## Frequently Asked Questions - MHEALTH Mental Health Literacy Training

**1. Who is this training designed for?**

This training is designed for Queensland education personnel, including school educators and staff who have any contact with students.

**2. How do I register for MHEALTH?**

To register, follow these steps:

1. Visit the MHEALTH website.

2. Review the available session dates and times.

3. Click the blue 'Register' button.

4. Enter your details.

After registering, you will receive two emails (please allow up to 24 hours for these emails and check your junk/spam folder):

- An automatically generated confirmation of registration email.

- A second email with a link to access the MHEALTH Learning Management System (LMS). This link will prompt you to activate your LMS account by verifying your email and setting a password.

If you do not receive the LMS access email, contact us at **institute@mackillop.org.au**.

**3. How do I log in to the MHEALTH LMS?**

After activating your account via the email link, you can log in anytime using the LMS login page. Enter your email address and the password you created during activation. If you did not complete this step, please contact us at **institute@mackillop.org.au**.

**4. What if I forget my LMS login details?**

You can reset your password by clicking 'Forgot password' on the LMS login page. If this does not work, contact us at **institute@mackillop.org.au** and we will assist you.

**5. What does the training include?**

The training includes (all these resources are contained within the LMS):

- A pre-training survey (mandatory)

- Access to a one-day live online session via Microsoft Teams

- A downloadable and fillable participant workbook

- A            post-training survey (mandatory)

- A follow-up survey 4–6 weeks after training (optional but encouraged)

- Additional mental health resources

### 6. How do I join the live training session?

The Microsoft Teams link will appear in your MHEALTH LMS dashboard **1 hour prior** to your scheduled session. Please log into the LMS on the day of training and click the link directly from your dashboard.

### 7. What if I can't find the Microsoft Teams link?

Please ensure you are logged into the LMS and check your dashboard. If the link is not visible, contact us at **institute@mackillop.org.au**.

### 8. Will the training be recorded if I miss it?

No, the training will not be recorded. The session is designed to include live discussion and dialogue, and to foster a safe space for participants. Attendance on the day is required.

### 9. What if I can no longer attend the training?

We understand that plans can change. Please contact us as early as possible at **institute@mackillop.org.au** to reschedule your session.

### 10. What should I do before the live training session?

Please ensure you:

- Activate and log into the LMS

- Complete the pre-training survey contained within the LMS

- Download and/or print the participant workbook to be used during live training

### 11. Where can I find the participant workbook?

The workbook is available for download within the LMS. You may complete it as a fillable PDF or print it to write by hand. The workbook will be used throughout the

training session, so please ensure you have it available. You do not need to complete any sections in advance.

### 12. Are the surveys mandatory?

Yes, the pre-training and immediate post-training surveys are mandatory. The 4–6 week follow-up survey is optional, but your feedback is highly valued and helps us improve.

**13. Are my survey responses anonymous?**

Yes, all survey data are anonymous and reported in aggregate. Individual responses are not identifiable. The insights are used solely for program evaluation and continuous improvement.

**14. What if I experience technical difficulties?**

If you encounter issues logging in, downloading materials, or accessing the training, please contact our support team at **institute@mackillop.org.au** or phone **03 9699 9177**.

**15. Can I access the LMS on my phone or tablet?**

Yes, the LMS is mobile responsive. However, we recommend using a desktop or laptop for the live training to ensure the best experience.