

## Frequently Asked Questions

### The Praed Foundation Collaborative Training Website

Q: How do I register on the TCOM Training website?

A: Please go to [www.tcomtraining.com](http://www.tcomtraining.com) and follow the below steps:

1. Click on 'sign up'
2. Fill out all of the required fields, which are:
  - a. First name
  - b. Last name
  - c. Email
  - d. Password
  - e. Username
  - f. Choose country
  - g. Choose regional designation
  - h. Choose agency
  - i. If you do not see your agency, please start typing the name and it should populate. If it does not, please email our support desk
  - i. Select your language
  - j. Phone

\*NOTE: InSyst #/HCS ID/Staff ID is only required for the below people. If you are not in one of the

below groups, leave this field blank.

- Alabama
- Alameda County in California
- New York

- DCFS in Los Angeles County, California

3. Check 'I'm not a robot'

a. If you cannot get past this step, please make sure you are not using internet explorer.

4. Click 'sign up now'

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

A: To obtain a certificate, you can review the materials or jump straight to the final exam by scrolling to the bottom of

the course and selecting 'Certification Exam'.

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: [coaching@TCOMTraining.com](mailto:coaching@TCOMTraining.com) and let them know you would like coaching.

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: To recertify you will follow the steps below:

1. Go to: <https://www.tcomtraining.com>
2. Login and Select 'Learner' then 'Bundled Courses' on the left 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 "Learner" on the Left toolbar. Go to Analytics.
7. You can view your updated Certificate by selecting 'Learner'.

Q: How do I view my exam Score?

A: You can view your exam scores by:

- Click on 'Learner' at the top toolbar
- Click on 'Analytics'

Q: How do I view my Certificates?

A: You can view your Certificates by:

- Click on 'Learner'
- Click on your certificate.

Q: What is “SchooX”?

A: Schoox is our platform provider. You may see their name or notice that our [www.TCOMTraining.com](http://www.TCOMTraining.com) URL changes to

[www.Schoox.com](http://www.Schoox.com) when you try to sign in – this is okay. Please login with your TCOM Training login credentials and you

will be taken to our academy within the Schoox platform.

Q: Who can I contact for help?

A: Below is a list of our support options:

- General inquiries: [support@TCOMtraining.com](mailto:support@TCOMtraining.com)
- Live training inquiries: [livetraining@TCOMtraining.com](mailto:livetraining@TCOMtraining.com)
- Coaching inquiries: [coaching@TCOMtraining.com](mailto:coaching@TCOMtraining.com)
- General inquiries voicemail box: 872.216.6658