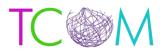# F A Q
FREQUENTLY ASKED QUESTIONS

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: I cannot pass the final exam. I have completed all of the materials and reviewed my quizzes and videos, what do I do?
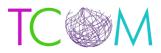
A: If you are having trouble passing the final exam, please contact our support team at: support@TCOMTraining.com and let them know you would like coaching. Our team will connect you with a coach.

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'.

Q: How do I recertify?

A: If your certification **has expired** you will need to go through the same process as certification. You will need to successfully complete all of the steps in the course to recertify.

A: If you are re-certifying **prior** to your certification expiring you will follow the steps below:

1. Go to: https://www.Schoox.com/login.php
2. Login and Select 'Training' then 'Courses' on the top toolbar
3. Select the course you need to Recertify in
4. 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'.
5. 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.
6. 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.
7. You Can view your updated Certificate by selecting 'Me' then 'My Certificates' on the top toolbar.

Q: How do I view my exam Score?

A: 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.

Q: How do I view my Certificates?

A: 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