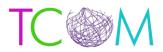
# FREQUENTLY ASKED QUESTIONS



### The Praed Foundation Collaborative Training Website

#### Q: I had an account on LearnerNation, how do I log into Schoox for the first time?

A: If you had an account in LearnerNation, and are now logging into Schoox for the first time, please follow the below steps:

- 1. Go to: https://www.Schoox.com/login.php
- 2. Username: the email you used in LearnerNation
- 3. Password: password (yes, the word 'password' is your temporary password)
- 4. You will be prompted to reset your password after completing steps 1 and 2
- 5. Must be 6 alphanumeric characters
- 6. You will be prompted to select your agency by using the following filters
- 7. Country
- 8. Regional Designation
- 9. Unit (Agency- Start Typing your agency name and it will auto populate)

#### Q: I did not have an account on LearnerNation, how do I register on Schoox?

A: If you did not have an account in LearnerNation and need to register on Schoox, please follow the steps below:

- 1. Go to: https://www.schoox.com/academy/CANSAcademy/register
- 2. Fill out the required fields
- 3. Click 'sign up now'

#### Q: How do I obtain a certificate in one of the TCOM Tools?

A: 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

#### Q: What courses do I need to take?

A: Please contact your agency to determine what courses you are required to take.

#### Q: How do I recertify?

A: Recertification is the same process as certification. You need to complete all of the steps in the course you are required to recertify in by your agency.

## Q: I cannot pass the final exam. I have completed all of the materials and reviewed my quizzes and videos, what do I do?

A: If you are having trouble passing the final exam, please contact our support team at: <a href="mailto:support@TCOMTraining.com">support@TCOMTraining.com</a> and let them know you would like coaching. Our team will connect you with a coach.

#### **Q:** Do you provide live training opportunities?

A: 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'.

john praces