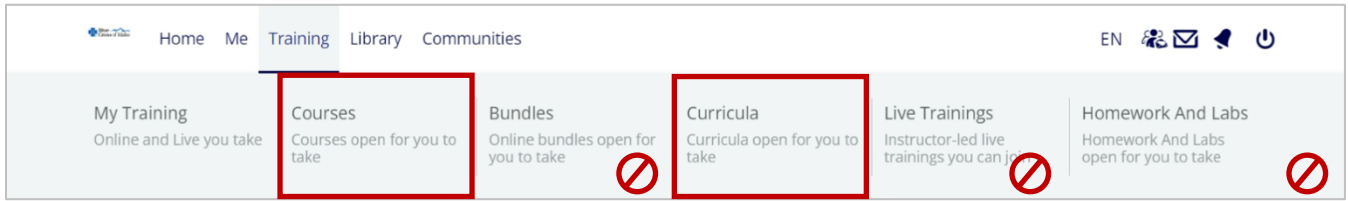
**Value:**  
**Medium**



- **MY DASHBOARD** displays the **curricula** and **courses you are enrolled in** and **% complete** for each. Click the link icon  to access your courses.
- Use **MY SETTINGS** to customize your account settings. Two relevant and important to BCI associates include **Time zone & Privacy**.
- Use **MY PROFILE** (Less valuable than MY DASHBOARD), to **add a profile picture** and **compare your completion progress to others** if you wish.
- **MY EPORFOLIO, MY CERTIFICATE** and **LEADERBOARD** are pages that track your completions in a fun way. The functionality of these pages is active but not the focus of this guide.

## TRAINING Menu

This menu provides access to the COURSES page and the CURRICULA pages.



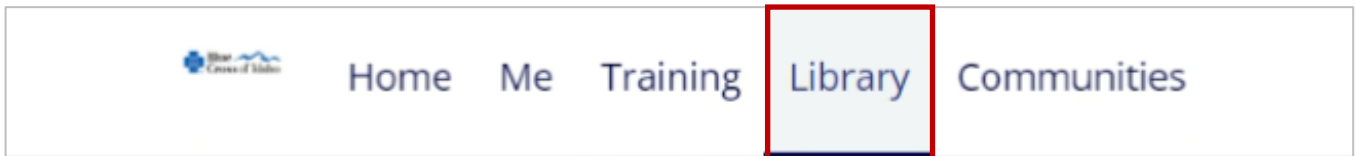
**Value:**  
**High**



- **COURSES & CURRICULA** are the two pages for efficiently searching for self-paced WBT/eLearning curricula and courses.
- **CURRICULA** are curated groups of **Courses**.
- Neither **BUNDLES**, nor **LIVE TRAININGS**, nor **HOMEWORK & LABS** menus are used by Cognizant University for BCI at this time.
- **MY TRAINING** offers a subset of what's available in the **ME > DASHBOARD** page so you'll likely use the **ME > DASHBOARD** page to view and launch your training.

## LIBRARY Menu / Page

This menu / page provides access to a library of digitally “printed” course materials (PDFs - similar to what you would receive in a hard-covered binder when enrolled in a classroom or virtual training course) which may include presentation decks, participant workbooks, activity labs, etc.).



**Value:**  
**High**



- The **LIBRARY** tab allows you to search and retrieve (download) PDF training course content.
- This content supplements Cognizant's live (virtual) courses and their available WBT/eLearning courses.

## COMMUNITIES Menu / Page

Cognizant offers PUBLIC communities, organized by product line and client group. The two relevant communities BCI associates have access to include:

1. **FACETS** community. Available to the public and to BCI
2. **BCBS Idaho** community. Only available to BCI associates and contractors



**Value:**  
**Medium**



- **COMMUNITY** pages allow you to **post questions** and **see responses**, **see community members** and **start discussions** within the various communities.
- When posting or asking questions in public communities, never post BCI strategic, sensitive or protected information.
- A Cognizant team member (or other community member) should respond. If not, see the **“Getting Assistance”** section of this guide for more info.

## Preparing to Search for Training Content

Before you jump into searching for content, you’ll want to visit:

1. The **ME > MY SETTINGS** page to update your time zone and privacy settings (**Important**)
2. The **ME > My PROFILE** page to add a profile picture and some details about yourself (**Optional**).

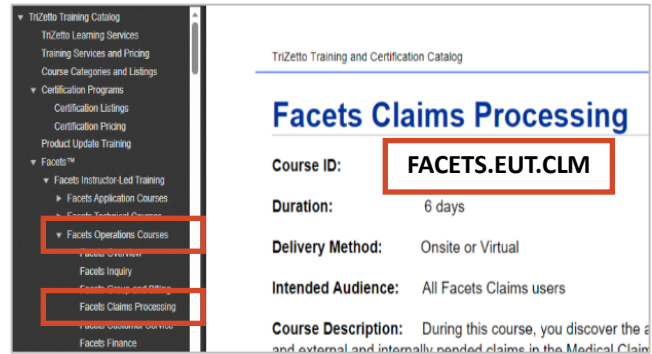
Once you have the minimum settings and profile updates completed, you’re ready to proceed to searching for Facets training content!



## Quick Search Tips for Finding Facets Training

### Direct Search Approach – Using Exact Course Codes

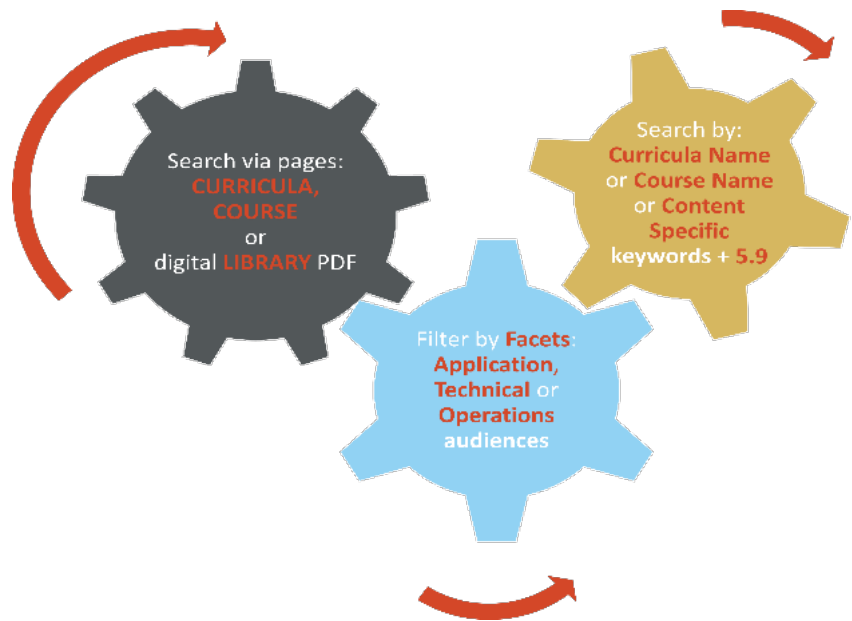
1. Locate the Course Catalog by navigating to: **COMMUNITIES Menu > BC Idaho > Wall > Post**
2. Click On PDF Posted by Christine Warner entitled: *"CU Product Training & Cert Catalog Sept 2023.PDF"*
3. Expand menu to locate a course of interest.
4. Locate course code (example shown below).
5. Use the course code as a keyword to search by.



### Recommended Search Words / Phrases


Most won't search directly by course code, but will search using content specific keywords or key phrases to locate relevant content they are interested in. Review recommendations for key word / key phrase selection below (the yellow cog in the graphic):


- **Curricula name** or **Course name**. As you just learned, you can search directly by curricula / course title or course code.
- **Content specific key words**, like: *'pay holds'* *'claims'* or *'prior authorizations'*
- Use **Facets Version** as a content specific keyword that will locate training materials most closely matching the Gemstone 3.1 release (which is core Facets version 5.9) – so use: **'5.9'**

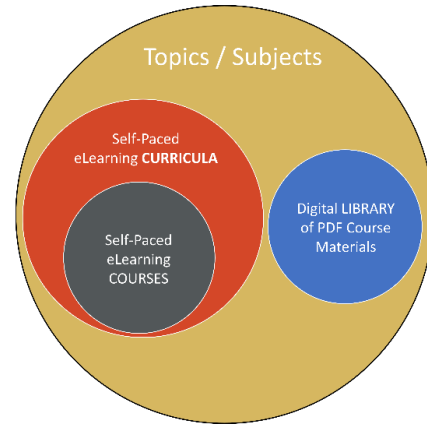


### Broad to Specific Search Approach

1. First, **search for self-paced eLearning curricula** (Using the [TRAINING > CURRICULA](#) page) available for your overall subject matter of interest.

 **Curricula is a collection of self-paced modules designed to work together - useful for learning about relevant courses that might otherwise be hard to find.**

 **You may enroll and complete the entire curricula, or just complete individual self-paced courses within the curricula.**

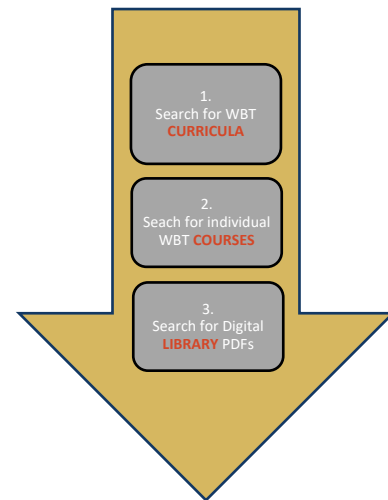


*If you don't find what you are looking for...*

2. Second, **search for self-paced eLearning courses** (Using the [TRAINING > COURSES](#) page). You may find individual courses that are not part of a curricula that meet your needs.

*If you don't find what you are looking for...*

3. Third, **search for digital library materials** in PDF format (Using the [LIBRARY](#) page) - provided in case Cognizant does not have self-paced curricula or courses, and they don't currently offer a live public course scheduled that meets your needs. Find out how to access the [Cognizant Public Training Schedule](#).





## Filter Search Results by Audience

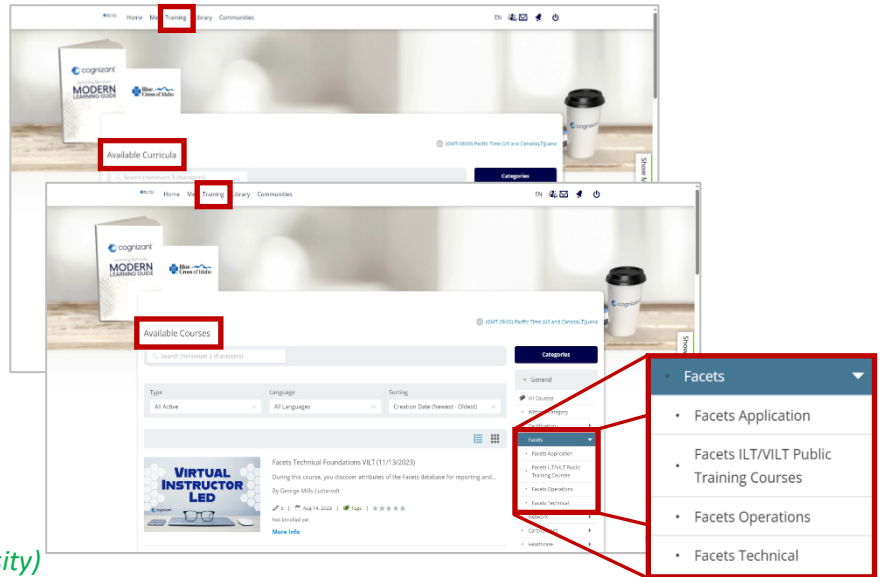
Regardless of whether you are searching for curricula, courses or digital Library materials, you can filter your search results further by selecting one of three audience sub-categories in the side menu shown below.

The Facets filter sub-menu (shown expanded below) is identical on both the **CURRICULA** and **COURSES** pages.

**TRAINING >**  
**CURRICULA / COURSES >**  
**Facets >**

- Facets Applications
- Facets ILT/VILT Public Training Courses \*
- Facets Operations
- Facets Technical

*\* Not used by Cognizant at this time. The course list for currently-offered Public Training Courses can be found on the **Product Training and Certification** page within the Cognizant / Trizetto Customer Exchange (NOT Cognizant University) site.*

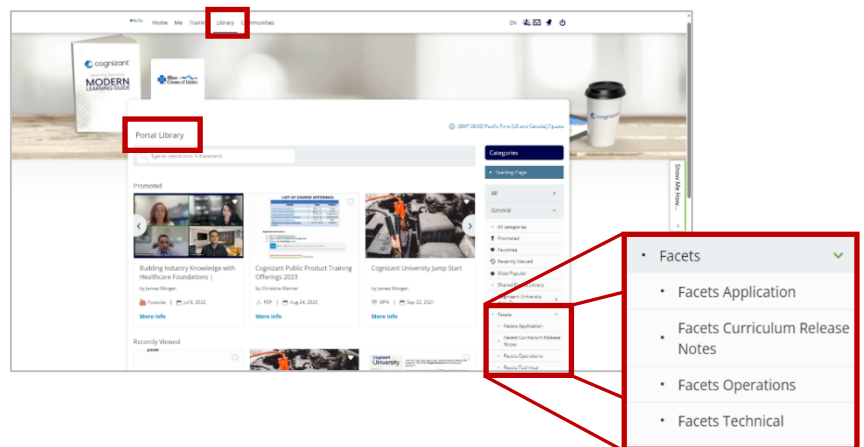


While there is one different menu choice on the **LIBRARY** page, the three important menu choices are the same.

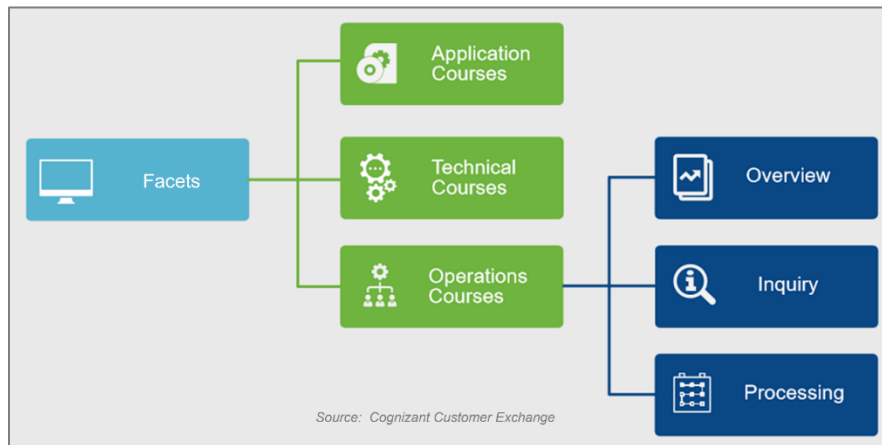
**TRAINING >**  
**CURRICULA >**  
**Facets >**

- Facets Applications
- Facets Curriculum Release Notes \*
- Facets Operations
- Facets Technical


*\* Release notes refer to the release of the version of these PDF training materials, not the version of Facets, so this is likely of little value to BCI associates.*



Training within Cognizant University is organized by the audiences the training was designed for (shown below).



- **Application (APP)** courses are **intended for health plan system implementation teams**. These participants include **health plan training teams, config teams, and model office personnel**.
- **Technical (TEC)** courses are **intended for health plan system implementation teams**. These participants include **health plan training teams, system / database analysts, and batch analysts**.
- **Operations, or End User Training (EUT)** courses, are grouped into three subcategories:
  - **Overview** - Overview courses provide users with fundamental knowledge of the new system and are the launching point for all other curricula. Overview courses are not specific to a particular curriculum, department, or job function.
  - **Inquiry** - After users have completed Overview training, they then complete applicable Inquiry courses before proceeding to Processing. Users whose jobs require view or inquiry-only access to the system benefit from inquiry courses.
  - **Processing** - Processing courses are designed to meet the needs of a particular curriculum, department, or job function. Users are required to complete courses based on job role and operational function. Several processing courses can be partnered with hands-on system labs to further knowledge transfer.



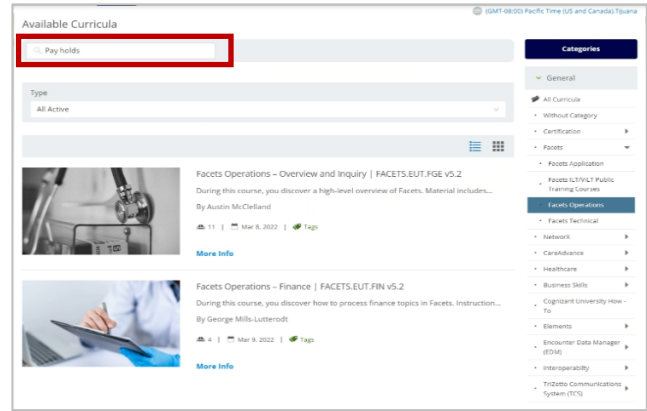
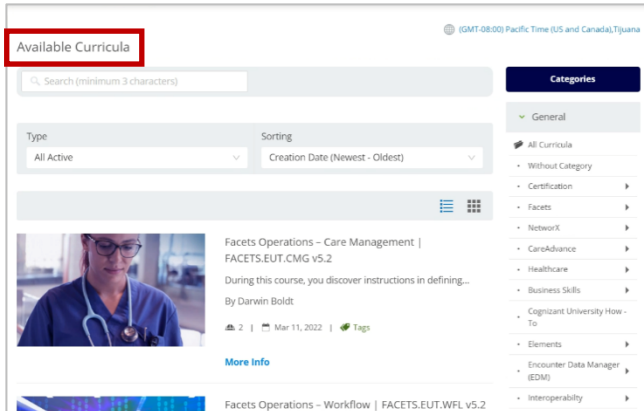
Identify which audience you and your team fall into. Application? Technical? Operations (Overview, Inquiry or Processing)? You'll use these to find training content.

## Putting it all together: Example BCI Facets Search

### Search Curricula or Course with Keywords

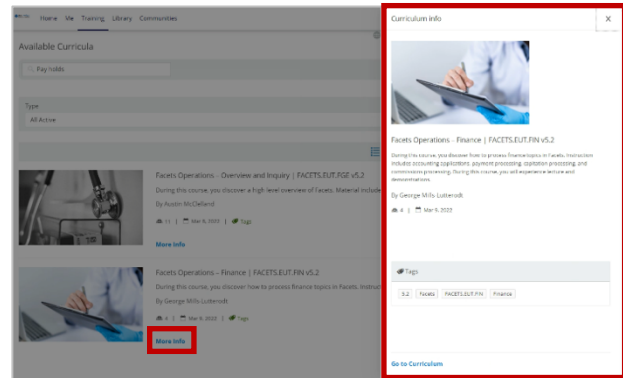
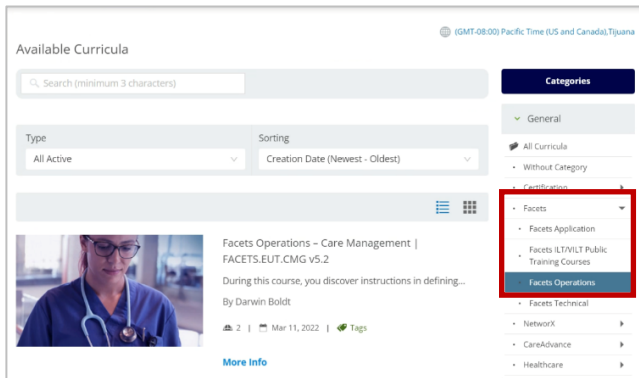
1. Go to **TRAINING > CURRICULA** or **COURSES**

2. Begin search with key words



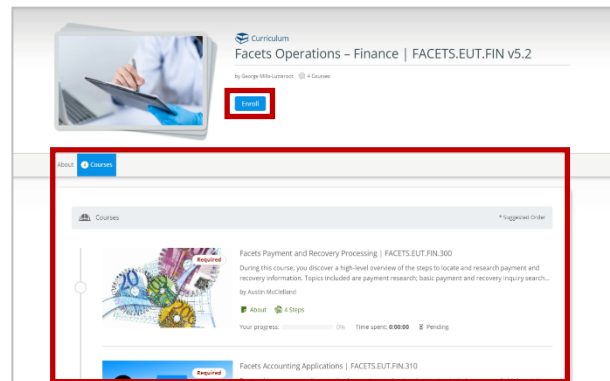
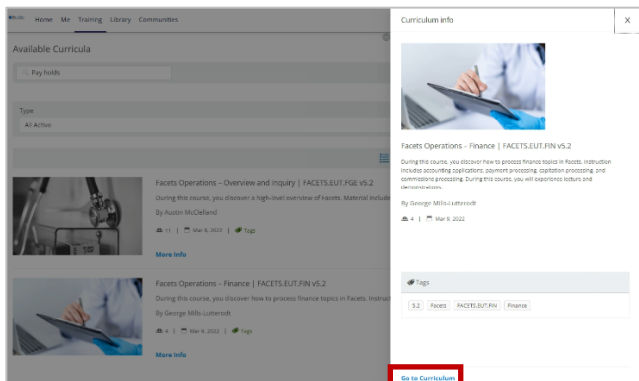
3. Filter further by **FACETS OPERATIONS >**

4. Review training by clicking **More Info** for details



5. Click **Go to Curriculum** to review courses

6. Click **Go to Curriculum** to see courses and **Enroll**



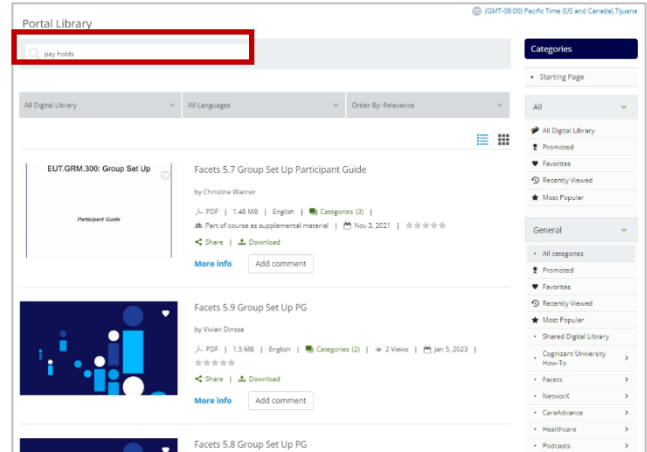
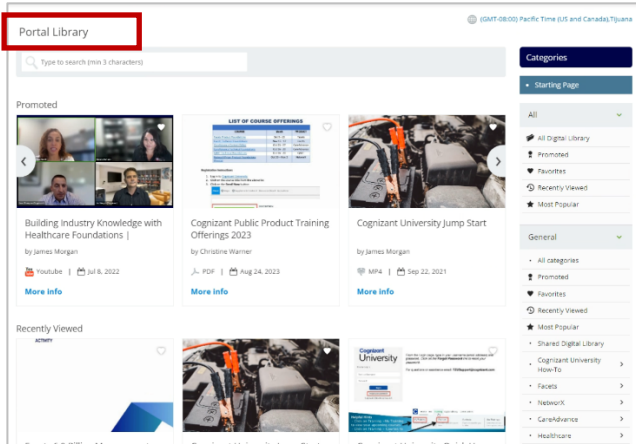
The process is identical when searching for courses, so we'll move on to looking at searching for course materials in the digital **LIBRARY**.



## Search for digital Library PDF courses (No name available)

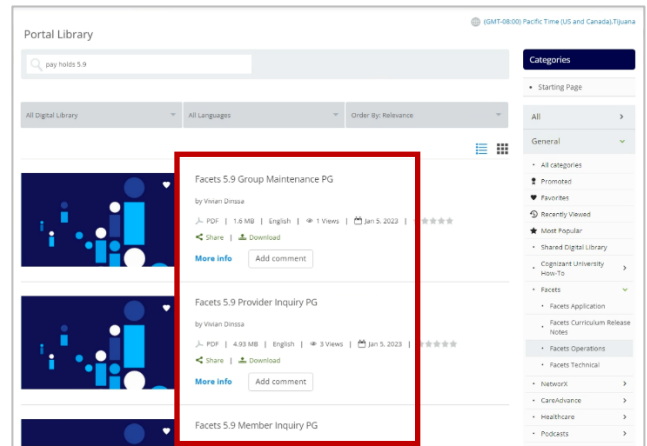
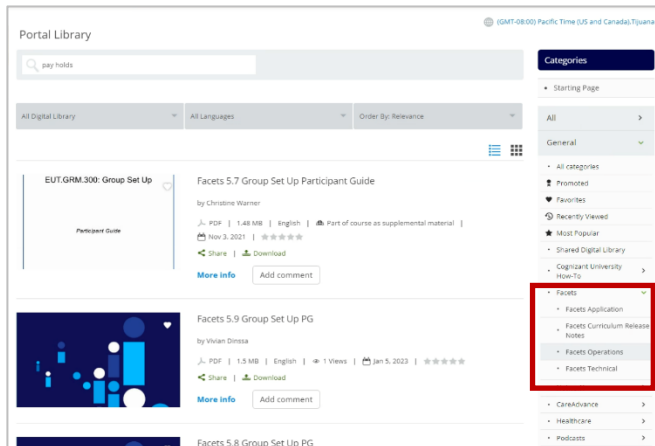
1. Go to **LIBRARY**

2. Begin search with key words



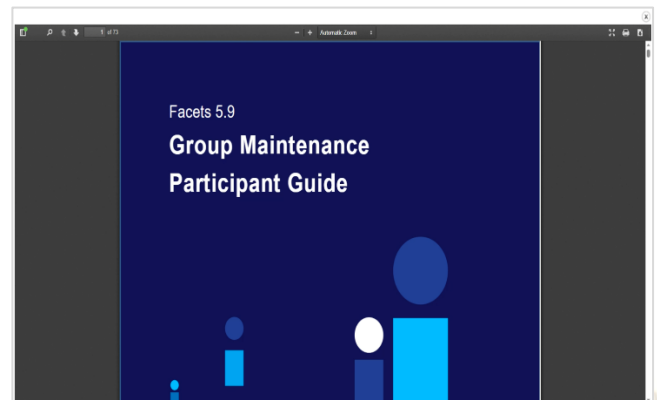
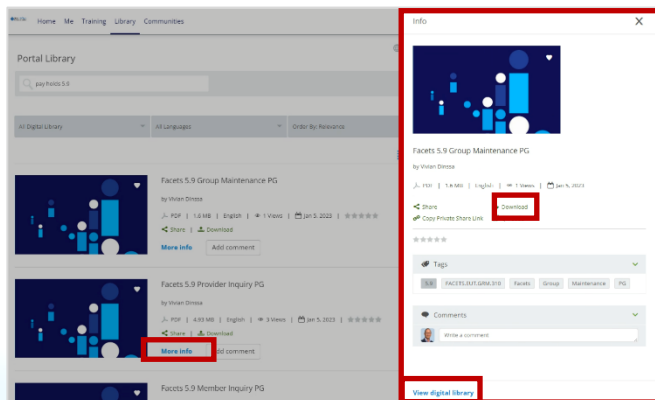
3. Filter further by **FACETS > OPERATIONS**

4. Further narrow results by including '5.9'



5. Click **More Info** to review course materials

6. Click **Download** or **View digital library** access materials



## Me > My Dashboard vs. Training > My Courses

Once you are enrolled in a Curricula or Course, you can revisit completed or start new Lessons and Courses by navigating to your **ME > MY DASHBOARD** page or **TRAINING > MY TRAINING** page.

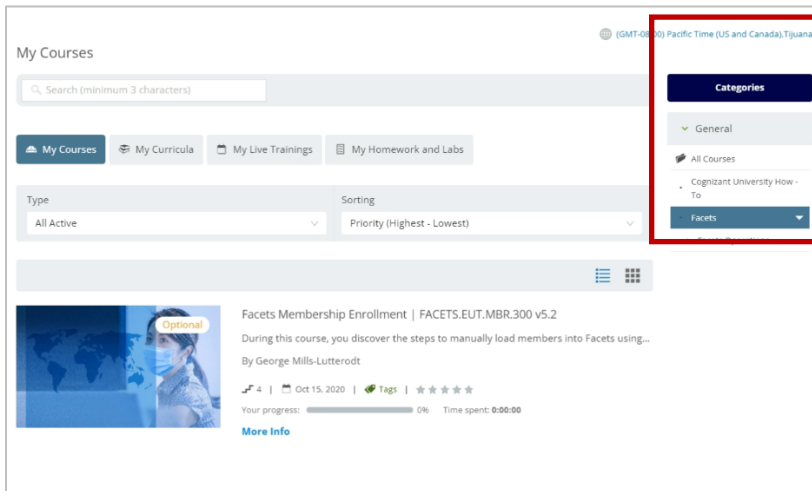
**Question:** When would a BCI Associate want to Use **TRAINING > MY TRAINING (Page title: My Courses)**?

**Answer:** When you want to be able to view and access their enrolled courses by Categories:

FACETS > Facets Application (.APP in the course name)

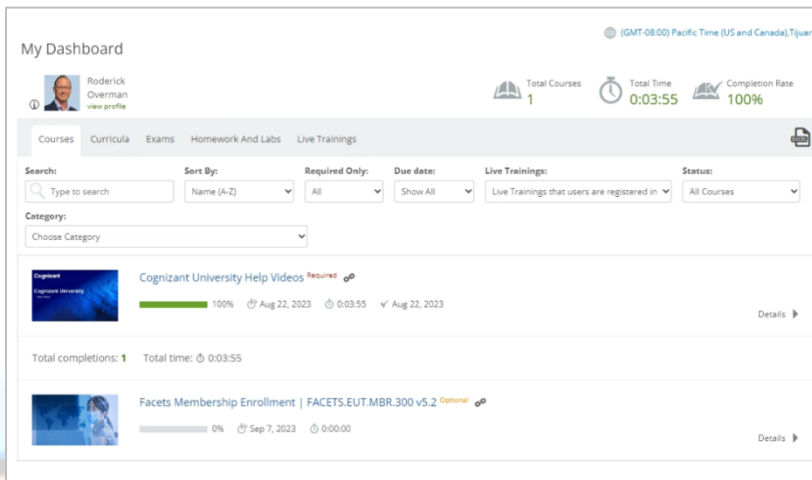
FACETS > Facets Operations (.EUT - End User Training) in the course name)

FACETS > Facets Technical (.TEC in the course name)




**Question:** When would a BCI Associate want to Use **ME > MY DASHBOARD**?

**Answer:** When you want to be able to view, restart or start enrolled courses OR you would like to review other course completion details (but NOT by Categories, as they are not available in this view).

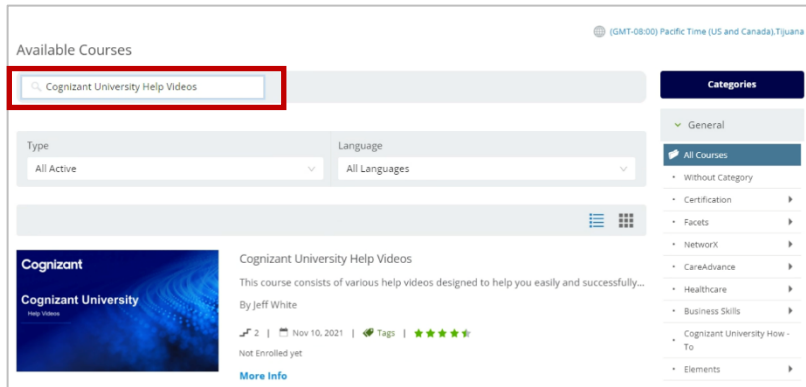


## Additional Cognizant University Navigation Resources

### 2-minute Cognizant University Help Videos course



We recommend this 2-minute quick navigation video: **Cognizant U. Help Videos**  
Lesson 1 (of 2) appears to be the most helpful for BCI Associates.

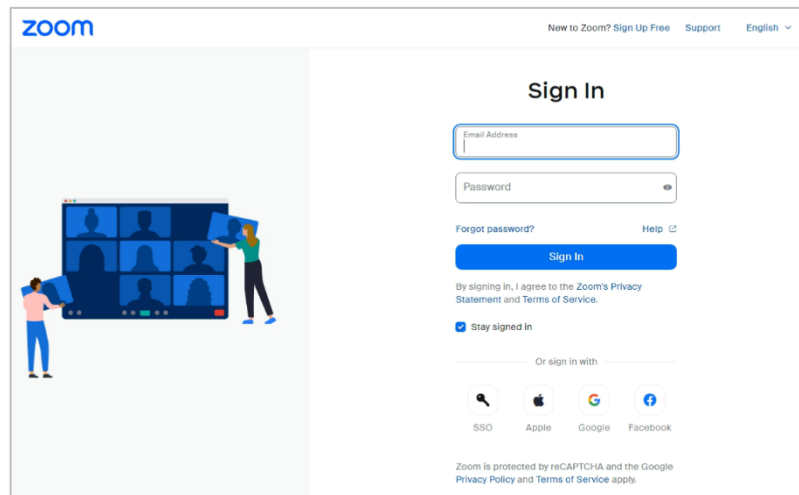


## Review BCI Cognizant U. Orientation Zoom Recordings

Organized by xxxxxx and co-facilitated by xxxxxx of Cognizant. Click the PM session to start.



- June 14<sup>th</sup>, 2023 AM Session  
PW: xxxxxx
- June 14<sup>th</sup>, 2023 PM Session  
PW: xxxxxx

Sign into Zoom via SSO & enter password to begin reviewing either session.



## Getting Further Assistance

This concludes our Cognizant University for BCI Reference Guide. For additional support please use the contact

Questions	Best Resource	Method
<p><b>Q's Regarding:</b> Cognizant University</p> <p>Including requesting access to the Cognizant U. Facets generic sandbox environment.</p>		
<p><b>Q's Regarding:</b> Cognizant Public Facets Training Schedule &amp; Sign Ups</p>		
<p><b>Q's Regarding:</b> Gaining access to Customer Exchange</p>	BCI	<p><b>Customer Exchange Access BCI Contacts</b></p> <p>For a Customer Exchange login, reach out to:</p> <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>
<p><b>Q's Regarding:</b> What Public Facets training courses are being offered in Q3 &amp; Q4, 2023?</p>	<p>The Public Training Schedule and Public Training Catalog are most up to date within Customer Exchange</p>	<p><b>Customer Exchange Website</b></p> <p>After logging into the landing page, click the button:</p> <p style="text-align: center;"><b>Check it out now!</b></p> <p>Or find it via:</p> <p>Training &amp; Certification &gt; Product Training &amp; Certification &gt; <b>Check it out now!</b></p>
<p><b>Q's Regarding:</b> Facets applications, releases, terminology, and processes.</p>	<p>Self-Serve Customer Exchange Knowledge Base</p>	<p><b>Customer Exchange Website</b></p>

information provided below and **thank you for making the most of your Cognizant University license!**

