TCOM

Transformational Collaborative Outcomes Management

Praed Foundation Collaborative Training Website

THE johnpraed FOUNDATION

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 3 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 (agency-start typing your agency name and it will auto populate)

Registering and Logging In

Registering for the site:

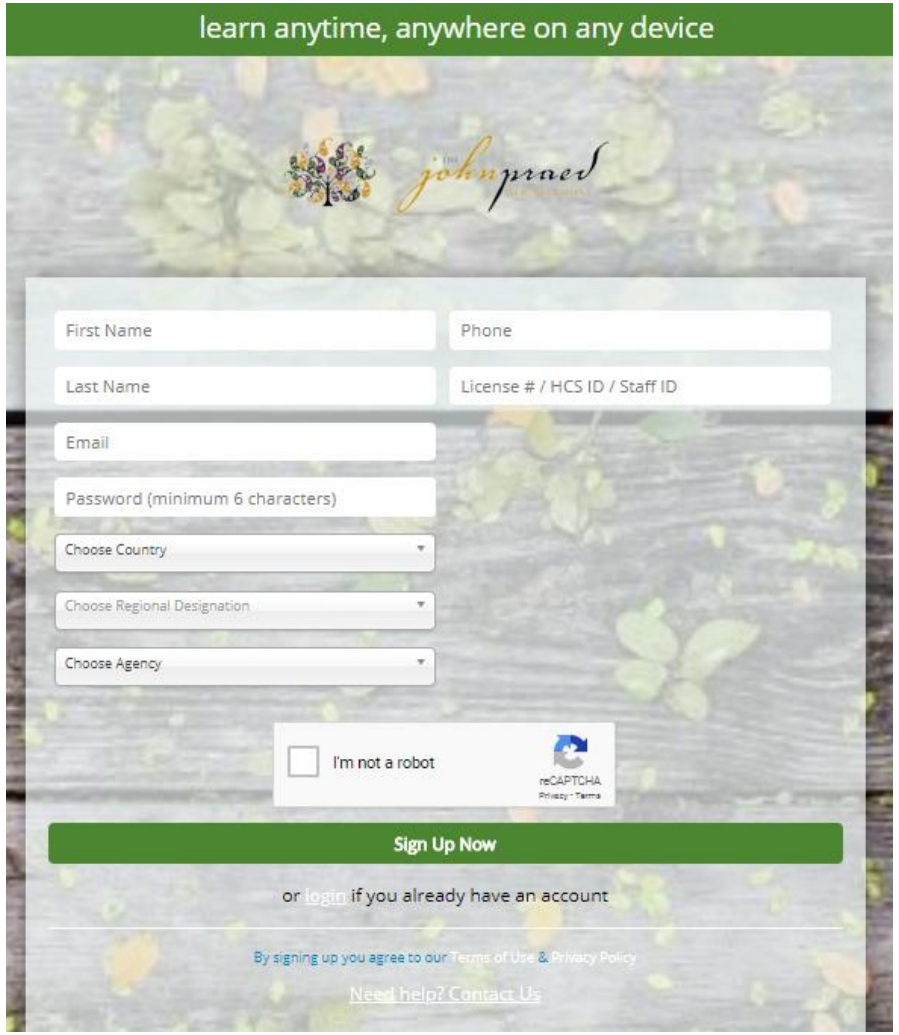
- Ensure you are at the correct Site: https://www.tcomtraining.com
- Click “Sign Up”
- To Register Enter your information, Choose a Country, Region then Agency (Required Field).
- After entering your information select the *I’m not a robot* box
- Click *Sign up Now*

Logging in After Registration

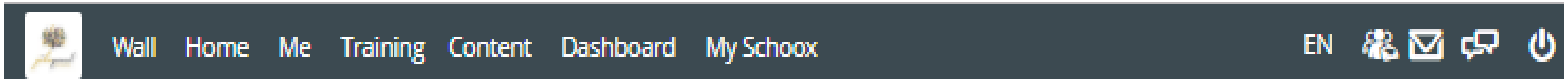
- If you have already registered you can go straight to the login site at: https://www.tcomtraining.com
- Enter your User Name and Password
- Select *Login*

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.



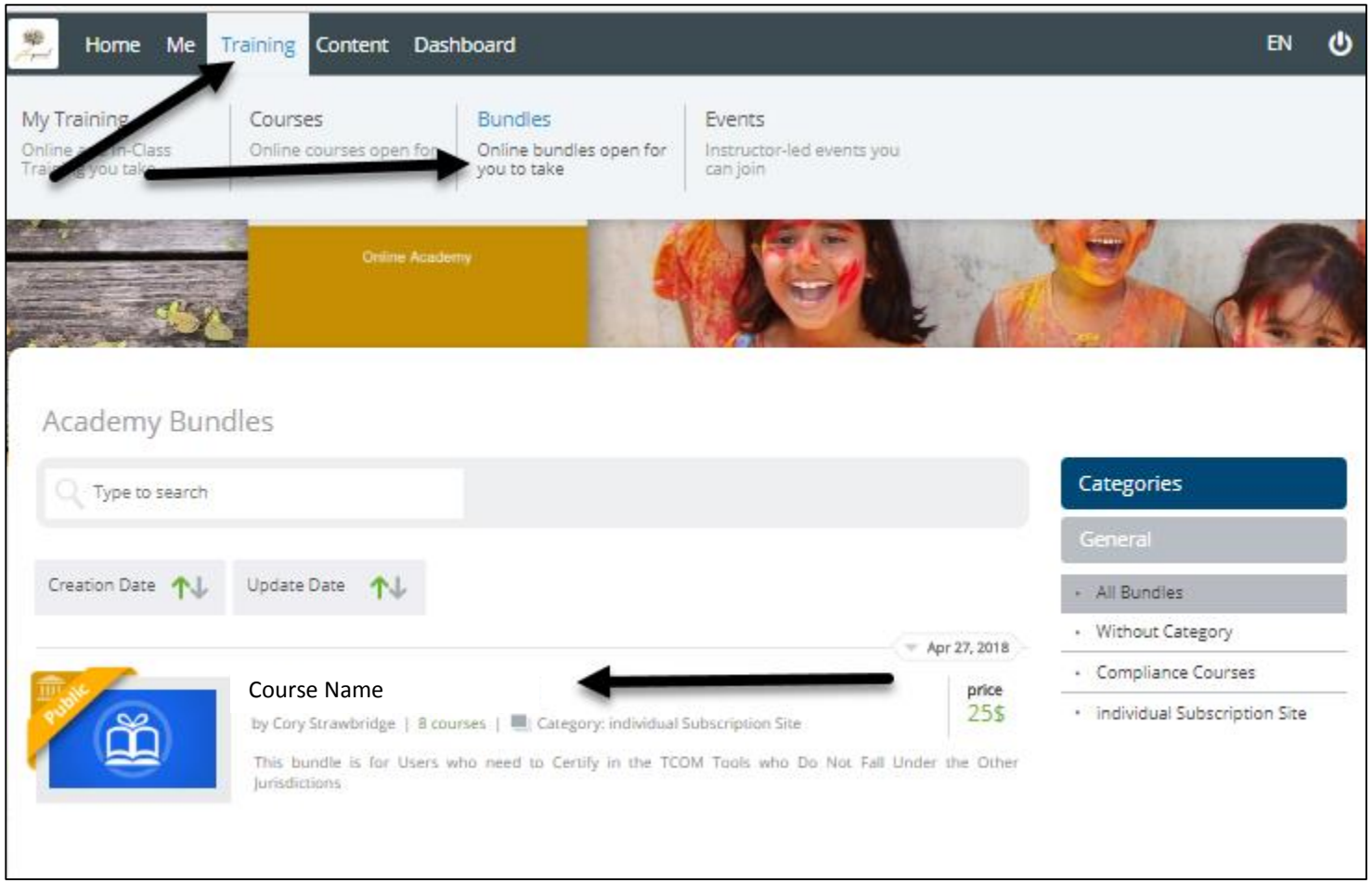
Navigating the Site



- 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.

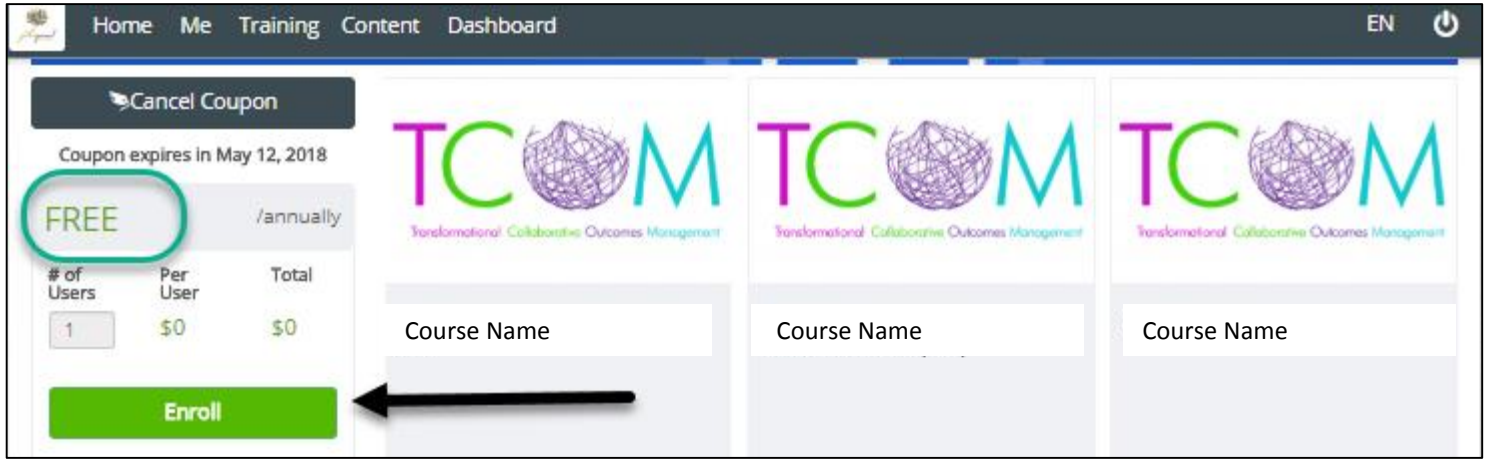
Selecting a Course Bundle

- 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.



Bundle with No Fee

- If your bundle does not have a charge, you can click the Enroll Button.
- Skip to the *Accessing your Courses* Slide to continue with your course.



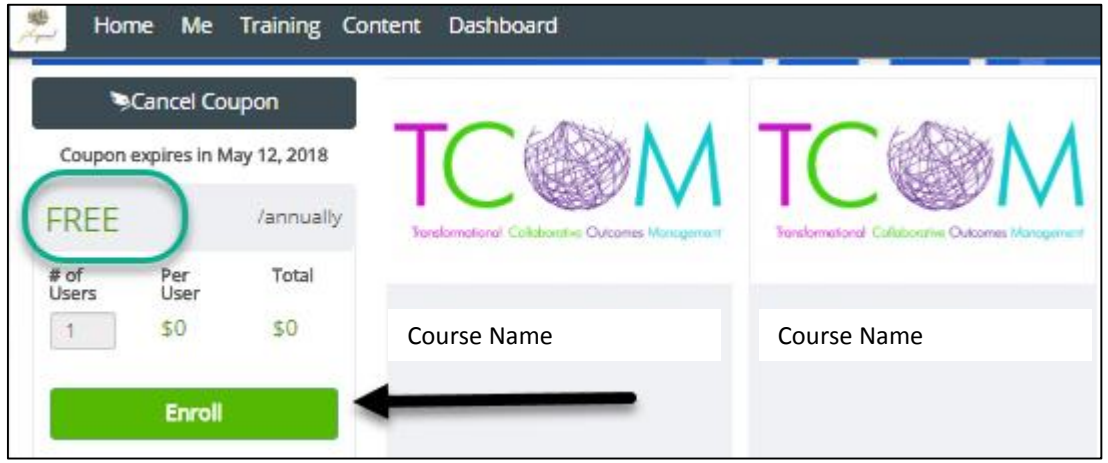
Purchasing a Course Bundle With a Fee

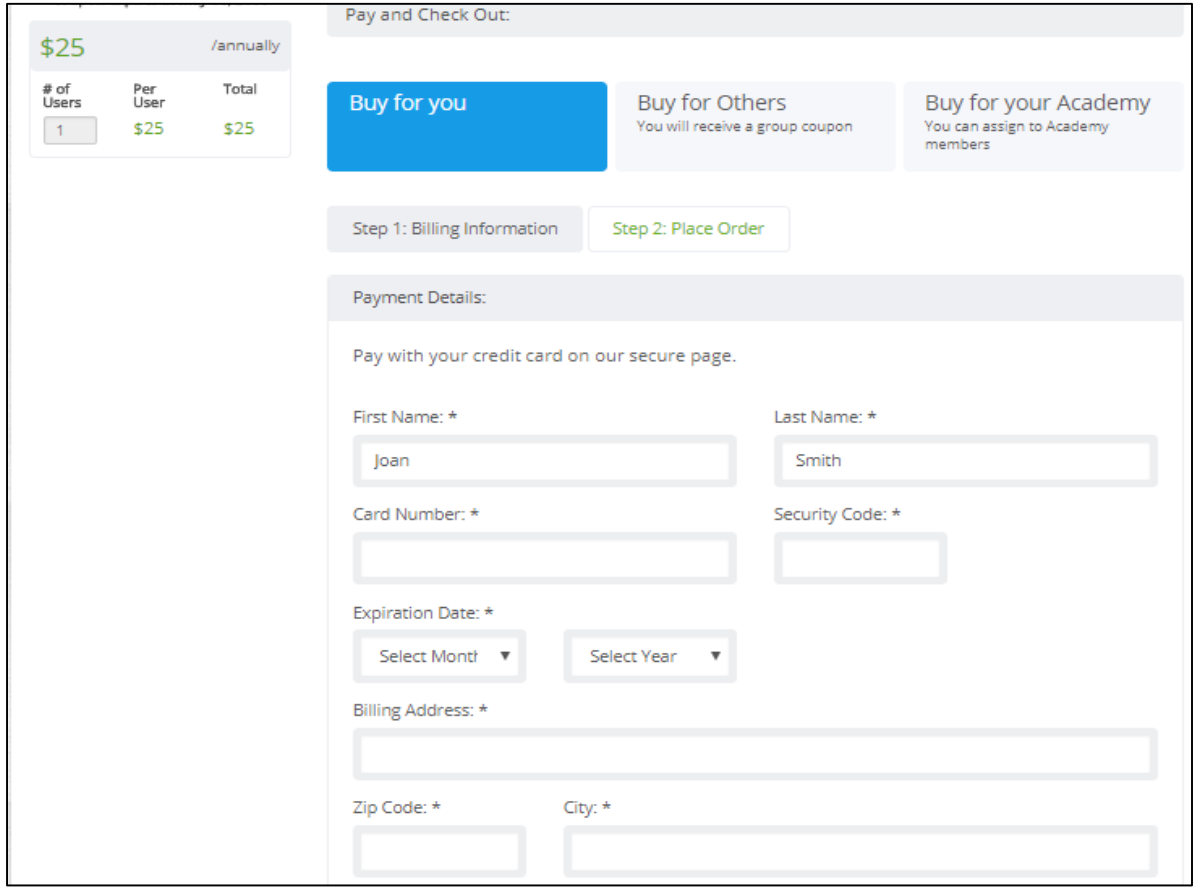
If you have a Coupon Code:

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

If you do not have a Coupon Code:

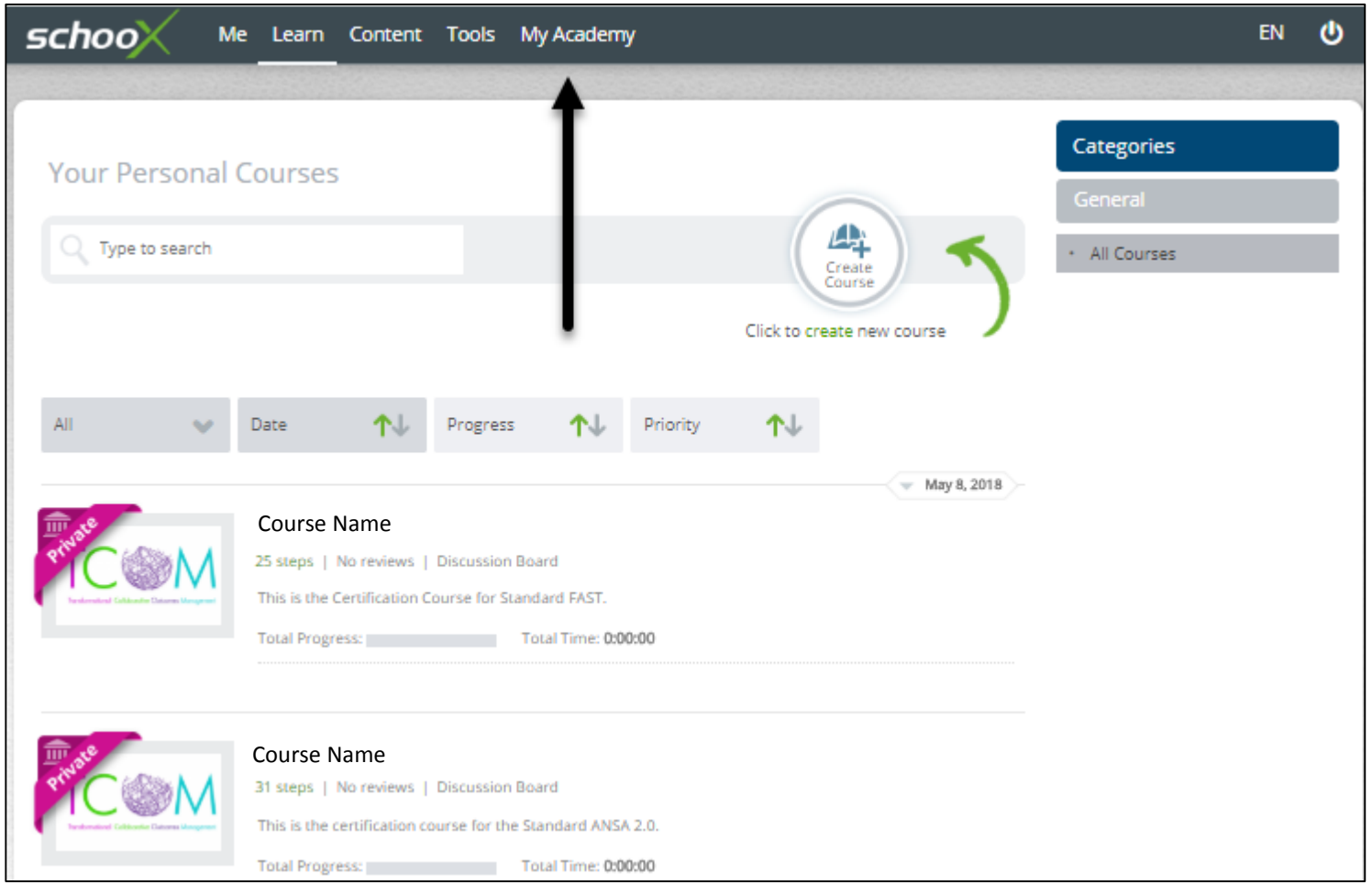
- Click *Buy now.*
- Enter in your Billing information and Place Order.





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.

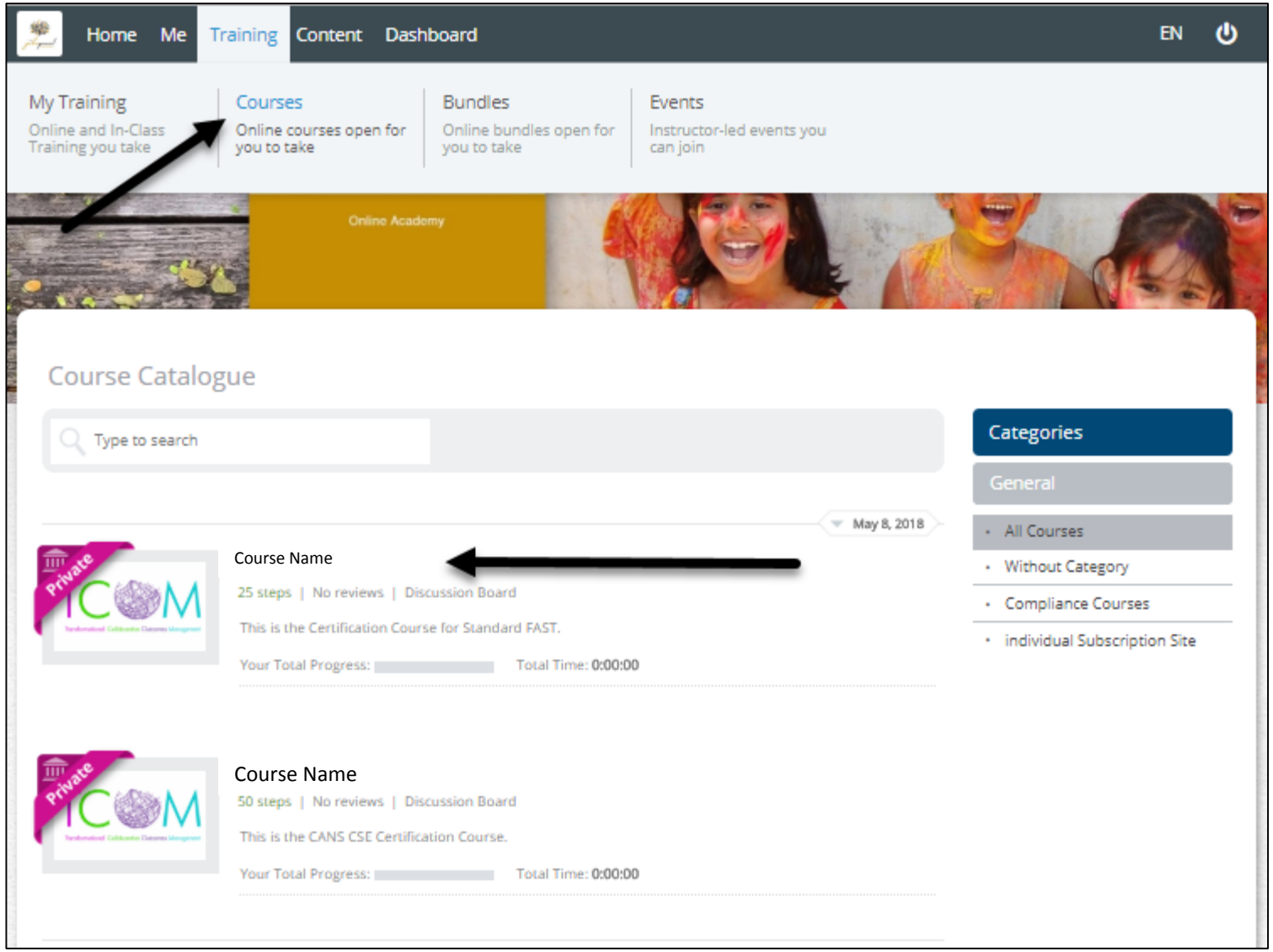


Accessing your Courses Continued

- To start your course select:

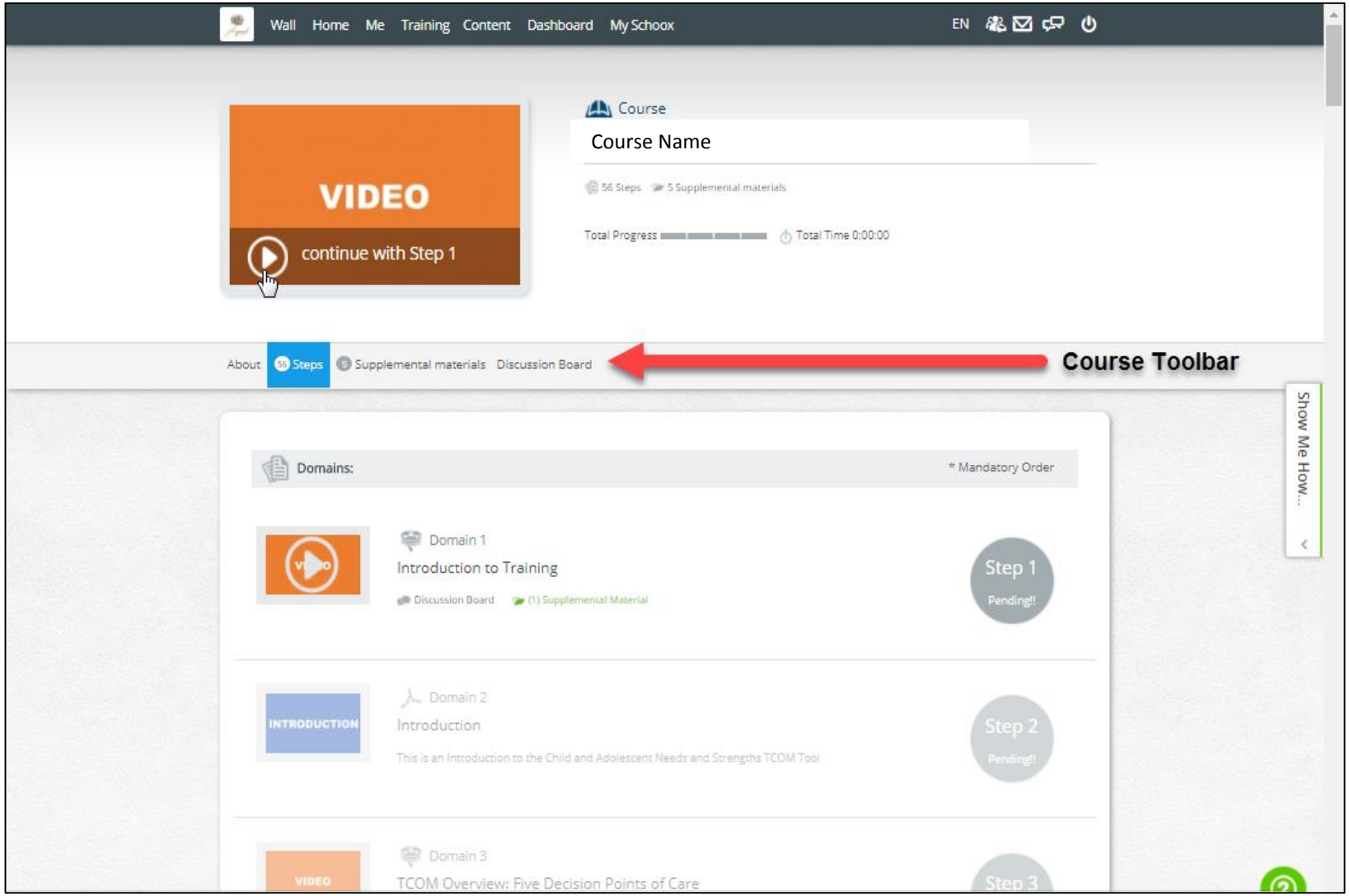
  Training-> Courses

- 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.



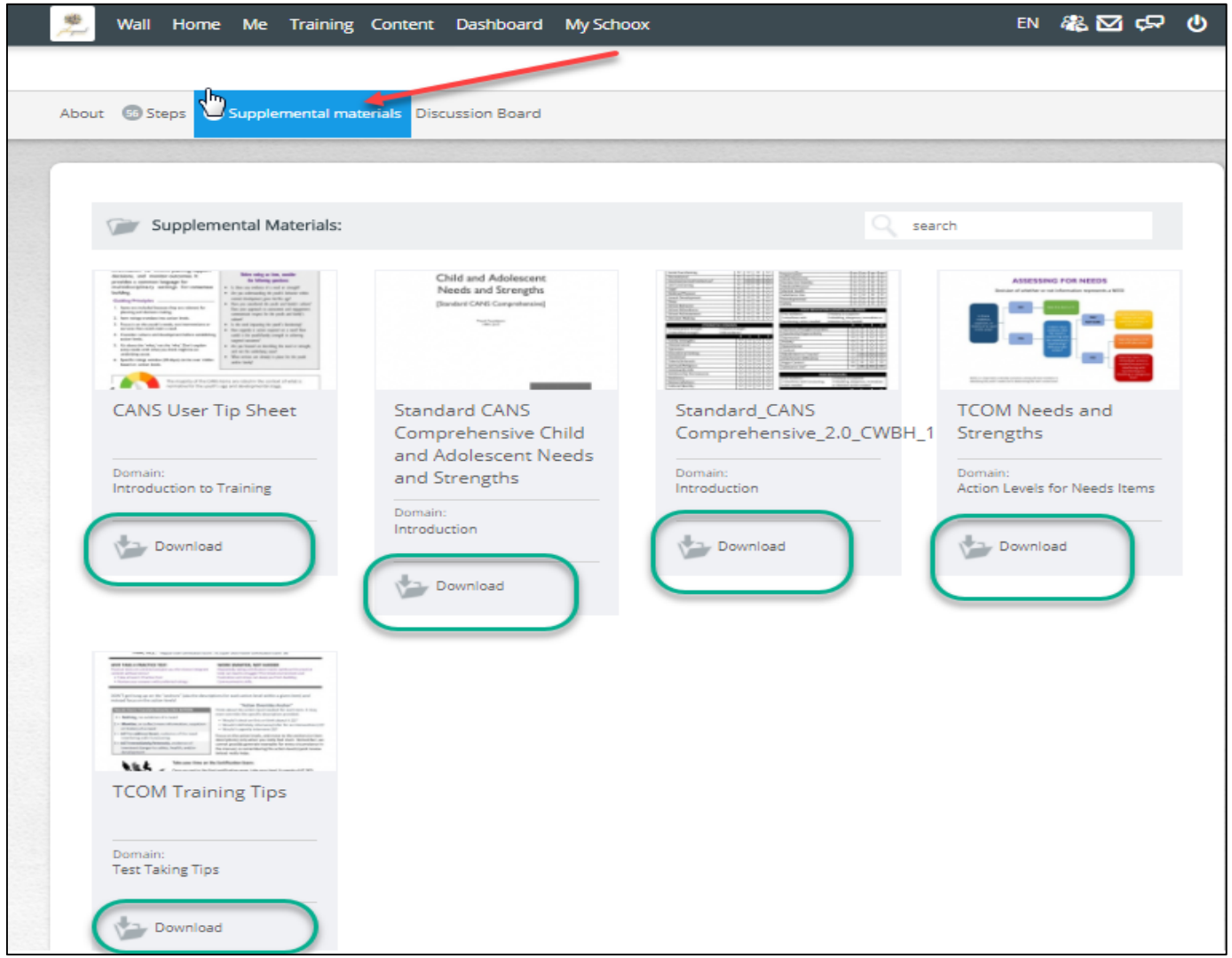
Course Details

- 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
  - Course Discussion Board



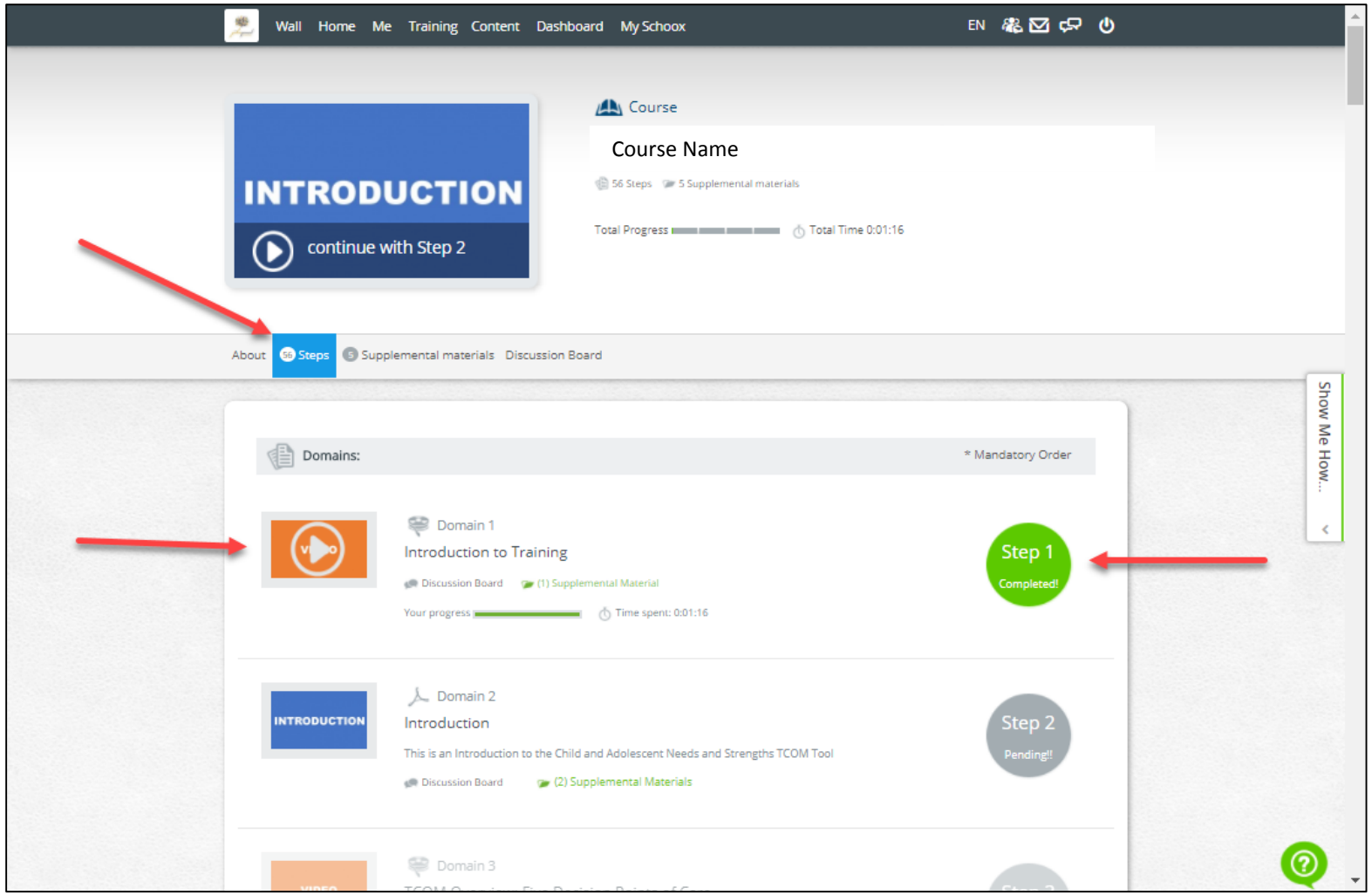
Supplemental Materials

- 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.



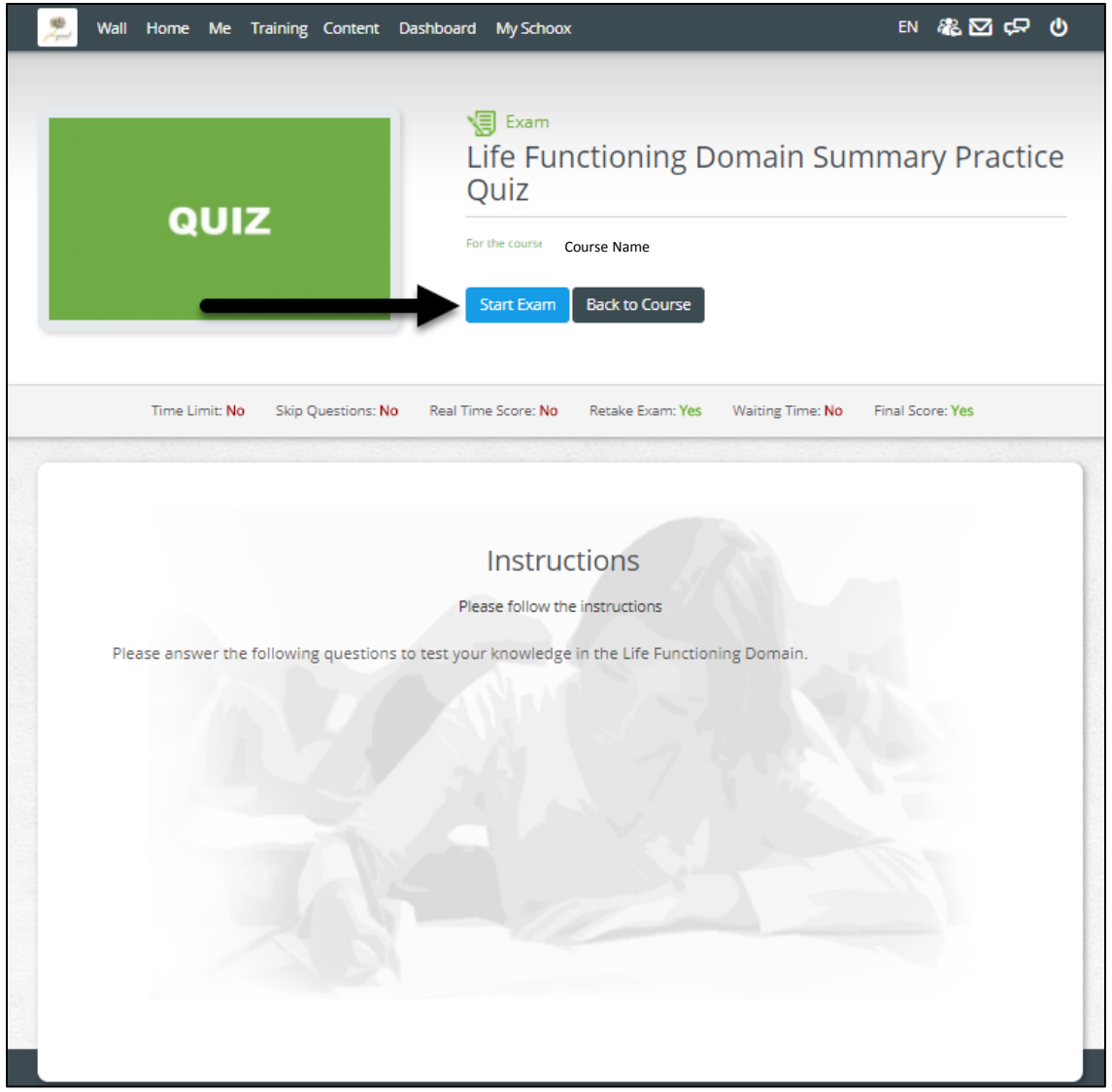
Starting the Course

- 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.



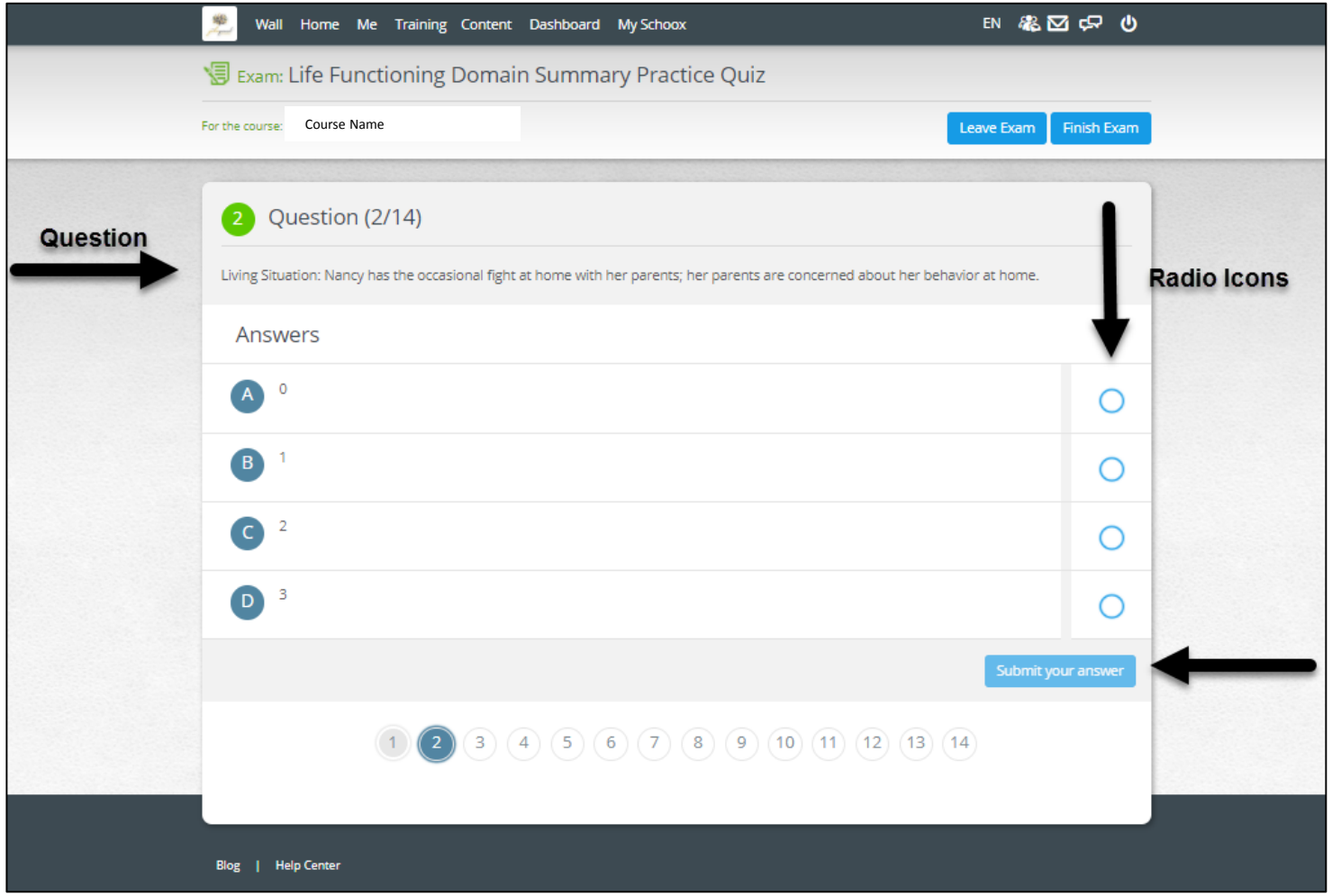
Taking an Quiz

- To Start the Exam select the *Start Exam* button.
- If you need to return to the course select *Back to Course*.



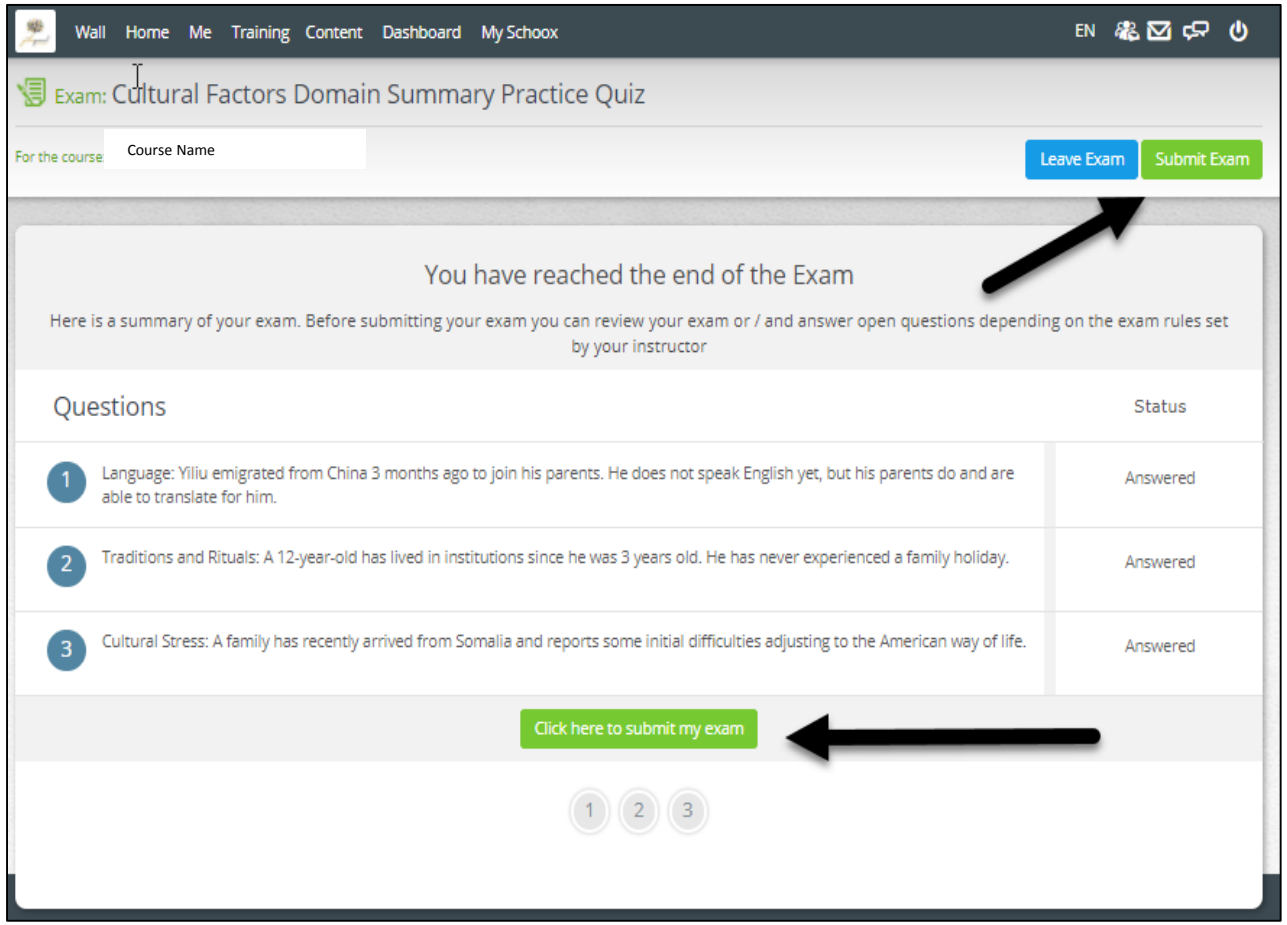
Quiz Details

- 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.



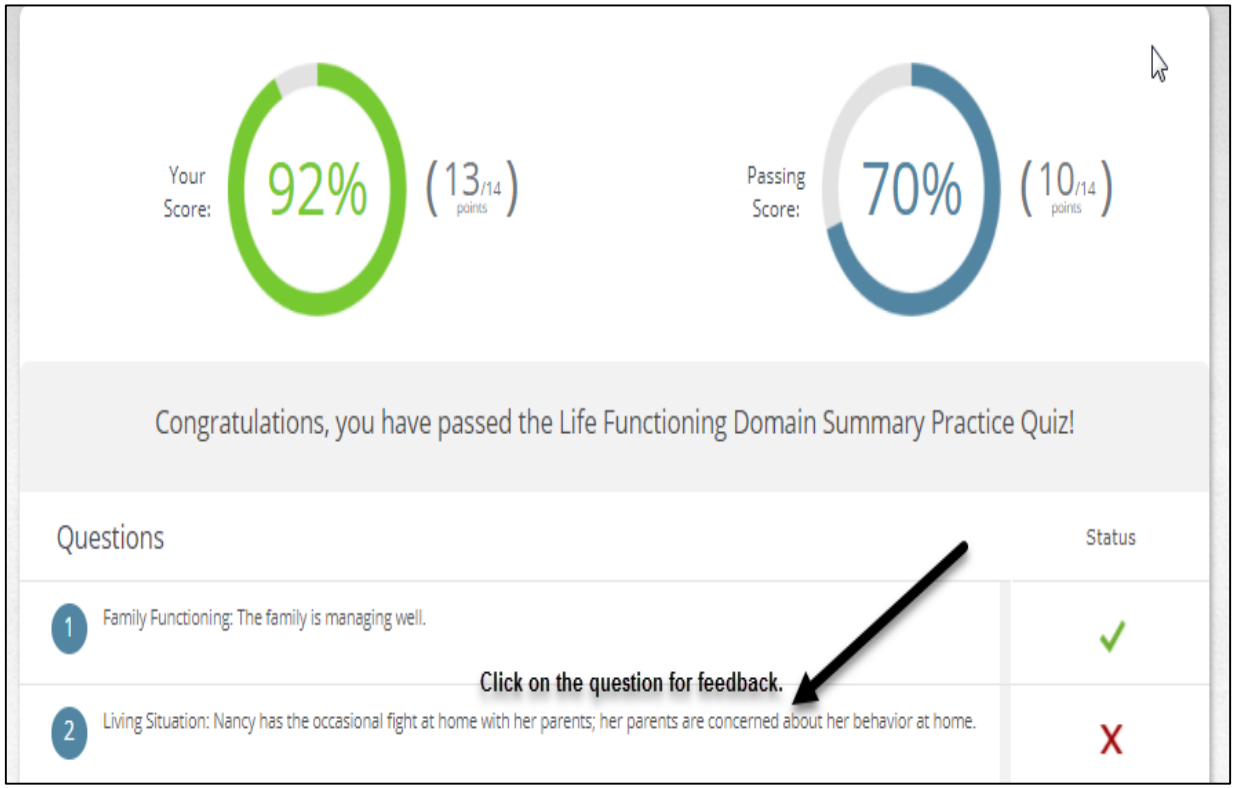
Quiz Details Continued

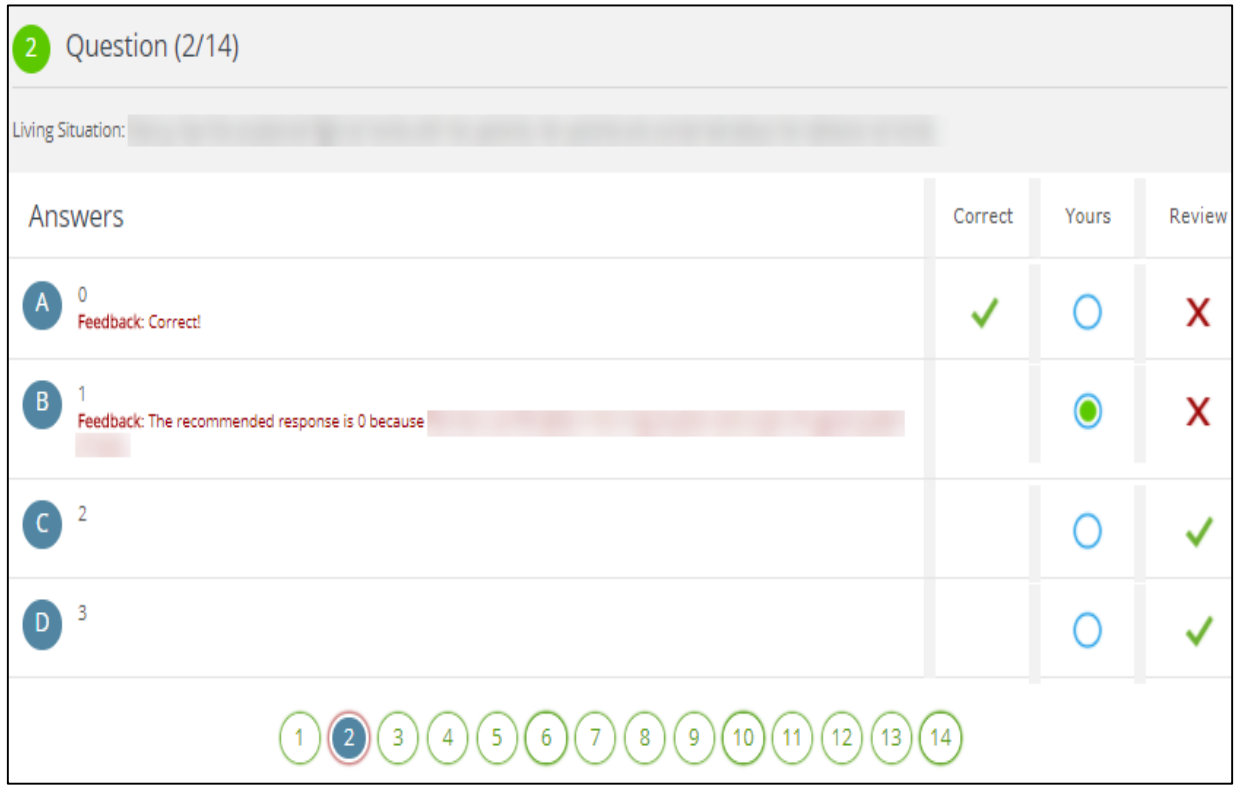
- Once you have answered each question within the Exam this screen will appear where you can review each question on the exam.
- If you need to change an answer or return to a question you can click on the question to return to it an update your answer.
- If you are ready to continue select the *Submit Exam* at the top or bottom of the page.



Quiz Details Continued

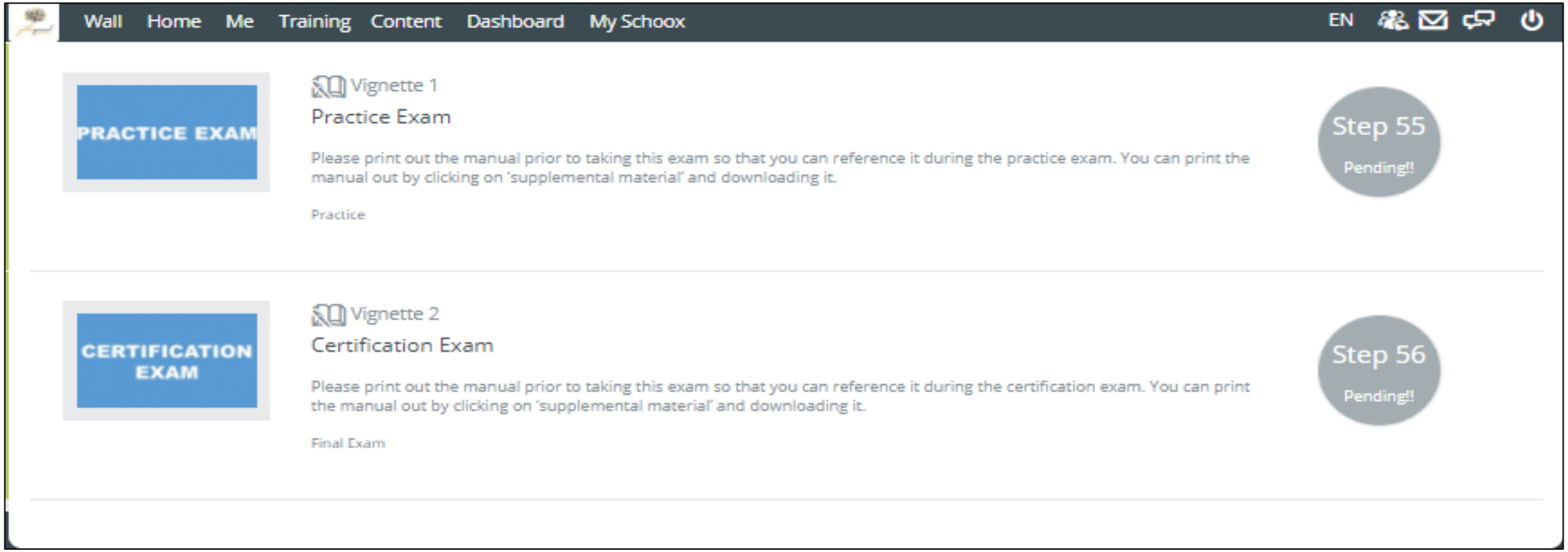
- Your exam summary will appear showing your results.
- For any question details you can click on the question to see the feedback.





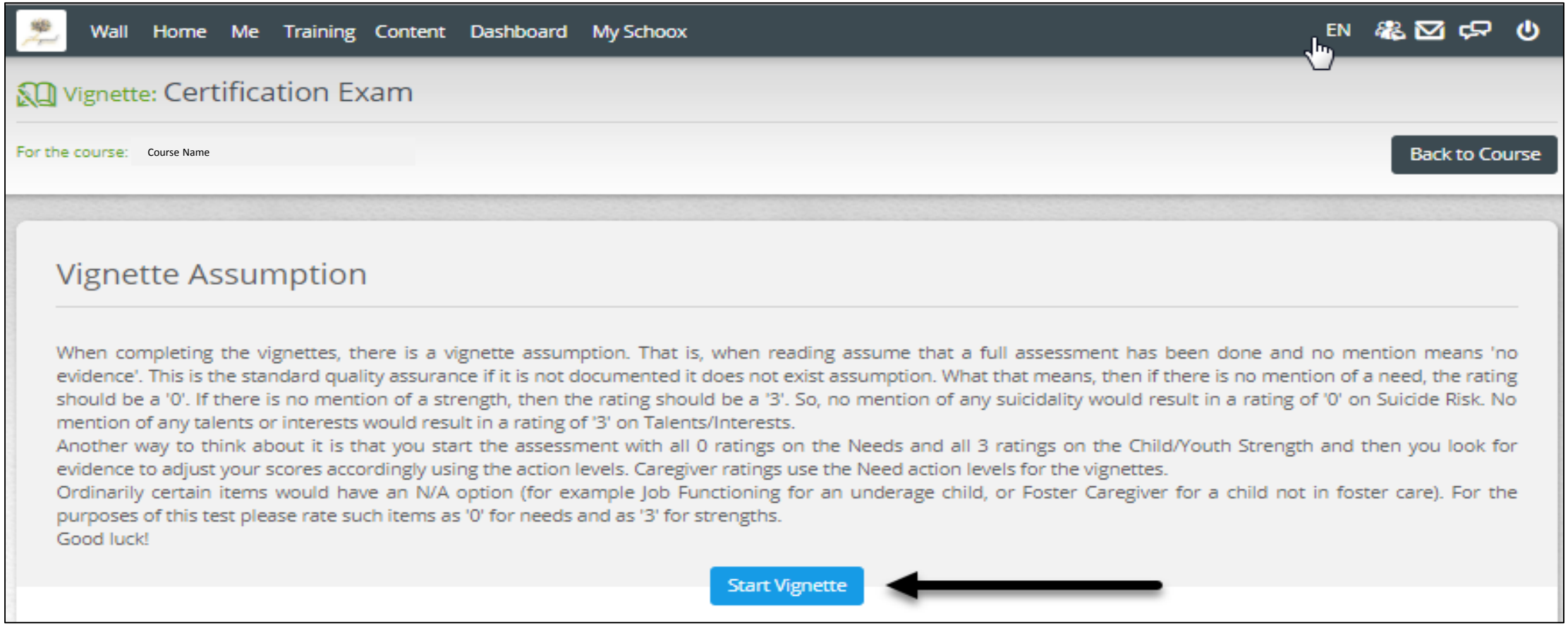
Course Exams

- 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.



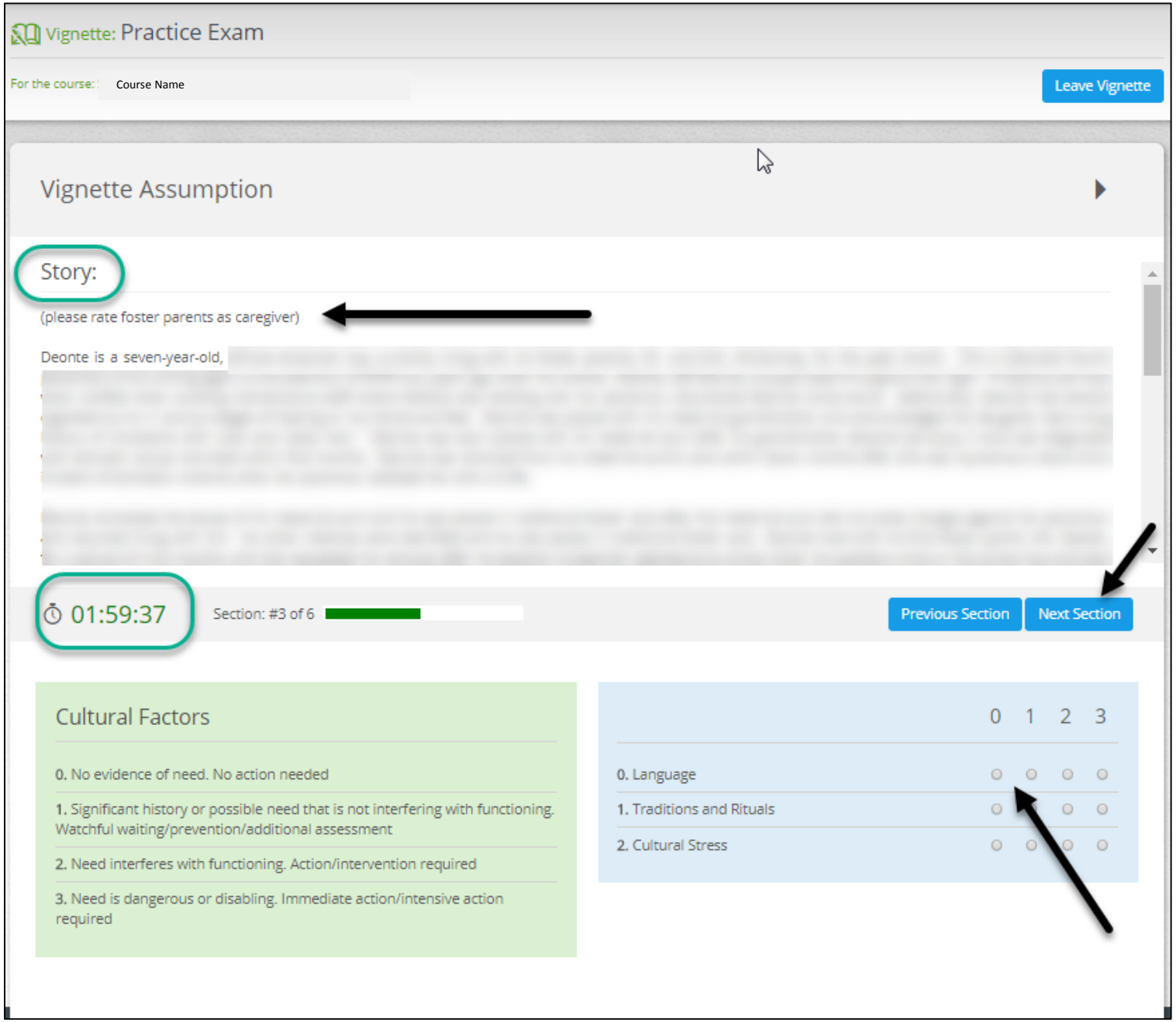
Exam Continued

- You will receive the following message prior to starting both the Practice Exam and Certification Exam. **<u>Please be sure to read through the Vignette Assumption</u>**. Press *Start Vignette* to continue.



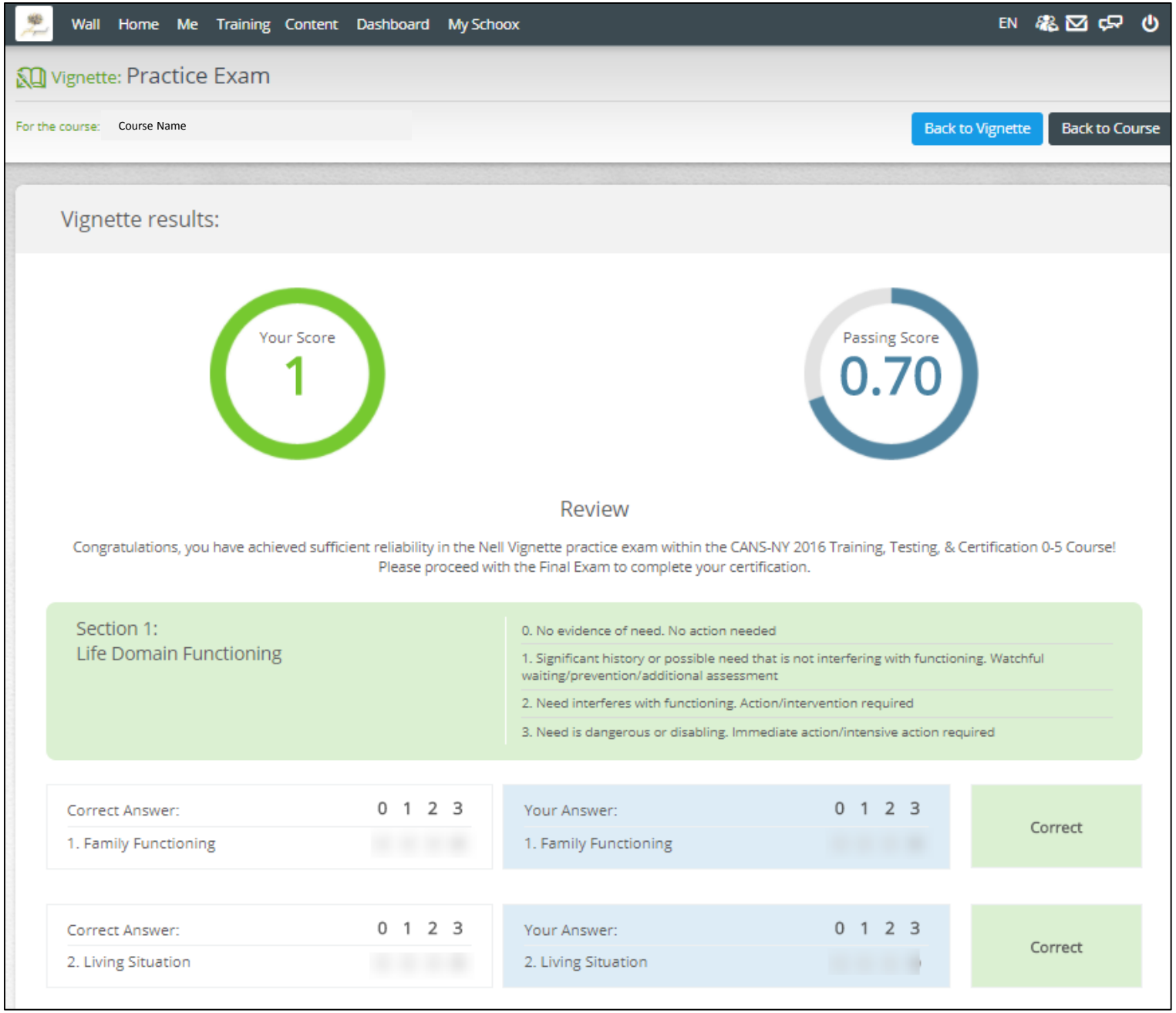
Exam Continued

- 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.



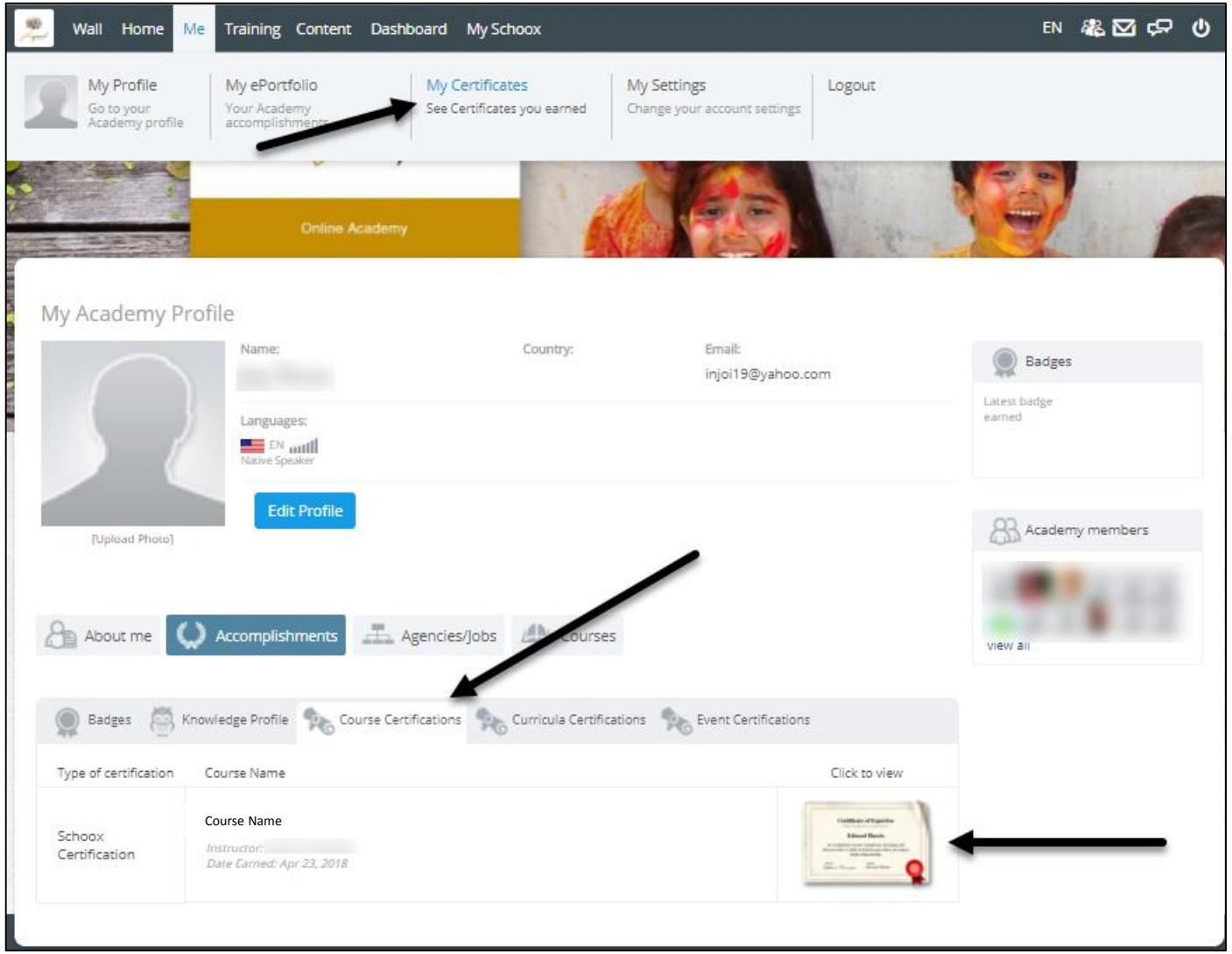
Exam Continued

- 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.



Certification Exam

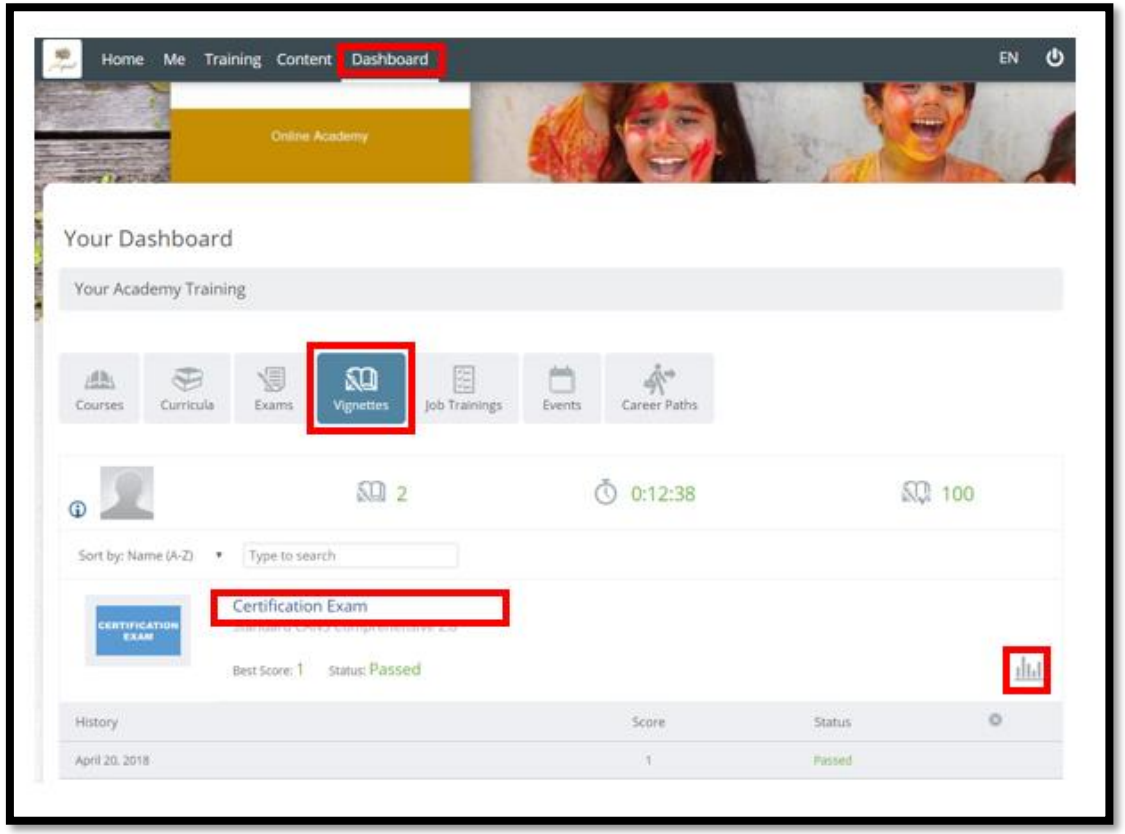
- The Certification exam is in the same format with the same time limit as the Practice Exams.
- Click on the Certification Exam within your course
- Read the Vignette Assumption
- Start Vignette
- Once Finished you will received Feedback as to if you Passed or Failed the exam.
- If you passed the Exam you will be able to print your certificate from the Top toolbar under *ME-> My Certificates-> Course Certifications.*



Viewing your Exam Score and Certificate

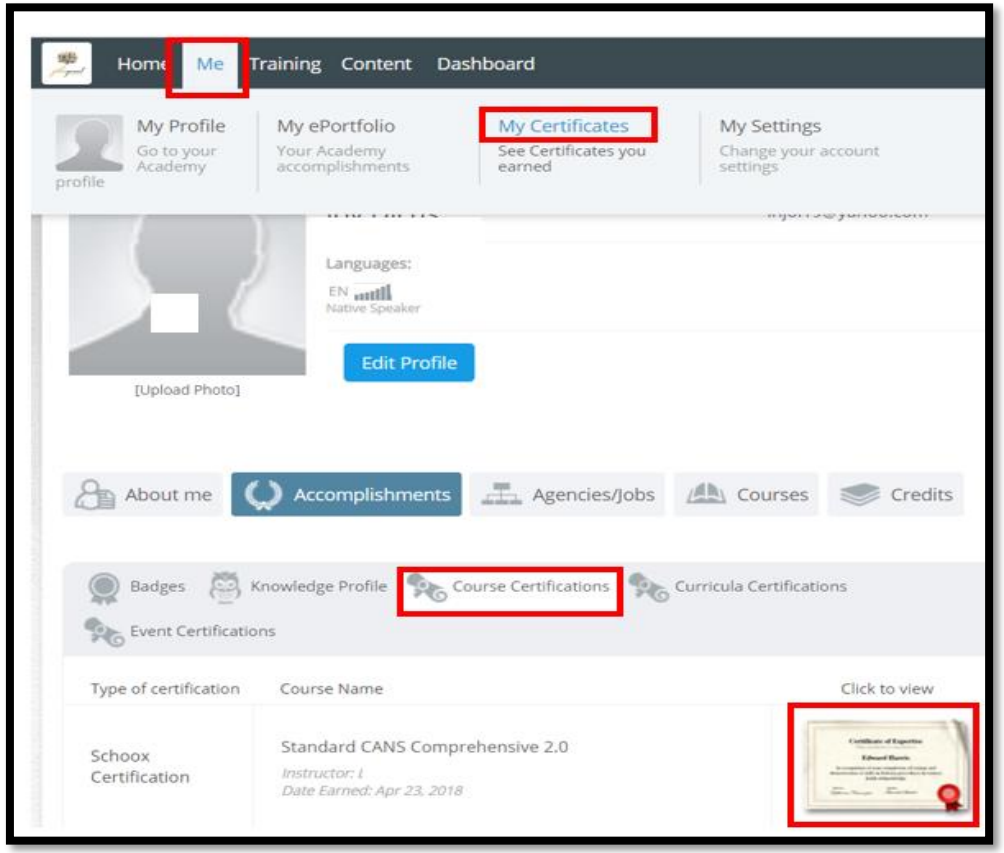
You can view your exam scores by:

- 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.



You can view your Certificates by:

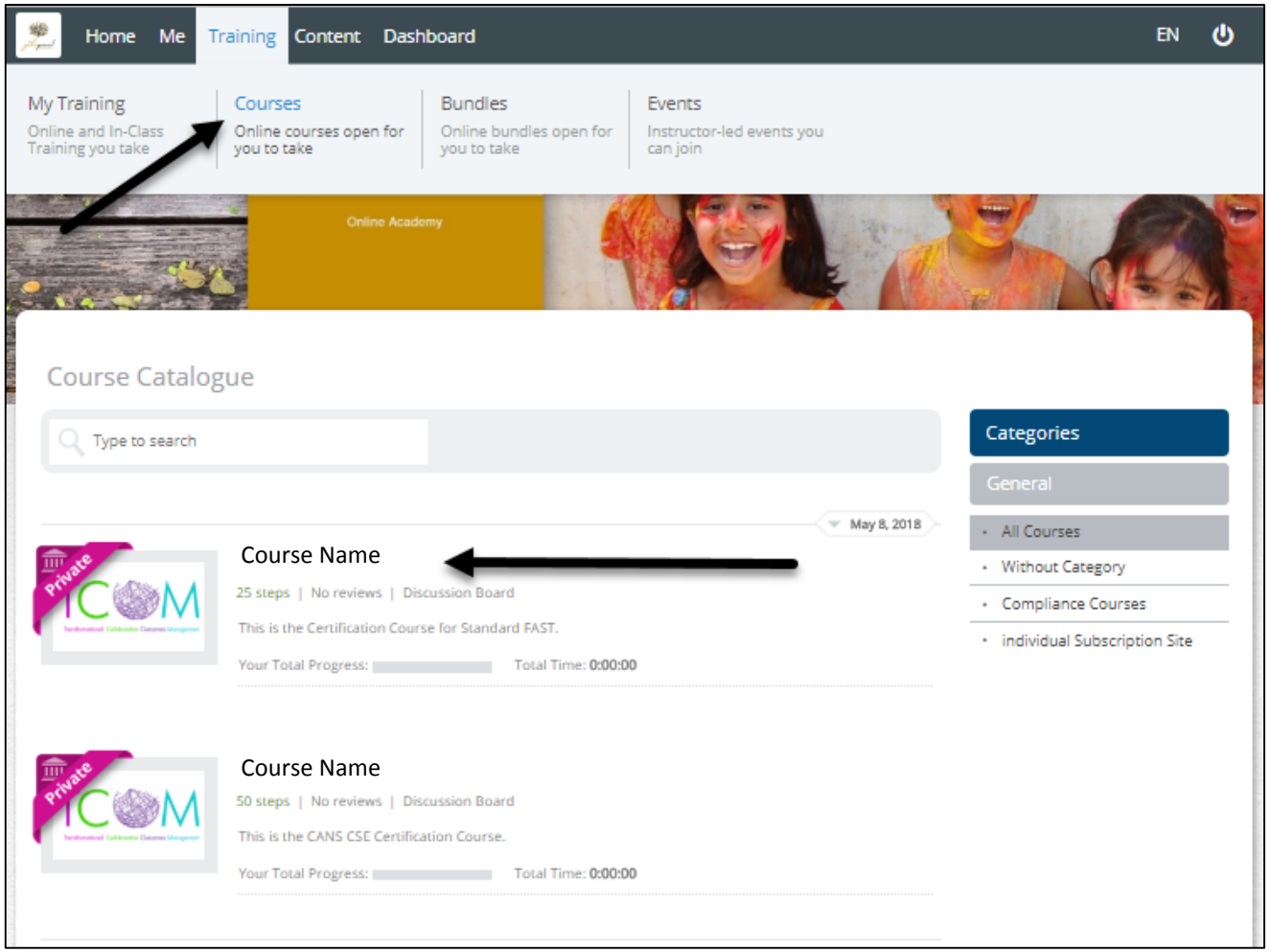
- Hover over the 'me' tab on the top toolbar
- Click on 'my certificates'
- Click on Accomplishments
- Click on Course Certifications
- Click on the certificate you would like to view



Re-Certification

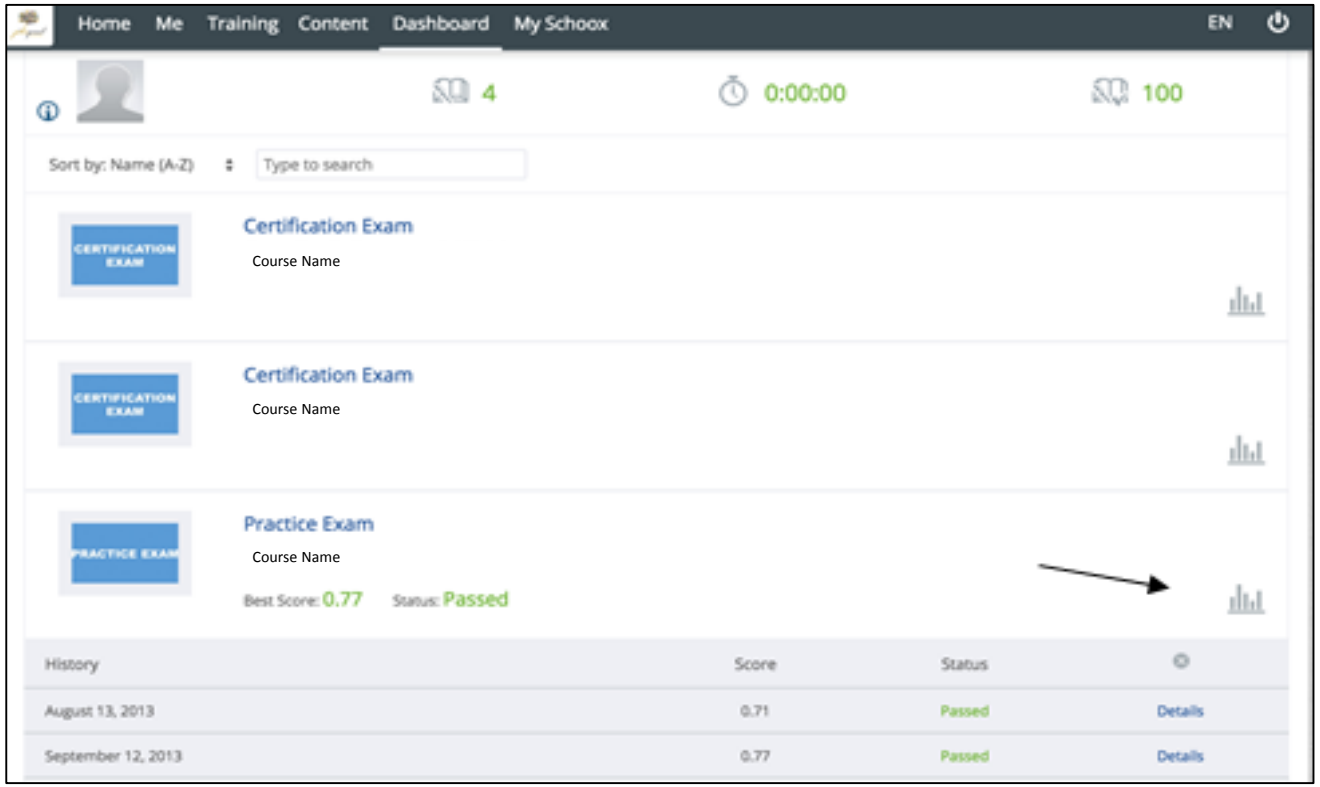
To Recertify:

- 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.

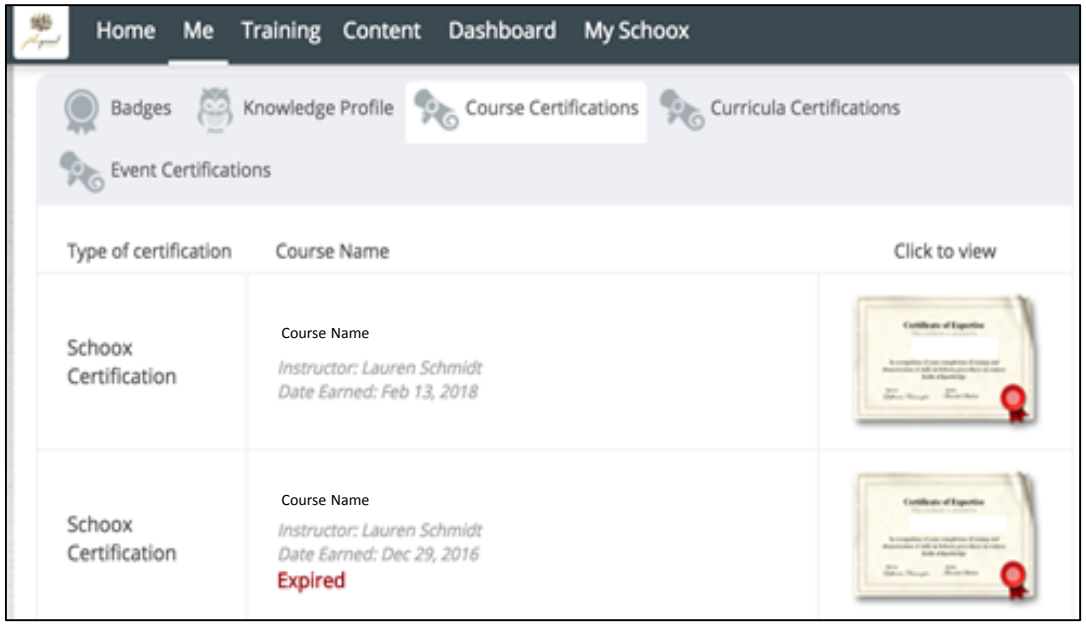


Re-Certification Continued

- 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.



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)

FAQs

- I did not have an account on the prior website, how do I register on the new TCOM Training Website ?
  - If you did not have an account in our prior website and need to register on the new TCOM Training Website , please follow the below steps:
  - Go to: https://www.tcomtraining.com
    - Fill out the required fields
    - Click 'sign up now'
- How do I obtain a certificate in one of the TCOM Tools?
  - 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
- What courses do I need to take?
  - Please contact your agency to determine what courses you are required to take.
- 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 and let them know you would like coaching. Our team will connect you with a coach.
- Do you provide live training opportunities?
  - 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'.

FAQs

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    - Click on 'vignettes'
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