How to Navigate the CANS Training Website

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

IF YOU EXPERIENCE ANY 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
  - .LearnerNation.com
  - *@learnernation.com
  - *@mailjet.com
  - *@impactly.com
  - IP Mask: 178.33.221*

- Ensure you are using one of the following:
  - FireFox
  - Google Chrome
  - Safari
  - Internet Explorer version 11 or higher

- If you are using Internet Explorer, please ensure that Compatibility View is turned OFF
WHAT WILL YOU SEE WHEN YOU GO TO WWW.TCOMTRAINING.COM?
What Will You See at: www.TCOMTraining.com
If you do not have an account:

- Click “REGISTER”
- Enter the following:
  - 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
  - Job title is optional
  - Click “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”
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:
    - *@learnernation.com
    - *@mailjet.com
    - *@impactly.com
    - 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 require 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”
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”
After you click “APPLY CODE”:

- The blue box will show you that the discount has been applied
- Click on “COMPLETE TRANSACTION”
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
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
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
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 contain: 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
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.
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
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
If you click on VIEW EXPLANATIONS:

- 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
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
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
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”
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
  - 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
What happens when you click on MY CERTIFICATES:

- Clicking on MY CERTIFICATES jumps ahead to the My Certificates page in your test history
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 0$
  - If your jurisdiction was free, you will see no receipts
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
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
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:
  - 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**
FAQ

WHAT QUESTIONS DO WE GET OFTEN?
Q&A

- What is passing reliability on an exam?
  - Regular user: .70
  - 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