



# New Hampshire Electronic Visit Verification

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Xchange Preparation

12/7/2023

# Today's Agenda

- What is Xchange?
- Useful Links
  - Xchange Self-Registration
  - Xchange Login
- Xchange Walk-thru
- Resources



# What is Xchange?

Xchange is a Learning Management System (LMS) that holds all on-demand training, virtual instructor lead training and registration for in-person AuthentiCare trainings. Xchange is a learning tool that allows users to sign up and complete AuthentiCare training.

The screenshot displays the Fiserv Xchange LMS interface. At the top, the 'fiserv.' logo is on the left, and a search bar is on the right. Below the logo, the navigation menu includes 'Home' and 'Learning'. The main header features a large banner with the 'Xchange' logo in orange and blue, set against a background of a modern building's glass facade. Below the banner are five circular icons representing key features: 'Browse Catalog' (lightbulb), 'My Transcript' (document with checkmark), 'Learning Search' (magnifying glass), 'Events Calendar' (calendar), and 'Additional Resources' (question mark). The main content area is divided into several sections: 'My Training' with a table of courses, 'Welcome to Fiserv Xchange' with a welcome message, 'Featured Training (Click here for full list)' with a 'No Featured Training' message, and 'My Inbox' with a 'View transcript' link.

Type	Due Date	Status	Action
AuthentiCare New Hire/Share Provider Demonstration Part 1 & 2, Sept 6, 2023		In Progress	<a href="#">Open Curriculum</a>

**My Inbox**

[View transcript](#)  
(0 approved training selection(s))  
(Registered for 1 training selection(s))

**Welcome to Fiserv Xchange**

Looking to gain valuable, professional insights and training? Fiserv is here for you.

Fiserv Xchange is a comprehensive, easy-to-navigate, learning management tool that allows users to register for courses and complete learning objectives. Whether you are looking to review your learning history, register for upcoming courses, or print certificates of completion, Xchange is a conduit to creating a rewarding knowledge experience.

Connect today and leverage all of the training Fiserv Xchange has to offer.

**Featured Training (Click here for full list)**

No Featured Training

**Training Resources**

General Resources listed here

# Useful Links: Xchange Self-Registration

The **Self-Registration** link leads to the online self-registration form. All new users need to complete the self-registration process before given access to Xchange.

***Self-Registration Link:***

<https://fiserv.csod.com/selfreg/register.aspx?c=authenticare>

**fiserv.**

Please enter your work email address. Personal email addresses should not be used.

\* Required Field

\* First Name:

\* Last Name:

\* Email Address:

Location:

\* Agency Name

NPI

\* State

\* Job Position

\* Passwords must contain both upper and lower case letters.  
\* Passwords must contain alpha and numeric characters.  
\* Passwords cannot have three or more consecutive same characters.  
\* Passwords must be 9 - 20 characters.



# Self-Registration

1. First step to getting started with Xchange.
2. A new user must complete the [self-registration](#) form online prior to receiving access to Xchange.
3. Once the self-registration process is complete, an AuthentiCare Xchange admin will review the submitted profile and approve the user registration within **two (2) business days**.
4. After the approval of the registration request, an email will be sent to notify the user that they have access to Xchange.

# Useful Links: Logging Into Xchange

The *Login* page provides access the Xchange system by entering the email and password used in the self-registration process.

***Xchange Login Link:***

<https://fiserv.csod.com/client/fiserv/default.aspx>

Welcome to the **Xchange** @ Fiserv



Email

Password

Forgot Password? [Click Here](#)

If you do not have a login and are a Fiserv client, please contact your Fiserv Business Partner, Client Partner, or Service Partner for assistance.

# Xchange Walk-Through

# Resources

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Xchange User Guide: AuthentiCare Learning Management System

