

NEW USER TO TCOM TRAINING

*This resource is for users who are new to TCOM Training. If you previously had an account, reference the **Returning Users support** [handout](#).*

1. Enter <https://www.tcomtraining.com> into your browser.
2. Click the "Sign UP" link above the login field.
3. Input the following *required* information:

- First Name
- Last Name
- Email
- Password
- Country
- Region
- Agency

****If you do not see your agency, begin typing in your agency name in the 'Choose Agency' field and it will auto populate. ****

4. Complete the "I'm not a robot" verification and click "Sign Up Now."

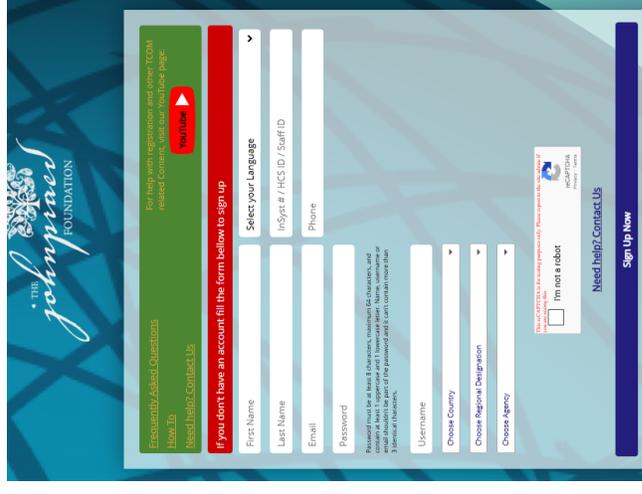
*Need help with the certification? Reference the **Technical Requirements support** [handout](#).*

Logging in after Registration

1. Enter your email/username and password.
2. Click "Login"

Forgot your Password?

Click on the "Forgot your password?" link below the log-in fields. Enter your email and the system will send you a message with reset instructions.



The screenshot shows the registration page for TCOM Training. At the top left is the logo for 'THE JOHNSON FOUNDATION'. Below it is a green banner with a 'YouTube' icon and text: 'For help with registration and other TCOM related content, visit our YouTube page'. A red banner below that says 'If you don't have an account fill the form below to sign up'. The form fields are: First Name, Last Name, Email, Password (with a note: 'Password must be at least 8 characters, must contain 4 characters, and contain a letter, a number and a lower case letter. Passwords must be unique and cannot be the same as your current password or any of the passwords of other users in the system.'), Username, Choose Country, Choose Regional Designation, and Choose Agency. There is also a 'Select your Language' dropdown, an 'In5yst # / HCS ID / Staff ID' field, and a 'Phone' field. At the bottom right, there is a 'Need help? Contact Us' link and a 'Sign Up Now' button.