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# CHERP/Community Health Worker Standard Operating Procedure - User Manual

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## WVSOM Document

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Created on: 05-21-2020

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Health Updated on: 11-20-2023

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## 1.0 Overview

This document will help you get access to your account. If you have already set up a CHERP / CHW account or if someone has set up an account for you on your behalf, this document will help you set your password and gain access to the WVSOM CHERP / CHW system.

### 1.1 CHERP Administration Online Portal Assistance

If you have issues or need assistance with registration or questions about accessing your existing CHERP account, contact CHERP Administration Online Portal staff:

To submit technical support tickets: [cherpsupport@osteo.wvsom.edu](mailto:cherpsupport@osteo.wvsom.edu)

Evonne Richards, M.Ed., MPH  
Director of Education and Research  
[erichards@osteo.wvsom.edu](mailto:erichards@osteo.wvsom.edu)  
Phone: 304-793-6875

### 1.2 Definitions, Acronyms, and Abbreviations

**App:** The abbreviation “app” stands for web application.

**CHERP- Trained Community Health Worker:** Community Health Education Resource Person

A CHERP trained community health worker (CHW) is a community member who provides information, support, and basic health care services to those who need help. They may be a volunteer or paid health specialist who works to help friends, neighbors, and community members develop a healthier lifestyle. CHERP-trained CHWs are trained to answer basic questions about health, disease, nutrition, physical activity, and health behaviors; a CHERP-trained CHW may partner with doctors, nurses, dietitians, personal trainers, and others in promoting health. Anyone 18 years of age or older, who has a high school diploma, general equivalency degree or higher education can become a CHERP-trained community health worker (CHW). No experience or specific background is necessary to participate in the training program. The training to become a CHERP-trained CHW is provided through the West Virginia School of Osteopathic Medicine Center for Rural and Community Health.

**CHW:** Community Health Worker

A community health worker is a frontline public health worker who is a trusted member of and/or has an exceptionally close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy (defined by the American Public Health Association and adopted by the National Association for CHWs)

**CRCH:** Center for Rural & Community Health

**WVSOM:** West Virginia School of Osteopathic Medicine

**Site:** The abbreviation “site” stands for website.

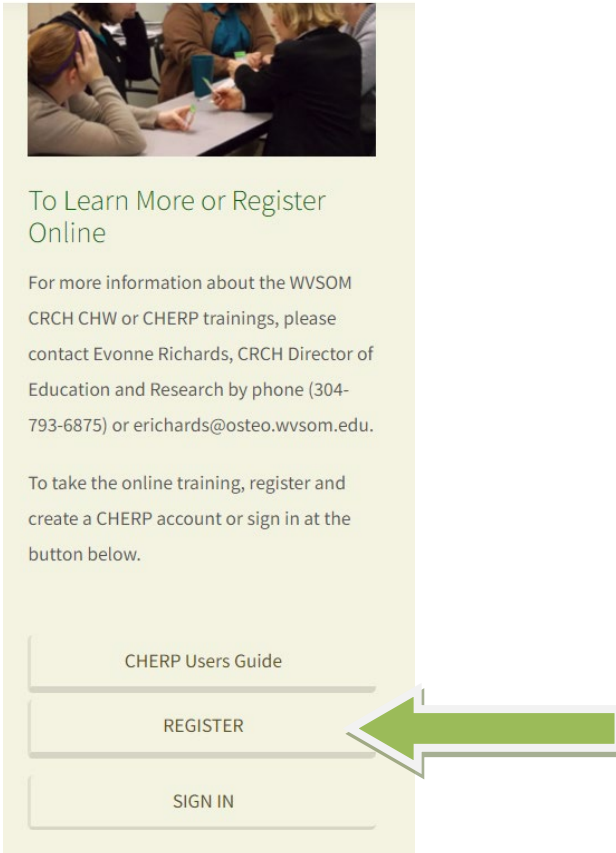
## 2.0 Creating a CHERP Account

If you have not had an account created for you by an Administrator, you can register by clicking on the “REGISTER” button on the CHERP website, image 2.0.1, at the following link: <https://crch.wvsom.edu/CHERP> or for direct access to the Registration page as shown in image 2.1.1, clicking on the following link: <https://my.wvsom.edu/visitors/cherp/cherpregister.cfm>

### Image 2.0.1 – Register from CRCH website to Create Account

## 2.1 – Registration CHERP Form to Create Account

Complete the registration form in Image 2.1.1 below by filling in the required fields. Please use a non-WVSOM email account. This will be the email address we will send all CHERP community health worker email correspondence to. Select a preferred phone contact and use your preferred mailing address. Review and accept the terms of the Privacy Notice and Acceptable Use Agreement as required. Complete the CAPTCHA and submit your registration by clicking on the “REGISTER” button.



**To Learn More or Register Online**

For more information about the WVSOM CRCH CHW or CHERP trainings, please contact Evonne Richards, CRCH Director of Education and Research by phone (304-793-6875) or [erichards@osteo.wvsom.edu](mailto:erichards@osteo.wvsom.edu).


To take the online training, register and create a CHERP account or sign in at the button below.

CHERP Users Guide

REGISTER

SIGN IN

Image 2.1.1 – Complete Registration Form to Create Account



Create Account

Anyone 18 years of age or older who has a high school diploma, general equivalency degree or higher can become a CHERP-trained Community Health Worker. No experience or specific background is necessary to participate in the training program.

Birthdate (must be 18 or older)

N/A

N/A

N/A

Name and E-mail

First Name (required):

Jane...

Middle:

A

Last Name (required):

Doe...

Email (required):

jdoe@gmail.com

Contact Phone Number(s) (1 required)

Cell Phone: (  )  -

Home Phone: (  )  -

Work Phone: (  )  -

What is your preferred phone to contact?

☒ Cell Phone

☐ Home Phone

☐ Work Phone

What is your preferred mailing address?

Address - line 1 (required):

5th Avenue

Address - line 2:

City (required):

State (required):

WV (West Virginia)

Zip (required):


You must read and accept the 

Privacy Notice and the Acceptable Use Agreement

 in order to proceed.

☐ I accept the terms of the Privacy Notice and the Acceptable Use Agreement. (required)

☐ I'm not a robot



reCAPTCHA  
Privacy - Terms


Register

5

## 2.2 – Create Account using a personal or professional email address

When completing your account registration, please use a personal or professional email address which is not associated with WVSOM. If you use a WVSOM email address while creating or using your new CHERP account, you will receive a red error message as shown in Image 2.2.1 below.

Image 2.2.1 – Create Account error message when using a WVSOM email address



### Create Account

Anyone 18 years of age or older who has a high school diploma, general equivalency degree or higher can become a CHERP-trained Community Health Worker. No experience or specific background is necessary to participate in the training program.

Birthdate (must be 18 or older)

FEB 10 1986

Name and E-mail

First Name (required): Jane Middle: A Last Name (required): Doe

Email (required): janedoe@osteo.wvsom.edu

You have a WVSOM account. You need to use a personal email address to register for a new CHERP account.

Contact Phone Number(s) (1 required)

Cell Phone: ( ) -

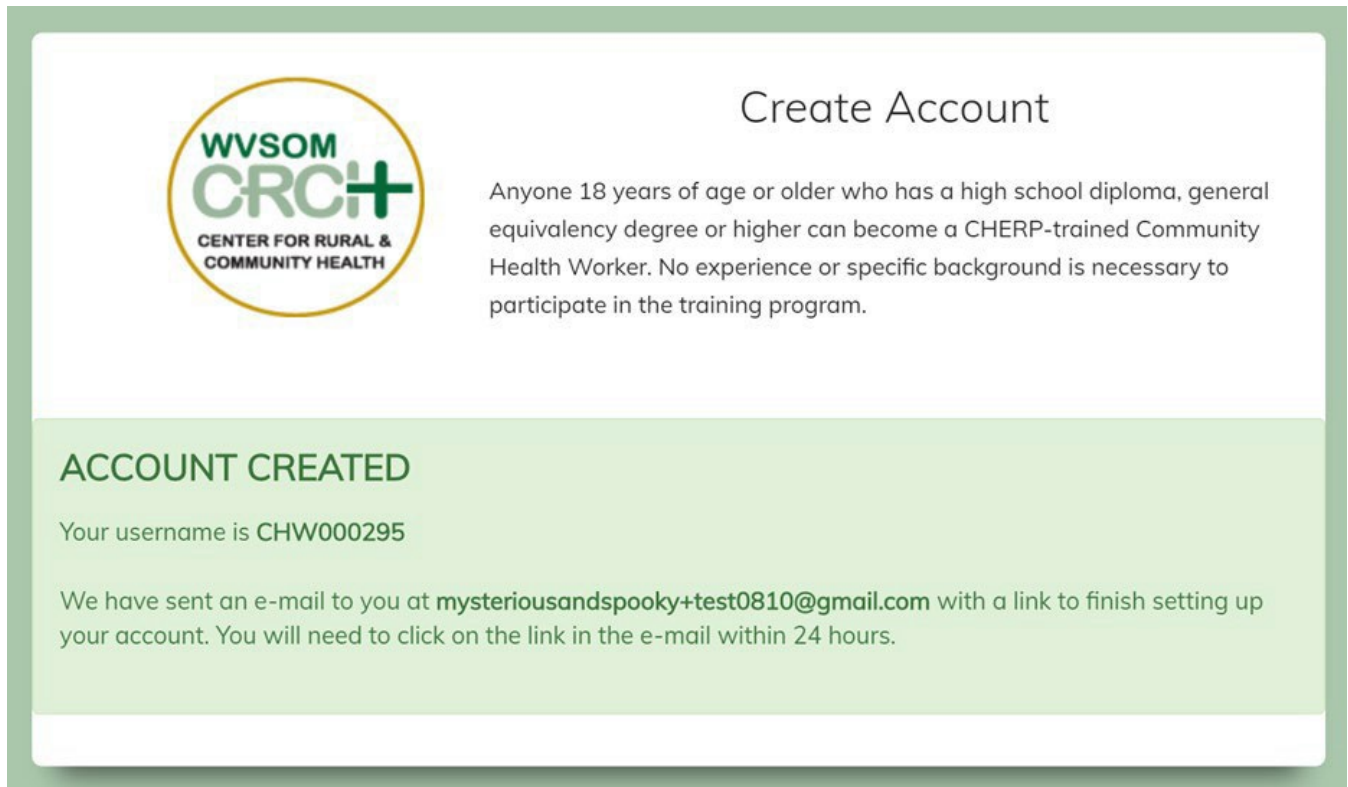
Home Phone: ( ) -

Work Phone: ( ) -

## 2.3– Successful Account Created

Once you have successfully created an account in the CHERP system, you will see a green success message shown in Image 2.3.1.

Image 2.3.1 – Success message for Account Created



You will receive an email at the email address associated with your CHERP account, shown in Image 2.3.2 below, with information on how to continue setting up your account.

The temporary access email, shown in Image 2.3.2 below, will contain a “click here” link to finish setting up your account (see #1 in red in Image 2.3.2).

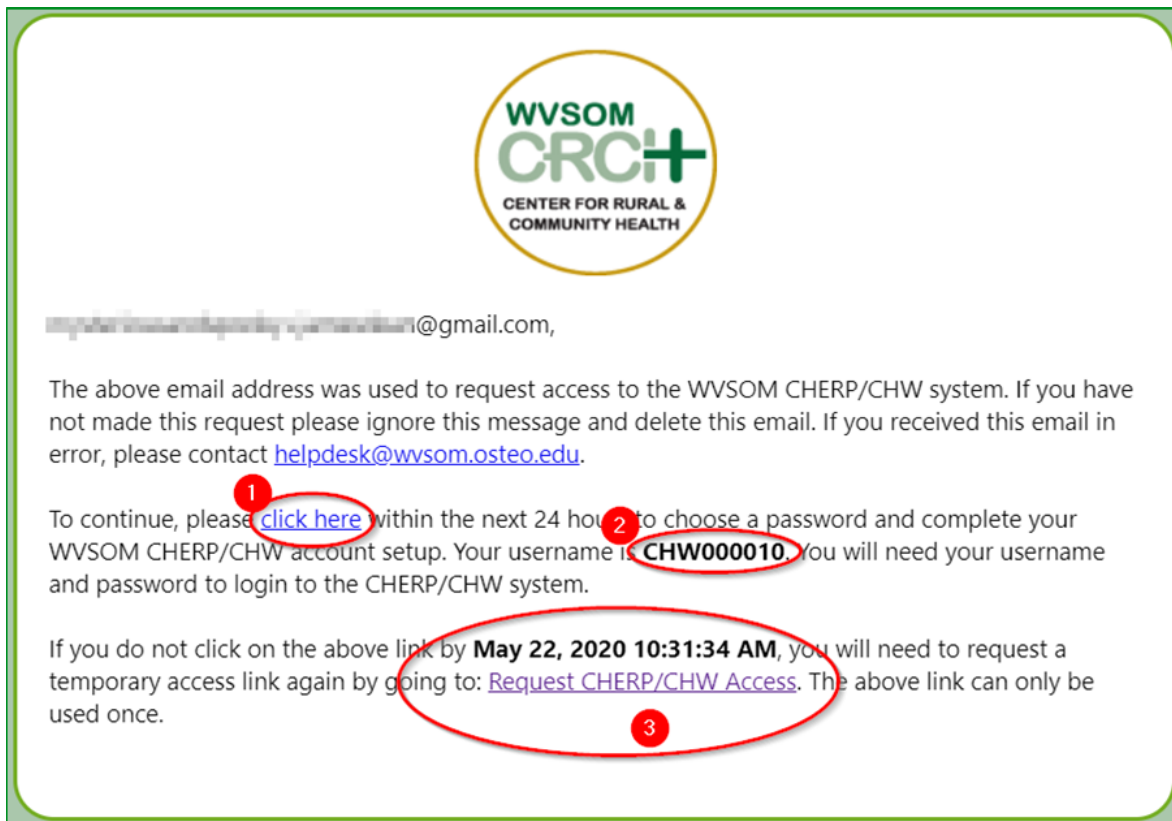
This link is only good for 24 hours and will expire after use or within 24 hours of non-use. This is a standard security feature.

You should make note of your username (see #2 in red in Image 2.3.2).

If you are not able to set up your account, you will need to request access again using the link in the email (see #3 in red in Image 2.3.2) and start this document from “3.0 Requesting Access to CHERP for an Existing Account”.



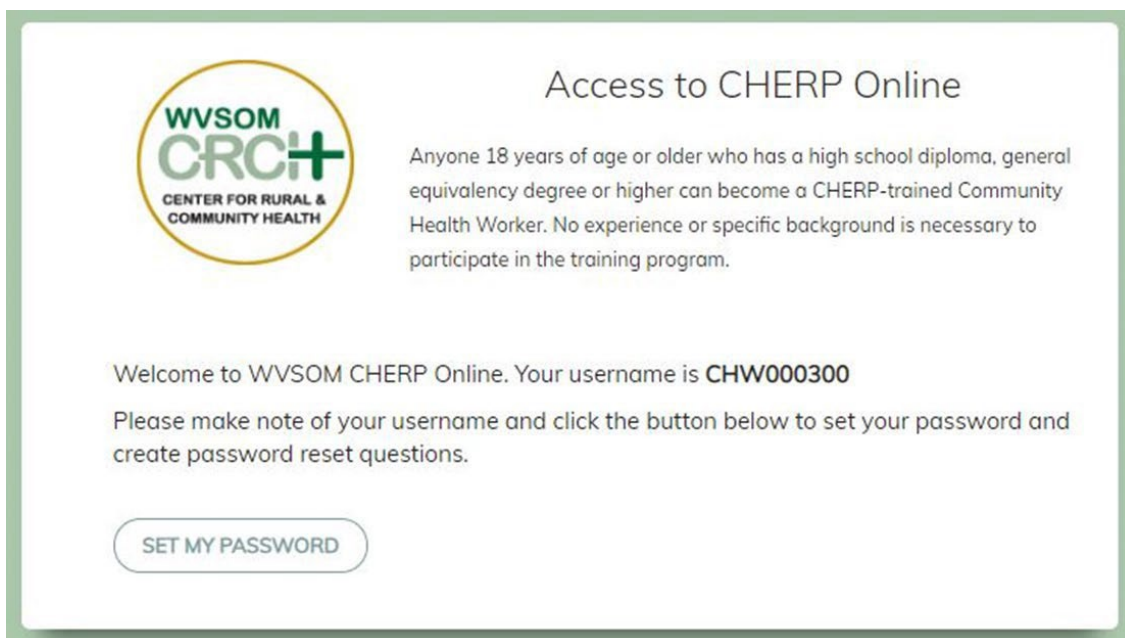
## Image 2.3.2 – Temporary Access email



## 2.4 Setting up your account


After you click on the “click here” link in the Temporary Access email shown in Image 2.3.2 above you will be directed to the WVSOM CHERP system online to finish setting up your account (see Image 2.4.1 below). When you are ready to proceed, click on the “SET MY PASSWORD” button to access the Account Setup form.

### Image 2.4.1 Access to CHERP Online



## Image 2.4.2 Account Setup Form

You will type your password and create your security questions and answers in the Account Setup Form shown in Image 2.4.2. The system will give you tips on how to make your password secure. We encourage you to use a variety of upper case, lower case, numbers, and symbols if possible. When you have successfully submitted the form, you will see a success message with a button to log into the CHERP system (see Image 2.5.1 below).



### Access to CHERP Online

Anyone 18 years of age or older who has a high school diploma, general equivalency degree or higher can become a CHERP-trained Community Health Worker. No experience or specific background is necessary to participate in the training program.

## Create WVSOM Login account

**Username:**

**Password:**

**Confirm Password:**


**Password reset questions:**

<b>Question #1:</b>	<b>Answer #1:</b>
<input type="text"/>	<input type="text"/>
<b>Question #2:</b>	<b>Answer #2:</b>
<input type="text"/>	<input type="text"/>
<b>Question #3:</b>	<b>Answer #3:</b>
<input type="text"/>	<input type="text"/>

## 2.5 – Create WVSOM CHERP Online Account

Click on the “CLICK HERE TO LOGIN” button as shown below in Image 2.5.1 to log into your CHERP account for access to your profile. Be sure to secure your CHW#, which serves as your username, and your password.

Image 2.5.1 Create WVSOM Login Account success message



### Access to CHERP Online

Anyone 18 years of age or older who has a high school diploma, general equivalency degree or higher can become a CHERP-trained Community Health Worker. No experience or specific background is necessary to participate in the training program.

# Create WVSOM Login account

Your username is **CHW000300**.

You will need this username and your password every time you log into the My.WVSOM.edu intranet system.

If you forget your password, you can [Request Temporary Access](#) to reset your password.

Click here to login

## 3.0 Accessing Courses on Moodle After Account Creation


To gain access to your new account, go to  
<https://my.wvsom.edu/visitors/cherp/tempaccess.cfm>.



Image 3.0.0.

Once on the Request Access page (Image 3.0.0), enter your username and password as shown in Image 3.1.1 below. Utilize the email address associated with your account on file.

# Login

 Enter Username & Password

Username:\*

Password:\*



LOGIN

**Students, Faculty and Staff:** Your username is your email address. The password should be the same password you use to log into your WVSOM computer.

**Applicants:** Log in using the ID and **PIN** you were given.

**Residents, Interns and MSOPTI staff:** Log in using your username and password. If you need to reset your password and know the email address you have registered to your account, you can [click here to Request Access](#).

**CHERPs:** Log in using your username and password. If you need to reset your password and know the email address you have registered to your account, you can [click here to Request Access](#).

Image 3.0.1

## 3.1 Problems Accessing Your Account

If you are having problems accessing your account, you can request help through the “Having trouble logging in in?” link shown in Image 3.1.1 below.

This will take you to the “I’m having trouble logging in” page. Here you will click on the link, “Help for CHERP users”, as identified by the green arrow below.

## Log in using your account on:

 [Employees and Students click here to login](#)


 [Applicants, CHERPs, Residents, Interns and MSOPTI staff click here to login](#)


**Students, Faculty and Staff:** Your username is your email address. The password should be the same password you use to log into your WVSOM computer.

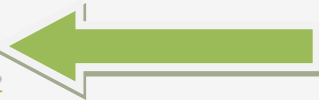
**Applicants:** Log in using the ID and **PIN** you were given.

**Residents, Interns and MSOPTI staff:** Log in using your username and password. If you need to reset your password and know the email address you have registered to your account, you can [click here to Request Access](#).

**CHERPs:** Log in using your username and password. If you need to reset your password and know the email address you have registered to your account, you can [click here to Request Access](#).

 [Having trouble logging in?](#)

 [Need to create an account?](#)



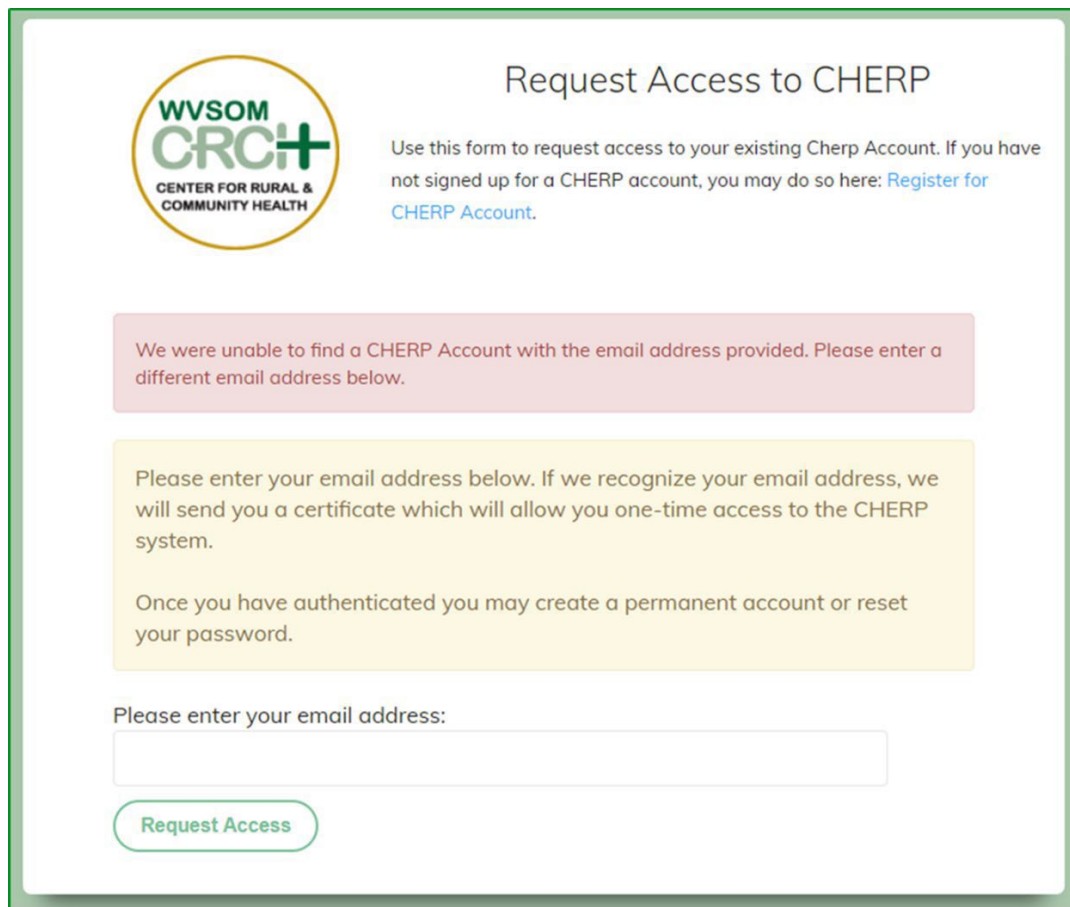
For security reasons, please [log out](#) and exit your web browser when you are done accessing services that require authentication!

Image 3.1.1

If you are uncertain of the email address associated with your exiting CHERP account, please contact a CHERP Online Portal Administrator noted in the Overview section 1.0 for further assistance.

If your email address is not on file or in the system, you will see an error message in red shown in Image 3.1.2 below.

Image 3.1.2 – Request Access error message when no email address is found



The screenshot shows a web form titled "Request Access to CHERP". In the top left corner is the logo for WVSOM CRCH+ (Center for Rural & Community Health). To the right of the logo, the title "Request Access to CHERP" is displayed. Below the title, a paragraph of text reads: "Use this form to request access to your existing Cherp Account. If you have not signed up for a CHERP account, you may do so here: [Register for CHERP Account.](#)".

A red error message box is present, containing the text: "We were unable to find a CHERP Account with the email address provided. Please enter a different email address below." Below this, a yellow informational box contains two paragraphs: "Please enter your email address below. If we recognize your email address, we will send you a certificate which will allow you one-time access to the CHERP system." and "Once you have authenticated you may create a permanent account or reset your password.".

At the bottom, the text "Please enter your email address:" is followed by an empty text input field. Below the input field is a green button labeled "Request Access".



If you have entered an email address that is associated with a CHERP account, you should see the green success message shown in Image 3.1.3. Once you have successfully requested access to the CHERP system, you will receive an email with information on how to finish setting up your account.

Image 3.1.3 – Request Access page success message

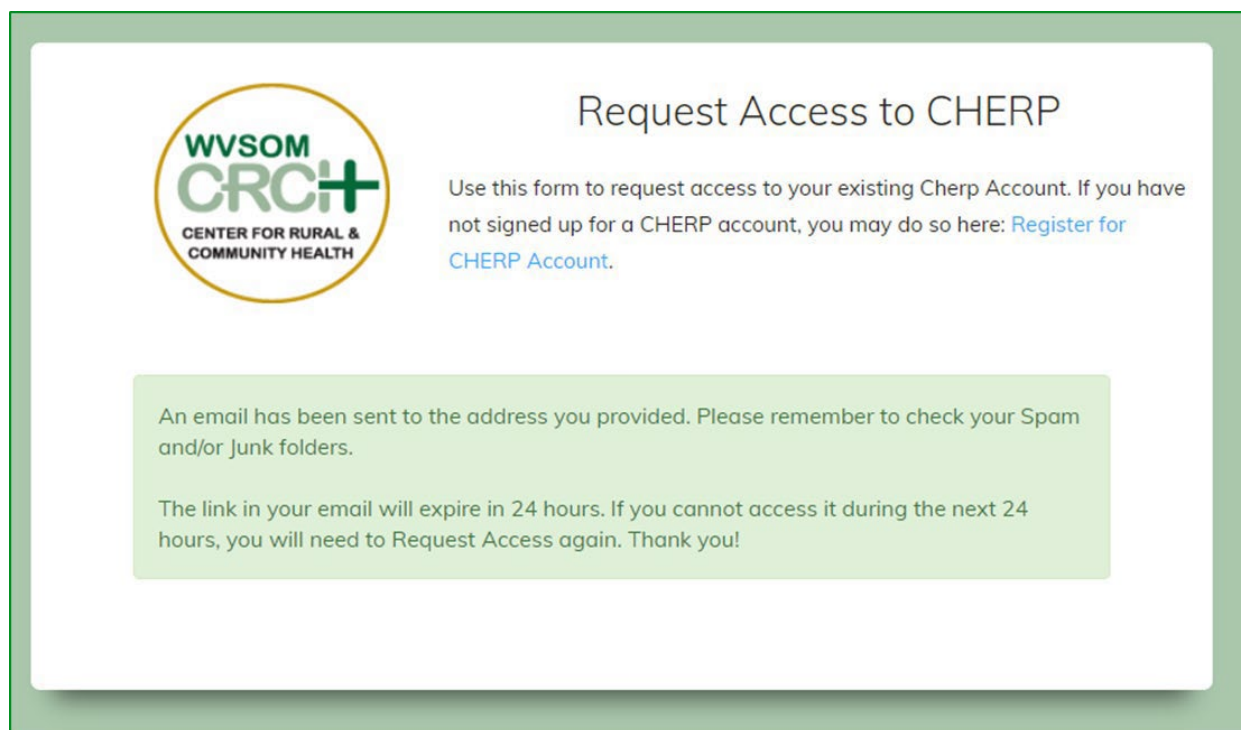
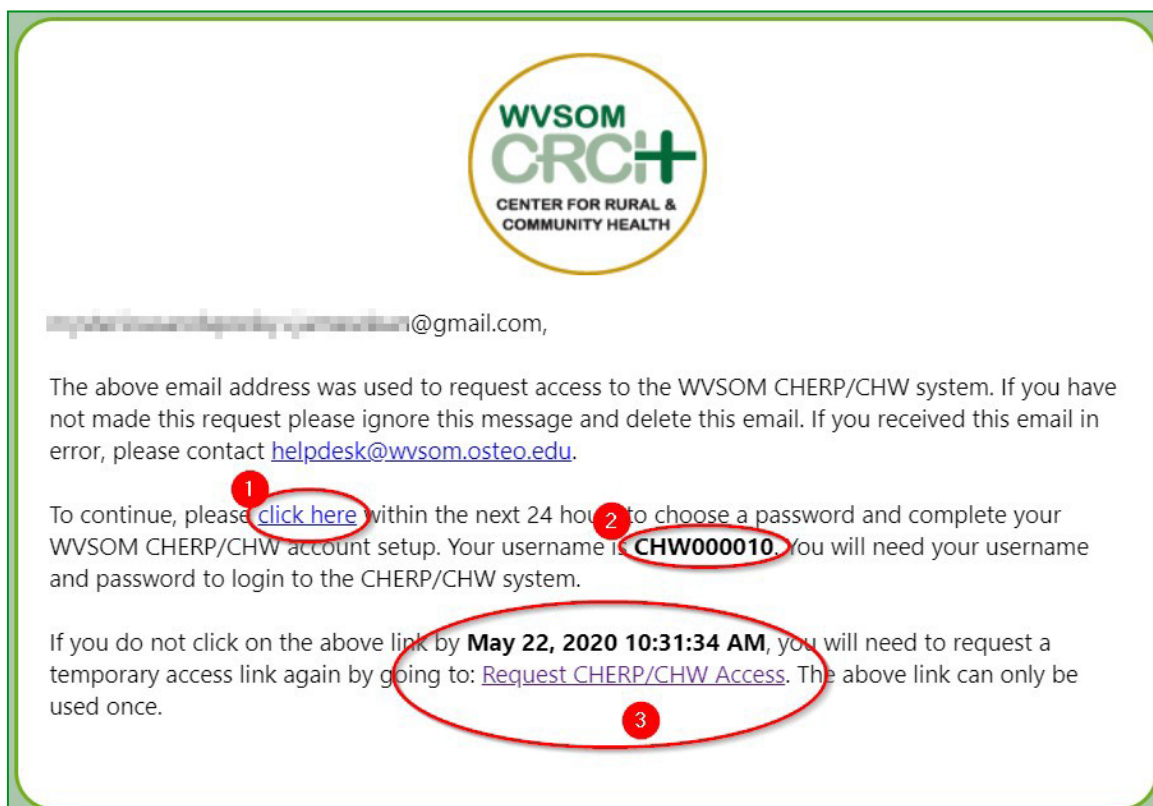


Image 3.1.4 – Temporary Access email



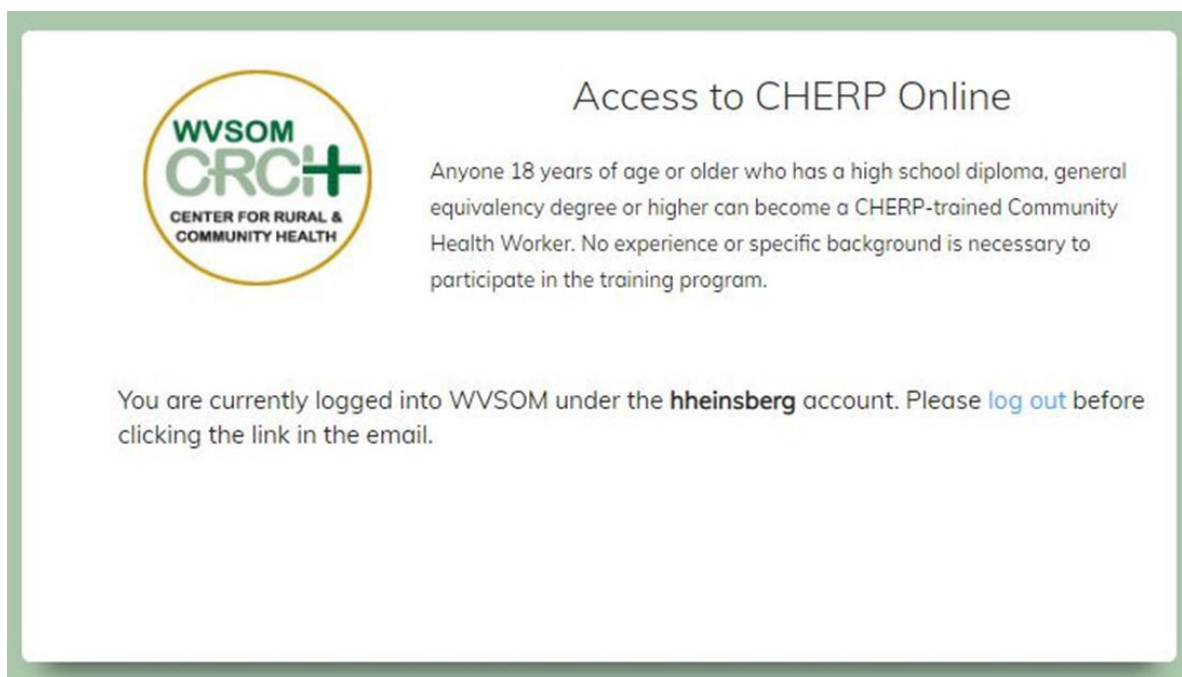


Once you have successfully requested access to the CHERP system, you will receive an email with information on how to finish setting up your account.

The email will contain a link to finish setting up your account (see #1 in red in Image 3.1.4). This link is only good for 24 hours and will expire after use or within 24 hours of non-use. This is a standard security feature.

You should make note of your username (see #2 in red in Image 3.1.4).

### Image 3.1.5 – Request Access error message when logged into WVSOM email address

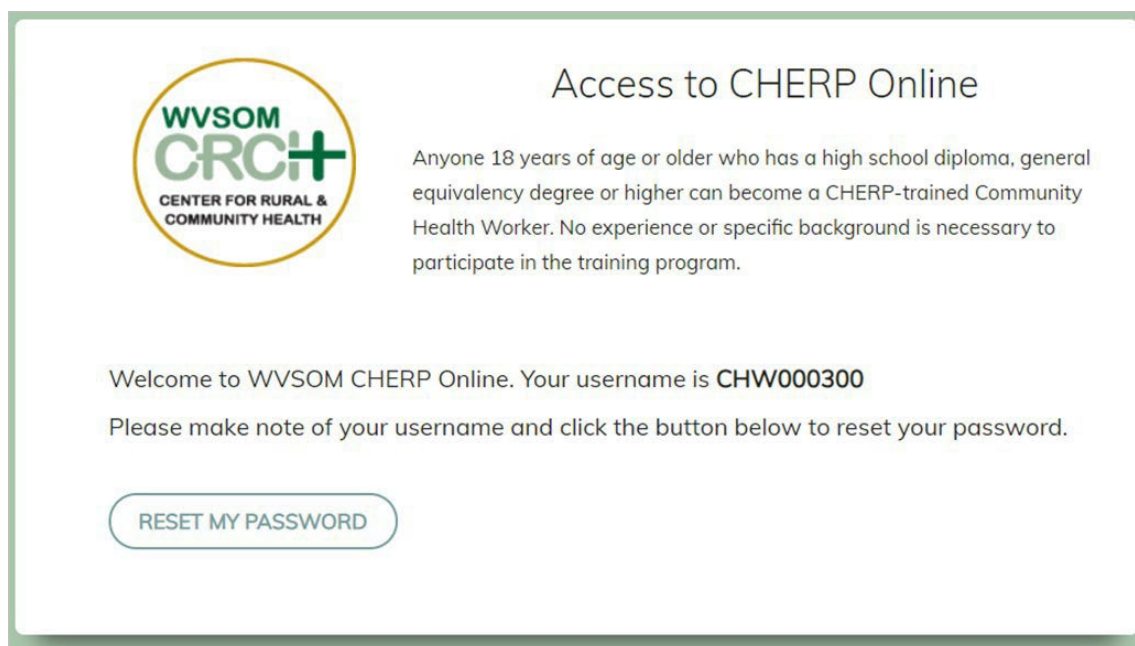


If you are currently logged into the my.wvsom.edu server with a non-CHERP account, you will receive a notice requesting to log out before proceeding, as shown in image 3.1.5 above. Click the “log out” link and then sign in to the system again with your CHERP email address.

If you are not able to set up your account, you will need to request access again using the link in the email (see #3 in red in Image 3.1.4) and start this document from “3.0 Requesting Access to CHERP for an Existing Account”.

If for any reason you refresh the page or if you click on the link again in your email, you will need to “Request CHERP/CHW Access” again (see #3 in red in Image 3.1.4). Each time you Request Access, the system will generate a new email with a new link to click and you will start the process over.

### Image 3.1.6 – Request Access link message




Once you have clicked on the “RESET MY PASSWORD” button, you will see the form for setting up your password and security questions and answers (Image 3.2.1).

## 3.2 – Request Access to CHERP

As you type your password in the form shown in Image 3.2.1 below, the system will give you tips on how to make your password secure if it is not a secure password. We encourage you to use a variety of upper case, lower case, numbers, and symbols if possible.

Image 3.2.1 – Set up your WVSOM Login Account



## Access to CHERP Online

Anyone 18 years of age or older who has a high school diploma, general equivalency degree or higher can become a CHERP-trained Community Health Worker. No experience or specific background is necessary to participate in the training program.

# Update WVSOM Login account

Username:

Password:

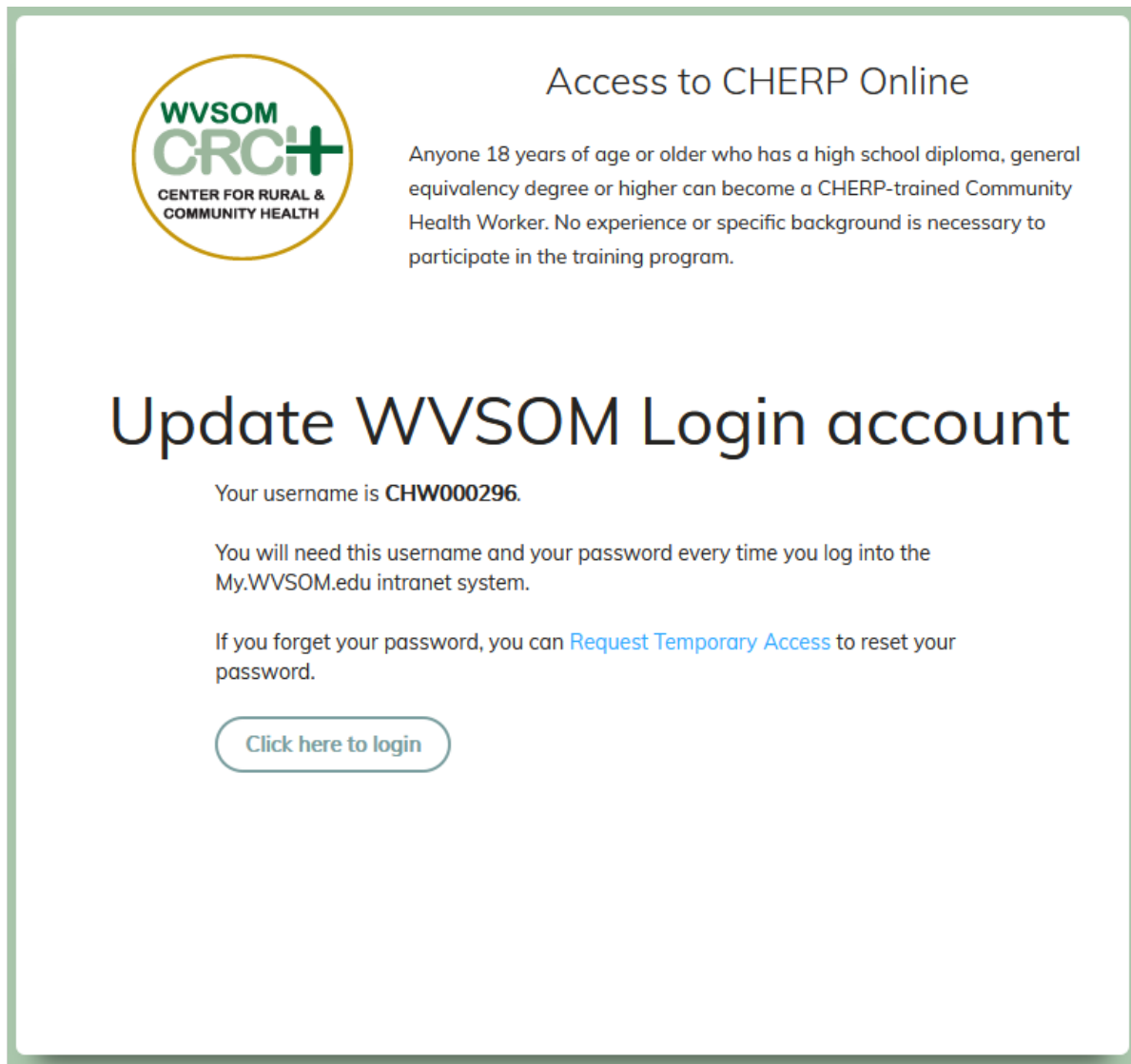
Confirm Password:

Password reset questions:

Question #1:	Answer #1:
<input type="text"/>	<input type="text"/>
Question #2:	Answer #2:
<input type="text"/>	<input type="text"/>
Question #3:	Answer #3:
<input type="text"/>	<input type="text"/>

When you have successfully submitted the form, you will see a success message with a button to log into the CHERP system (see Image 3.2.2 below).

Image 3.2.2 – Successful password reset



## 4.0 Using your account

This section will review logging in, resetting your password if you forget it, viewing your courses, profile, taking a course, and purchasing a course certificate. More features will be added in the future.

### 4.1 Logging into your account

You can log into the CHERP system by going to <https://my.wvsom.edu> and logging in with the username and password you received in Section 3.0 above. If you have forgotten your username and/or password, you may reset your password (review Section 4.2 below).

### 4.2 Resetting your password / Forgot username or password

If you forget your username and password, you may still regain access to your account as long as you know the email address on your account and have access to check that email.

First, go to <https://my.wvsom.edu/visitors/cherp/tempaccess.cfm>. Then, follow the steps in Section 3.0 in this document to reset your password.

## 4.3 Viewing your profile

When you log in you will be redirected to your CHERP account page. Below, you will see your Profile information in Image 4.3.1 (the contact information that was entered when your account was registered). In addition, as you complete training courses, your portfolio will allow you to see the course name and certificate of completion, and you may update your profile as necessary.

Image 4.3.1 – Your Profile

The screenshot shows the 'Welcome to the CHERP System' page. On the left is the WVSOM CRCH+ logo, which includes the text 'CENTER FOR RURAL & COMMUNITY HEALTH'. To the right of the logo, a welcome message states: 'Welcome to the CHERP System. Anyone 18 years of age or older with at least a high school diploma, general equivalency degree or higher can train as a CHERP. No experience or specific background is necessary to participate in the training.' Below this, a navigation bar shows 'Welcome back, Chris Trent (CHW000295)' followed by buttons for 'Profile' (highlighted), 'Portfolio', 'Account', 'Take Course', and 'Logout'. The main section contains a form with the following fields and values: First Name (Chris), Last Name (Trent), Middle Initial (A), Street Address (Line 1) (123 Main Street), Street Address (Line 2) (Apt 1), City (Lewisburg), State (West Virginia), Zip (24901), and Email Address (mysteriousandspooky+test0810@gmail.com).

**WVSOM CRCH+**  
CENTER FOR RURAL & COMMUNITY HEALTH

Welcome to the CHERP System

Anyone 18 years of age or older with at least a high school diploma, general equivalency degree or higher can train as a CHERP. No experience or specific background is necessary to participate in the training.

Welcome back, Chris Trent (CHW000295) [Profile](#) [Portfolio](#) [Account](#) [Take Course](#) [Logout](#)

First Name: Chris

Last Name: Trent

Middle Initial: A

Street Address (Line 1): 123 Main Street

Street Address (Line 2): Apt 1

City: Lewisburg

State: West Virginia

Zip: 24901

Email Address: mysteriousandspooky+test0810@gmail.com

## 4.4 Viewing Your Portfolio Options

You may view your courses by clicking on the “Portfolio” button once you have logged in. You will see a table with all courses which you have completed, the completion date, and your course certificate after completion. You can click on each course name to open that course in Moodle.

You will be able to buy any certificates you have earned and then view purchased certificates after purchase.

## Image 4.4.1 – Your Portfolio

**WVSOM CHERP+**  
CENTER FOR RURAL & COMMUNITY HEALTH

### Welcome to the CHERP System

Anyone 18 years of age or older with at least a high school diploma, general equivalency degree or higher can train as a CHERP. No experience or specific background is necessary to participate in the training.

Welcome back, Haylee Heinsberg (CHW000300)

[Profile](#) [Portfolio](#) [Account](#) [Take Course](#) [Logout](#)

COURSE	COMPLETED	CERTIFICATE
<a href="#">Community Health Education Resource Person Level 1 - Wellness</a>	01/19/2021	<a href="#">View Certificate</a>
<a href="#">Community Health Education Resource Person Level 2 - Health Promotion</a>	02/02/2021	<a href="#">Buy Certificate</a>

## 4.5 Your Account

The account feature is currently not available, but in the future, you will be able to opt in or out for various account features and preferences, opt in to our state CHERP / CHW map, and more.


## 4.6 Taking a Course

You can click on the “Take Course” button to be redirected to the Moodle site. The CHERP Level 1 – Wellness course may be audited for basic health education learning. However, in order to move on to each consecutive course (CHERP Level 2 – Health Promotion and CHERP Level 3 – Disease Prevention and Management), you will need to purchase a certificate for each successfully completed course level. Once a course certificate is purchased, the next consecutive level course will be available in Moodle.

## 4.7 Purchasing a Course Certificate of Completion

After you have successfully completed your course and the post-survey, a link to purchase your certificate will be available in the course while in Moodle and direct you to your profile home. In your portfolio you will click on “Buy Certificate” to start the process to claim your course certificate. A course certificate may be accessed through a promotional code which is assigned by a CHERP Administrator or by direct purchase with a credit card.

Image 4.7.1 – Access a Certificate with a Promo Code



## Welcome to the CHERP System

Anyone 18 years of age or older with at least a high school diploma, general equivalency degree or higher can train as a CHERP. No experience or specific background is necessary to participate in the training.

Welcome back, Haylee Heinsberg (CHW000300)

[Profile](#)[Portfolio](#)[Account](#)[Take Course](#)[Logout](#)

### Certificate Details

The information in this section will appear on your certificate.

Course:

Community Health Education Resource Person Level 2 - Health f

Full Name:

Haylee B Heinsberg

Date Completed:

02/02/2021

Certificate Total:

\$60

Promotional Code:


Apply Code

Continue



## Image 4.7.2 – Financial Privacy Notice Required

The financial privacy notice must be reviewed and acceptance confirmed by checking the box that you have read and agree to the terms. Clicking on the “Print Terms” button will allow you to print terms if preferred.



### Welcome to the CHERP System

Anyone 18 years of age or older with at least a high school diploma, general equivalency degree or higher can train as a CHERP. No experience or specific background is necessary to participate in the training.

Welcome back, Haylee Heinsberg (CHW000300)

[Profile](#)[Portfolio](#)[Account](#)[Take Course](#)[Logout](#)

#### FINANCIAL PRIVACY NOTICE

Your payment for this service will be processed by the West Virginia State Treasurer's Office. Upon entering your credit card information, you will be transferred to a separate web page, which will process your payment and send you a receipt. The charge from the West Virginia State Treasurer's Office on your credit card or bank statement will appear to be from the West Virginia School of Osteopathic Medicine (WVSOM). WVSOM will not store or otherwise obtain any of your credit card, banking, or other personal information entered into this form. WVSOM will not be processing this payment and therefore shall not be liable for any claims or damages resulting from this transaction. If there should be any problems or issues regarding this transaction, the user should contact the West Virginia State Treasurer's Office.

For any questions regarding your payment transaction please contact the West Virginia State Treasurer's Office.

Office of the West Virginia State Treasurer

State Capitol, Room E-145  
1900 Kanawha Boulevard, East  
Charleston, WV 25305

Main Office: 304.558.5000 or 800.422.7498  
Email: [wvtreasury@wvsto.gov](mailto:wvtreasury@wvsto.gov)


☐ I have read and agree to this Financial Privacy Notice (required)

[Print Terms](#)



## Image 4.7.3 – Access to the West Virginia State Treasurer’s Office (WVSTO)

Please make sure you have your credit card available and then click the “Continue” button below to proceed to the WV State Treasurer’s Office to make your certificate purchase.



Welcome to the CHERP System

Anyone 18 years of age or older with at least a high school diploma, general equivalency degree or higher can train as a CHERP. No experience or specific background is necessary to participate in the training.

Welcome back, Haylee Heinsberg (CHW000300)

Profile

Portfolio

Account

Take Course

Logout

FINANCIAL PRIVACY NOTICE

Your payment for this service will be processed by the West Virginia State Treasurer's Office. Upon entering your credit card information, you will be transferred to a separate web page, which will process your payment and send you a receipt. The charge from the West Virginia State Treasurer's Office on your credit card or bank statement will appear to be from the West Virginia School of Osteopathic Medicine (WVSOM). WVSOM will not store or otherwise obtain any of your credit card, banking, or other personal information entered into this form. WVSOM will not be processing this payment and therefore shall not be liable for any claims or damages resulting from this transaction. If there should be any problems or issues regarding this transaction, the user should contact the West Virginia State Treasurer's Office.

For any questions regarding your payment transaction please contact the West Virginia State Treasurer's Office.

Office of the West Virginia State Treasurer





State Capitol, Room E-145  
1900 Kanawha Boulevard, East  
Charleston, WV 25305

Main Office: 304.558.5000 or 800.422.7498  
Email: [wvtreasury@wvsto.gov](mailto:wvtreasury@wvsto.gov)

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Print Terms

You are going to be redirected to the West Virginia State Treasurer's Office to complete your payment.

Acceptable forms of payment:    

Please make sure you have your credit card available and then click the button below to proceed.

Continue

## Image 4.7.4 – Required Fields for Certificate Purchase

To continue with the certificate purchase in Image 4.7.4 below, you will complete the required fields and check the box to confirm that WVSOM will be identified on the billing statement for the purchase.



WEST VIRGINIA SCHOOL OF  
OSTEOPATHIC MEDICINE

Enter the required fields below then select the checkbox regarding the billing statement to continue to the payment information.

Payment Amount: **\$60.00**

Company:

First Name:

Last Name:

☐ Outside of US

Address:

City:

State:

Zip Code:


Phone:

Email:


☐ I understand that my billing statement will say WVSOM

## Image 4.7.5 – Credit Card Information for Purchase

Complete credit card information section and then click “Pay” button to complete purchase.



# WEST VIRGINIA SCHOOL OF OSTEOPATHIC MEDICINE



Enter the required fields below then select the checkbox regarding the billing statement to continue to the payment information.

Payment Amount: **\$60.00**

Company:

First Name:

Last Name:

☐ Outside of US

Address:

City:

State:




Zip Code:

Phone:

Email:

☒ I understand that my billing statement will say WVSOM

Card Holder Name:  If different than above



Card Number

Expiration Date

CVV

## Image 4.7.6 – Course Certificate of Completion



You will be able to view, save, and/or print the course certificate of completion. The information includes the user's name, title of course completed, user's community health worker number (CHW#), continuing education hours, and the date of course completion.

## 5.0 Troubleshooting

If you have any problems that are not covered in this document, please send an email to [cherpsupport@osteo.wvsom.edu](mailto:cherpsupport@osteo.wvsom.edu). Please include a screenshot of any error, list CHERP in the subject area of the email, and copy/paste any URL, message, or other helpful information.