CTI-EBP Frequently Asked Questions

The following frequently asked questions (FAQs) are addressed within this document:

1. **What are the preferred system requirements?**
2. **How do I create an account?**
3. **What happens after I create an account?**
4. **How do I Enroll in a course?**
5. **What should I expect after I enroll in a course?**
6. **Why did I receive the error message? – "invalid email address":**
7. **Why did I receive the error message? – "This email address is already registered":**
8. **How do I take/find a course(s) for which I have already registered?**
9. **I see the word "dashboard" on the top of my screen, what does it mean?**
10. **What do I do if I forgot my password?**
11. **How many times can I fail a quiz/exam?**
12. **It's not letting me "re-take" the quiz/final exam:**
13. **How long do I have to complete an online training?**
14. **How do I receive my completion certificate?**
15. **How do I receive my CEU certificate?**
16. **Who can I contact for questions or concerns regarding ANSA or CANS <u>online</u> certification:**
17. **My account is "locked" from me trying to log in with the wrong password too many times, how long will I be locked out?**
18. **Who do I contact for help with www.centralizedtraining.com?**

1. **What are the preferred system requirements?**

As of January 12, 2016, Microsoft has stopped supporting Internet Explorer 8, 9 and 10. Therefore, for the best user experience, we highly recommend that you use **Chrome, Firefox, Microsoft Edge or Safari** when taking an online course. If you are using Internet Explorer to take an online course and experience problems, please use a suggested browser prior to calling our help desk.

2. **How do I create an account?**

Follow the instructions on the login page:

"Are you NEW to Centralized Training?

Hi and welcome to Centralized Training! For full access to Centralized Training course materials you will need to take a minute to create a new account for yourself on this web site.

Please take just a minute to read all the steps and then proceed to create your Centralized Training website account.

1. Click on the **Create New Account** button below and it will take you to the New Account form.
2. Enter the information requested. Please note that your email address **MUST** be affiliated with an LMHA or specialty provider network to access this site.
3. Once you've entered all the information, click on the **Create my new account** button.
4. A confirmation email with additional information will be sent to your **WORK EMAIL** address provided.
5. Once you have completed the steps in the email, you may now log in.
6. You can now access all available courses. From now on you will only need to enter your **WORK EMAIL** address and password to log in and access any course you have enrolled.

Please note that it may take several minutes to receive your confirmation email depending on the way your work email server processes outside email requests. If you don't receive your confirmation email within an hour, please contact the Centralized Training help desk at ctihelp@uthscsa.edu or call 210-567-5530 for assistance."

Complete the information on the New Account Form. If you will be requesting CEUs for any of our courses, you **must complete** the **License and License Number** fields.

3. **What happens after I create an account?**

After successfully creating an account and registering, you will receive an email from Centralized Training ctihelp@uthscsa.edu. It will include a link that you will need to click on to confirm and activate your account. The link is only good for 24 hours. Below is a picture of what the email will look like. Please follow the instructions on this account confirmation email; otherwise, you will not be able to log in or enroll /access any training courses. You are required to confirm your account.

4. How do I Enroll in a course?

When you log in to your account, click "Home" on the top of your screen (see below).
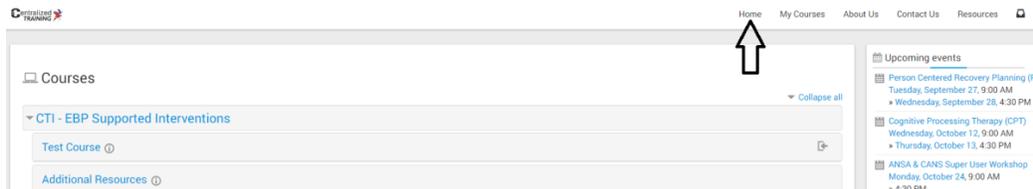
On the "Home" page, you will see a list of all courses. The courses that are currently available for

registration are indicated by this symbol: on the right hand side. Click on the course title and you will see the course description as well as the below:

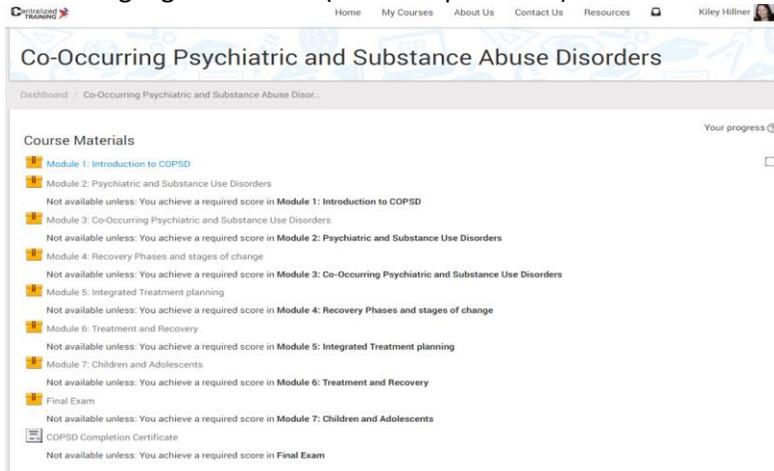Click the **blue** "Enroll Me" button. If the blue "Enroll Me" button is not there, that course is not currently available.

5. **What should I expect after I enroll in a course?**

- If you enroll in an **online** training, after you click the blue "Enroll Me" button, you will be taken to the course where you will be able to begin your training by clicking on the first Module highlighted in blue (see example below). You will also receive a confirmation email.

- For any **in-person training**, you will receive an email confirmation from ctihelp@uthscsa.edu of your enrollment including course information. Below is an example of confirmation email:

6. Why did I receive the error message? – "*invalid email address*":

Learners that access Centralized Training must have an email address affiliated with a Local Mental Health Authority or some other authorized agency. All authorized organizations' email extensions are on our approved domains list. If your email is not accepted, but you believe it should be, please contact the CTI helpdesk at 210-567-5530 or at ctihelp@uthscsa.edu.

7. Why did I receive the error message? – "*This email address is already registered*":

You may already have created an account. To confirm, please contact the CTI helpdesk at 210-567-5530 or at ctihelp@uthscsa.edu. Confirm with your employer that you were not given an email address used by a former employee. If you were given a duplicate email address and your employer can not change it, please contact the CTI helpdesk at 210-567-5530 or at ctihelp@uthscsa.edu.

8. How do I take/find a course(s) for which I have already registered?

Once you log into your account, there is a tab called "My Courses" at the top of the page. Click this and a list of all the courses you are registered for will be available. You then click the one you would like to start and it will take you to the list of modules in the course.
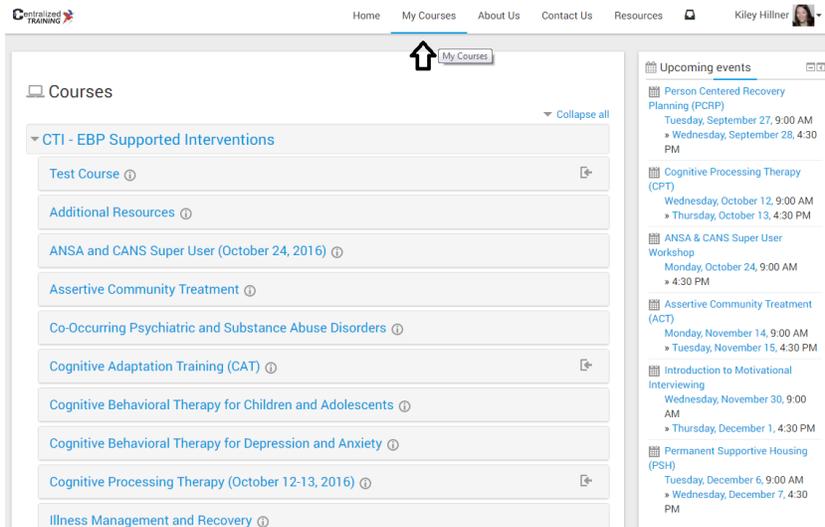
9. I see the word "dashboard" on the top of my screen, what does it mean?

When you have clicked on "My Courses", you will see the list of all the courses you are enrolled in and right about the list will be the word "Dashboard." This simply is "Your Dashboard" – or your home page with all the courses you are enrolled in. You do not need to click on it or do anything; it is just a tile for your personal page with your courses.
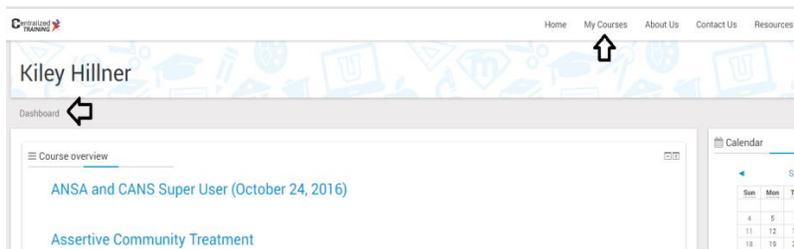
10. What do I do if I forgot my password?

On the home page, you will see a link that says "Forgotten your work email address or password?" Click that link and you will be prompted to enter your username/email address. You will be sent an email within several minutes with instructions for resetting your password.

11. How many times can I fail a quiz/exam?

You may fail a quiz/exam four times. If you are unable to pass with an 80% or more after four attempts, you will be required to complete the module/course again.

12. It's not letting me "re-take" the quiz/final exam:

If after 4 attempts you have not successfully passed a quiz/final exam you are required to retake the entire module. In order to retake the quiz/exam, re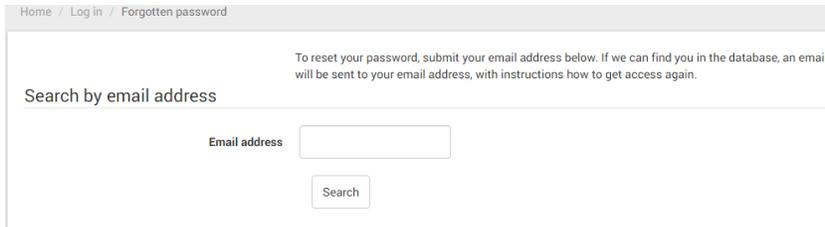launch the module you did not pass. You will receive a pop-up message that asks, "***Would you like to resume the presentation from the last slide viewed***?" **Click No** and you will be allowed to retake and complete the module and quiz/final exam again

13. How long do I have to complete an online training?

You can complete the training at your leisure. You are required to complete the modules in order, but you can close a module and return to it at a later day. If you close a module before completing it, when you log back in and launch that module to complete, you will receive a pop-up message that asks, ***"Would you like to resume the presentation from the last slide viewed?"*** **Click Yes**, and you will be allowed to restart the module where you left off. It is possible that if you do not complete a module within 6 months of registering, you will be deleted from that course.

14. How do I receive my completion certificate?

- For the online courses:

Return to the training page of the course you successfully completed (where the modules are listed). Below the final exam you will see: **Completion Certificate**. Click Completion Certificate and you will see a page that has a button "Get your certificate." Click "Get your custom certificate." ***You are now able to print and/or save your completion certificate.***

15. How do I receive my CEU certificate?

If you have entered your clinical license and clinical license number in your Centralized Training profile, you will be asked at the end of each online course if you would like to receive CEUs. If you answer "**yes**" your CEU certificate will be available for you to print and/or save. To access the certificate, return to the training page of the course you successfully completed (where the modules are listed). Below the final exam you will see: Completion Certificate, below that you will see **CEU Certificate**. Click "CEU

Certificate" and you will see a page that has a button "**Get your certificate**". *You will then be able to print and/or save your CEU Certificate.*

*If you did not enter your clinical license type in your profile, you will not be prompted to get a CEU Certificate.

16. Who can I contact for questions or concerns regarding ANSA or CANS <u>online</u> certification:

Please contact the Praed Foundation at <u>praedfoundation@yahoo.com</u>. Centralized Training **<u>does not oversee</u>** online ANSA nor CANS training.

17. My account is "locked" from me trying to log in with the wrong password too many times, how long will I be locked out?

You will be locked out of your account for 30minutes if you attempt to log in with the wrong email address and/or password 7 times. You will have to wait 30 minutes before attempting again, however we suggest you then follow the instructions to "reset password" to prevent getting locked out again.

18. Who do I contact for help with www.centralizedtraining.com?

If these FAQs do not answer your question, please contact the CTI helpdesk at 210-567-5530 or at ctihelp@uthscsa.edu.