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MEDICAID ENTERPRISE SYSTEM TRANSFORMATION

STATE OF GEORGIA NURSE AIDE PROGRAM FACILITY USER LOG ON GUIDE

For Georgia Department of Community Health

PREPARED BY ALLIANT HEALTH SOLUTIONS

Georgia CareConnect
COMMUNITY · PROVIDERS · PARTNERS

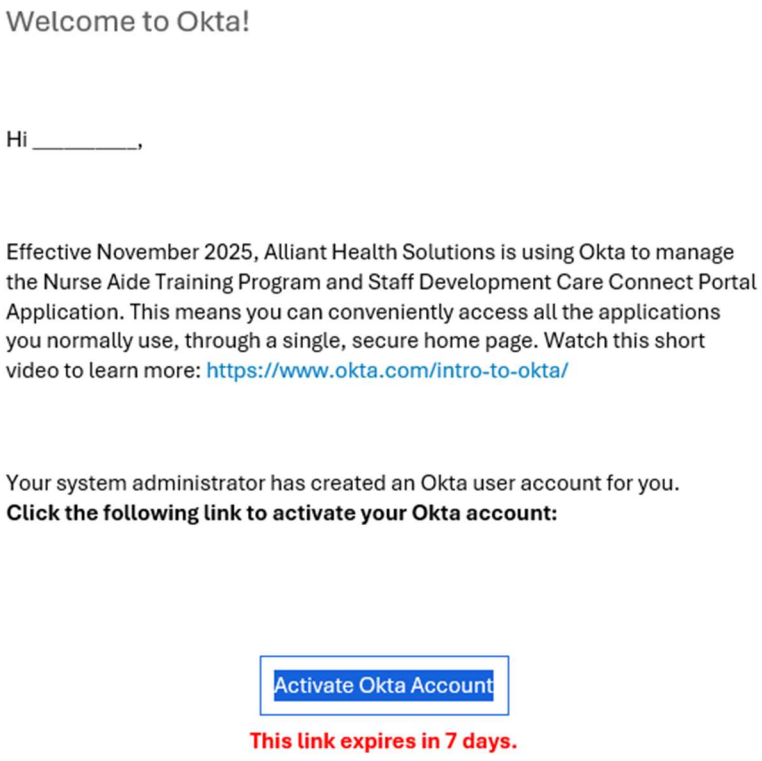
GEORGIA DEPARTMENT OF COMMUNITY HEALTH

STATE OF GEORGIA
NURSE AIDE
PROGRAM
FACILITY USER LOG ON GUIDE

Starting November 5, 2025, Nurse Aide Training Programs and Staff Development Facilities will be required to log into the Georgia Care Connect Portal to submit yearly documentation and requests. In addition, Alliant will no longer be sending letters or emails to facilities. All documents will be available on the Care Connect Portal.

1. Obtaining OKTA Logon Information

- Each user will receive an email to set up their OKTA account. The user will have 7 days to activate their account. Click **Activate OKTA Account** to start.



Welcome to Okta!

Hi _____,

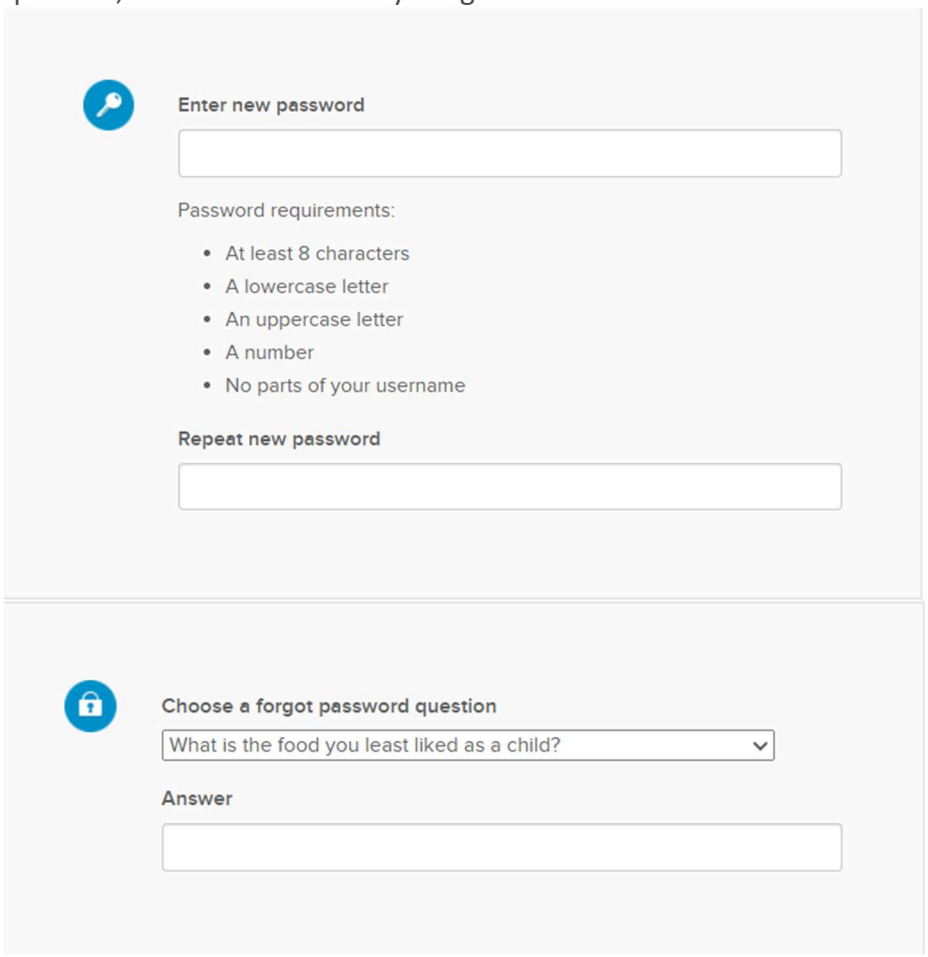
Effective November 2025, Alliant Health Solutions is using Okta to manage the Nurse Aide Training Program and Staff Development Care Connect Portal Application. This means you can conveniently access all the applications you normally use, through a single, secure home page. Watch this short video to learn more: https://www.okta.com/intro-to-okta/

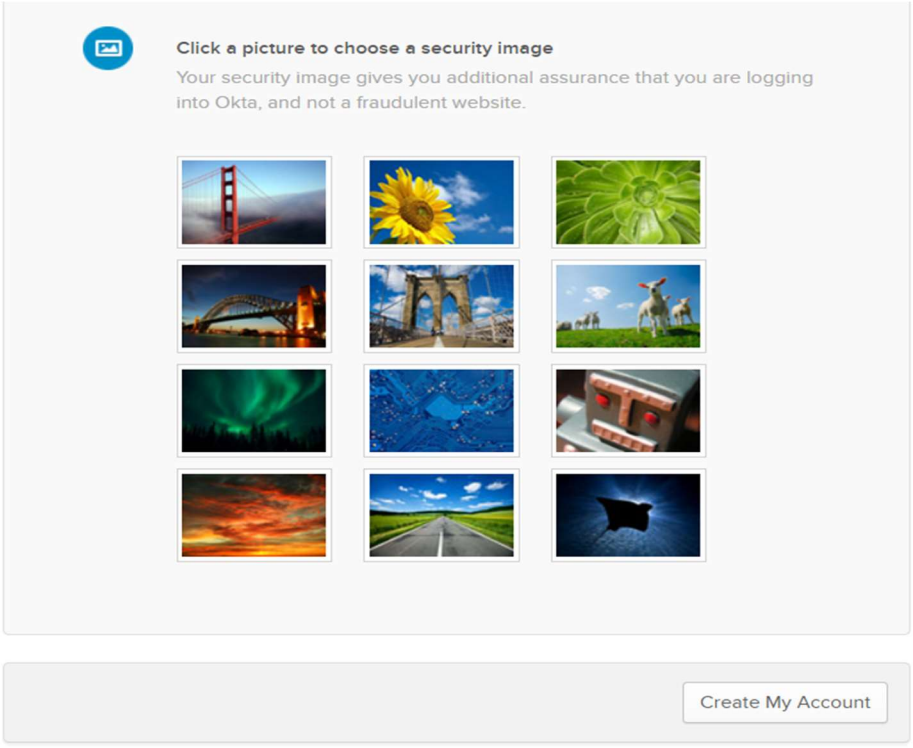
Your system administrator has created an Okta user account for you.
Click the following link to activate your Okta account:

Activate Okta Account

This link expires in 7 days.

- The user will then be instructed to choose a password (username is email address), select a security question, and choose a security image.

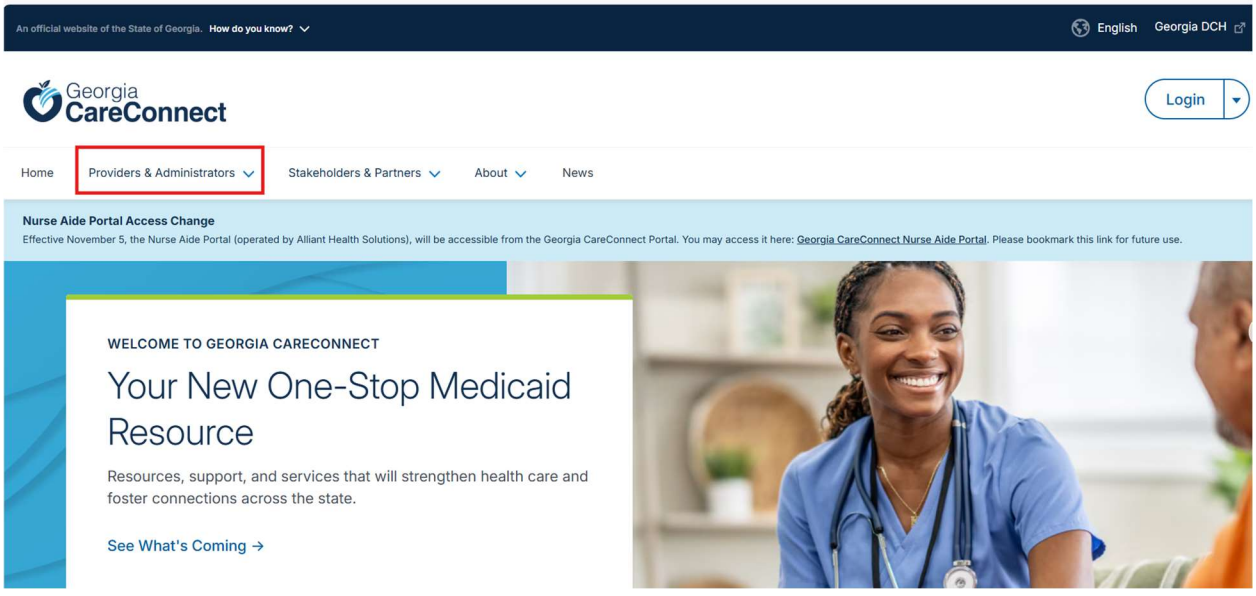




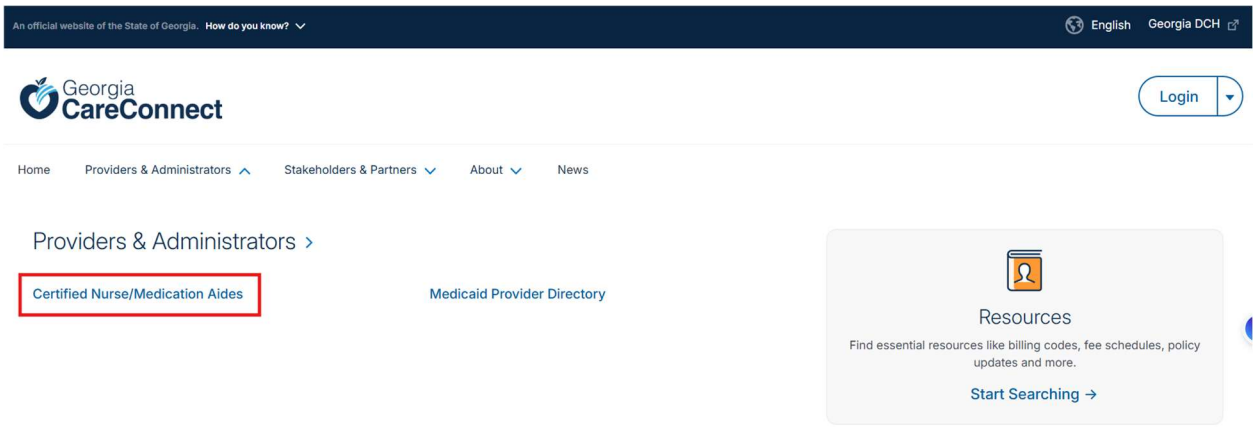
- Once filled out, click **Create My Account**.
- User will be redirected to the Georgia Care Connect Portal

2. Log on Instructions

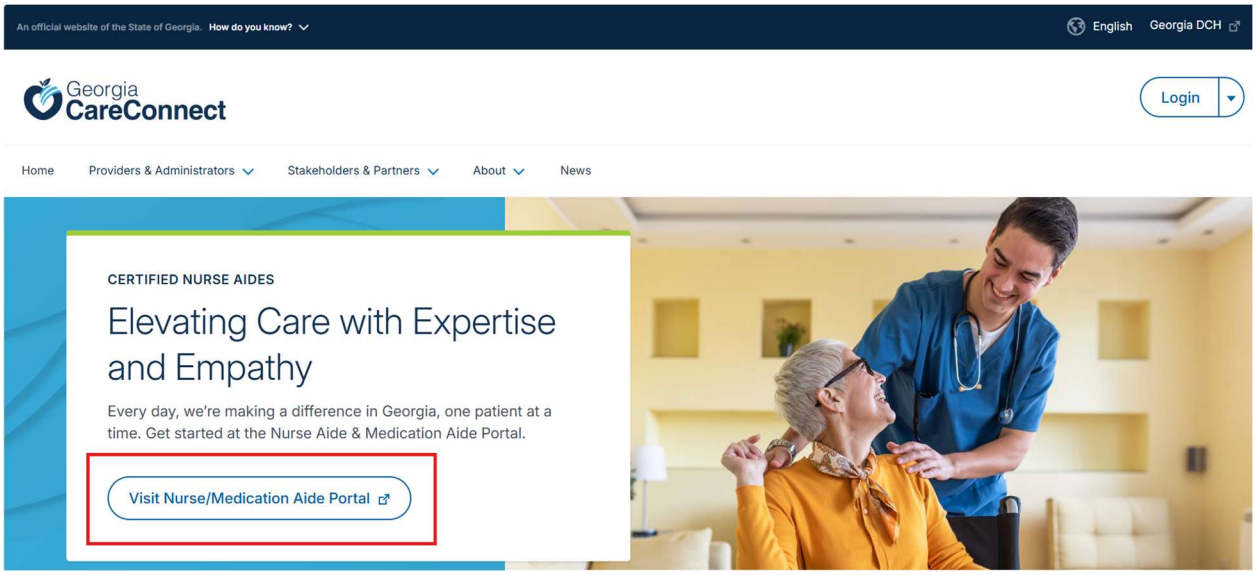
- Navigate to https://careconnect.georgia.gov
- Click **Providers & Administrators**



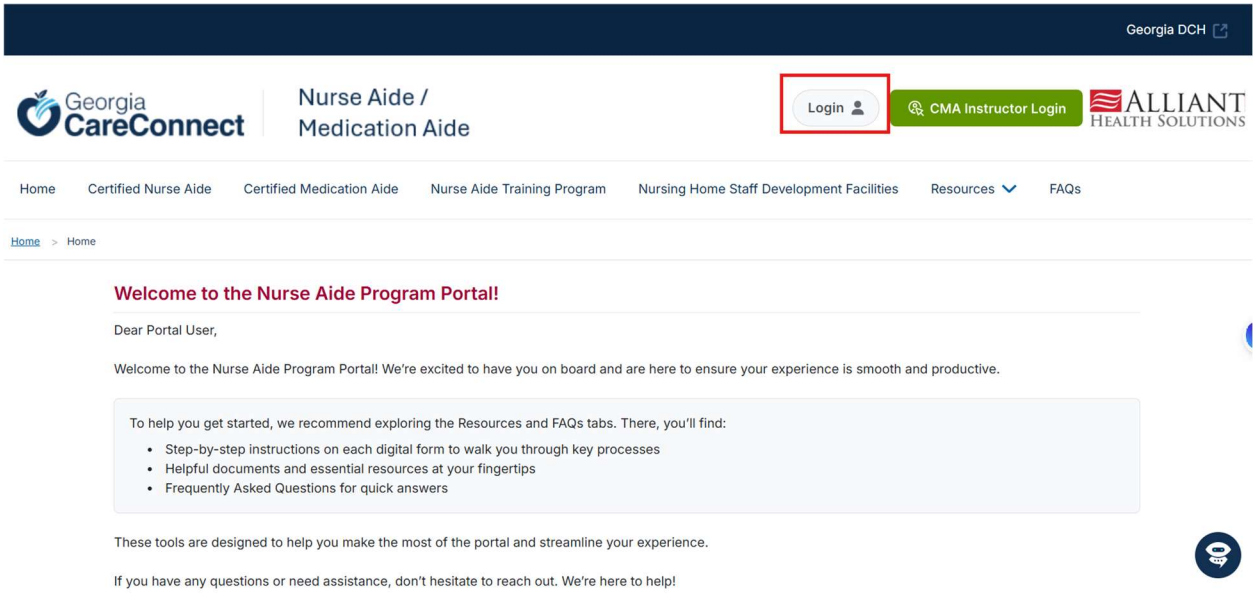
- Then click **Certified Nurse/Medication Aide**



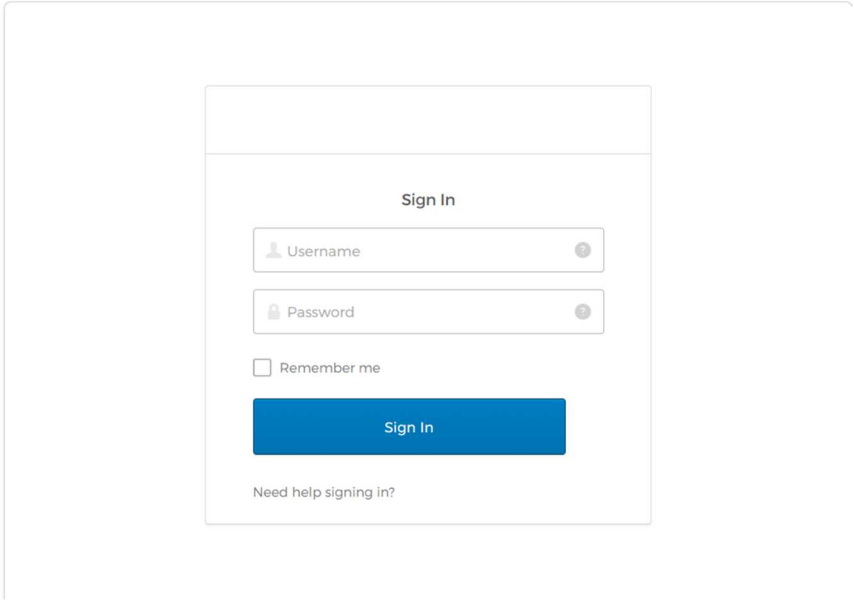
- Finally, click **Visit Nurse/Medication Aide Portal**



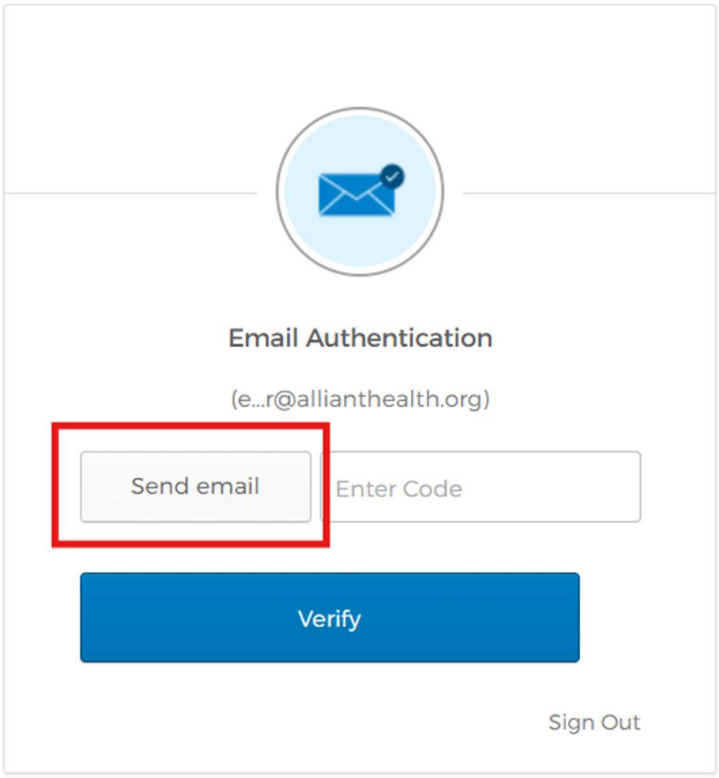
- Once on the Nurse Aide/Medication Aide Homepage, click the **Login** button at the top of the page (the green login button is only for CMA Instructors)



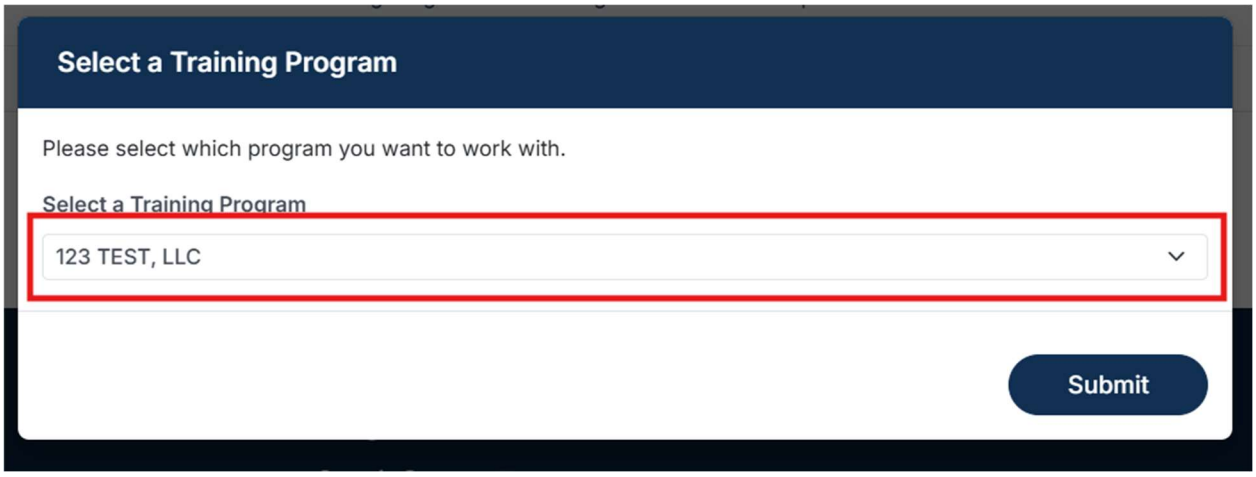
- Enter OKTA username and password and click **Sign In**



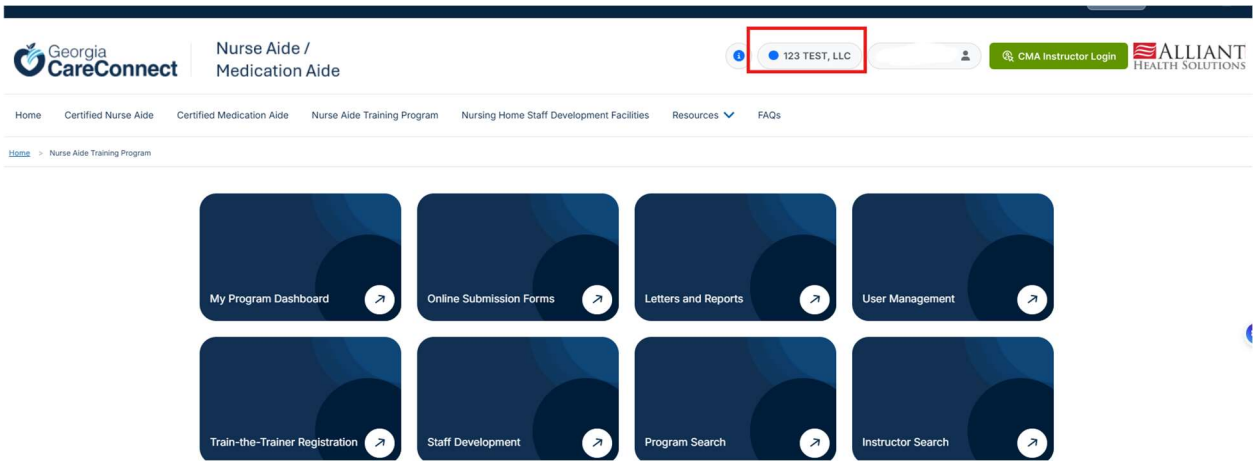
- Multifactor authentication is required. Click **Send Email** to send a 6-digit One Time Verification Code to the email on file. Once received, enter code and click **Verify**.



- If the user is associated with more than one facility, choose which facility to log in for by clicking the arrow to show dropdown menu of associated facilities.



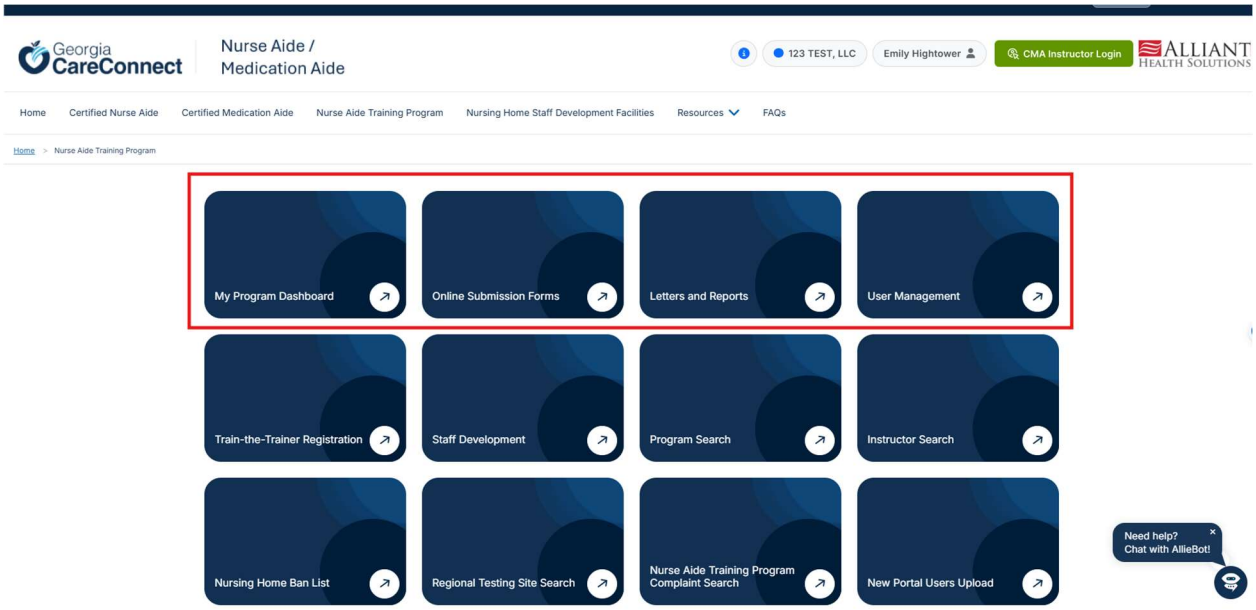
- Once logged in, the user can change which facility they are logged in as by clicking the name of the program and the top of the screen. Click to open the dropdown menu, select a facility, then click **Submit**.



- If the facility is a Nurse Aide Training Facility, the user will land on the Nurse Aide Training Program Tab. Facilities without a NATP will land on the Nurse Home Staff Development Facilities Tab. User will see all public facing options plus additional tiles specifically for the facility.

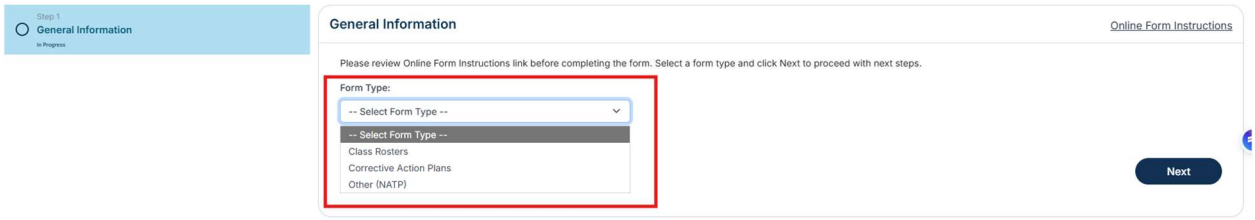
3. Care Connect Portal Logon Features

- **My Program Dashboard** -- This section has information regarding the specific Nurse Aide Training Program or Staff Development Facility
- **Online Submission Forms –** This is where all documents and requests will be submitted
- **Letters and Reports –** All letters and reports will be posted here. Alliant will no longer send letters via email or USPS
- **User Management –** This feature allows the facility to add or remove users from portal access. If a new user is added, they will receive an OKTA email with directions on how to set up their log on and password (see section 1 above).



4. Online Form Submission

- Facility will submit all forms, documentation, and requests via this link.
- Currently, two specific forms are available for online submission: Corrective Action Plans and Class Roster. Any other form that needs to be submitted will be entered as “Other”. Enter what type of request/form in the comments section and upload pertinent documentation. Please see the different fillable PDF forms that are available on the Georgia Care Connect Portal under Resources.

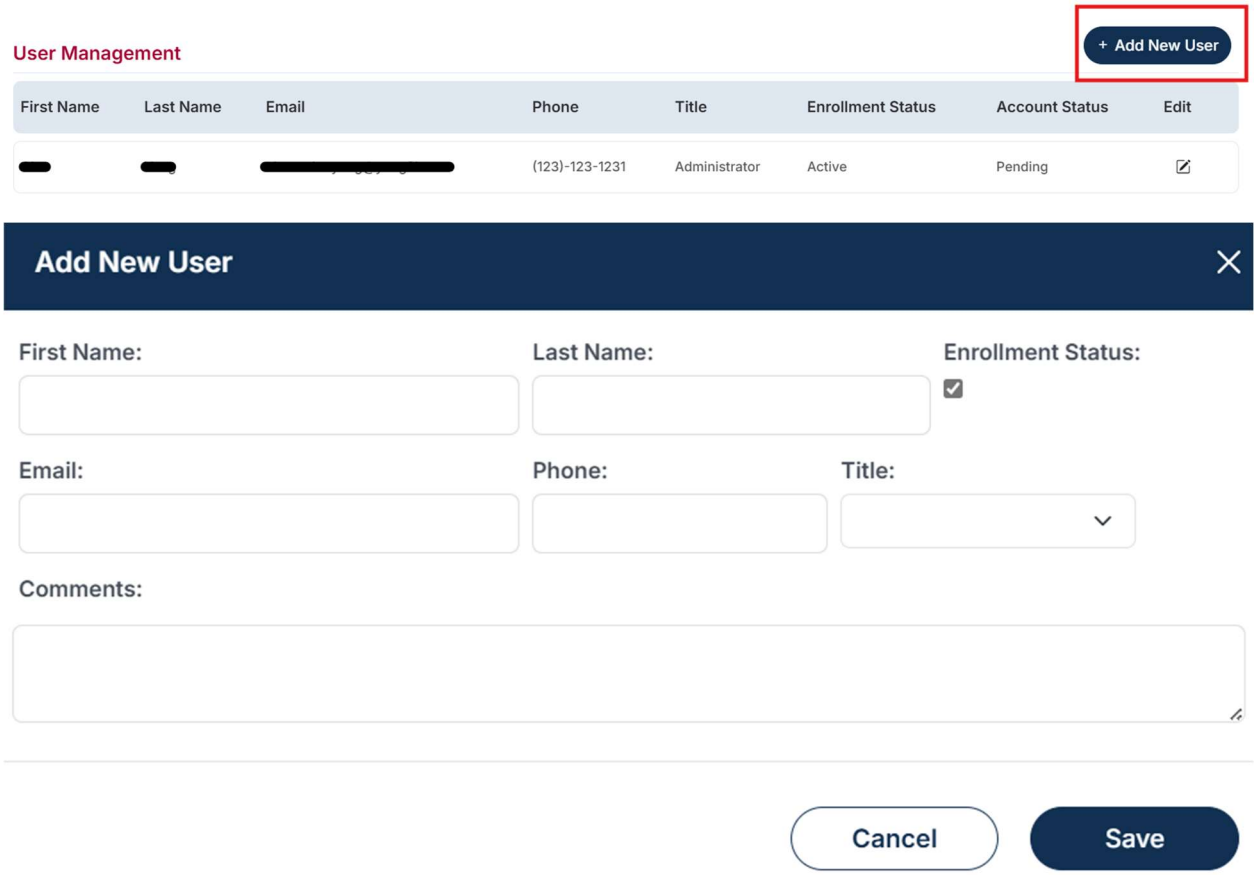


5. Letters and Reports:

- Allow Starting November 5, 2025, Alliant will no longer be mailing or emailing any letters or reports to NATPs or Staff Development Facilities. All documents will be available on the portal.
- Some historical Letters and reports will also be available

6. User Management:

- For each facility, one user will be identified as the 'administrator'. This user will be able to add new users and remove old ones.
- To add a new user, click Add New User. Fill out user's name, email address, phone number, and title. Enter any comments that may be needed and click **Save**. **Ensure that the 'Enrollment Status' checkbox remains selected.** This will prompt the creation of a new OKTA account.



7. Helpful Tips:

- **No Login Required** for CNAs and CMAs
- **Employer Assistance Online Renewals:** As part of our ongoing efforts to enhance security and streamline the renewal process, **employers assisting CNAs or CMAs with online renewals will need to contact the individual to obtain the One-Time Password (OTP) required for submission.**