How to Navigate the CANS Training Website

THE PRAED FOUNDATION PREPARED BY: LAUREN SCHMIDT LSCHMIDT@CHAPINHALL.ORG

Special Note

IF YOU EXPERIENCE <u>ANY</u> DIFFICULTIES WITH THE SITE, PLEASE TRY THE FOLLOWING BEFORE CONTACTING TCOMTRAINING.COM SUPPORT

If you are experiencing any difficulties:

• Add the following addresses to your whitelist:

- .CANSTraining.com
- .TCOMTraining.com
- o .LearnerNation.com
- <u>*@learnernation.com</u>
- o <u>*@mailjet.com</u>
- <u>*@impactly.com</u>
- IP Mask: 178.33.221*

• Ensure you are using one of the following:

- FireFox
- o Google Chrome
- o Safari
- Internet Explorer version 11 or higher
- If you are using Internet Explorer, please ensure that Compatibility View is turned OFF

The Home Page

WHAT WILL YOU SEE WHEN YOU GO TO WWW.TCOMTRAINING.COM?

What Will You See at: www.TCOMTraining.com

Praed Foundation Collaborative Training Website



Please Login

English | Français | Español | Português

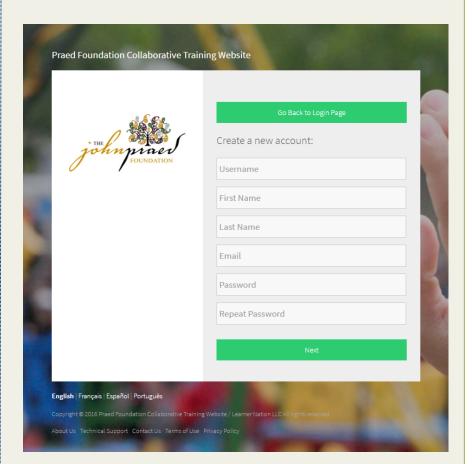
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If you do not have an account:

Click "REGISTER"Enter the following:

- o Create a username
 - × Must be a unique identifier
 - Can be letters or numbers
 No special characters
- Enter your first and last name
- Enter your email address
- Create a password
 - × There are no specific password requirements
- Repeat the password you created
- Click "NEXT"



If you do not have an account:

• Enter the following:

- Select your jurisdiction from the dropdown
 - Generally your state or province
 - Sometimes your agency name (very rare)
- Select your agency from the dropdown
- Enter your full address
- Enter your phone number
- o Job title is optional
- Click "CREATE ACCOUNT"

1. S. S. S. S.	Go Back to Login Page
john maed	Create a new account:
FOUNDATION	Use the drop downs to select where you want to register.
	Filter by Jurisdiction *
	Choose Agency *
	Address
	Address Second
	Choose Country 👻
	State
	City
	Zip Code
	Phone
	Company Name
	Job Title
	By clicking "Create Account," you are indicating that you have rea and agreed to the <u>Terms of Use</u> and <u>Privacy Policy</u> .
	Create Account

If you already have an account:

- Enter either the E-mail you used to register OR the Username you created during registration
- Enter the password you created during registration
- Click "LOGIN"

	Please Login	
	Enter Your E-mail or Usern	ame
johnpraer	Enter Your Password	
	🖉 Remember Me	Forgot Password?
	Login	
	Create a New Account	
	Registe	er

If you forget the password you created:

Click on "FORGOT PASSWORD"

- Enter the email address OR username that you used to create your account
- An email will be sent to you from "The Praed Foundation Collaborative Training Website" containing a link that will allow you to reset your password
- Please click on the link in the email within an hour of receiving it
 - The link expires after an hour and you will need to repeat the process again if you do not click on it and reset your password within an hour



If you do not receive the password reset email:

- This means there is a filter stopping the password reset email from coming through
 - Please contact your IT department and ask them to add to your whitelist:
 - <u>*@learnernation.com</u>
 - × <u>*@mailjet.com</u>
 - × <u>*@impactly.com</u>
 - × IP Mask: 178.33.221.*
 - Please ensure you can receive emails from Europe as our servers are based in France
 - × Please check junk and spam folders

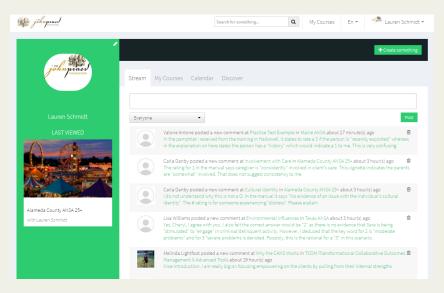
Profile Page

WHAT YOU WILL SEE WHEN YOU LOGIN

What you see when you login:

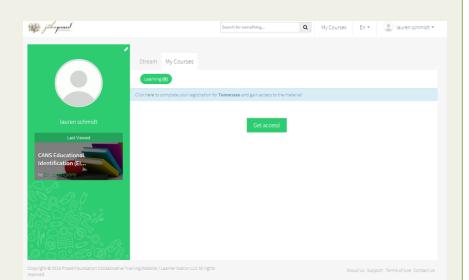
"Stream" will display the following:

- Any messages from the site
- Any certifications that need to be renewed
- If anyone has replied to a comment you posted on the site
- If anyone has posted a comment on the same page as that you posted a comment on
- Click on "MY COURSES" to view the courses you have access to under your jurisdiction
- Click "CALENDAR" to view any upcoming live streaming trainings
- Click "DISCOVER" to view useful resources such as articles, our blog, conference information, etc.



What will you see when you login for the first time OR when your subscription has expired:

- You need to enter a coupon code OR credit card number in order to get a one-year subscription to the materials
- Click on:
 - "GET ACCESS" if this is your first time on the site
 - "RENEW SUBSCRIPTION" if you are renewing your subscription from the previous year
 - Note: some jurisdictions are 'open' and do not requirement payment or a coupon code.
 - These jurisdictions will send you straight to your list of courses when you click on "my courses"



What you will see when you get/renew your subscription:

- The price for a one-year subscription to your jurisdiction appears in the blue box
 - This price includes ALL of the courses on your jurisdiction
- Enter your name and address
- Click "NEXT"

Search for something. My Course En • • • • • • • • • • • • • • • • • • •						
Tennessee Billing Info Name Issuen schmidt Streek-kidress 1 Streek-kidress 1 Streek-kidress 2 (optional) Streek-kidress 2 City State / Province / Region Zip Code Total: S25 Country Choose Country Intel: Cancel Next	johnproced		Search for something	A My Cours	es En *	Iauren schmidt
Tennessee Billing Info Name Issuen schmidt Streek-kidress 1 Streek-kidress 1 Streek-kidress 2 (optional) Streek-kidress 2 City State / Province / Region Zip Code Total: S25 Country Choose Country Intel: Cancel Next						
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city		Street Address 1				
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Zip Code Total: \$25 Country Choose Country Choose Country Cancel Next Cancel Next Country Concel Next					Course	\$25
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Entering your coupon code:

- If your agency provided you with a coupon code (to bypass the subscription fee), please enter it into the box
 - Please ensure that there are no blank spaces added to the end of the code when copying and pasting it
- Click "APPLY CODE"
 - Very important step-if you do not click this, it will bring you to the credit card page
 - Button looks "grayed out", but if you click on it, it works.
- If you do not have a coupon code, click "NEXT"

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Purchase a Jurisdiction						
Tennessee	Discount					
	Enter Discount Code		Apply Code			
				· · · · · ·	Course	\$25
						Back Next
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After you click "APPLY CODE":

- The blue box will show you that the discount has been applied
- Click on "COMPLETE TRANSACTION"

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Purchase a Jurisdiction	Discount Enter Discount Code	TE13710454D8F4865	Apply Code				
				Cour			
				Back	Complet	e Transaction	
Copyright \oplus 2015 Praed Foundation Collaborative Training reserved.	;Website / Learner Nation LLC All rig	shts		About		rt Terms of Use Cont	act Us

Entering your credit card information:

- If you do not have a coupon code from your agency:
 - Enter your credit card information
 - Click "COMPLETE CHECKOUT"
 - Please notice that we do not store your credit card information on our site for security purposes

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Purchase a Jurisdiction	Payment Info			
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	Credit Card Number			
	Expiration Date	Month Year Y		
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			Tota	ıl: \$25
			Back	Complete Checkout
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After you have purchased your jurisdiction subscription:

- After clicking "COMPLETE TRANSACTION", you will be brought to this page
- You can download your receipt if you need
- Click "START LEARNING" to get started

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Purchase a Course				
Tennessee				
	Thank you for you	ur purchase!!	erNation"	
	Download Receipt	Start learning		
	Download Receipt	Start rearring		
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Once you "START LEARNING" you will see:

- Click on "MY COURSES" and be brought to this page
- You will click on the course you would like to train in
 - Please note the selection of courses varies depending on your jurisdiction-everyone will NOT see the same thing
 - Please always choose a course from the "my courses" page, do not click on the course in "last viewed" as that course may not be available and will produce an error message causing confusion



Training

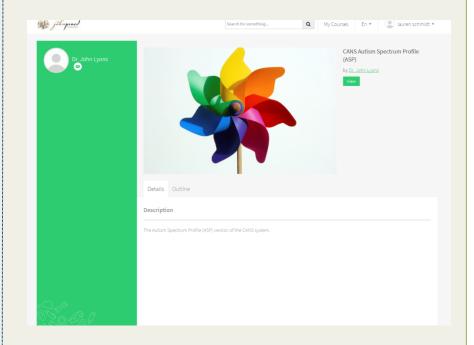
WHAT HAPPENS WHEN YOU SELECT A COURSE TO TRAIN IN

What you see when you click on a course:

- When you click on a course, you will be brought to this page
- Click on "OUTLINE" to see list of topics covered in training
 - Middle of the page
- Click on "VIEW" to start training

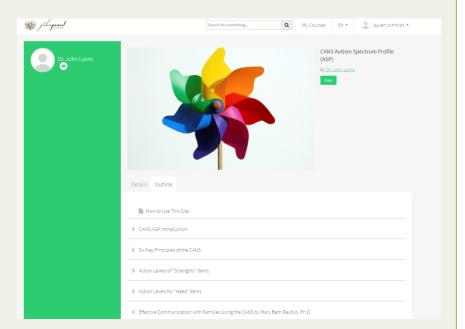
• The green button

You may also click on the mail icon to email the instructor of the course
 Top left hand side



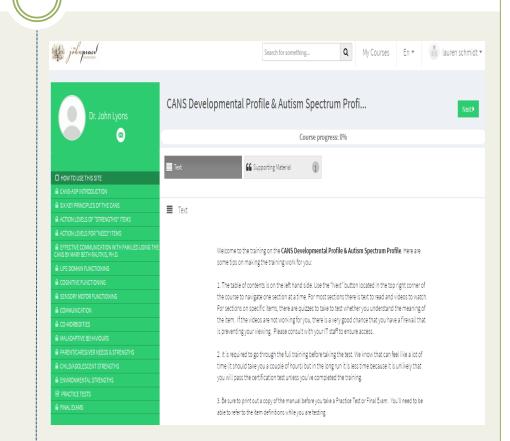
What you see when you click on "OUTLINE":

- You can select any domain or item to skip ahead to that domain or item
 - Most people use this feature when their training was interrupted and they would like to pick up where they left off



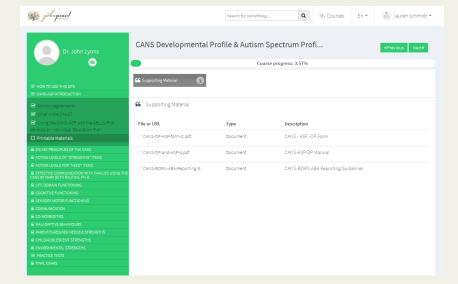
When you click on "VIEW":

- Please take the time to read the: "How to Use This Site" page as it contains important information about training, recertification, and policies
- You can click "NEXT" to go through the training
 - Green button in the top right hand corner
 - Please note the "course progress" bar at the top to the page.
 - This shows you what percentage of the course you have trained in
 - Notice that each section in the menu on the left has a "lock" icon next to it
 - You have to go through ALL training materials in order to get to the final exam.
 - Once you do a portion of training, the "lock" becomes a square with a check mark indicating you have completed it
 - If you return at a later date, you can pick up at where you left off
 - Those who have already certified can skip ahead to the final exam



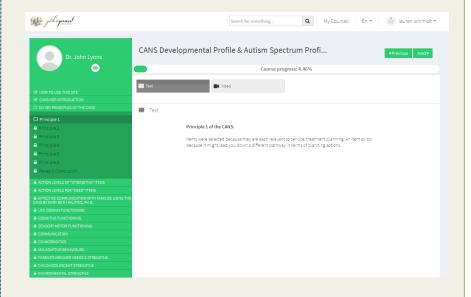
What happens when you click on "INTRODUCTION":

- The introduction chapter in the menu on the left contains introductory materials such as:
 - Acknowledgements
 - Introductory chapter
 - Printable materials
- The screen on the right shows what you will see if you click on "Printable Materials"
 - Click on the document name to download the materials
 - Many people like to print out the materials to have a hard copy during the final exam



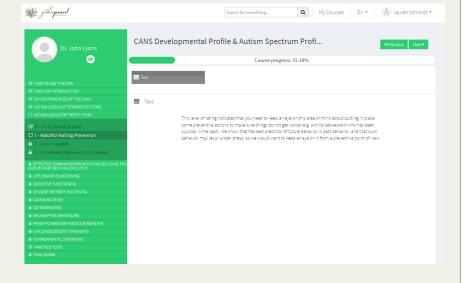
What happens when you click on "SIX KEY PRINCIPLES"

- This chapter provides details about the Six Key Principles
- Each Principle contains written principle and some courses have a video of Dr. Lyons explaining the principle
 Please click on "VIDEO" to watch the video of Dr. John Lyons



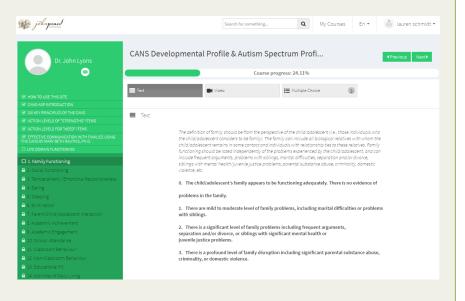
What happens when you click on "ACTION LEVELS"

- This chapter contains the general action level descriptions
- Please keep these descriptions, along with the item-specific descriptions (explored next) in mind when completing the final exam



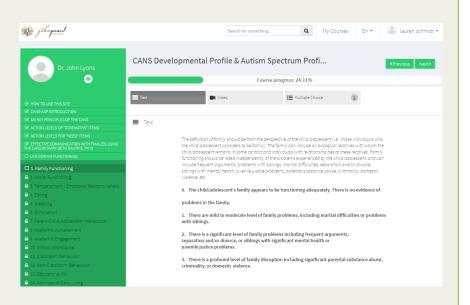
The Domains

- The training then moves onto each domain of the tool.
 - Click on the domain to expand it and see each individual item



What each item looks like in training:

- This is what most items look like
 - Some domains are scored "yes/no" instead of the traditional action levels. These domains may not have a video or multiple choice quizzes
- Most items in training contains: Text, a video, and three multiple choice quizzes
 - Click on each of these buttons to view them
- At the bottom of every page, you can post a comment if you have a question, suggestion, or compliment

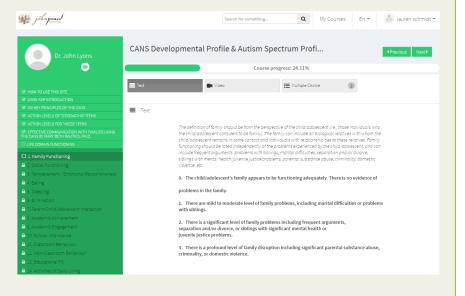


What is on the TEXT portion of the item:

• The TEXT portion of the item contains:

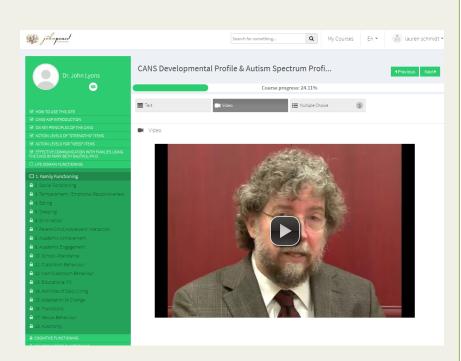
• The action level definition

- This will describe how to rate the item in detail
- When rating items, please take the item's specific action level definition along with the general action level definitions into account



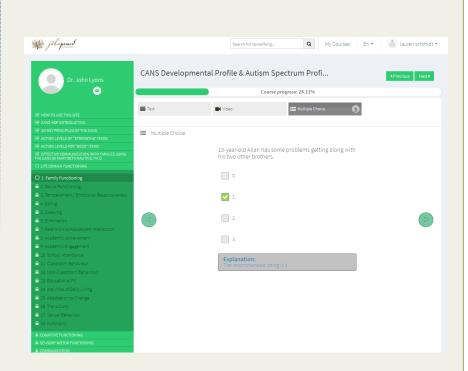
What is on the VIDEO portion of the item:

 Click on the play arrow to play the video of Dr. Lyons explaining the item.



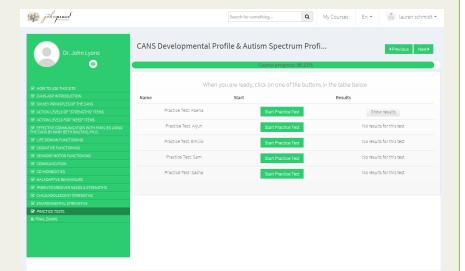
What is on the MULTIPLE CHOICE portion of the item:

- There are three multiple choice quizzes for each item
- This will test your knowledge for the individual item to see if you are ready to move onto the next item
 - You will see a green check mark if you selected the correct choice
 - You will see a red X if you select the incorrect choice



What you see when you click on PRACTICE TEST:

- Once you have gone through all of the training, you can test your knowledge by doing a few practice tests
- This page will display the most recent score you received on each test
- Click on the button that says "Start Practice Test"



What happens once you click on a practice test:

- You have 2 hours of continuous testing time to complete the test
 - You will be given a warning of when you must complete the test by, and if you are ready, you may click YES to confirm. If you are not ready, please click NO.

johnprased	Search for something Q My Courses En • () lauren schmie	dt 🕶
Practice Test: Practice Test: Abena		
O This test will be available until Feb 09 2:38 pm CST. If you close out of the	re test or leave the test, you can automatically resume the test within that time period by returning to the subject and clicking to take the test again.	
Are you	ou sure you want to take the Practice Test?	
	Yes No	
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What you will see when you confirm that you are taking a test:

• Please note on this page:

- At the top: timer and section completion
- On the left: vignette assumption and vignette (read BOTH carefully)
- On the right: Action level definitions and items to rate
 - Please ensure each item is rated before clicking
 "NEXT" to move onto the next section of the test

johnprast	Search for something	A My Courses	En 👻		laur	en schmid
Practice Test: Practice Test: Abena 01:	59:55 [Hide]	Section #1 of 9				
						ext Section
					N	ext Section
	×	Child/Adolescent Domains Needs				
When completing the vignettes, there is a vignette assumption. That is, when reading assume th full assessment has been done and no mention means 'no evidence'. This is the standard qualit assurance if it isn't documented it does not exist assumption. What that means, then if there is a	nata V	0. No evidence of problem - No need for ac	tion			
assume of a need, the rating should be a '0'. If there is no mention of a strength, then the rating should be a '3'. So, no mention of an suicidality would result in a rating of '0' on Suicide No mention of any taints or interests would result in a rating of '0' on Taients/Interests.		1. History - Watchful waiting & prevention				
Another way to think about it is that you start the assessment with all 0 ratings on the NiedVaut.	all 3	2. Moderate need - action required				
using the action levels. Caregiver ratings use the Need action levels for the vignettes.	nuBili	3. Severe problem/need - immediate/Intensive action required				
Ordinarily certain items would have an N/A option (for example Job Functioning for an underage child, or Foster Caregiver for a child not in foster care). For the purposes of this please rate such items as '0' for needs and "3" for strengths.	test					
Good luck!						
			0	1	2	3
Practice Test Vignette: "Abena"		1. Family Functioning				
Abena is a 5 year old girl diagnosed with severe autism. She lives in a two-bedroom		2. Social Functioning				
apartment with her mom, dad, and 3 siblings. Her family moved from Ghana 10 yea ago, and English is their second language. Two of Abena's uncles also reside in Canada. Abena's uncles visit the family on a regular basis.	ars	3. Temperament/Emotional Responsivene	iss 🔘			
Canada. Abena's uncles visit the family on a regular basis. Abena's father has a lob at the local post office, and her mother is currently		4. Eating				
unemployed. The family has one working vehicle. Abena's family is having a difficu- time accessing supports and services in their geographic region. Although they are		5. Sleeping				
interested in learning practical strategies to help their daughter and have attended several parent workshops and support groups, language, childcare and finances an barriers that often interfere with their ability to access these services. The family		6. Elimination				

Abrais in non-verbal, and communicates her wants and needs by grabiling, touching and/or pulling and autilitomarks the term her derises. Her (Var as assessed as 30. Abraic aurrently attends a communication integration program on Turaddys at her Drundsys at he local primary school, where the focus of the program is takathing communication skills to children with developmental diabilities. The program uses the core principies of Applied Behavioural Analysis (ABA). Mhough the tries hard in chool activities her teachers report that the is behind in her expected learning progress.

What you see once you have completed a practice

test:

• You have a few options on this page:

- You can export the test to PDF
- You can click on "VIEW EXPLANATIONS to compare the recommended scores to your scores (HIGHLY recommended)
- You can return to the training course

john praces		Search for something	Q My Course	es En 👻	😩 lauren schmidt 🝷
Practice Test : Pract	ice Test: Abena		-		
	Sorry! Unfortunately yo	ou didn't pass the %tes	st type%!		
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		View Explanations			
	Export to PDF Retu	rn to "CANS Autism Spectrum Profile (ASP)"			
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If you click on VIEW EXPLANATIONS:

· 480

- You can click "SHOW" to see the specific ratings
- Ratings off by:
 - 1 mark appear in blue
 - 2 or 3 marks appear in red
 - These are the ones that will affect your reliability
 - Correct ratings appear in green

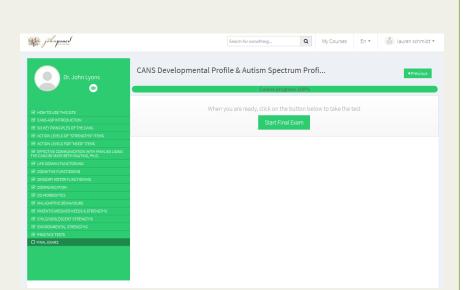
mpraced						Search for some	thing			Q	ly Courses	En 🔻	😦 la	uren schmidt 🔹
	when she is required to lunch). This is a freque learning and disrupt he Abena requires full assi	Abena has difficulty with change, and frequently when his is required to switch from a preferred lunch). This is fequent issue? Abena and a 'a learning and dirupt her classmates. She is often Abena requires life assistance to class hereal? an schedule that takes her to a washroom, assisted				ivity (e.g., recess) t se concern at scho eviant of adults. eat with a spoon.	o a less ol, as Ab	preferre iena's ti	ad acti antrur	vity (e.g., sittir n behaviours i	ng to eat impede her			
	Action Item					Corresponding	Section			Status	Explanation	1		
	Family F	unction	ing			Child/Adolesc	ent Dom	ains Nee	eds	Correct	Q Show			
	Social F	unctioni	ing			Child/Adolescent Domains Needs				Missed 3 points	Q Show			
	Correc	t Answe	Br:			Your Answer:								
		0	1	2	3		0 1		3					
	Social Functioning				۲	Social Functioning	•							
	Temperament/Emc	otional R	lespon	sivenes	5	Child/Adolesc	ent Dom	ains Nee	eds	Missed 3 points	Q Show			
	E	Eating				Child/Adolescent Domains Needs				Correct	Q Show			
	Sie	eping				Child/Adolescent Domains Needs Correct			Q Show					
	Elim	ination				Child/Adolesc	ent Dom	ains Nee	eds	Correct	Q Show			
	Parent Child/Adv	plescent	Intera	ection		Child/Adoleso	ent Dom	ains Nee	eds	Missed 3 points	Q. Show			

When you click on "FINAL EXAM"

• When you are ready to become certified, please click on "FINAL EXAM" on the menu on the left hand side

• Things to know:

• This page will show you the last 5 tests (practice and final) that you have taken so you can judge if you are ready to proceed



What you will see once you click START FINAL EXAM:

- This is the confirmation page (like the practice tests) for the final exam
- Each jurisdiction gives you a certain number of attempts to pass, this page will let you know how many attempts you have left
- If you are unsuccessful on all of your attempts, you will get a notification of what your next steps are
 - For most jurisdictions, it is to wait 24 hours for feedback from the site and then you may try again

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Final Exam				
	g to take the test again.	within that time period	d by returning	to the subject and
You have 3 attempt Are you sur	(s) left out of 3 to complete this test. e you want to take the test?			
	Yes No			
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What you will see when you take a final exam:

- The final exam page is the same as the practice test page
 - The title in the top right hand corner will say "final exam" instead of "practice test".
- Here is a refresher of what you will see

john praced	Search	for something	Q My Courses	En 👻	۲	laur	en schmidt 💌	
Practice Test: Practice Test: Abena	01:59:55 (Hid	de]	Section #1 of 9					
						N	ext Section	
	×		Child/Adolescent Domains Needs					
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assurance if it isn't documented it does not exist assumption. What that means, then mention of a need, the rating should be a '0'. If there is no mention of a strength rating should be a '3'. So, no mention of an suicidality would result in a rating of '3' No mention of any talents or interests would result in a rating of '3' on Talents/Interest	on Suicide Risk.		1. History - Watchful waiting $\&$ prevention					
Another way to think about it is that you start the assessment with all 0 ratings on the	e Needs and all 3		2. Moderate need - action required					
ratings on the Child/Youth Strength and then you look for evidence to adjust your scr using the action levels. Caregiver ratings use the Need action levels for the vignettes Ordinarily certain items would have an N/A option (for example Job Functioning	g for an		3. Severe problem/need - immediate/Intensio	e action re	quired			
underage child, or Foster Caregiver for a child not in foster care). For the purpo please rate such items as '0' for needs and "3" for strengths.	ses of this test							
Good luck!				0	1	2	3	
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	iana 10 years		3. Temperament/Emotional Responsiveness					
apartment with her mom, dad, and 3 siblings. Her family moved from Ghi								
ago, and English is their second language. Two of Abena's uncles also res Canada. Abena's uncles visit the family on a regular basis.			4. Eating					
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ago, and English is their second language. Two of Abena's uncles also res Canada. Abena's uncles visit the family on a regular basis. Abena's father has a job at the local post office, and her mother is current unemployed. The family has one working whicle. Abena's family is haim time accessing supports and services in their geographic region. Although the accessing supports and services in their geographic region. Although	tly ng a difficult h they are attended inances are							

You have passed! You are now certified:

- When you obtain sufficient reliability to obtain certification, this is what you will see
- You can print your certificate by clicking "DOWNLOAD CERTIFICATE"

Final Exam	
	You've passed the test! Time to Celebrate!

Tips for taking the exam:

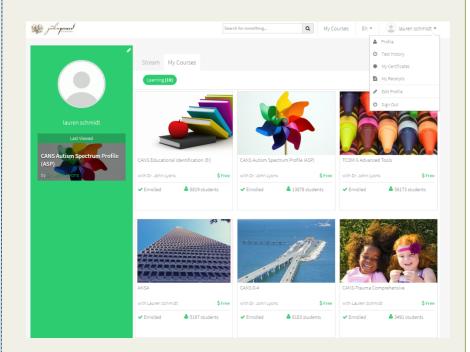
- It is a good idea to print off the manual before taking the exam so that you can follow along during the exam
- If you find it difficult to read the text of the test, please copy and paste it into a word file and adjust the font to best suit you. You can then print the word file so that you can highlight and circle important information on the vignette while taking the exam
- It is a good idea to review your exam before submitting to make sure you have justified each of your answers with evidence from the vignette.

Other Features of the Site

WHAT OTHER THINGS CAN YOU DO ON THE SITE?

What happens when you click on your name:

- Click on your name in the top right hand corner and you can:
 - View your test history
 - Edit your profile
 - View your certificates
 - View your receipts
 - o Sign out



What happens when you click on TEST HISTORY:

- View all your test scores (practice and final)
- You can also print off your certificate by clicking MY CERTIFICATES

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Test History					
Test History My Certificates					
Search					
Subject	Туре	Name	Score	Date Taken Re	sults
CANS Autism Spectrum Profile (ASP)	Practice Test	Practice Test: Abena	.00	02/09/2015	lew -
CANS Mental Health (MH)	Practice Test	Practice Test: Cindy	.51	02/14/2012	lew -
CANS Mental Health (MH)	Practice Test	Practice Test: Jed	.60	02/14/2012	lew -
CANS Mental Health (MH)	Practice Test	Practice Test: Jason	.79	02/14/2012	lew -
CANS Mental Health (MH)	Practice Test	Practice Test: Amber	.84	02/14/2012	iew -
CANS Mental Health (MH)	Final Exam		Scare hidden by instructor	02/14/2012	Sew -
CANS Mental Health (MH)	Practice Test	Practice Test: Holt	.90	02/14/2012	lew -
CANS Preschool	Practice Test	Practice Test: Jamal	.00	11/13/2013	iew -

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What happens when you click on MY CERTIFICATES:

 Clicking on MY CERTIFICATES jumps ahead to the My Certificates page in your test history

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My Certificates					
Test History My Certificates					
Subject		Date Taken			Actions
CANS Mental Health (MH)		02/14/2012			Download

What happens when you click on MY RECEIPTS

- You will see a list of receipts for the jurisdictions you have purchased subscriptions to
 - Those who used a coupon code (and not a credit card) will have a receipt for o\$
 - If your jurisdiction was free, you will see no receipts

johnp:	trad	Search for something	Q My Cou	irses En 🔻	lauren schmid
My Rece	ipts				
Туре	Jurisdiction	Date Purchased	Price Paid	Action	s
Type Subject	Jurisdiction Teras	Date Purchased Jul 8th 2013	Price Paid		s oad Receipt
				Downle	

What happens when you click on EDIT PROFILE:

• This is where you will:

- Update email information (if your email changes)
- Edit your jurisdiction and agency
- Edit your address
- Add a photo of yourself if you would like

Profile					iauren schmidt *
User Information		Address Information			
First Name	lauren	Address	1202-25 woodridge crescent		
Last Name	schmidt	Address Second			
Email	lschm049@uottawa.ca	City	Nepean		
Headline		State	on		
Short Bio		Zip			
Facebook URL		Country	Canada	•	
Twitter URL		Phone	613-293-6601		
Website URL					
Company Name	Children's Centre Thunder Bay				
Job Title					
Upload a profile image	Browse				
Jurisdiction					

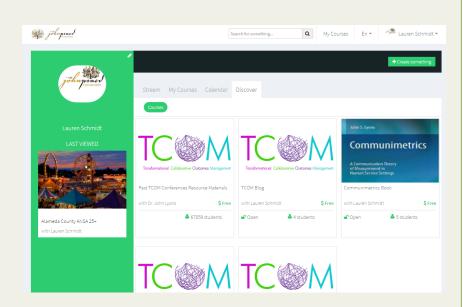
How to Update Your Jurisdiction & Agency:

- Scroll down to the jurisdiction section, click on the drop box to the right of the 'agency' drop box
 - Select your JURISDICTION here
- Click on the longer drop box below the jurisdiction box
 - Select your AGENCY here
- Click SAVE
 - Green button in the button right hand corner

Verintormation Address First Name istem Last Name ischmidt Last Name ischmidt Email ischmidt Email ischmidt Breadline City Needline State Shot Bio Country Facebook URL New Mexico New Vork New Mexico New Vork New Vork Vebsite URL New Mexico New Vork New York Vebsite URL New Mexico New York New York Vebsite URL New Mexico New York New York Upload a porfile image Bronsylanal-Allegheny Country Permylanal-Allegheny Country Permylanal-Allegheny Country Permylanal-Stytet Country Reenducation Country	john praced				Search for somet	hing	Q	My Courses	En *	💼 lauren schmid
Last Name schmidt Address Second Email tschmidt@uctawa.ca City Nepean Heesline					Address Into	rmation				
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		Foothills Academy					*			
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What Happens When you Click on "Discover"

- When you click on the "Discover" tab, you will be able to see all additional resources (non-course material). You will navigate these materials the same way you would a course under the "My Courses" tab. Additional resources include:
 - o Dr. Lyon's book
 - A link to our blog
 - Conference information and past presenter presentations
 - TCOM relevant articles library



What Happens When You Click on "Calendar"

- When you click on the "Calendar" tab, you will see all upcoming Live Streaming Trainings
 - Note: this is a new feature
 - We currently have nothing scheduled
 - ▼ COMING SOON**

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john praer	Stream My C	ourses Calenda	ar Discover			B	• Create something
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with Lauren Schmidt	20	21	22	23	24	25	2
	27	28	29	30			



WHAT QUESTIONS DO WE GET OFTEN?

- What is passing reliability on an exam?
 - Regular user: .70
 - o Trainer: .80
- How often do I have to certify?
 - Annually
- I have reset my password multiple times and it does not work, help!
 - You will need to contact your IT department and ask them to "Clear my cache" and then reset your password again.

Closing Notes

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT: SUPPORT@TCOMTRAINING.COM