



# Praed Foundation Collaborative Training Website



# First time logging into the TCOM Training Website

This is for Users who had an account on our previous Platform (Learner Nation).

New Users will go to Page 3 to Register.

- For the first time logging in, Please go to:
  - <https://www.tcomtraining.com>
- To login:
  - Username: email from our previous website
  - Temporary Password: password (yes, the password really is 'password')
  - You will be prompted reset your password after completing steps 1 and 2
    - Must be 6 alphanumeric characters
  - You will be prompted to select your agency by using the following filters:
    - Country
    - Regional Designation
    - Unit (agency-start typing your agency name and it will auto populate)

# Registering and Logging In

## Registering for the site:

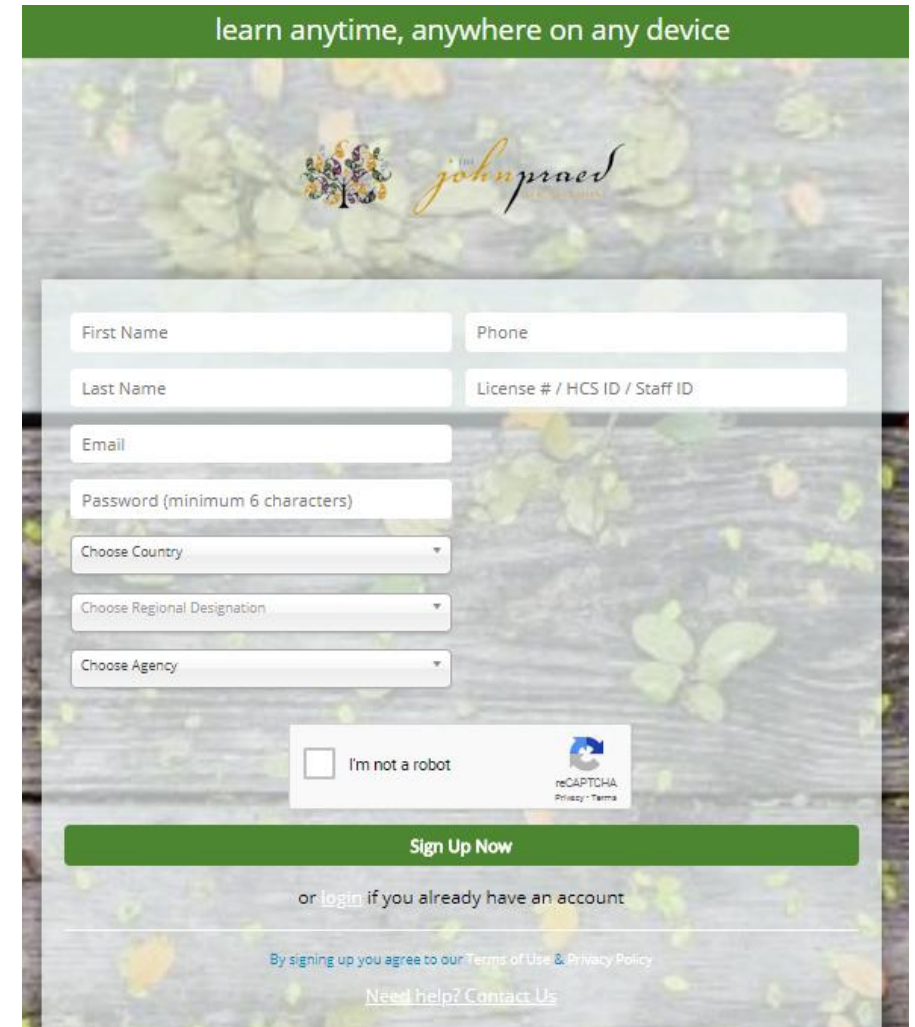
- Ensure you are at the correct Site:  
<https://www.tcomtraining.com>
- Click “Sign Up”
- To Register Enter your information, Choose a Country, Region then Agency (Required Field).
- After entering your information select the *I’m not a robot* box
- Click *Sign up Now*

## Logging in After Registration


- If you have already registered you can go straight to the login site at: <https://www.tcomtraining.com>
- Enter your User Name and Password
- Select *Login*

## Forgot Password?

- If you have forgotten your password select the *Forgot Password* Link and enter the email you used to register with. Your like to reset your password will be sent to the email associated with your account.



learn anytime, anywhere on any device



First Name  Phone

Last Name  License # / HCS ID / Staff ID


Email

Password (minimum 6 characters)

Choose Country

Choose Regional Designation

Choose Agency

I'm not a robot 

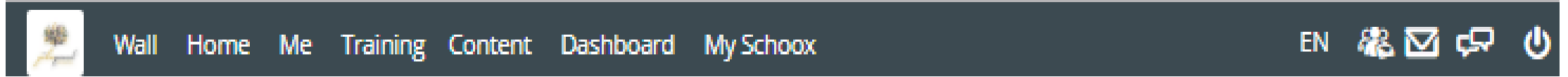
[Sign Up Now](#)

or [login](#) if you already have an account

By signing up you agree to our [Terms of Use](#) & [Privacy Policy](#)

[Need help? Contact Us](#)

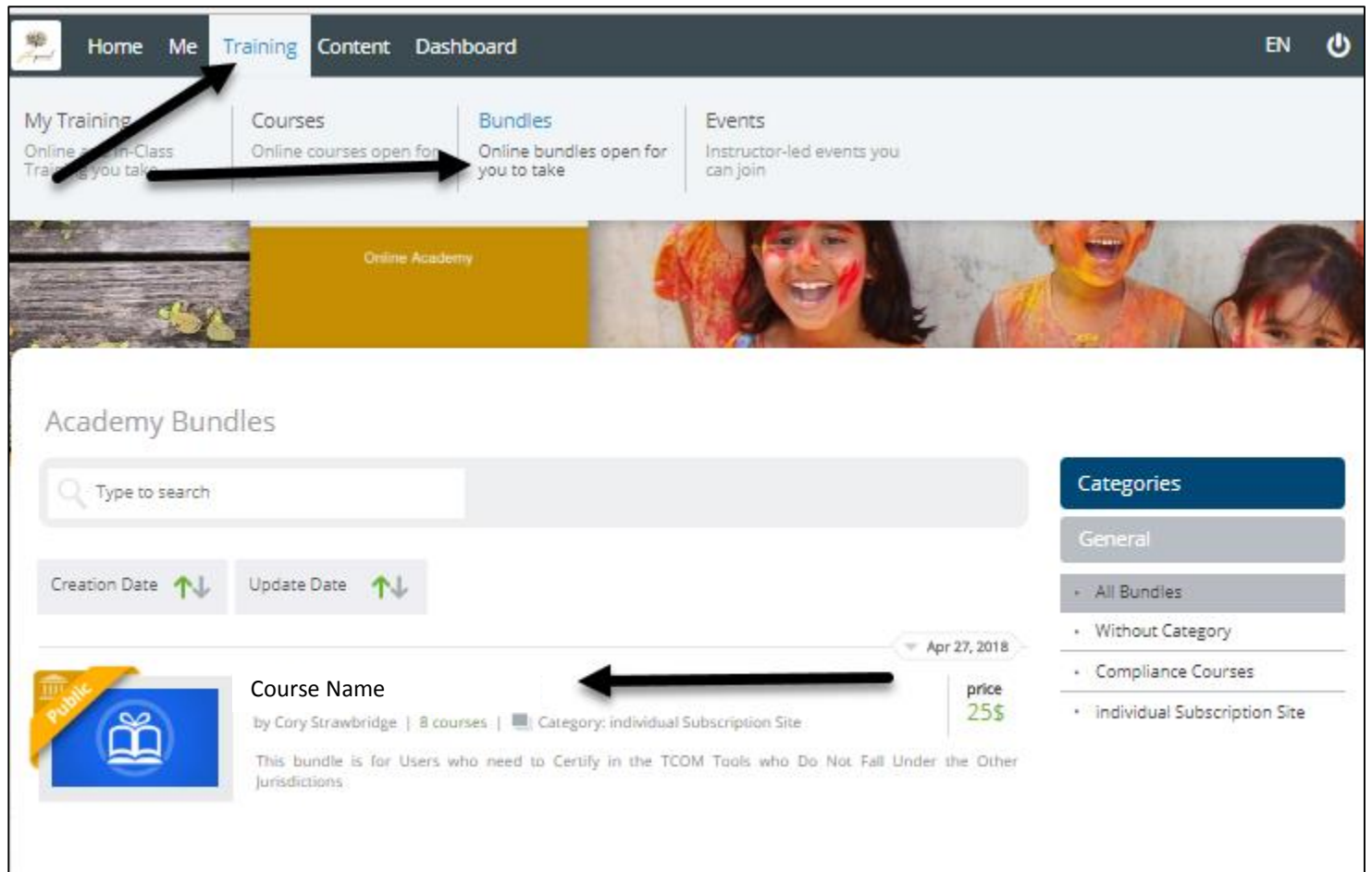
# Navigating the Site



- The above bar will show when you log in. Through this bar you can access the following:
  - Home: Access to your Calendar, which shows when trainings, sessions and Events are coming up.
  - Me: Access to update your profile, View your Accomplishments, View and Download your Certificates, and Edit your Settings.
  - Training: Access to your Trainings, Courses and Events.
  - Content: This is your Academy Library, which will show related documents and Videos.

# Selecting a Course Bundle

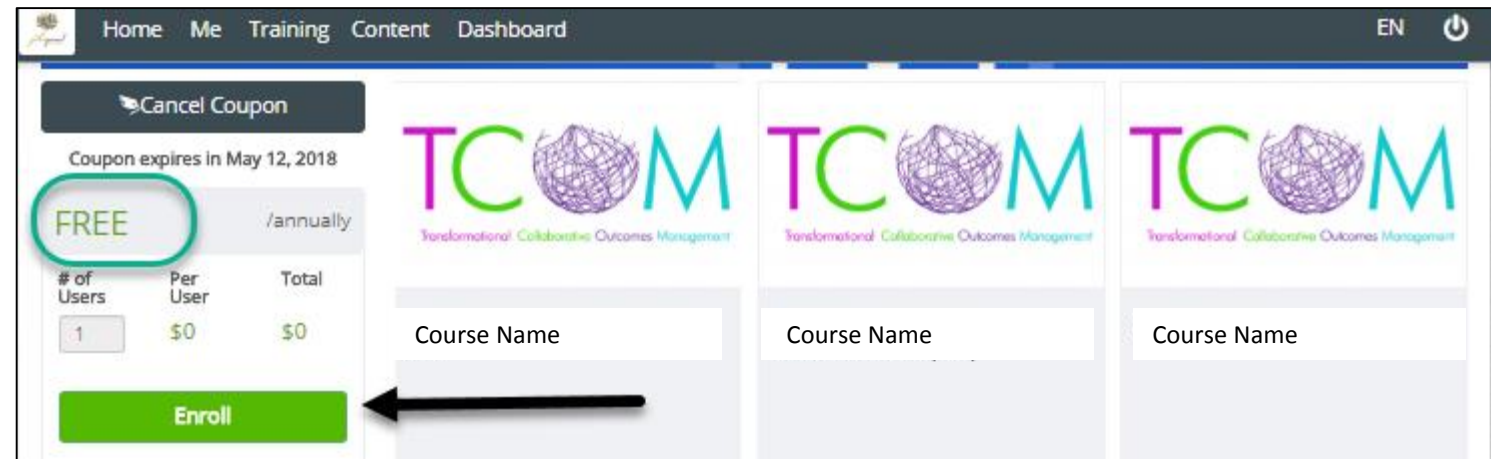
- Prior to taking a course you will need to Select the course bundle.
- To Select a Bundle go to **TRAINING > BUNDLES**
- Select the Bundle of courses you would like to proceed with by clicking on the Name of the Bundle.



The screenshot shows a web interface for selecting a course bundle. At the top, a navigation bar includes 'Home', 'Me', 'Training', 'Content', and 'Dashboard'. Below this, a secondary navigation bar has 'My Training', 'Courses', 'Bundles', and 'Events'. A black arrow points from 'My Training' to 'Training' in the top bar, and another arrow points from 'Courses' to 'Bundles' in the secondary bar. The main content area is titled 'Academy Bundles' and features a search bar, sorting options for 'Creation Date' and 'Update Date', and a 'Categories' sidebar on the right. A bundle card is displayed with a 'Public' badge, a book icon, the title 'Course Name', a description, a price of '25\$', and a date of 'Apr 27, 2018'. A black arrow points to the 'Course Name' text.

# Bundle with No Fee

- If your bundle does not have a charge, you can click the Enroll Button.
- Skip to the *Accessing your Courses* Slide to continue with your course.



The screenshot shows a web interface for a course bundle. At the top, there is a navigation bar with links for Home, Me, Training, Content, and Dashboard, along with a language selector (EN) and a power icon. Below the navigation bar, there is a "Cancel Coupon" button. A coupon code is displayed as "FREE /annually", with the word "FREE" circled in green. Below the coupon code, there is a table with the following data:

# of Users	Per User	Total
1	\$0	\$0

Below the table, there is a green "Enroll" button. To the right of the coupon information, there are three course cards, each featuring the "TCOM" logo (Transformational Collaborative Outcomes Management) and a "Course Name" input field. A black arrow points to the "Enroll" button.



# Purchasing a Course Bundle With a Fee

## If you have a Coupon Code:

- Enter the code and Select *Redeem* and *Buy now*.
- Once a valid bundle code has been entered the price will change to *Free* and you can select *Enroll*.

Home Me Training Content Dashboard

Redeem

\$25 /annually

# of Users	Per User	Total
1	\$25	\$25

TCOM Transformational Collaborative Outcomes Management

TCOM Transformational Collaborative Outcomes Management

Course Name

Course Name

Buy Now

Detailed description: This screenshot shows the initial purchase screen. A coupon code has been entered, and the 'Redeem' button is highlighted with an arrow. Below the coupon code, a table shows the price per user and total. The 'Buy Now' button is also highlighted with an arrow.

Home Me Training Content Dashboard

Cancel Coupon

Coupon expires in May 12, 2018

FREE /annually

# of Users	Per User	Total
1	\$0	\$0

TCOM Transformational Collaborative Outcomes Management

TCOM Transformational Collaborative Outcomes Management

Course Name

Course Name

Enroll

Detailed description: This screenshot shows the purchase screen after a coupon code has been applied. The price has changed to 'FREE', and the 'Enroll' button is highlighted with an arrow. A 'Cancel Coupon' button is visible at the top left.

## If you do not have a Coupon Code:

- Click *Buy now*.
- Enter in your Billing information and Place Order.

Pay and Check Out:

\$25 /annually

# of Users	Per User	Total
1	\$25	\$25

Buy for you

Buy for Others  
You will receive a group coupon

Buy for your Academy  
You can assign to Academy members

Step 1: Billing Information

Step 2: Place Order

Payment Details:

Pay with your credit card on our secure page.

First Name: \*  
Joan

Last Name: \*  
Smith

Card Number: \*  
[Input Field]

Security Code: \*  
[Input Field]

Expiration Date: \*  
Select Month: [Dropdown] Select Year: [Dropdown]

Billing Address: \*  
[Input Field]

Zip Code: \*  
[Input Field]

City: \*  
[Input Field]

Detailed description: This screenshot shows the 'Pay and Check Out' page. It includes a table with the price per user and total, three purchase options ('Buy for you', 'Buy for Others', 'Buy for your Academy'), and a progress indicator for 'Step 1: Billing Information' and 'Step 2: Place Order'. The 'Payment Details' section contains various input fields for personal and payment information.

# Accessing your Courses

- Once you have purchased your bundle and enrolled your course listing will show your Personal Courses.
- To start your course return to your course page by selecting the *My Academy* link at the top of the page.

The screenshot displays the SchooX user interface. At the top, a dark navigation bar contains the SchooX logo and menu items: Me, Learn, Content, Tools, and My Academy. The 'My Academy' link is highlighted with a black arrow pointing upwards. Below the navigation bar, the main content area is titled 'Your Personal Courses'. It features a search bar with the placeholder text 'Type to search'. To the right of the search bar is a 'Create Course' button with a circular icon and a green arrow pointing to it, with the text 'Click to create new course' below it. On the far right, there is a 'Categories' sidebar with options for 'General' and 'All Courses'. Below the search bar, there are sorting options for 'All', 'Date', 'Progress', and 'Priority', each with a dropdown arrow. A date filter for 'May 8, 2018' is also visible. The main content area lists two courses, each with a 'Private' badge and the 'ICOM' logo. The first course is titled 'Course Name' and has 25 steps, no reviews, and a discussion board. The second course is also titled 'Course Name' and has 31 steps, no reviews, and a discussion board. Both courses show progress bars and total times of 0:00:00.



# Accessing your Courses Continued

- To start your course select:  
Training-> Courses
- Select a course listed (click on the course name) or search your course catalogue using the search bar for the course you need to take.

The screenshot displays the 'Training' section of an online academy. The navigation bar includes 'Home', 'Me', 'Training', 'Content', and 'Dashboard'. Below the navigation bar, there are four main sections: 'My Training' (Online and In-Class Training you take), 'Courses' (Online courses open for you to take), 'Bundles' (Online bundles open for you to take), and 'Events' (Instructor-led events you can join). An arrow points to the 'Courses' link. Below this is a banner for 'Online Academy' featuring a group of children with face paint. The main content area is titled 'Course Catalogue' and includes a search bar with the placeholder 'Type to search'. To the right of the search bar is a 'Categories' dropdown menu with options: 'General', 'All Courses', 'Without Category', 'Compliance Courses', and 'Individual Subscription Site'. Below the search bar, there are two course listings. The first listing is for a course titled 'Course Name' (indicated by an arrow), which is a 25-step certification course for Standard FAST. The second listing is for a course titled 'Course Name', which is a 50-step certification course for CANS CSE. Both listings show 'Your Total Progress' and 'Total Time: 0:00:00'.

# Course Details

- Once you Select your course by the course name hyperlink your course will pull up. This screen will show you the details of your course.
- The Course Toolbar is where you can see the following:
  - About: Course Details
  - Steps: Number of steps in course
  - Supplemental Materials: Course Documents that can be viewed and downloaded
  - Course Discussion Board

The screenshot displays the 'Course Details' page. At the top, there is a navigation bar with links for 'Wall', 'Home', 'Me', 'Training', 'Content', 'Dashboard', and 'My School'. The main content area features a large orange video player with a play button and the text 'continue with Step 1'. To the right of the video player, there is a 'Course' section with a 'Course Name' field, '56 Steps', '5 Supplemental materials', and a 'Total Progress' bar. Below this is the 'Course Toolbar' with tabs for 'About', 'Steps', 'Supplemental materials', and 'Discussion Board'. A red arrow points to the 'Course Toolbar' label. The main content area below the toolbar shows a list of domains with their respective steps and completion status:

Domains:	* Mandatory Order
Domain 1 Introduction to Training Discussion Board (1) Supplemental Material	Step 1 Pending!!
Domain 2 Introduction This is an Introduction to the Child and Adolescent Needs and Strengths TCOM Tool	Step 2 Pending!!
Domain 3 TCOM Overview: Five Decision Points of Care	Step 3

# Supplemental Materials

- Prior to starting your course select the *Supplemental Materials* Icon on the toolbar to Download the Manual and supporting documents to reference throughout your course.

Wall Home Me Training Content Dashboard My School EN

About Steps Supplemental materials Discussion Board

Supplemental Materials: search

CANS User Tip Sheet  
Domain: Introduction to Training  
Download

Child and Adolescent Needs and Strengths (Standard CANS Comprehensive)  
Domain: Introduction  
Download

Standard\_CANS Comprehensive\_2.0\_CWBH\_1  
Domain: Introduction  
Download

TCOM Needs and Strengths  
Domain: Action Levels for Needs Items  
Download

TCOM Training Tips  
Domain: Test Taking Tips  
Download

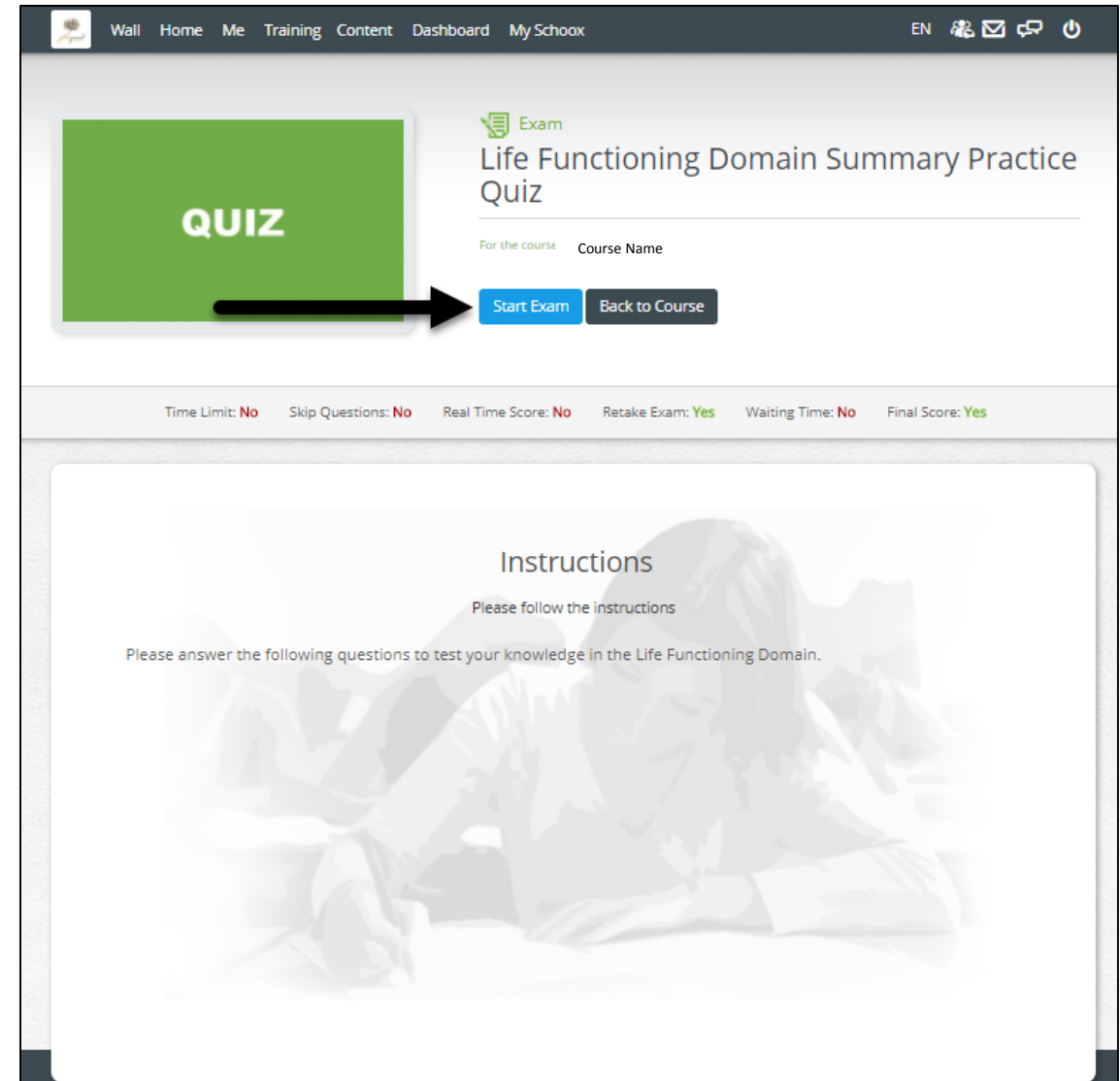
# Starting the Course

- After downloading the Supplemental Materials, click the Steps Icon on the toolbar and it will take you back to your course.
- To start your course click the play button (or select the topic image) for the step you are on.
- Once you have completed a step it will indicate “Completed!” and the next step will be ready to start.
- At anytime you can go back to a completed step and review it as needed. To do so you can click on the Step Icon, the topic title or the Image Icon.

The screenshot displays a course interface with a dark header containing navigation links: Wall, Home, Me, Training, Content, Dashboard, and My Schoox. On the right side of the header are icons for language (EN), notifications, and power. The main content area features a large blue box with the word "INTRODUCTION" and a play button icon, with the text "continue with Step 2" below it. To the right of this box, the course details are shown: "Course Name", "56 Steps", "5 Supplemental materials", and a progress bar with "Total Time 0:01:16". Below the main content is a navigation bar with "About", "56 Steps", "Supplemental materials", and "Discussion Board". The central part of the screen shows a list of domains under the heading "Domains:" with a "Mandatory Order" indicator. The first domain, "Domain 1", is titled "Introduction to Training" and shows a play button icon, a discussion board icon, and "(1) Supplemental Material". Its progress bar is full green, and its status is "Step 1 Completed!". The second domain, "Domain 2", is titled "Introduction" and shows a blue "INTRODUCTION" box, a discussion board icon, and "(2) Supplemental Materials". Its status is "Step 2 Pending!". A third domain, "Domain 3", is partially visible at the bottom. On the right edge, there is a vertical "Show Me How..." button and a green question mark icon at the bottom right. Three red arrows point to the play button in the main course box, the play button icon in the Domain 1 card, and the "Step 1 Completed!" status circle.

# Taking an Quiz

- To Start the Exam select the *Start Exam* button.
- If you need to return to the course select *Back to Course*.



The screenshot shows a user interface for a quiz. At the top, there is a navigation bar with links: Wall, Home, Me, Training, Content, Dashboard, My Schoox. On the right side of the navigation bar, there are icons for language (EN), notifications, and a power button. The main content area features a green box with the word "QUIZ" in white. To the right of this box, there is a section titled "Exam" with a green icon. Below the title, it says "Life Functioning Domain Summary Practice Quiz". Underneath, there is a label "For the course" followed by a placeholder "Course Name". Two buttons are visible: "Start Exam" (blue) and "Back to Course" (dark grey). A black arrow points from the "QUIZ" box to the "Start Exam" button. Below the main content area, there is a status bar with the following information: Time Limit: No, Skip Questions: No, Real Time Score: No, Retake Exam: Yes, Waiting Time: No, Final Score: Yes. The bottom section of the interface is titled "Instructions" and contains the text: "Please follow the instructions" and "Please answer the following questions to test your knowledge in the Life Functioning Domain." The background of the instructions section features a faint, stylized image of a person sitting at a desk with their hands raised.

# Quiz Details

- The Question will be at the top of the page.
- To take the Exam select the Radio Icon for your answer and hit *Submit your answer*.
- At the bottom of the page you will see the tracking that shows you how many questions are within the exam, along with which question you are currently on.

The screenshot displays a quiz interface for 'Exam: Life Functioning Domain Summary Practice Quiz'. The top navigation bar includes links for Wall, Home, Me, Training, Content, Dashboard, and My Schoox, along with language (EN) and utility icons. Below the navigation, the course name is shown in a search box, with 'Leave Exam' and 'Finish Exam' buttons. The main content area features a question card for 'Question (2/14)'. The question text is 'Living Situation: Nancy has the occasional fight at home with her parents; her parents are concerned about her behavior at home.' Below the question, there are four answer options: A 0, B 1, C 2, and D 3. Each option has a radio button to its right. A 'Submit your answer' button is located at the bottom right of the question card. At the bottom of the page, a progress bar shows 14 questions, with question 2 currently selected and highlighted. The footer contains links for 'Blog' and 'Help Center'.

**Question** →

**Radio Icons** ↓

Submit your answer →

# Quiz Details Continued

- Once you have answered each question within the Exam this screen will appear where you can review each question on the exam.
- If you need to change an answer or return to a question you can click on the question to return to it and update your answer.
- If you are ready to continue select the *Submit Exam* at the top or bottom of the page.

Wall Home Me Training Content Dashboard My Schoox EN

Exam: Cultural Factors Domain Summary Practice Quiz

For the course Course Name [Leave Exam](#) [Submit Exam](#)

You have reached the end of the Exam

Here is a summary of your exam. Before submitting your exam you can review your exam or / and answer open questions depending on the exam rules set by your instructor

Questions	Status
1 Language: Yiliu emigrated from China 3 months ago to join his parents. He does not speak English yet, but his parents do and are able to translate for him.	Answered
2 Traditions and Rituals: A 12-year-old has lived in institutions since he was 3 years old. He has never experienced a family holiday.	Answered
3 Cultural Stress: A family has recently arrived from Somalia and reports some initial difficulties adjusting to the American way of life.	Answered

[Click here to submit my exam](#)

1 2 3



# Quiz Details Continued

- Your exam summary will appear showing your results.
- For any question details you can click on the question to see the feedback.

Your Score: **92%** (13/14 points)

Passing Score: **70%** (10/14 points)

Congratulations, you have passed the Life Functioning Domain Summary Practice Quiz!

Questions	Status
1 Family Functioning: The family is managing well.	✓
2 Living Situation: Nancy has the occasional fight at home with her parents; her parents are concerned about her behavior at home.	✗

Click on the question for feedback.

2 Question (2/14)

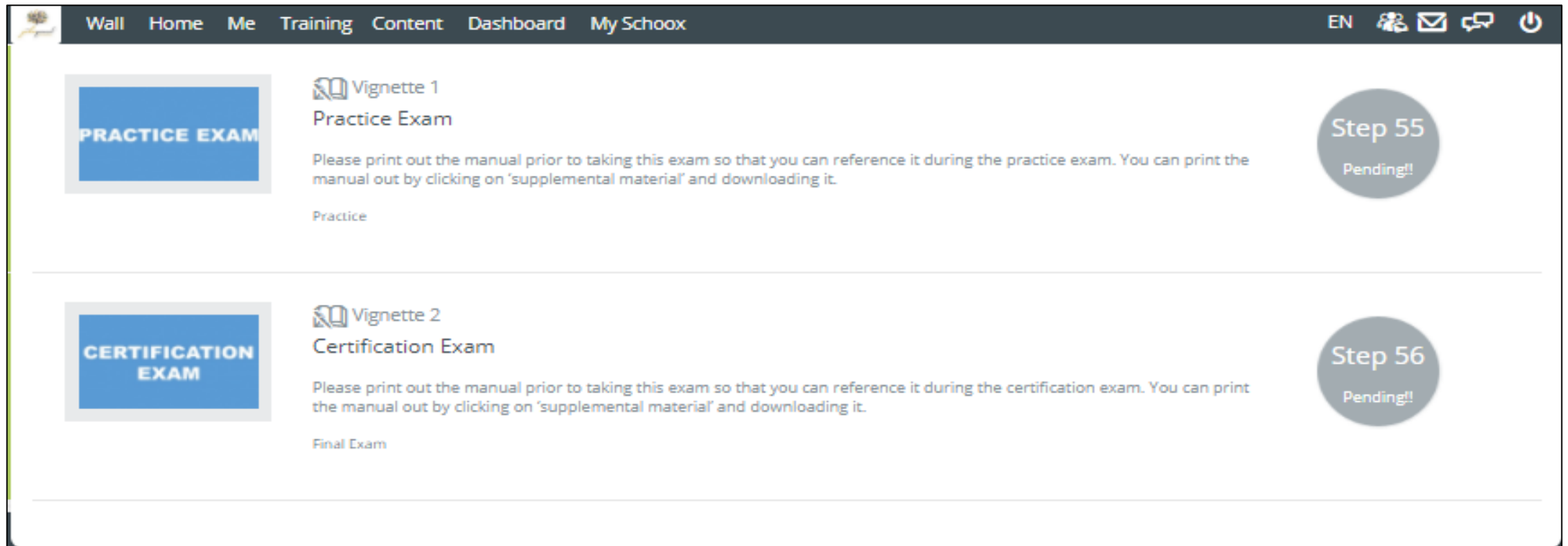
Living Situation: \_\_\_\_\_

Answers	Correct	Yours	Review
A 0 Feedback: Correct!	✓	<input type="radio"/>	✗
B 1 Feedback: The recommended response is 0 because _____		<input checked="" type="radio"/>	✗
C 2		<input type="radio"/>	✓
D 3		<input type="radio"/>	✓

1 2 3 4 5 6 7 8 9 10 11 12 13 14

# Course Exams

- At the end of all Domains, quizzes and videos in the course you will come to the Practice Exam and the Certification Exam.
- You can take multiple Practice Exams prior to taking the Certification Exam.

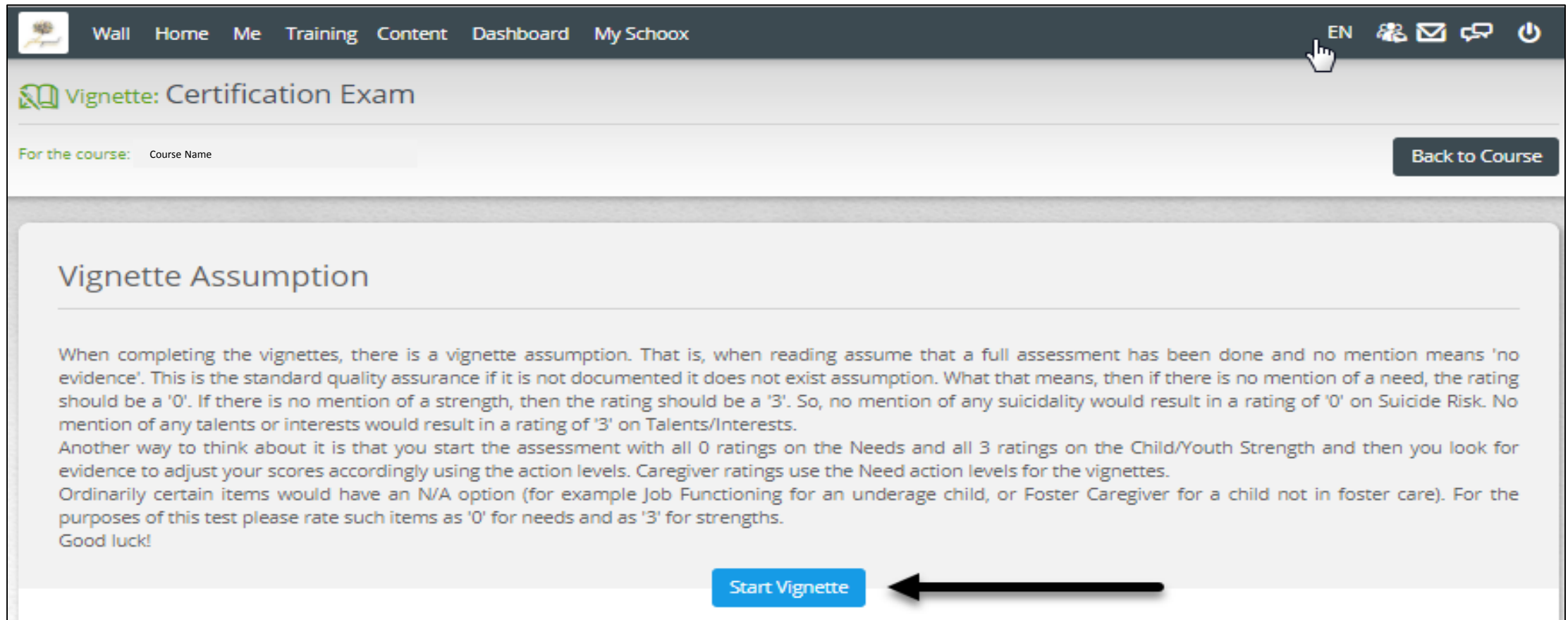


The screenshot shows a course dashboard with a dark navigation bar at the top containing links for Wall, Home, Me, Training, Content, Dashboard, and My Schoox. On the right side of the navigation bar are icons for language (EN), a group of people, an envelope, a speech bubble, and a power button. The main content area features two exam entries:

- Practice Exam:** Labeled "Vignette 1 Practice Exam". It includes a blue box with the text "PRACTICE EXAM". The description states: "Please print out the manual prior to taking this exam so that you can reference it during the practice exam. You can print the manual out by clicking on 'supplemental material' and downloading it." Below the description is the word "Practice". To the right is a circular progress indicator showing "Step 55" and "Pending!!".
- Certification Exam:** Labeled "Vignette 2 Certification Exam". It includes a blue box with the text "CERTIFICATION EXAM". The description states: "Please print out the manual prior to taking this exam so that you can reference it during the certification exam. You can print the manual out by clicking on 'supplemental material' and downloading it." Below the description is the text "Final Exam". To the right is a circular progress indicator showing "Step 56" and "Pending!!".

# Exam Continued

- You will receive the following message prior to starting both the Practice Exam and Certification Exam. **Please be sure to read through the Vignette Assumption.** Press *Start Vignette* to continue.



The screenshot shows a web application interface. At the top, there is a navigation bar with a logo on the left and menu items: Wall, Home, Me, Training, Content, Dashboard, and My Schoox. On the right side of the navigation bar, there are icons for language (EN), user profile, email, chat, and power. Below the navigation bar, the page title is "Vignette: Certification Exam". Underneath the title, there is a field labeled "For the course:" followed by "Course Name" and a "Back to Course" button. The main content area is titled "Vignette Assumption" and contains the following text:

When completing the vignettes, there is a vignette assumption. That is, when reading assume that a full assessment has been done and no mention means 'no evidence'. This is the standard quality assurance if it is not documented it does not exist assumption. What that means, then if there is no mention 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 any suicidality would result in a rating of '0' on Suicide Risk. No mention of any talents or interests would result in a rating of '3' on Talents/Interests.

Another way to think about it is that you start the assessment with all 0 ratings on the Needs and all 3 ratings on the Child/Youth Strength and then you look for evidence to adjust your scores accordingly 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 for an underage child, or Foster Caregiver for a child not in foster care). For the purposes of this test please rate such items as '0' for needs and as '3' for strengths.

Good luck!

At the bottom of the page, there is a blue button labeled "Start Vignette" with a black arrow pointing to it from the right.

# Exam Continued

- Start by reading the story for your exam. You can reference the story at anytime throughout your exam.
- Each Exam has a 2 hour time limit. The time clock will continue to run throughout your exam to show you how much time is remaining.
- To answer the questions select the radio button for each topic. When you have rated all questions within the domain you can move forward with your exam by selecting the *Next Section* button.

Vignette: Practice Exam

For the course: Course Name Leave Vignette

### Vignette Assumption

**Story:**  
(please rate foster parents as caregiver)

Deonte is a seven-year-old,

01:59:37 Section: #3 of 6 Previous Section Next Section

Cultural Factors	0	1	2	3
0. No evidence of need. No action needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1. Significant history or possible need that is not interfering with functioning. Watchful waiting/prevention/additional assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Need interferes with functioning. Action/intervention required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Need is dangerous or disabling. Immediate action/intensive action required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Exam Continued

- Once you have completed your Practice exam you will receive your results.
- For Practice Exams, your results will appear for all questions on the exam so you are able to review them.

Wall Home Me Training Content Dashboard My Schoox EN

Vignette: Practice Exam

For the course: Course Name [Back to Vignette](#) [Back to Course](#)

Vignette results:

Your Score **1** Passing Score **0.70**

Review

Congratulations, you have achieved sufficient reliability in the Nell Vignette practice exam within the CANS-NY 2016 Training, Testing, & Certification 0-5 Course!  
Please proceed with the Final Exam to complete your certification.

Section 1:  
Life Domain Functioning


0. No evidence of need. No action needed  
1. Significant history or possible need that is not interfering with functioning. Watchful waiting/prevention/additional assessment  
2. Need interferes with functioning. Action/intervention required  
3. Need is dangerous or disabling. Immediate action/intensive action required

Correct Answer:	0 1 2 3	Your Answer:	0 1 2 3	Correct
1. Family Functioning	<input type="radio"/>	1. Family Functioning	<input checked="" type="radio"/>	
Correct Answer:	0 1 2 3	Your Answer:	0 1 2 3	Correct
2. Living Situation	<input type="radio"/>	2. Living Situation	<input checked="" type="radio"/>	

# Certification Exam

- The Certification exam is in the same format with the same time limit as the Practice Exams.
- Click on the Certification Exam within your course
- Read the Vignette Assumption
- Start Vignette
- Once Finished you will received Feedback as to if you Passed or Failed the exam.
- If you passed the Exam you will be able to print your certificate from the Top toolbar under *ME-> My Certificates-> Course Certifications*.

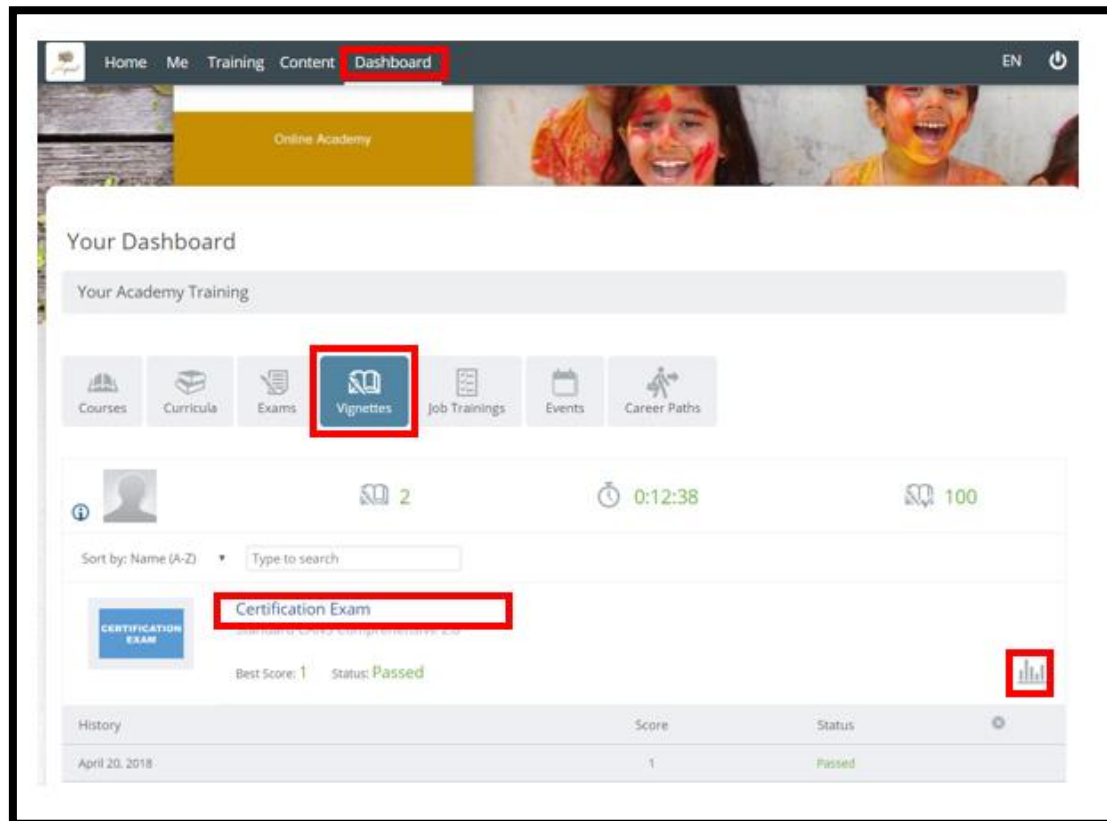
The screenshot displays the user interface of an online academy. At the top, there is a navigation bar with options: Wall, Home, Me, Training, Content, Dashboard, and My Schoox. Below this, a user menu includes 'My Profile', 'My ePortfolio', 'My Certificates' (highlighted with a black arrow), 'My Settings', and 'Logout'. The main content area shows the 'My Academy Profile' section with fields for Name, Country, Email, and Languages. Below the profile is a navigation bar with tabs: About me, Accomplishments, Agencies/Jobs, and Courses. Under the 'Accomplishments' tab, there are sub-tabs for Badges, Knowledge Profile, Course Certifications (highlighted with a black arrow), Curricula Certifications, and Event Certifications. A table below lists certifications, with one entry for 'School Certification' showing 'Course Name', 'Instructor', and 'Date Earned: Apr 23, 2018'. To the right of this entry is a thumbnail of a certificate, which is pointed to by a black arrow.

Type of certification	Course Name	Click to view
School Certification	Course Name Instructor: Date Earned: Apr 23, 2018	

# Viewing your Exam Score and Certificate

You can view your exam scores by:

- Click on 'dashboard' at the top toolbar
- Click on 'vignettes'
- Click on the course you want to see results for or
- Click on the bar chart to the right of the course you would like to see the Results of.
- The History, Score and Status (passed/Failed) will appear.

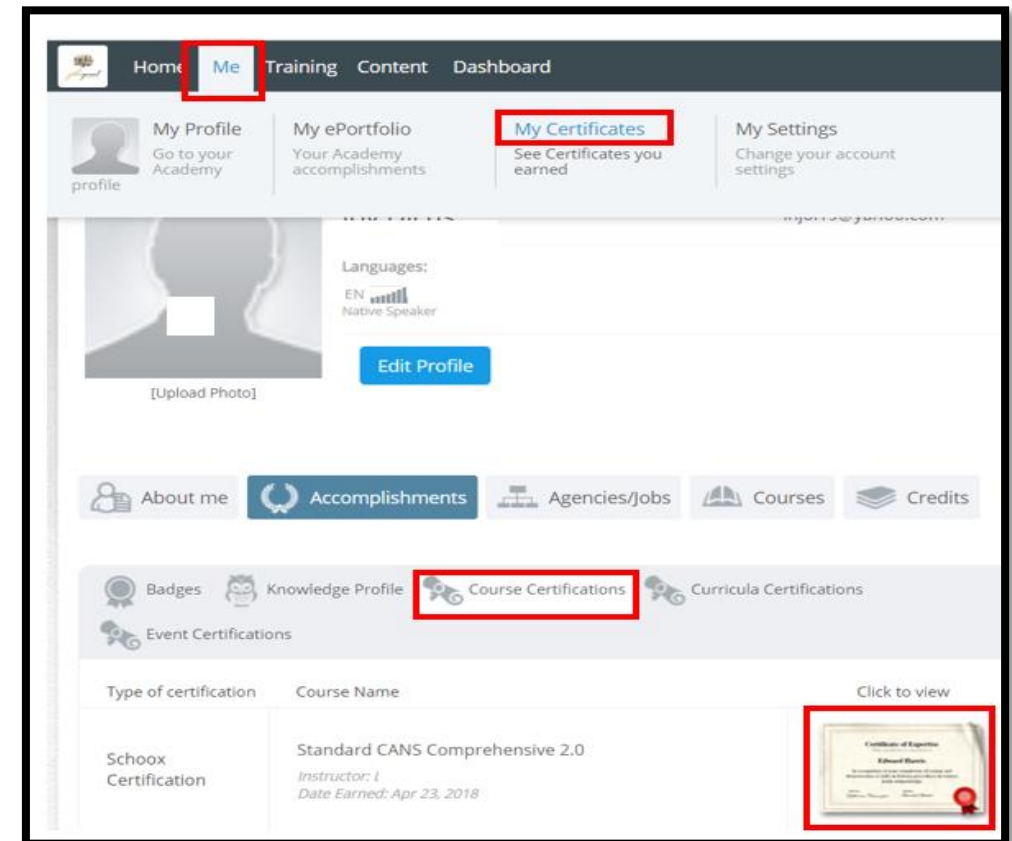


The screenshot shows the user's dashboard. The 'Dashboard' tab is selected in the top navigation bar. In the 'Your Academy Training' section, the 'Vignettes' icon is highlighted with a red box. Below this, a 'Certification Exam' result is displayed, also highlighted with a red box. The result shows a 'Best Score: 1' and a 'Status: Passed'. A small bar chart icon is visible to the right of the result. At the bottom, a table shows the exam history.


History	Score	Status
April 20, 2018	1	Passed

You can view your Certificates by:

- Hover over the 'me' tab on the top toolbar
- Click on 'my certificates'
- Click on Accomplishments
- Click on Course Certifications
- Click on the certificate you would like to view



The screenshot shows the user's profile page. The 'Me' tab is selected in the top navigation bar. In the 'My Certificates' section, the 'My Certificates' link is highlighted with a red box. Below this, the 'Course Certifications' tab is selected, also highlighted with a red box. A 'Course Certification' is displayed, showing the course name 'Standard CANS Comprehensive 2.0' and the date earned 'Apr 23, 2018'. A certificate image is shown to the right, also highlighted with a red box.

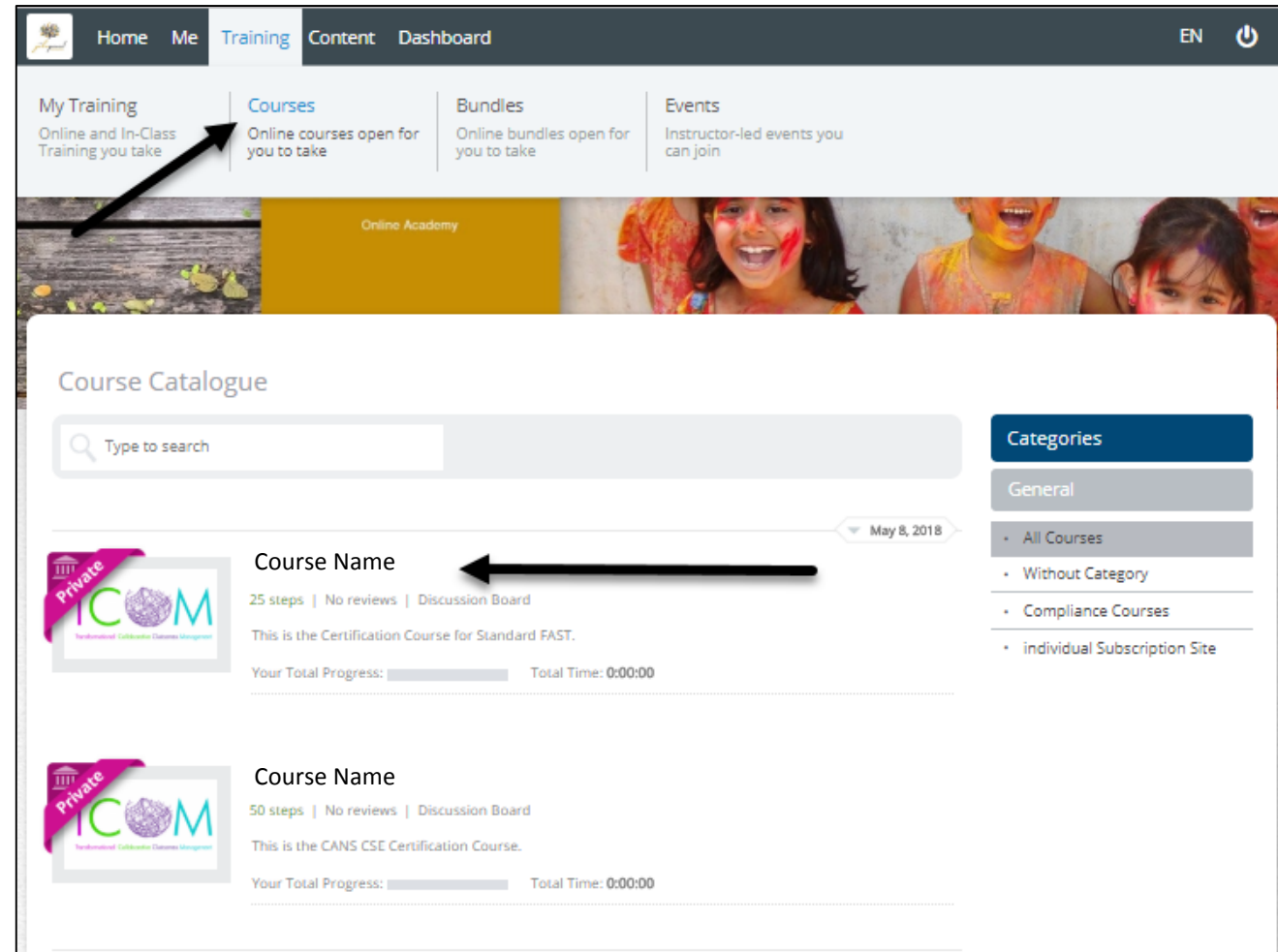
Type of certification	Course Name	Click to view
Schoox Certification	Standard CANS Comprehensive 2.0 Instructor: I Date Earned: Apr 23, 2018	



# Re-Certification

## To Recertify:

- Go to: <https://www.tcomtraining.com>
- Login and Select 'Training' then 'Courses' on the top toolbar
- Select the course you need to Recertify in
- Now you can review the materials or jump straight to the final exam by scrolling to the bottom of the course and selecting 'Certification Exam'.
- Please note all Manuals and course materials are under the 'Supplemental Materials' on the course toolbar and can be reviewed and downloaded for your reference.



The screenshot displays the TCOM Training website interface. At the top, there is a navigation bar with 'Home', 'Me', 'Training', 'Content', and 'Dashboard'. The 'Training' tab is active, and a sub-menu is open showing 'My Training', 'Courses', 'Bundles', and 'Events'. An arrow points to the 'Courses' link. Below the navigation, there is a banner for 'Online Academy' featuring a group of children. The main content area is titled 'Course Catalogue' and includes a search bar. On the right, there is a 'Categories' sidebar with options like 'General', 'All Courses', 'Without Category', 'Compliance Courses', and 'Individual Subscription Site'. Two course listings are visible, each with a 'Private' badge and the TCOM logo. The first course is titled 'Course Name' and has 25 steps. The second course is also titled 'Course Name' and has 50 steps. Both courses show 'No reviews' and a 'Discussion Board' link. A date filter 'May 8, 2018' is visible on the right side of the course listings. An arrow points to the 'Course Name' text in the first listing.

# Re-Certification Continued

- Once you have finished your exam you can see your results by selecting "Dashboard" on the top toolbar. Go to Vignettes, Select the bar graph to the right of the Certification Exam you took. Your Status of the Exam will show either Passed or Failed.

- You Can view your updated Certificate by selecting 'Me' then 'My Certificates' on the top toolbar.

History	Score	Status	
August 13, 2013	0.71	Passed	Details
September 12, 2013	0.77	Passed	Details

Type of certification	Course Name	Click to view
Schoox Certification	Course Name <i>Instructor: Lauren Schmidt</i> <i>Date Earned: Feb 13, 2018</i>	
Schoox Certification	Course Name <i>Instructor: Lauren Schmidt</i> <i>Date Earned: Dec 29, 2016</i> <b>Expired</b>	

# FAQs

- I had an account on the prior website, how do I login to the new TCOM Training Website for the first time?
  - If you had an account in our prior website, and are now logging into our new TCOM Training Website for the first time, please follow the below steps:
  - Go to: <https://www.tcomtraining.com>
    - Username: the email you used on our prior website
    - Password: password (yes, the word 'password' is your temporary password)
    - You will be prompted to reset your password after completing steps 1 and 2
      - Must be 6 alphanumeric characters
    - You will be prompted to select your agency by using the following filters
      - Country
      - Regional Designation
      - Unit (Agency- Start Typing your agency name and it will auto populate)

# FAQs

- I did not have an account on the prior website, how do I register on the new TCOM Training Website ?
  - If you did not have an account in our prior website and need to register on the new TCOM Training Website , please follow the below steps:
  - Go to: <https://www.tcomtraining.com>
    - Fill out the required fields
    - Click 'sign up now'
- How do I obtain a certificate in one of the TCOM Tools?
  - To obtain a certificate, you must complete ALL of the steps in the corresponding course. Simply passing a final exam does not grant you a certificate
- What courses do I need to take?
  - Please contact your agency to determine what courses you are required to take.
- How do I recertify?
  - See Re-Certification pages within this guide (page 23-24).
- I cannot pass the final exam. I have completed all of the materials and reviewed my quizzes and videos, what do I do?
  - If you are having trouble passing the final exam, please contact our support team at: [support@TCOMTraining.com](mailto:support@TCOMTraining.com) and let them know you would like coaching. Our team will connect you with a coach.
- Do you provide live training opportunities?
  - Yes! We provide online webinars and in person training events. To view what is available and register for an event, toggle over 'Training' in the top toolbar and select 'events'.

# FAQs

- How do I view my exam Score?
  - You can view your exam scores by:
    - Click on 'dashboard' at the top toolbar
    - Click on 'vignettes'
    - Click on the course you want to see results for
    - Click on the bar chart to the right of the course you would like to see the course for.
- How do I view my Certificates?
  - You can view your Certificates by:
    - Hover over the 'me' tab on the top toolbar
    - Click on 'my certificates'
    - Click on the certificate you would like to view