

Transformational Collaborative Outcomes Management

# Praed Foundation Collaborative Training Website



# Registering and Logging In

## Registering for the site:

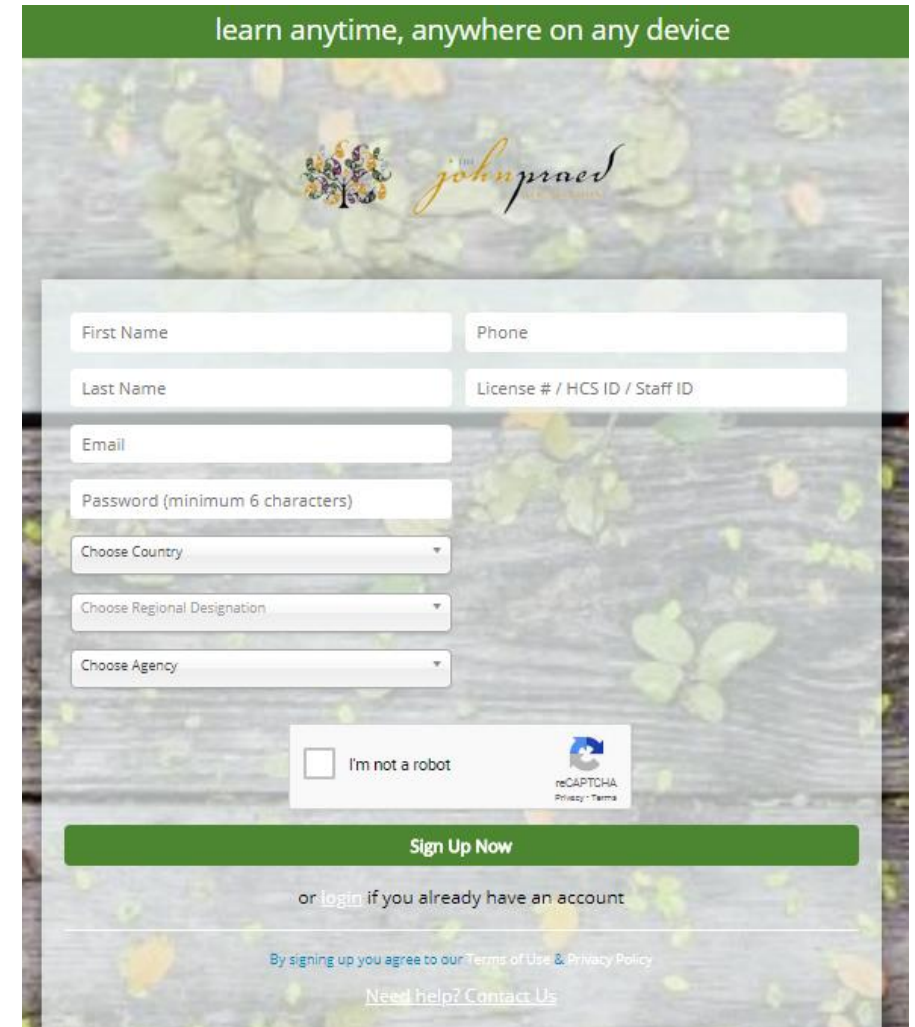
- Ensure you are at the correct Site:  
<https://www.tcomtraining.com>
- Click “Sign Up”
- To Register Enter your information, Choose a Country, Region then Agency. Please select the agency entitled: Superior HealthPlan-DFPS/Other (Required Field).
- After entering your information select the *I'm not 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](#)

# 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 2 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, which is entitled: Superior HealthPlan-DFPS/Other (start typing this agency name and it will auto populate)**

# Navigating the Site



Wall Home Me Training Content Dashboard My Schoox

EN



- **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.**
  - **Dashboard: This tab will show your course progress, quiz scores and practice/certification scores.**

# 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.
  - You may see a choice of Bundles; STAR Health clinicians should choose **Texas, DFPS**
  - If you do not see **Texas, DFPS** as an option, there may be a problem with your registration. Please email [support@tcomtraining.com](mailto:support@tcomtraining.com) and request that the **Texas, DFPS** bundle be added to your account.

The screenshot displays the TCOM Training website interface. At the top, a navigation bar includes 'Home', 'Me', 'Training', 'Content', and 'Dashboard'. The 'Training' tab is selected and highlighted. Below the navigation bar, there are four main sections: 'My Training', 'Courses', 'Bundles', and 'Events'. The 'Bundles' section is highlighted with a blue border. A black arrow points from the 'Training' tab to the 'Bundles' section. Below this, there is a banner for 'Online Academy' featuring a photo of children with face paint. Underneath the banner, the 'Academy Bundles' section is visible, containing a search bar, sorting options for 'Creation Date' and 'Update Date', and a list of bundles. The 'Texas, DFPS' bundle is highlighted with a blue border and a black arrow pointing to it. The bundle details show it is by Cory Strawbridge, contains 8 courses, and is priced at 12\$. A 'Categories' sidebar on the right lists 'General', 'All Bundles', 'Without Category', 'Compliance Courses', and 'Individual Subscription Site'.

# Purchasing a Course Bundle With a Fee

## If you have a Coupon Code:

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

Home Me Training Content

Redeem

\$12 /annually

# of Users	Per User	Total
1	\$12	\$12

Buy Now

Texas ANSA 2.1

Texas CANS Child Welfare 2.0

Detailed description: This screenshot shows the course bundle purchase interface. At the top, there are navigation links: Home, Me, Training, and Content. Below this, there is a 'Redeem' button. A coupon code has been entered, and the price is displayed as \$12 /annually. A table shows the pricing details: 1 user, \$12 per user, for a total of \$12. A 'Buy Now' button is visible. The course bundle includes 'Texas ANSA 2.1' and 'Texas CANS Child Welfare 2.0', both featuring the State of Texas logo.

Home Me Training Content

Cancel Coupon

Coupon expires in Nov 01, 2021

FREE /annually

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

Enroll

Texas ANSA 2.1

Texas CANS Child Welfare 2.0

Detailed description: This screenshot shows the same course bundle purchase interface as above, but with a coupon code applied. The price is now displayed as FREE /annually. A 'Cancel Coupon' button is visible at the top left. The table shows the pricing details: 1 user, \$0 per user, for a total of \$0. An 'Enroll' button is visible. The course bundle includes 'Texas ANSA 2.1' and 'Texas CANS Child Welfare 2.0', both featuring the State of Texas logo.

## 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: \* Last Name: \*

Joan Smith

Card Number: \* Security Code: \*

Expiration Date: \*

Select Month Select Year

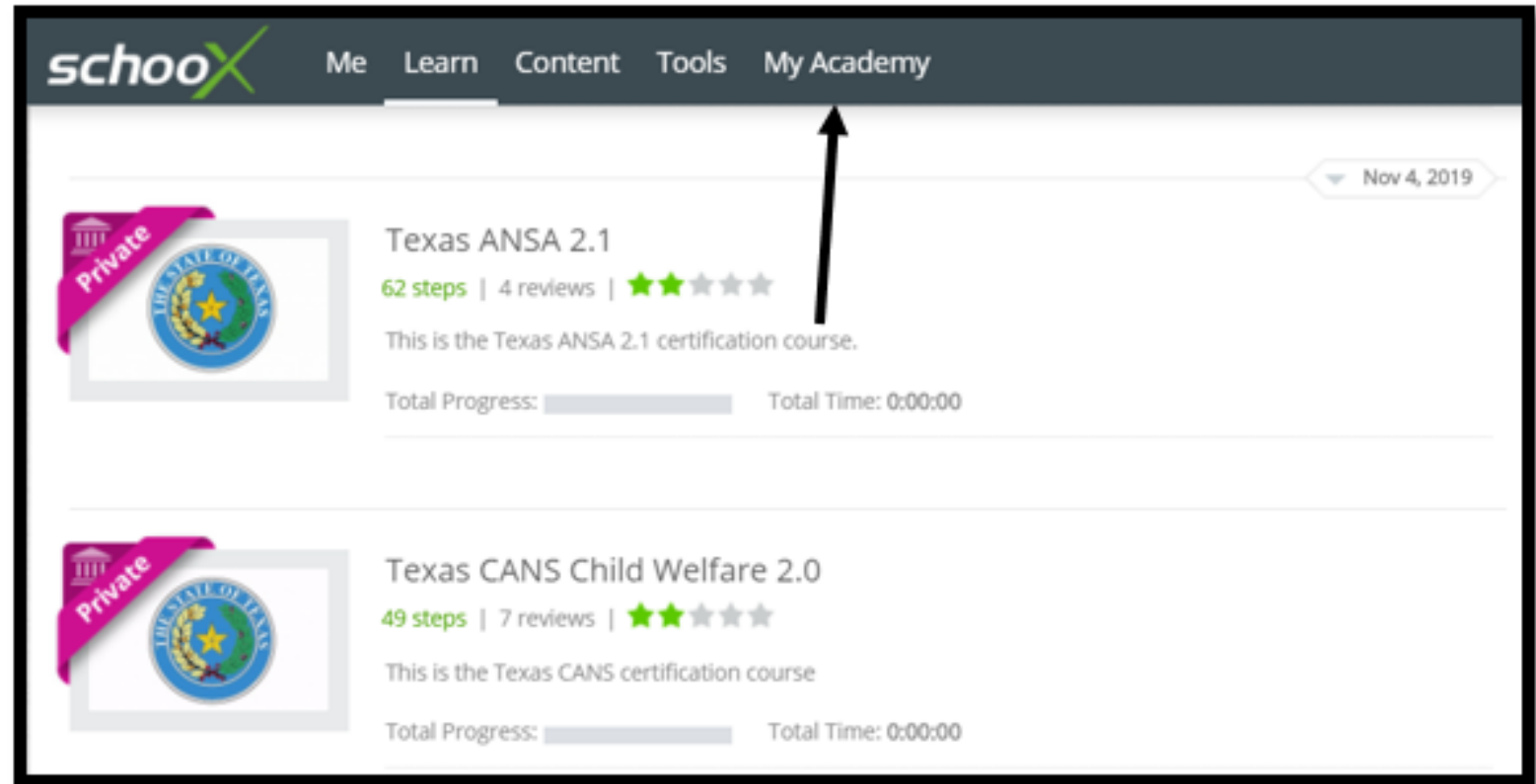
Billing Address: \*

Zip Code: \* City: \*

Detailed description: This screenshot shows the checkout page. At the top, there are navigation links: Home, Me, Training, and Content. Below this, there is a 'Buy Now' button. The price is displayed as \$25 /annually. A table shows the pricing details: 1 user, \$25 per user, for a total of \$25. There are three buttons: 'Buy for you', 'Buy for Others' (with subtext 'You will receive a group coupon'), and 'Buy for your Academy' (with subtext 'You can assign to Academy members'). Below this, there are two steps: 'Step 1: Billing Information' and 'Step 2: Place Order'. The 'Payment Details' section includes a 'Pay with your credit card on our secure page.' prompt. There are input fields for 'First Name: \*' (Joan), 'Last Name: \*' (Smith), 'Card Number: \*', 'Security Code: \*', 'Expiration Date: \*' (with dropdowns for 'Select Month' and 'Select Year'), 'Billing Address: \*', 'Zip Code: \*', and 'City: \*'.

# 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.



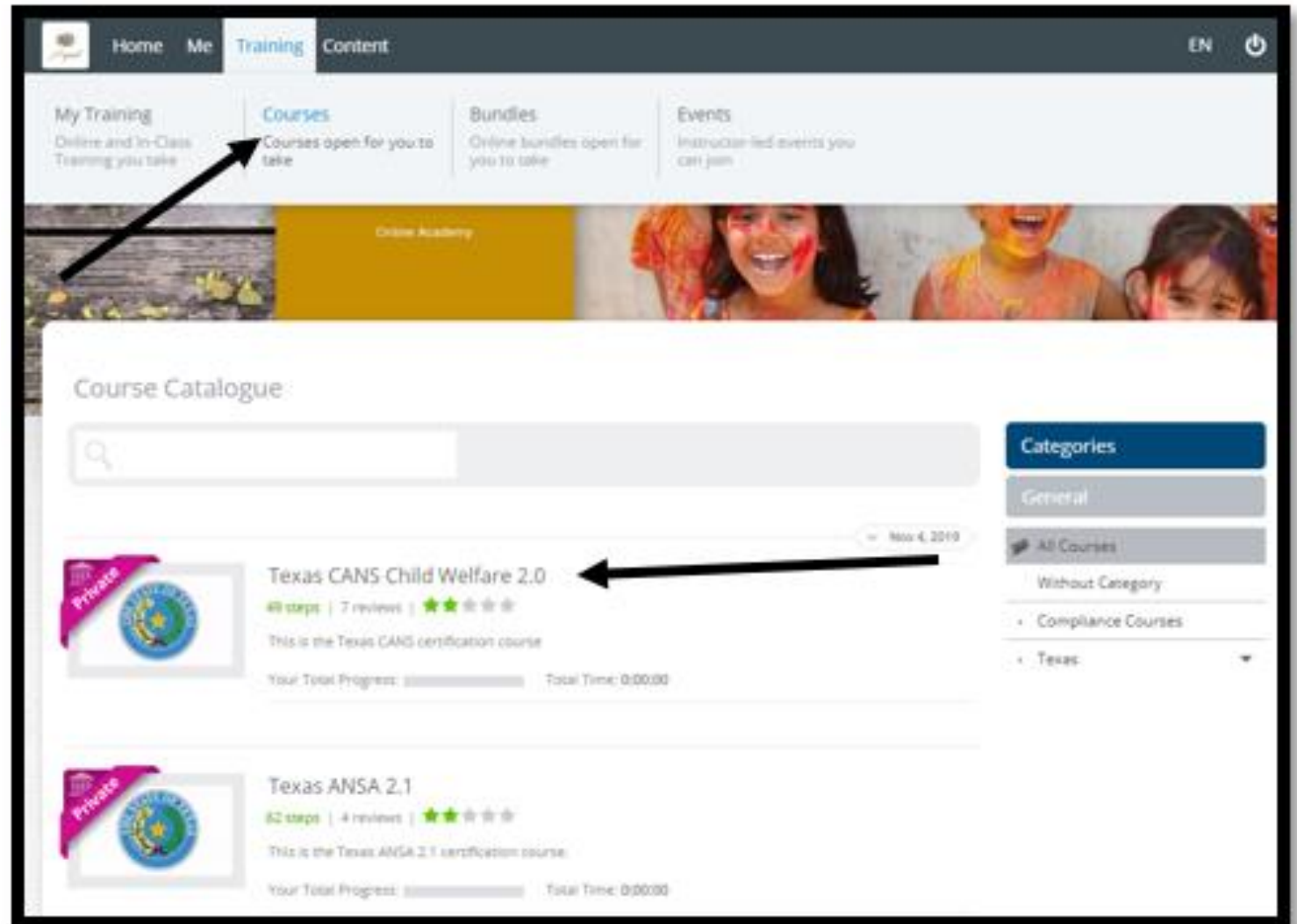
The screenshot displays the SchooX user interface. At the top, a dark navigation bar contains the SchooX logo and menu items: Me, Learn, Content, Tools, and My Academy. A black arrow points to the 'My Academy' link. Below the navigation bar, a date indicator shows 'Nov 4, 2019'. The main content area features two course listings, each with a 'Private' badge and the Texas State Seal. The first listing is 'Texas ANSA 2.1', which has 62 steps, 4 reviews, and a 4-star rating. Below the title, it states 'This is the Texas ANSA 2.1 certification course.' and shows 'Total Progress' and 'Total Time: 0:00:00'. The second listing is 'Texas CANS Child Welfare 2.0', which has 49 steps, 7 reviews, and a 4-star rating. Below the title, it states 'This is the Texas CANS certification course' and shows 'Total Progress' and 'Total Time: 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.
- STAR Health clinicians should select the **Texas CANS Child Welfare 2.0**. If you do not see this course, please contact [support@tcomtraining.com](mailto:support@tcomtraining.com) and ask to have it added to your bundle.





# 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

The screenshot displays the course details for "Texas CANS Child Welfare 2.0". At the top, there is a navigation bar with "Home", "Me", "Training", and "Content" options, along with a language selector set to "EN". Below the navigation bar, the course title "Texas CANS Child Welfare 2.0" is prominently displayed next to the State of Texas seal. To the right of the title, it indicates "49 Steps" and "4 Supplemental materials", along with a "Total Progress" bar and a "Total Time 0:00:01" indicator. A "Course Toolbar" is located below the title, featuring buttons for "About", "Steps", and "Supplemental materials". An arrow points to the "Steps" button. The main content area is titled "Domains:" and lists two domains. Domain 1, "Introduction to Training", shows a progress of 2.50% for Step 1. Domain 2, "Introduction", shows a progress of "Pending!" for Step 2. Each domain entry includes a video icon, a list of supplemental materials, and a progress indicator.

# 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.

The screenshot displays the course interface for "Texas CANS Child Welfare 2.0". At the top, there is a navigation bar with "Home", "Me", "Training", and "Content" options, along with a language selector set to "EN". Below this is a course banner featuring the State of Texas seal and the course title. A progress indicator shows "49 Steps" and "4 Supplemental materials". A toolbar below the banner includes "About", "Steps", and a highlighted "Supplemental materials" button, which is pointed to by a black arrow. The main content area, titled "Supplemental Materials:", contains a search bar and four material cards. Each card has a "Download" button highlighted with a red box. The materials are: "Texas Child and Adolescent Needs and Strengths (Texas CANS 2.0)", "TCOM Training Tips", "CANS User Tip Sheet", and "TCOM Needs and Strengths".

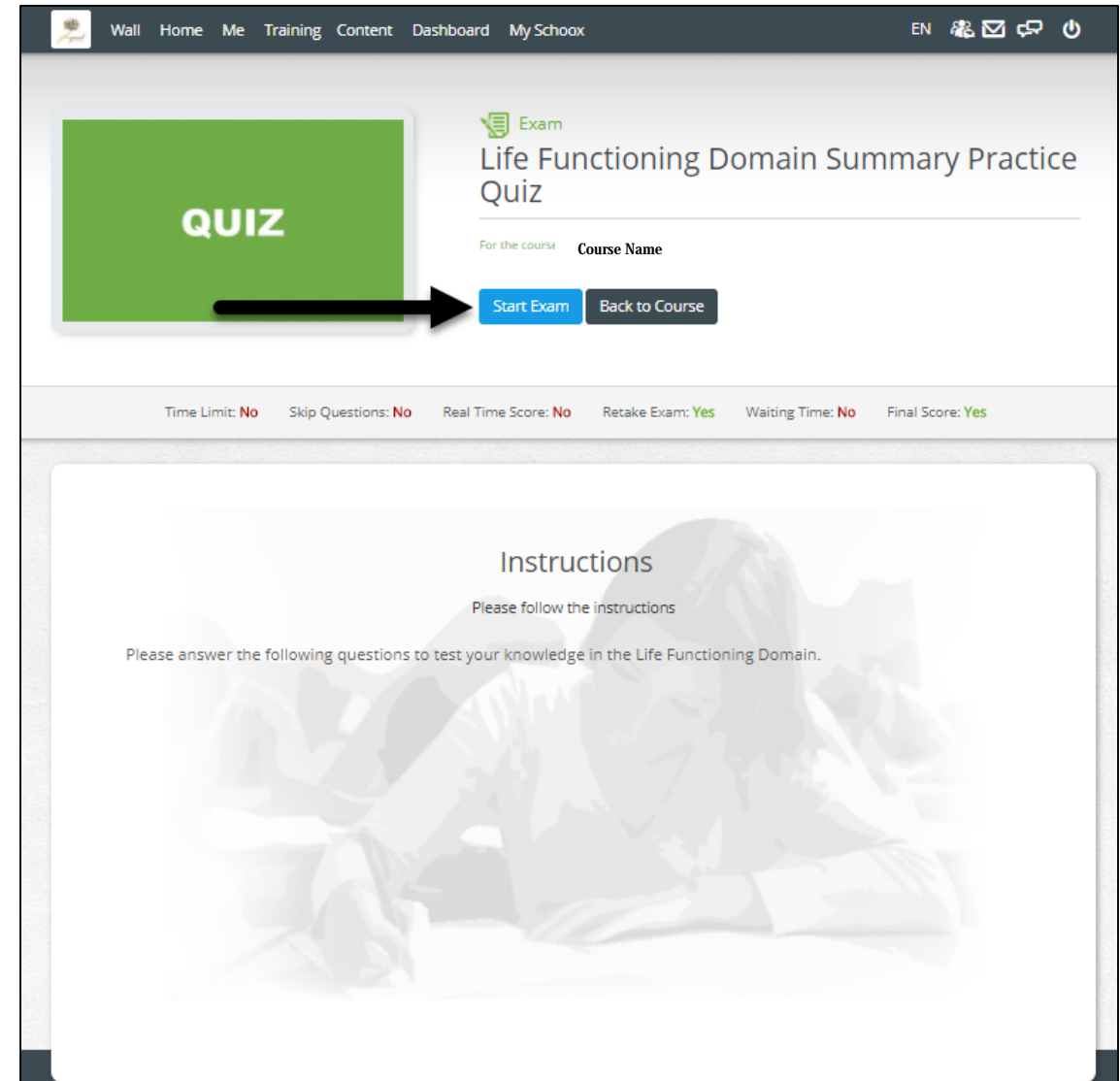
# Starting the Course

- 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 the course interface for "Texas CANS Child Welfare 2.0". At the top, there is a navigation bar with "Home", "Me", "Training", and "Content" options, along with a language setting "EN" and a power icon. Below this, the course title "Texas CANS Child Welfare 2.0" is shown, accompanied by a progress indicator showing "49 Steps" and "4 Supplemental materials" with a "Total Time 0:01:16". A large image of the State of Texas seal is featured on the left. A toolbar below the seal contains "About", "Steps" (highlighted in blue), and "Supplemental materials" icons. The main content area is titled "Domains:" and lists two domains: "Domain 1: Introduction to Training" and "Domain 2: Introduction". Each domain includes a play button icon, a "Supplemental Material" icon, a progress bar, and a "Time spent" indicator. On the right side, two circular status indicators are visible: "Step 1 Completed!" (green) and "Step 2 Pending!" (grey). Arrows point from the "Steps" icon in the toolbar to the "Introduction to Training" play button, and from the "Step 1 Completed!" indicator to the "Introduction to Training" play button.

# 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 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 web-based quiz interface. At the top, there is a navigation bar with links for 'Wall', 'Home', 'Me', 'Training', 'Content', 'Dashboard', and 'My Schoox'. The current page is titled 'Exam: Life Functioning Domain Summary Practice Quiz'. Below the title, there is a field for 'For the course: Course Name' and two buttons: 'Leave Exam' and 'Finish Exam'. The main content area shows a question titled '2 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 is a section for 'Answers' with four options: A 0, B 1, C 2, and D 3. Each option has a radio button to its right. A blue button labeled 'Submit your answer' is located at the bottom right of the question area. At the bottom of the page, there is a progress indicator showing a row of 14 numbered circles, with the second circle (2) highlighted in blue. The footer contains links for 'Blog' and 'Help Center'.

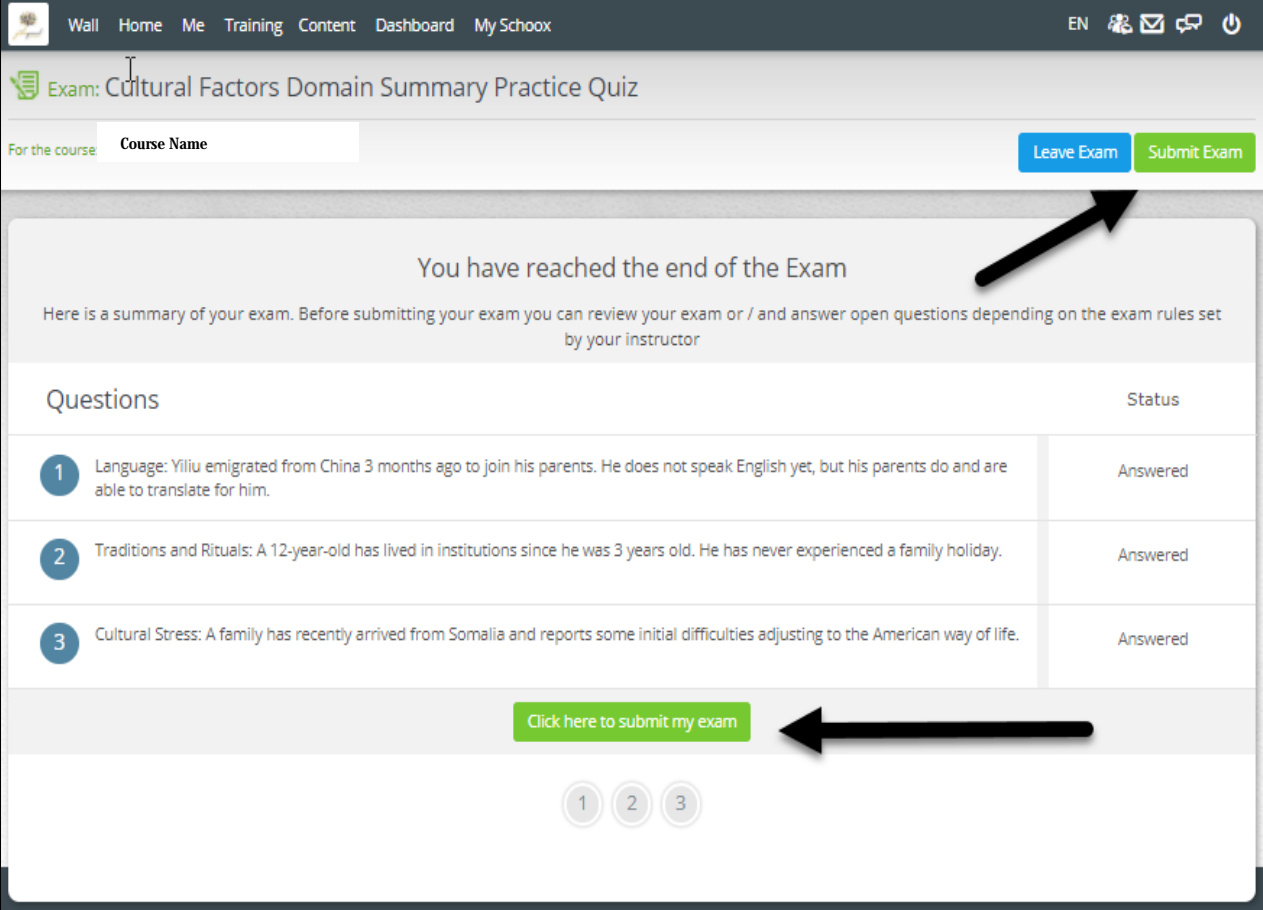
Question

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 an update your answer.**
- **If you are ready to continue select the *Submit Exam* at the top or bottom of the page.**



The screenshot shows a web interface for a quiz titled "Exam: Cultural Factors Domain Summary Practice Quiz". The top navigation bar includes links for Wall, Home, Me, Training, Content, Dashboard, and My School. The course name is displayed as "Course Name". Two buttons, "Leave Exam" and "Submit Exam", are located at the top right. A message states: "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". Below this is a table of questions:

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

At the bottom, there is a green button labeled "Click here to submit my exam" and a progress indicator with three circles, the first of which is highlighted.

# 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.**

	<p> Vignette 1 Practice Exam</p> <p>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.</p> <ul style="list-style-type: none"><li>• Practice</li></ul>	<p>Step 48 Pending!!</p>
	<p> Vignette 2 Certification Exam</p> <p>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.</p> <ul style="list-style-type: none"><li>• Final Exam</li></ul>	<p>Step 49 Pending!!</p>



# 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.

Wall Home Me Training Content Dashboard My Schoox

EN

Vignette: Certification Exam

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

## Vignette Assumption

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!

[Start Vignette](#)

# 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	Result
1. Family Functioning					1. Family Functioning					Correct
2. Living Situation					2. Living Situation					Correct

# 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.**



 Vignette 2

Certification Exam

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.

- Final Exam



# Accessing Your Certificate


- Once you pass the exam you will be able to access and save a copy of your certificate as a pdf. Go to the top toolbar under ME>My Certificates>Course Certifications.
- Click on the image of the certificate and you will be able to save it as a pdf to your computer or to print the pdf.

The screenshot shows a user interface for an online academy. At the top, there is a navigation bar with links: Wall, Home, Me, Training, Content, Dashboard, and My Schoox. Below this is a user menu with options: My Profile (Go to your Academy profile), My ePortfolio (Your Academy accomplishments), My Certificates (See Certificates you earned), My Settings (Change your account settings), and Logout. An arrow points to the 'My Certificates' link.

The main content area is titled 'My Academy Profile' and includes a profile picture placeholder, name, country, email (injo19@yahoo.com), and language settings (EN, Native Speaker). There is an 'Edit Profile' button. Below the profile information are tabs for 'About me', 'Accomplishments', 'Agencies/Jobs', and 'Courses'. An arrow points to the 'Courses' tab.

Under the 'Courses' tab, there are sub-tabs for 'Badges', 'Knowledge Profile', 'Course Certifications', 'Curricula Certifications', and 'Event Certifications'. An arrow points to the 'Course Certifications' sub-tab.

The 'Course Certifications' sub-tab displays a table with the following data:

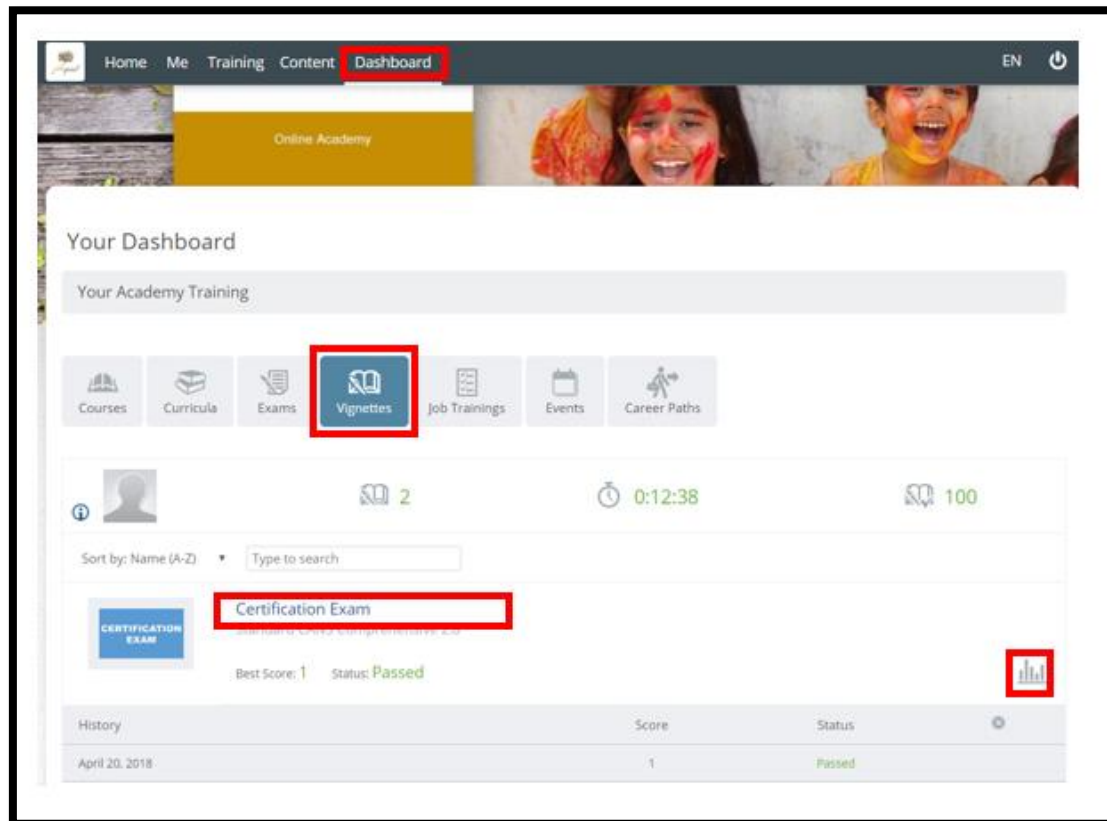
Type of certification	Course Name	Click to view
Schoox Certification	Texas CANS Child Welfare 2.0 Instructor: Date Earned: Apr 23, 2018	

An arrow points to the certificate image in the table.

# 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.

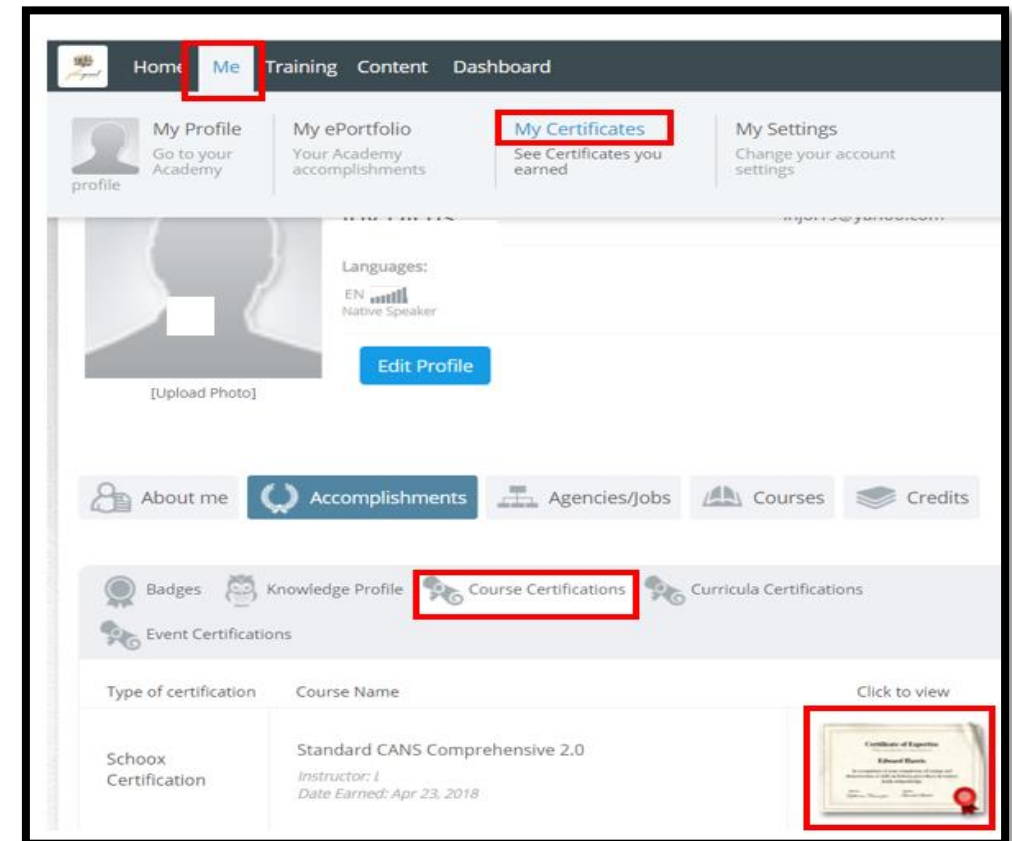


The screenshot shows the user's dashboard. The 'Dashboard' tab is selected in the top navigation bar. In the 'Your Academy Training' section, the 'Vignettes' icon is highlighted with a red box. Below this, a 'Certification Exam' result is displayed, also highlighted with a red box. The result shows a '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



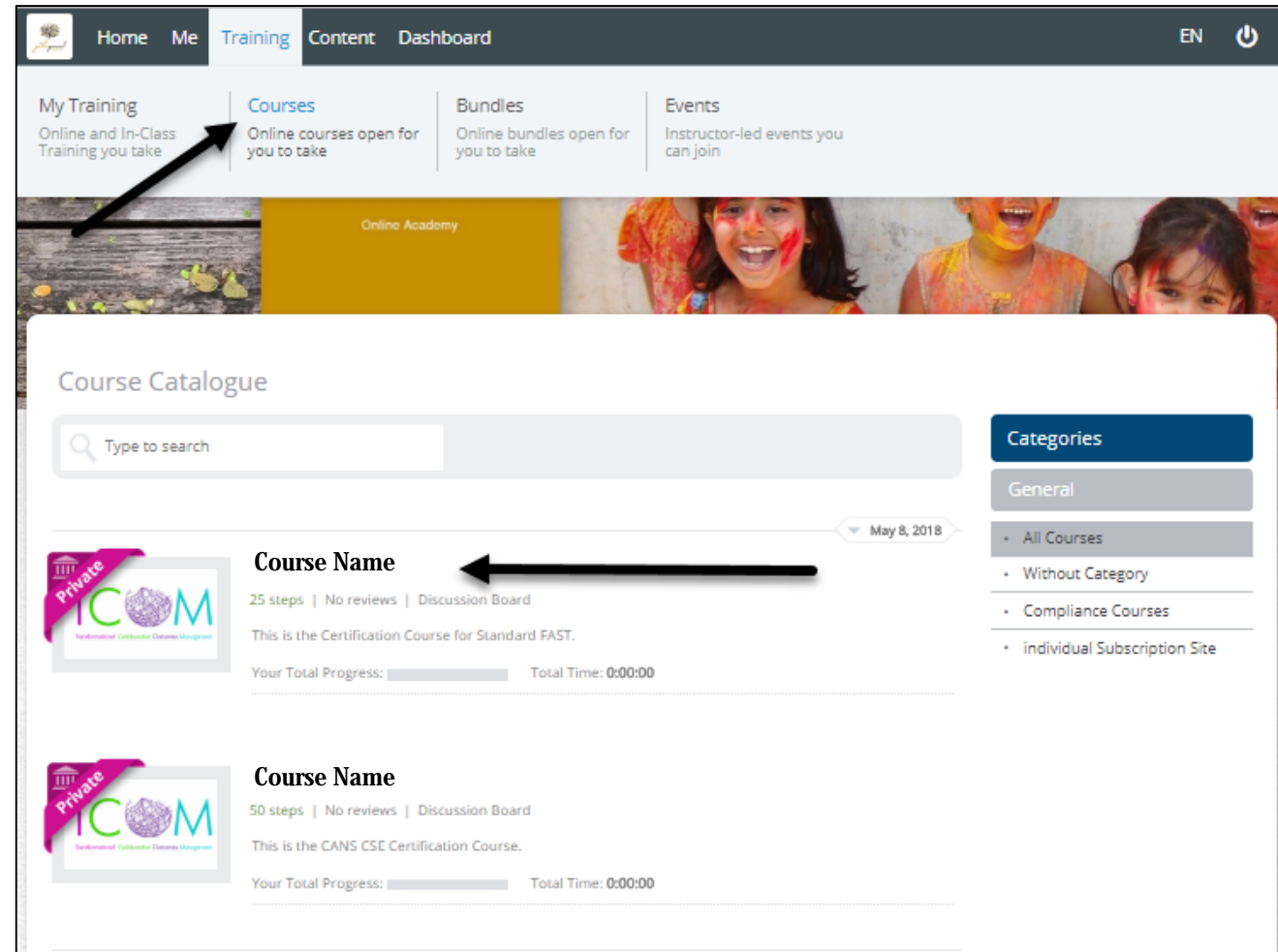
The screenshot shows the user's profile page. The 'Me' tab is selected in the top navigation bar. In the 'My Certificates' section, the 'My Certificates' link is highlighted with a red box. Below this, the 'Course Certifications' link is highlighted with a red box. A 'Course Certification' is displayed, also highlighted with a red box. The certification is for 'Standard CANS Comprehensive 2.0' and was earned on April 23, 2018. A 'Click to view' link is visible next to the certification image.

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.

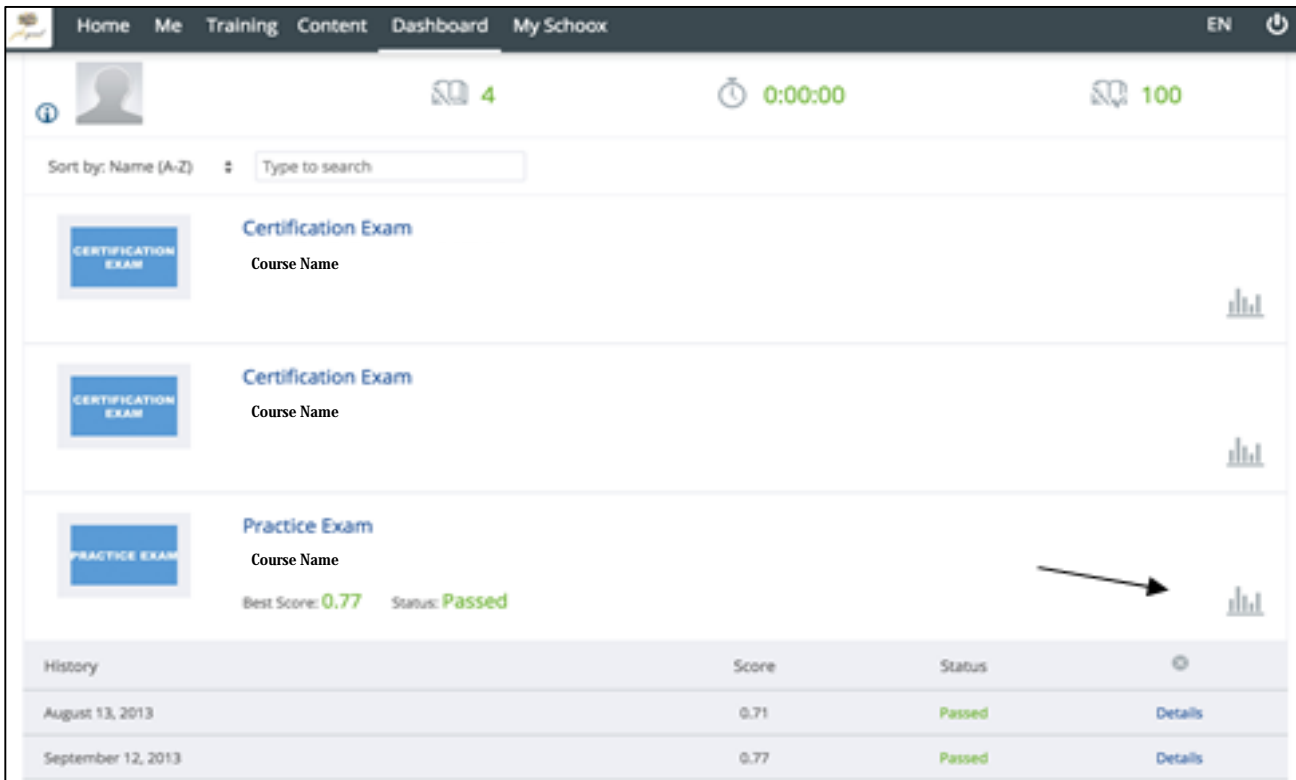


The screenshot displays the TCOM Training website interface. At the top, there is a navigation bar with 'Home', 'Me', 'Training', 'Content', and 'Dashboard'. The 'Training' menu is expanded, showing 'My Training' (Online and In-Class Training you take), 'Courses' (Online courses open for you to take), 'Bundles' (Online bundles open for you to take), and 'Events' (Instructor-led events you can join). An arrow points to the 'Courses' option. Below the navigation, there is a banner for 'Online Academy' featuring a group of children with colorful face paint. The main content area is titled 'Course Catalogue' and includes a search bar with the placeholder 'Type to search'. On the right side, there is a 'Categories' sidebar with options: 'General', 'All Courses', 'Without Category', 'Compliance Courses', and 'Individual Subscription Site'. The main content area lists two courses, each with a 'Private' badge and the TCOM logo. The first course is titled 'Course Name' and has 25 steps, no reviews, and a discussion board. It is described as 'This is the Certification Course for Standard FAST.' and shows 'Your Total Progress' and 'Total Time: 0:00:00'. A second course is also listed with 50 steps, no reviews, and a discussion board, described as 'This is the CANS CSE Certification Course.' with 'Your Total Progress' and 'Total Time: 0:00:00'. A date filter 'May 8, 2018' is visible on the right side of the course list.

# 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.

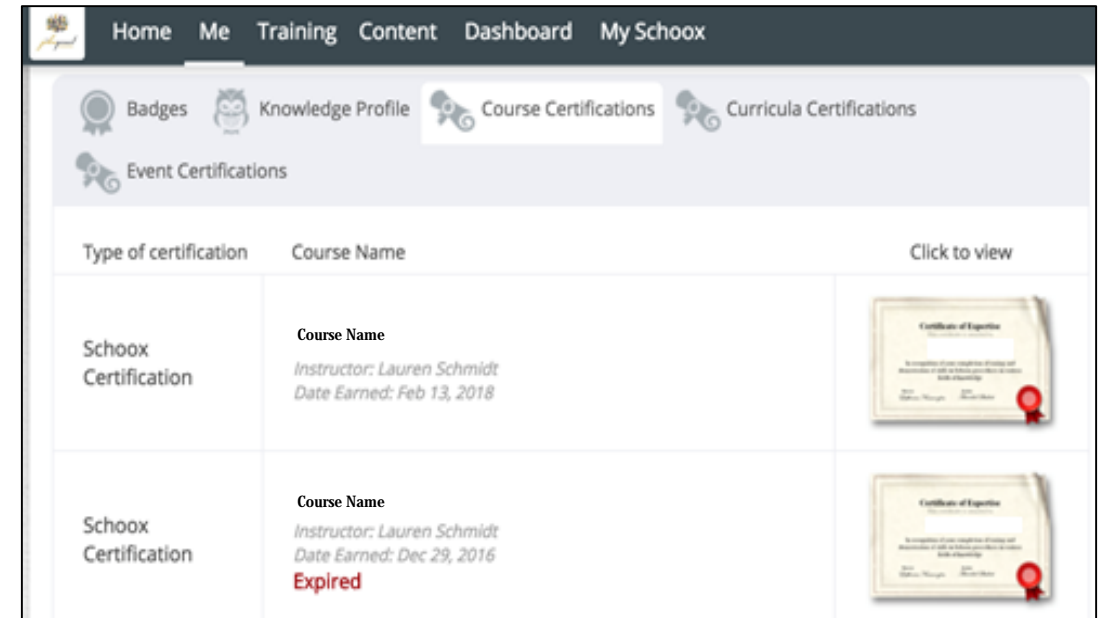


The screenshot shows a user dashboard with a navigation bar at the top containing 'Home', 'Me', 'Training', 'Content', 'Dashboard', and 'My Schoox'. Below the navigation bar, there are several icons and statistics: a user profile icon, a book icon with the number '4', a clock icon with '0:00:00', and a speech bubble icon with '100'. A search bar is present with the text 'Type to search'. Below the search bar, there are three exam entries:



- Certification Exam**: Course Name, with a bar graph icon to the right.
- Certification Exam**: Course Name, with a bar graph icon to the right.
- Practice Exam**: Course Name, Best Score: 0.77, Status: Passed. An arrow points to the bar graph icon to the right of this entry.

At the bottom, there is a table with the following data:

History	Score	Status	
August 13, 2013	0.71	Passed	<a href="#">Details</a>
September 12, 2013	0.77	Passed	<a href="#">Details</a>



The screenshot shows the 'My Certificates' page with a navigation bar at the top containing 'Home', 'Me', 'Training', 'Content', 'Dashboard', and 'My Schoox'. Below the navigation bar, there are several icons and statistics: a badge icon, an owl icon, a certificate icon, and a curriculum icon. Below these icons, there are four tabs: 'Badges', 'Knowledge Profile', 'Course Certifications', and 'Curricula Certifications'. Below the tabs, there are three icons: a certificate icon, a certificate icon, and a certificate icon. Below the icons, there is a table with the following data:

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



# FAQs

- **How do I create an account on Schoox?**
  - To create an account for the first time, please follow the below steps:
    - Go to <https://www.schoox.com/academy/CANSAcademy/register>
    - Fill out the required fields
    - For STAR Health clinicians, choose Superior HealthPlan-DFPS/Other as your agency
    - Click “sign up now”
- **How do I obtain a certificate in one of the TCOM Tools?**
  - To obtain a certificate, you should go through the entire course, then take your Final Exam. Once a user passes the final exam successfully the user will be issued a certificate.
- **How do I print my certificate?**
  - Go to the top toolbar under ME>My Certificates>Course Certifications.
  - Click on the image of the certificate and you will be able to save it as a pdf to your computer or to print the pdf.
- **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.
- **What courses do I need to take?**
  - STAR Health clinicians are required to certify on the Texas CANS Child Welfare 2.0. Please choose the Texas, DFPS bundle in order to access the TX CANS 2.0 training. If you do not see Texas, DFPS as an option, there may be a problem with your registration. Please email [support@tcomtraining.com](mailto:support@tcomtraining.com) and request that the TX, DFPS bundle be added to your account. For questions regarding certification requirements, please contact [txcans@centene.com](mailto:txcans@centene.com).
- **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.

# 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)**
        - **STAR Health Clinicians should choose the agency:**
          - ***Superior HealthPlan- DFPS/Other***