CERTCENTRAL USER

INSTRUCTIONS

September 26, 2020
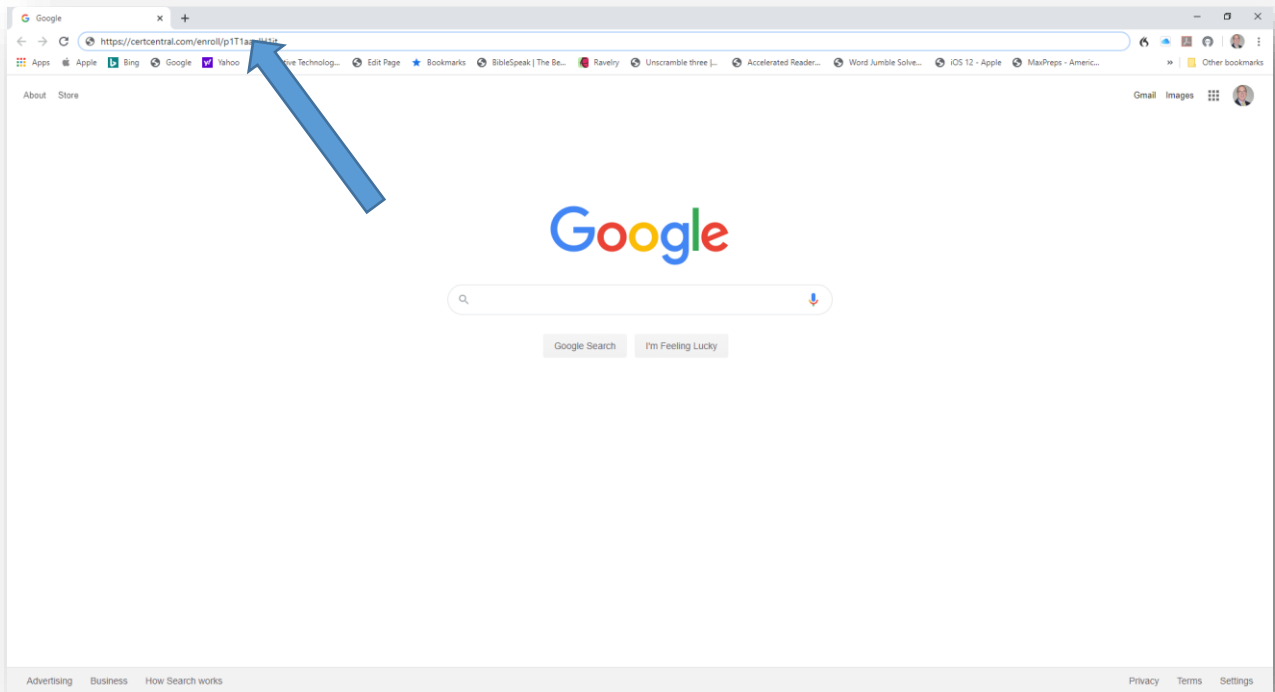
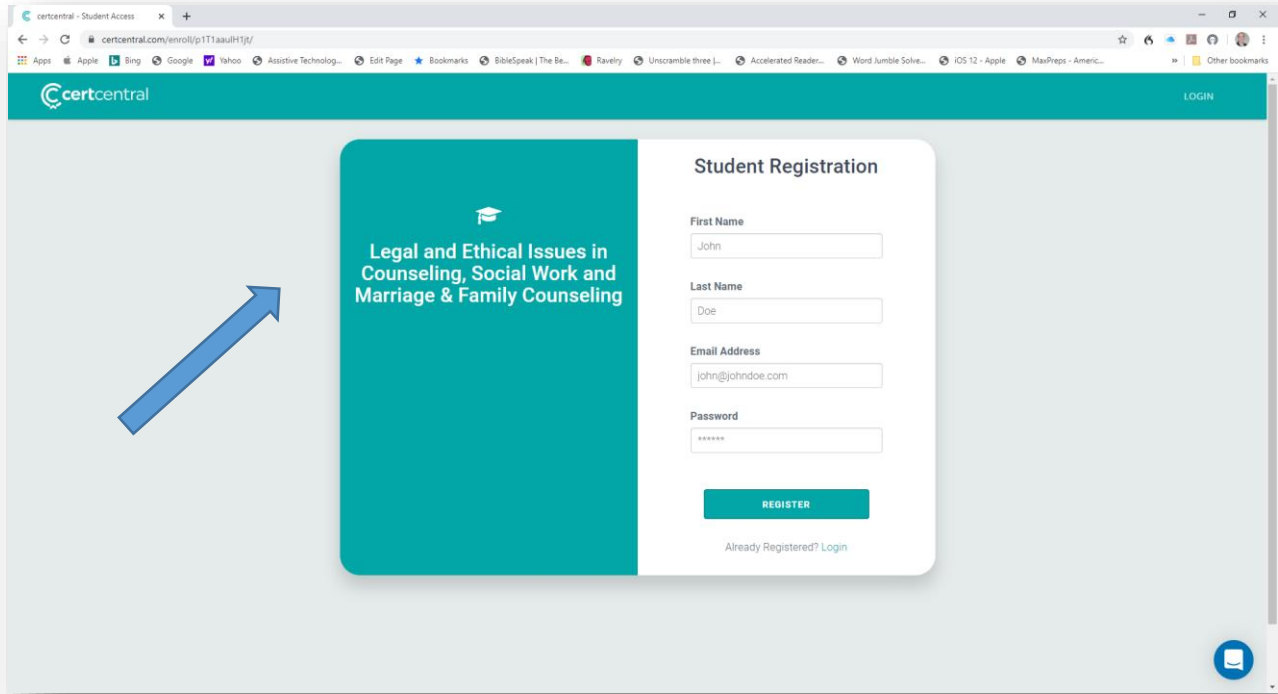To access training content The Counseling Source (TCS) offers through CertCentral, you will either click on a link embedded on one of our company webpages OR you will be emailed a link.
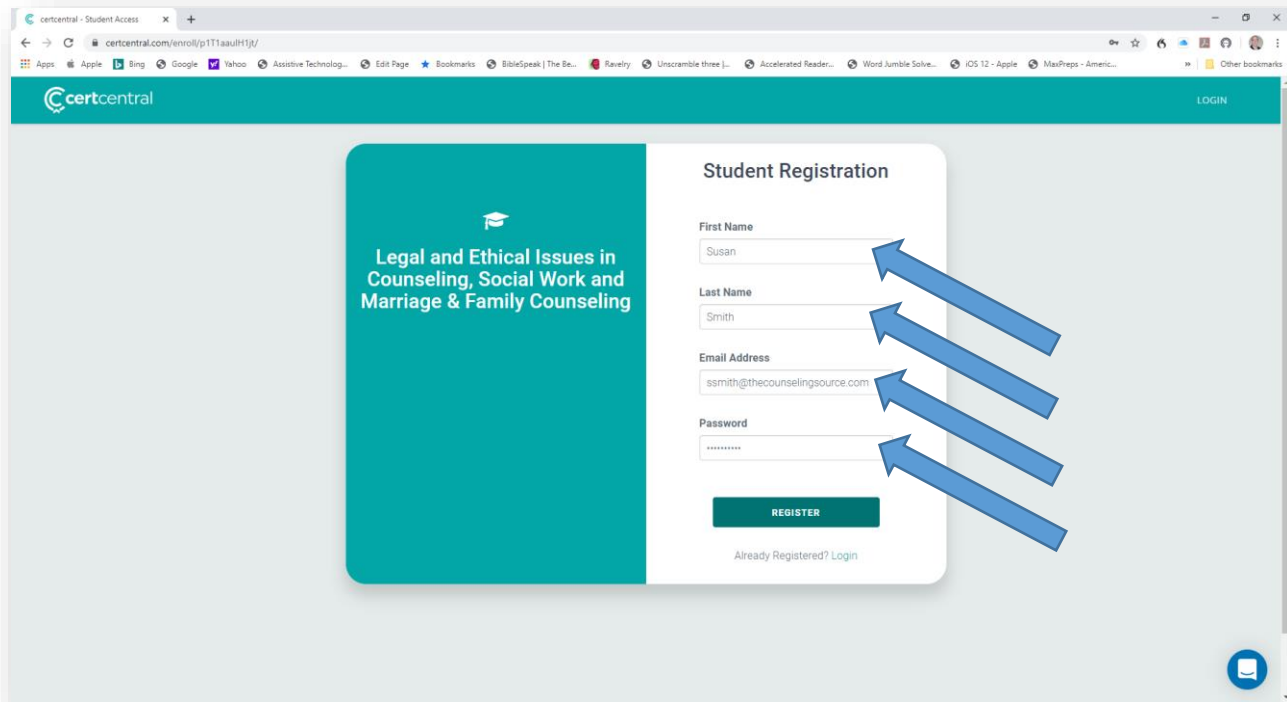
YOU MUST USE THE LINK TO BE ENROLLED IN A COURSE!

In the case of a link being emailed to you, either click on the link in the email OR copy and paste it into a browser page as shown above.

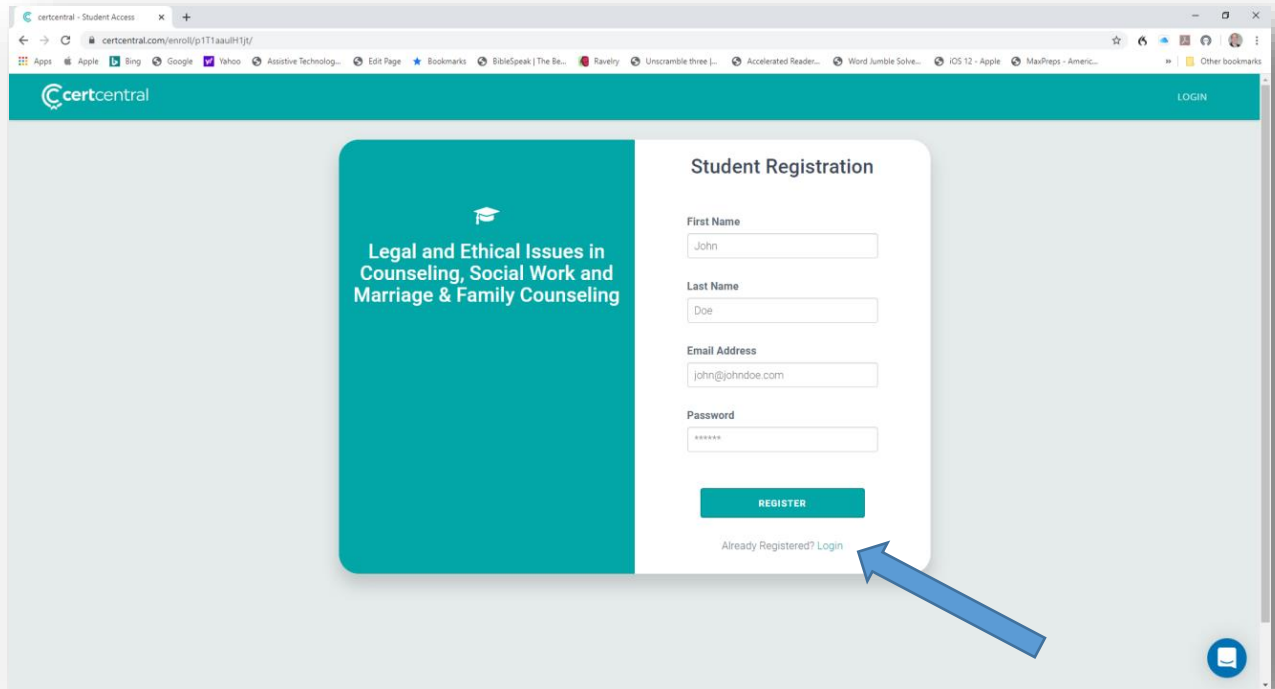**You will be presented with the Student Registration Page.**

**The Course title will appear on the left-hand side of the screen.**

If you have NOT registered before, enter your first name, last name, email address, and a password.

The email address will be used to email your certificates.
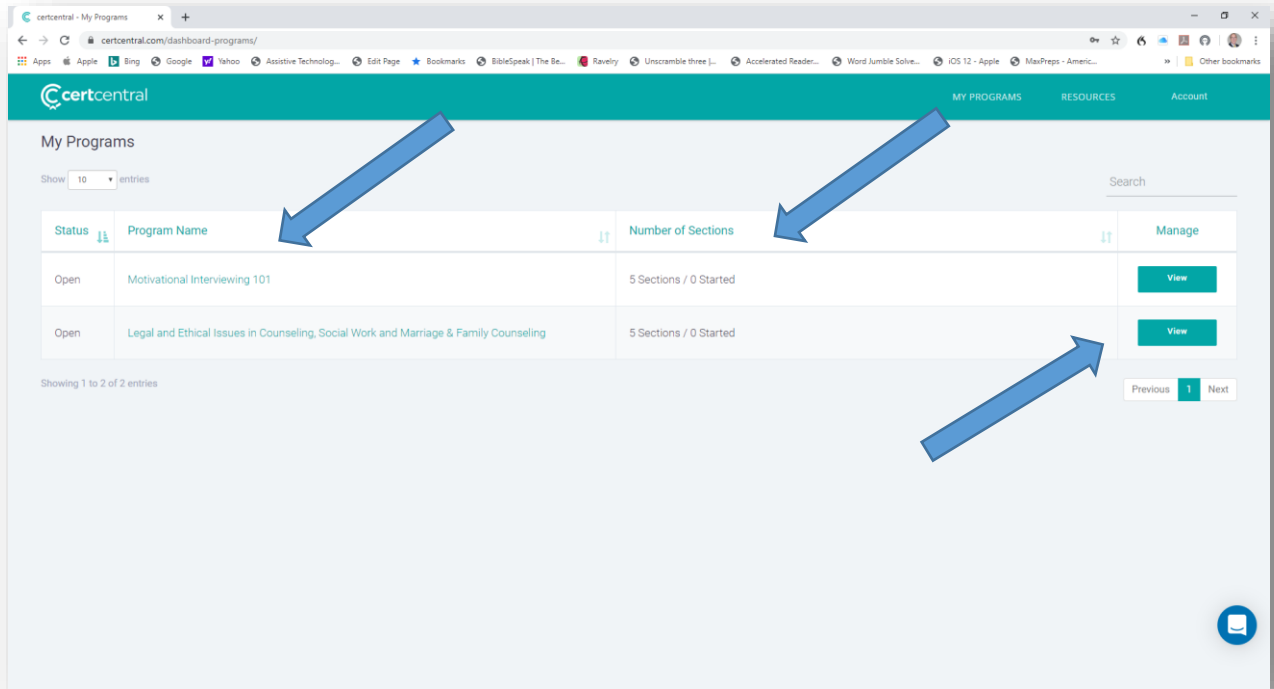
It is recommended you use your TCS email address and password.

If you HAVE already registered in a past course and already have a user set up, click on the Login link at the bottom of the page instead.
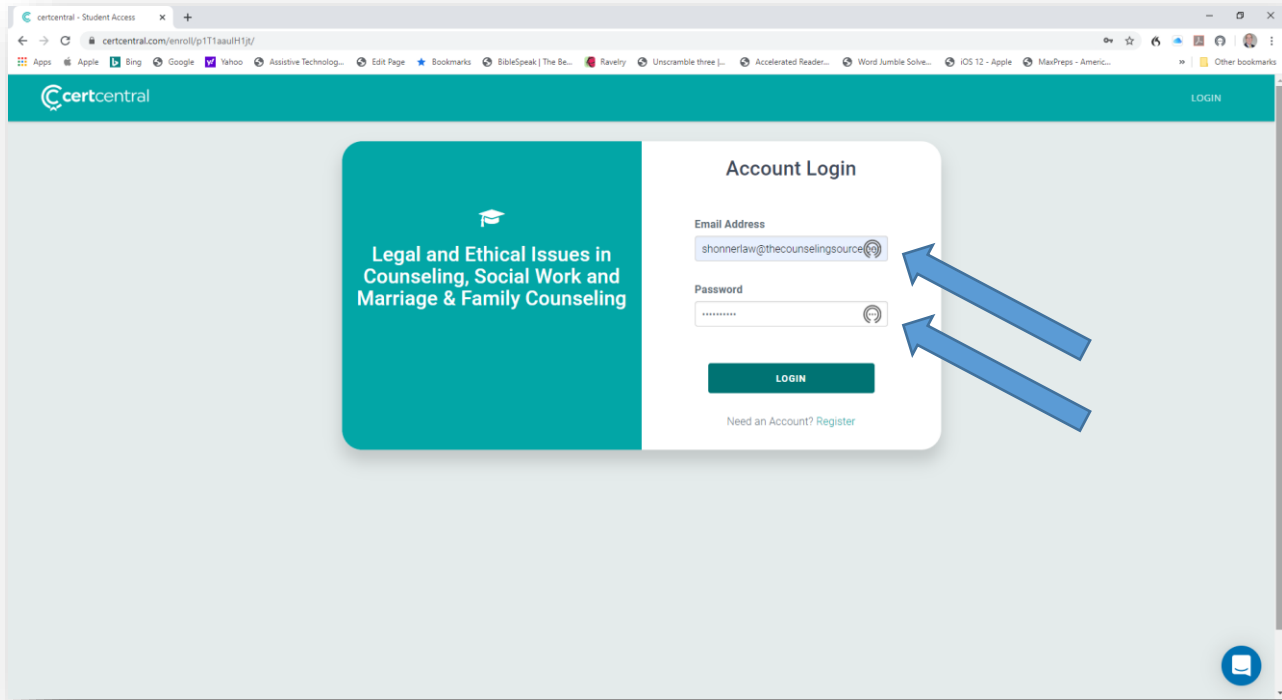
When you click the Login link <mark>as a returning user</mark>, enter the email address and password you used to set up your account initially.

Regardless whether you are a new user or returning user, your My Programs screen will be displayed after logging in.

Your My Programs screen shows the courses you have enrolled and the number of sections started for each of your courses.
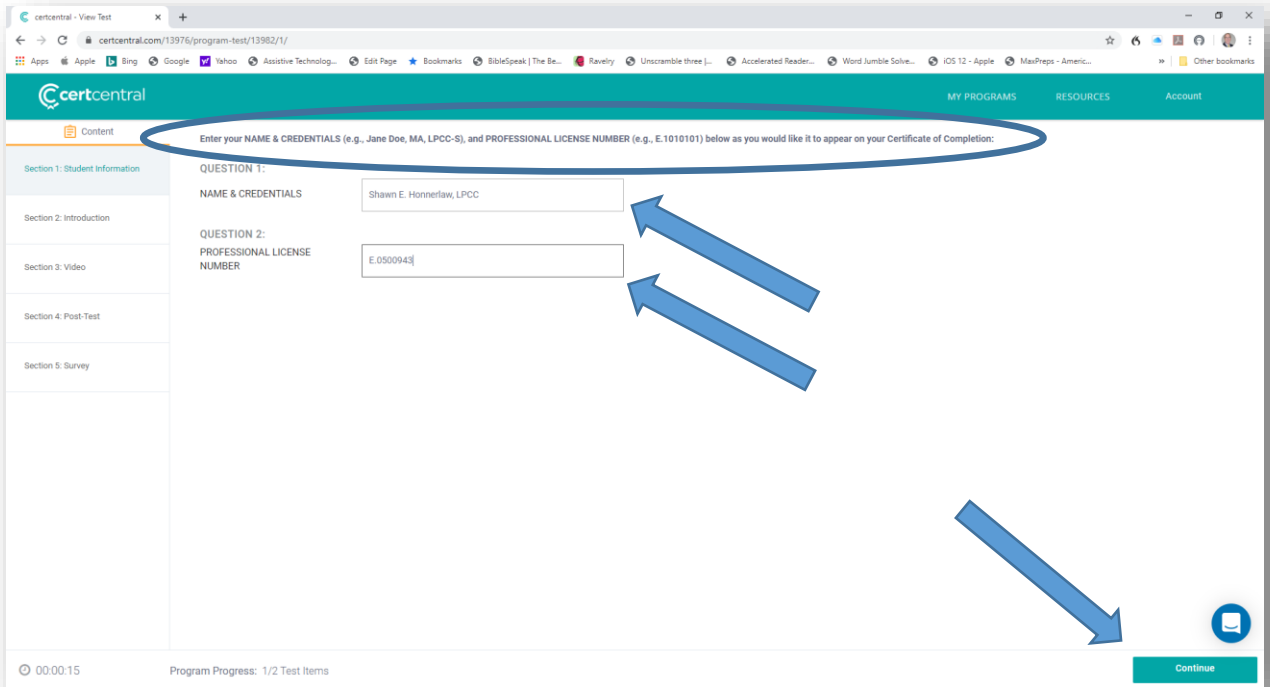
To begin a course, click on the View button in the Manage column on the right-hand side of the screen.
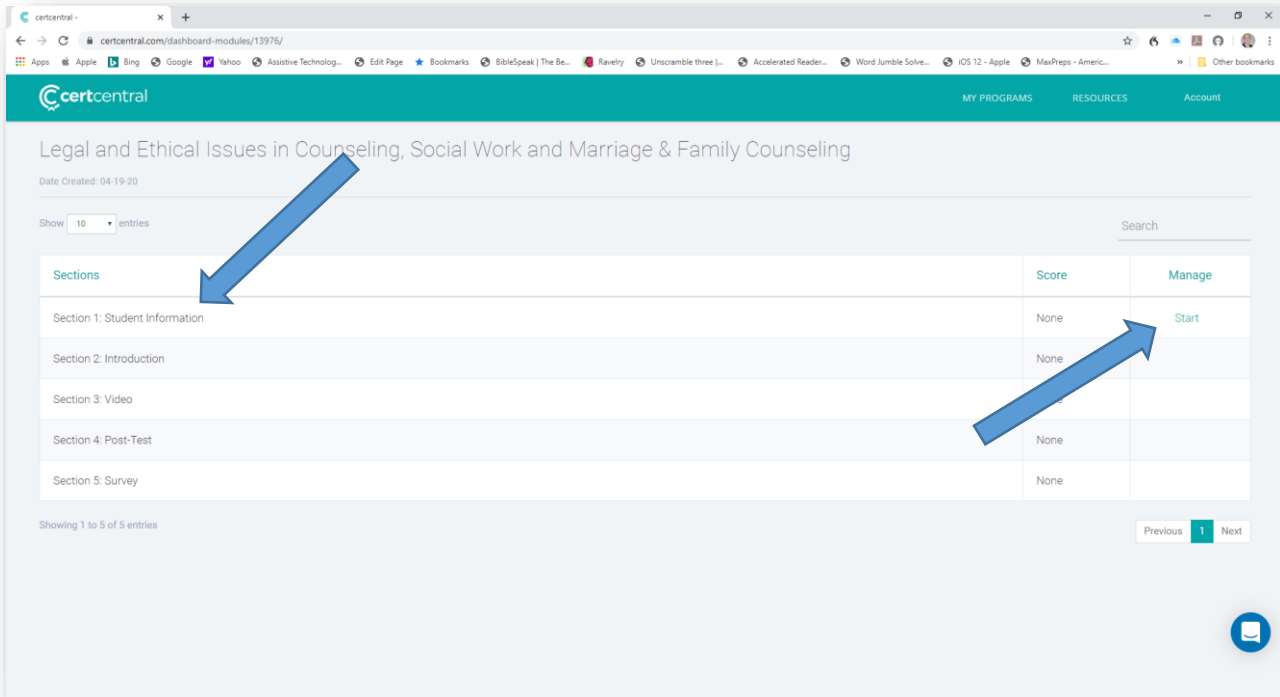
After clicking the View button, you will be taken to the main page for the course selected.

The Sections of the course are on the left-hand side of the screen.

**To begin your course, click Start in the Manage column on the right-hand side of the screen.**

On the Student Information page, enter your name and credentials followed by your professional license number EXACTLY as you would like them to appear on your certificate of completion.

When finished, click the Continue button in the lower right-hand corner of the screen.
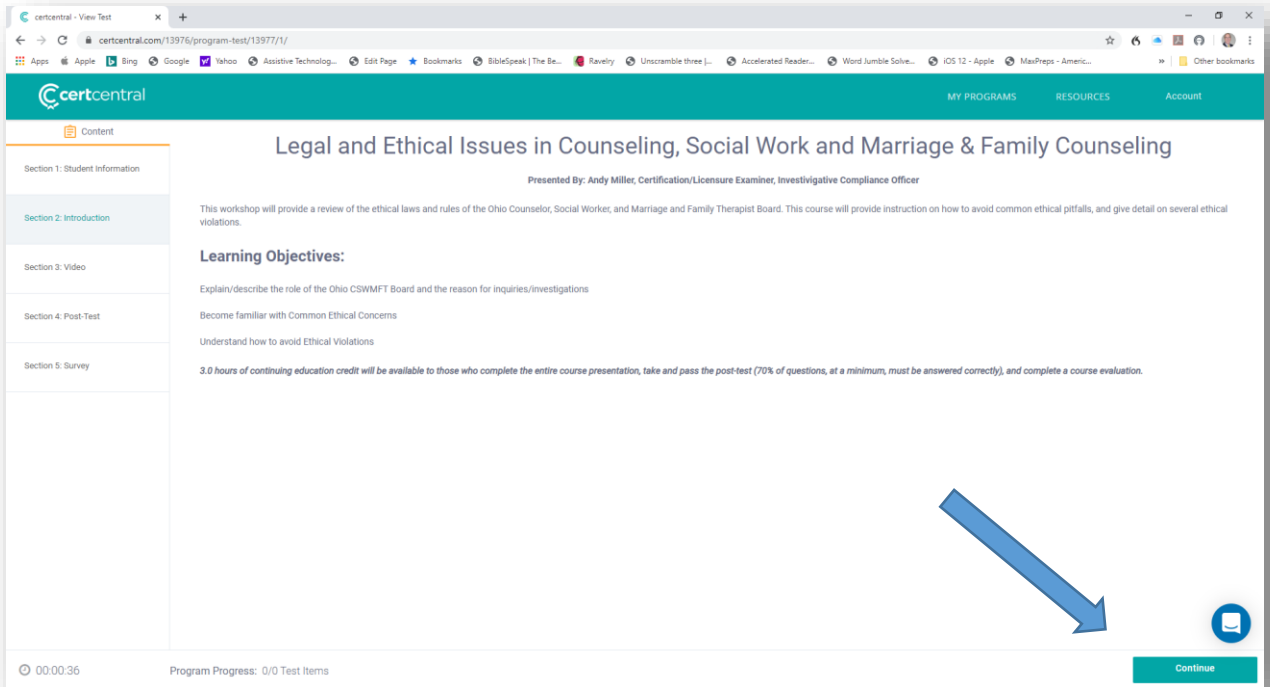
Navigating each page is that easy.

Once you have completed reading/watching the content or completing the necessary prompts, click the Continue button in the lower right-hand corner of the screen to move to the next screen.
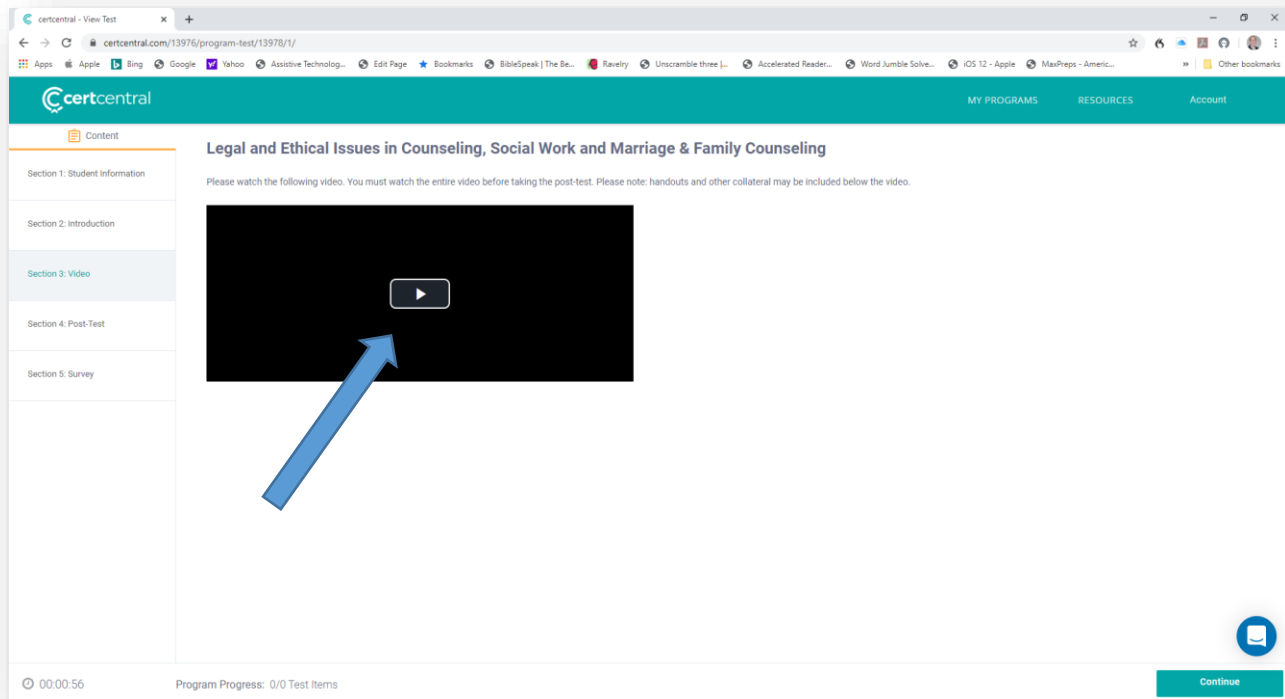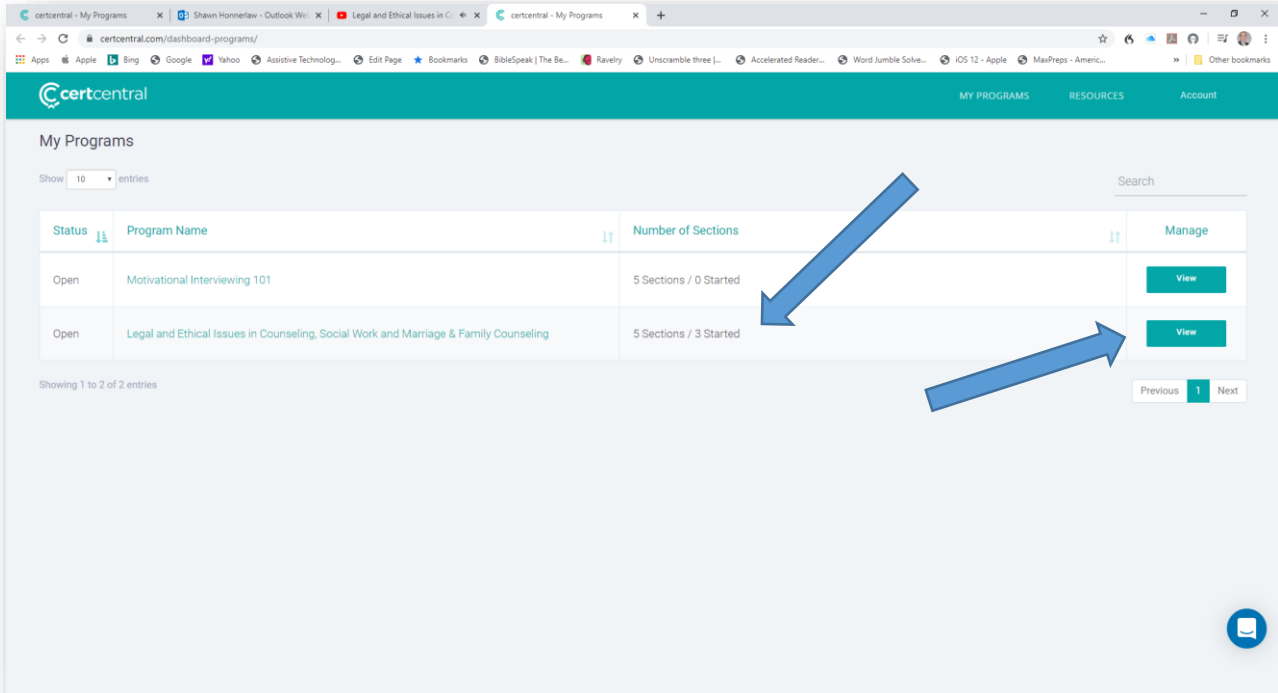
Videos must be watched in their entirety.

Click the Play button to begin.

**You may stop and return later to resume where you left off.**

NOTE: *If you do stop your video to return later, please log out of CertCentral to save your spot.*

NOTE: If you back up in the video you will not be able to skip back ahead.

Upon returning to your My Programs page, you will notice that the number of sections started is updated.

**Click the View button in the Manage column to return to your course.**
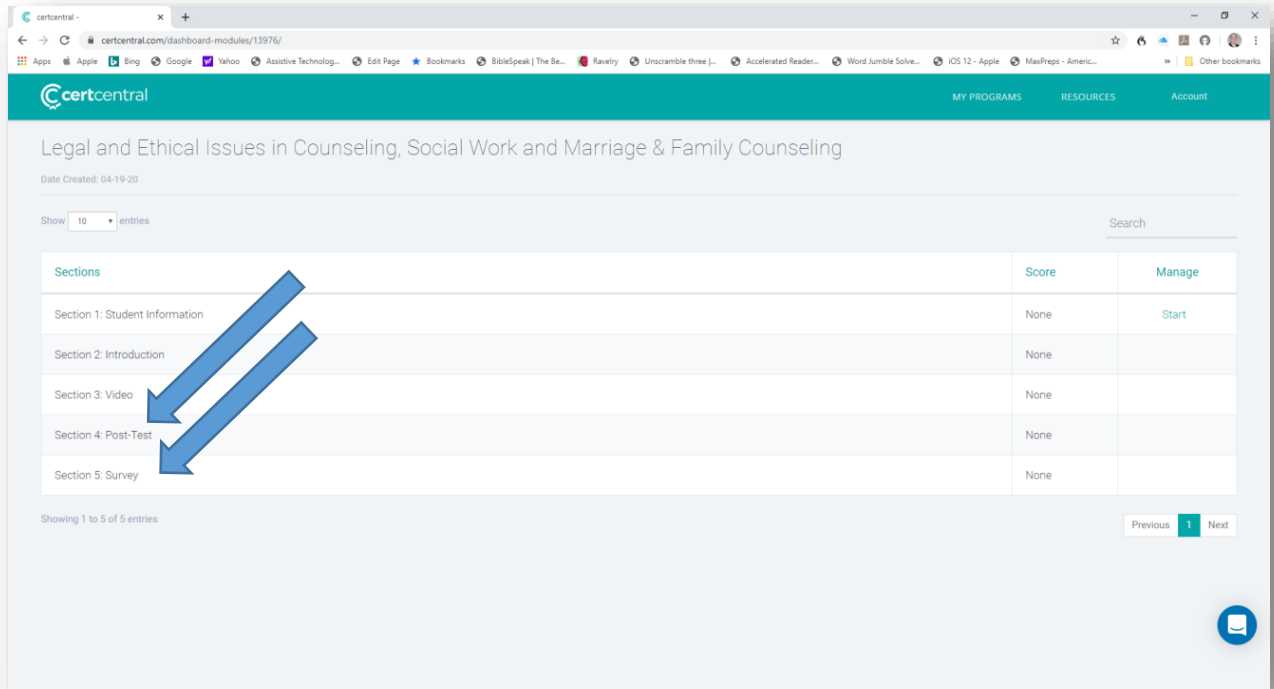
After you have finished the content of your course, you must ==complete and pass the Post-Test (70% of the questions must be answered correctly) and complete the Survey.==

The certificate of completion will be emailed to you shortly after completing.

If you do not pass the Post-test, you may make unlimited, additional attempts.
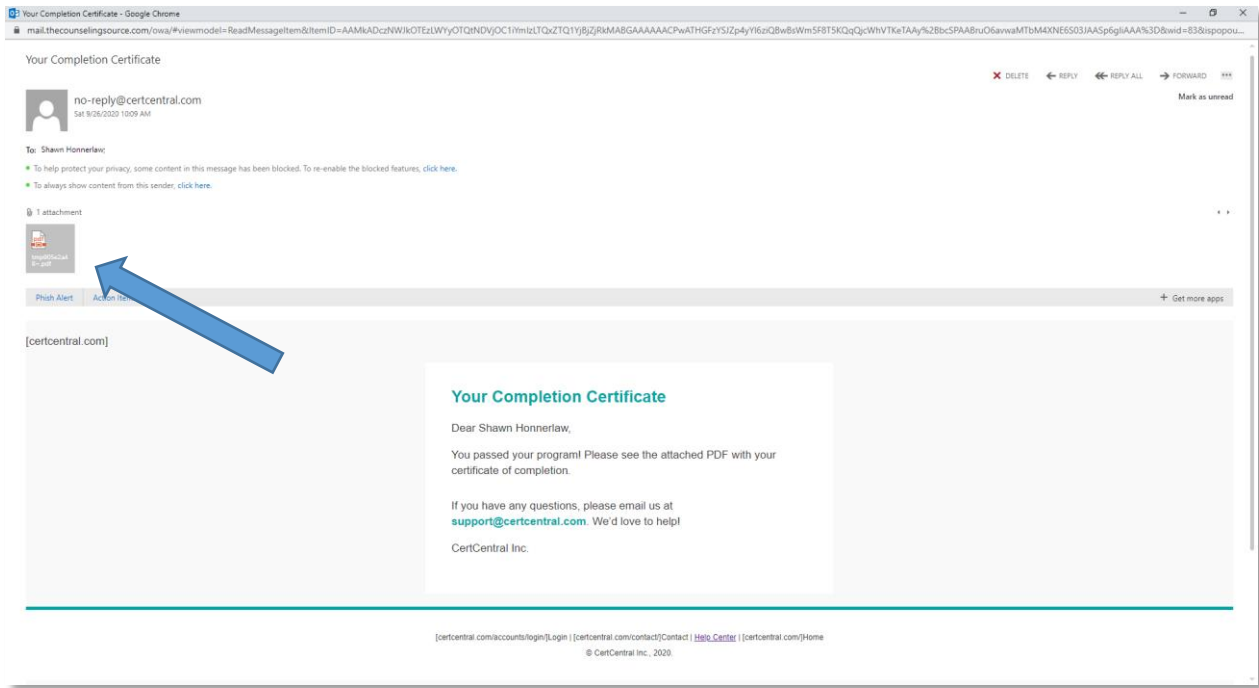
Your Certificate will be attached to an email sent to the email address you used when you created your CertCentral account.
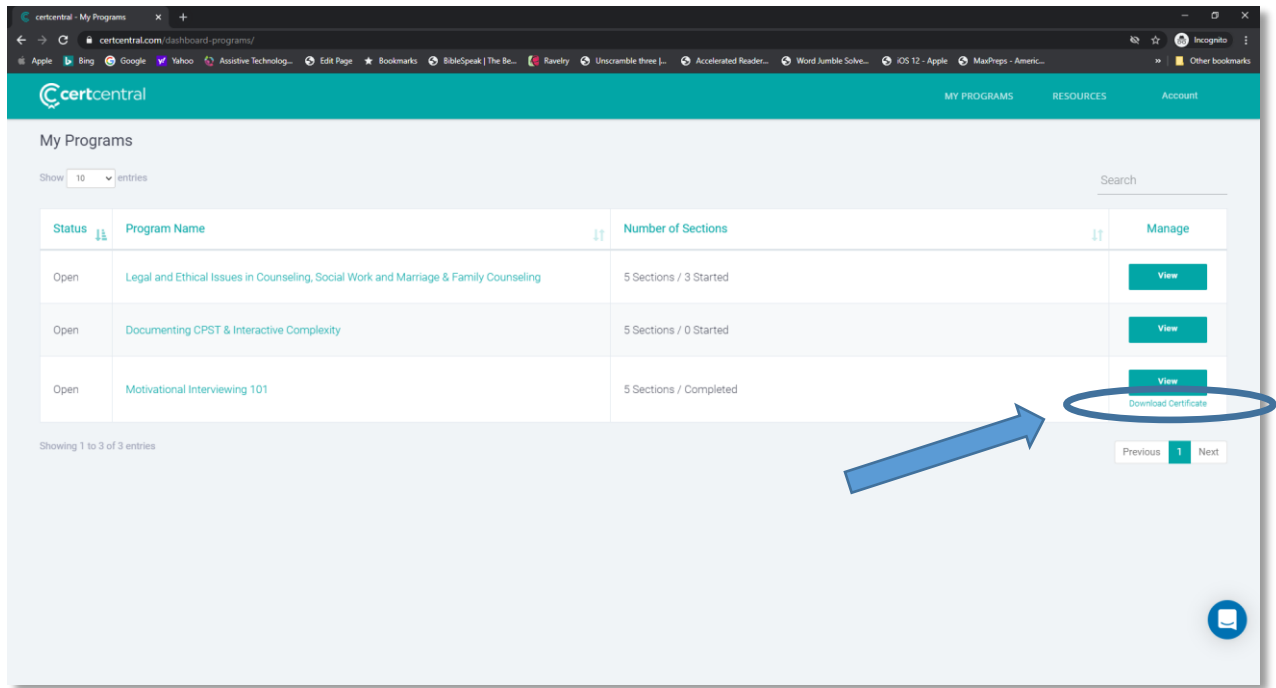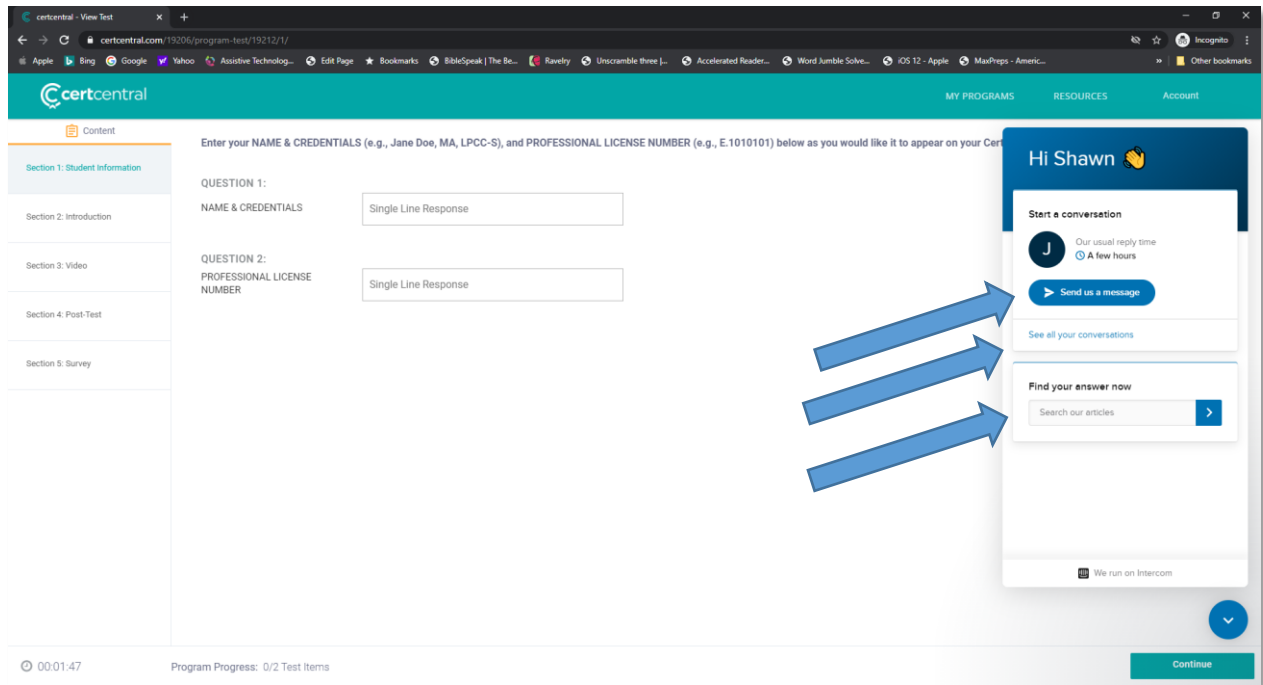
If your Certificate does not get emailed OR you get an error at the end of your course, return to your My Programs screen where you will be able to download the certificate.

Getting HELP with CertCentral User and Technical Issues
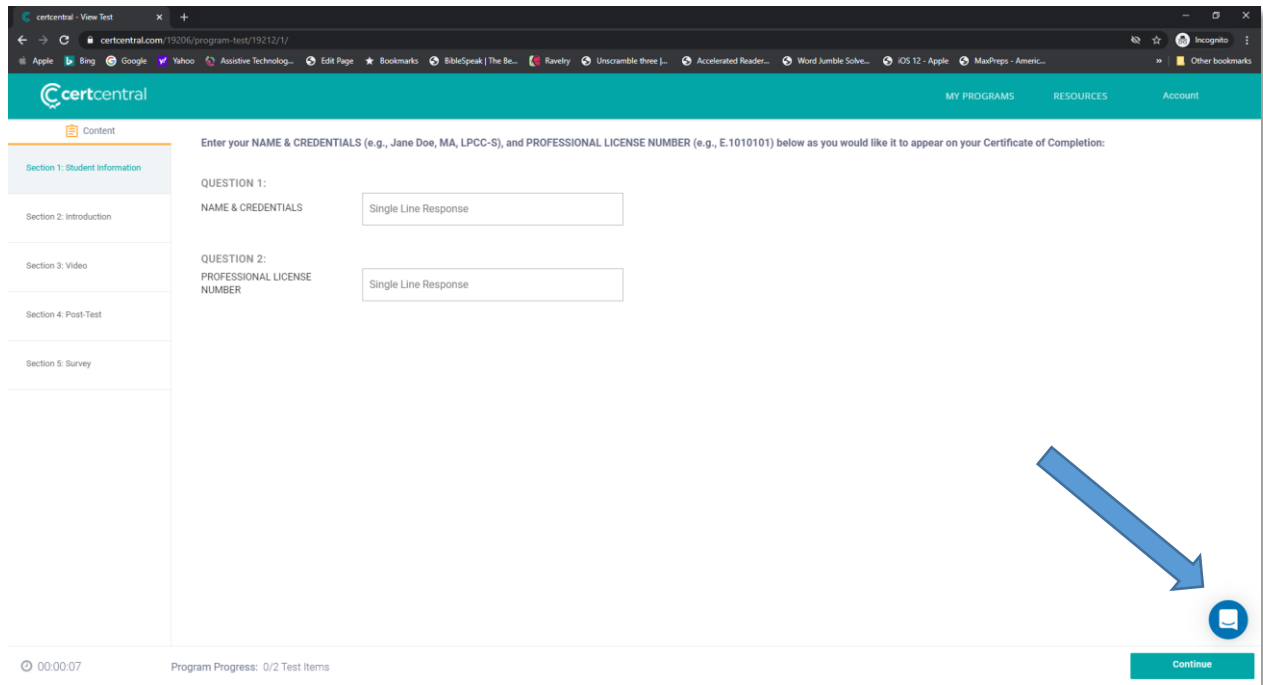
One way to get assistance is to click on the <mark>Conversation Icon</mark> in the lower right hand corner of the screen.
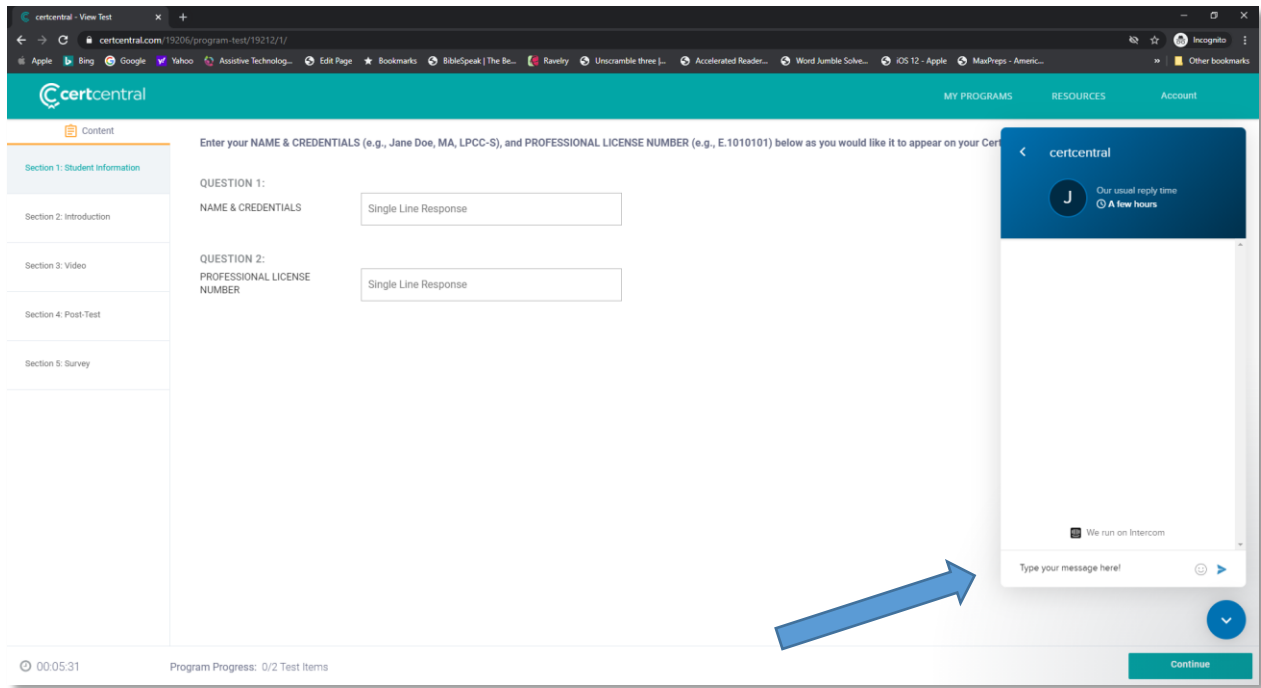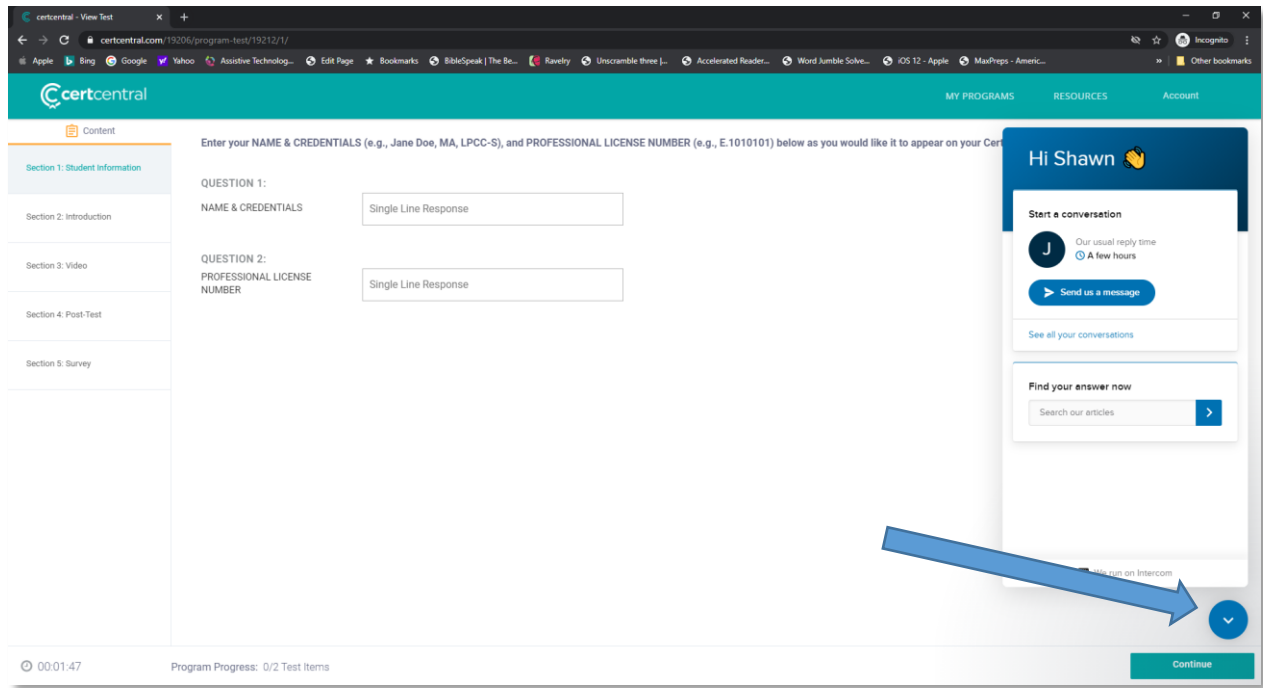
You can click on:

1) <mark>Send us a message</mark>

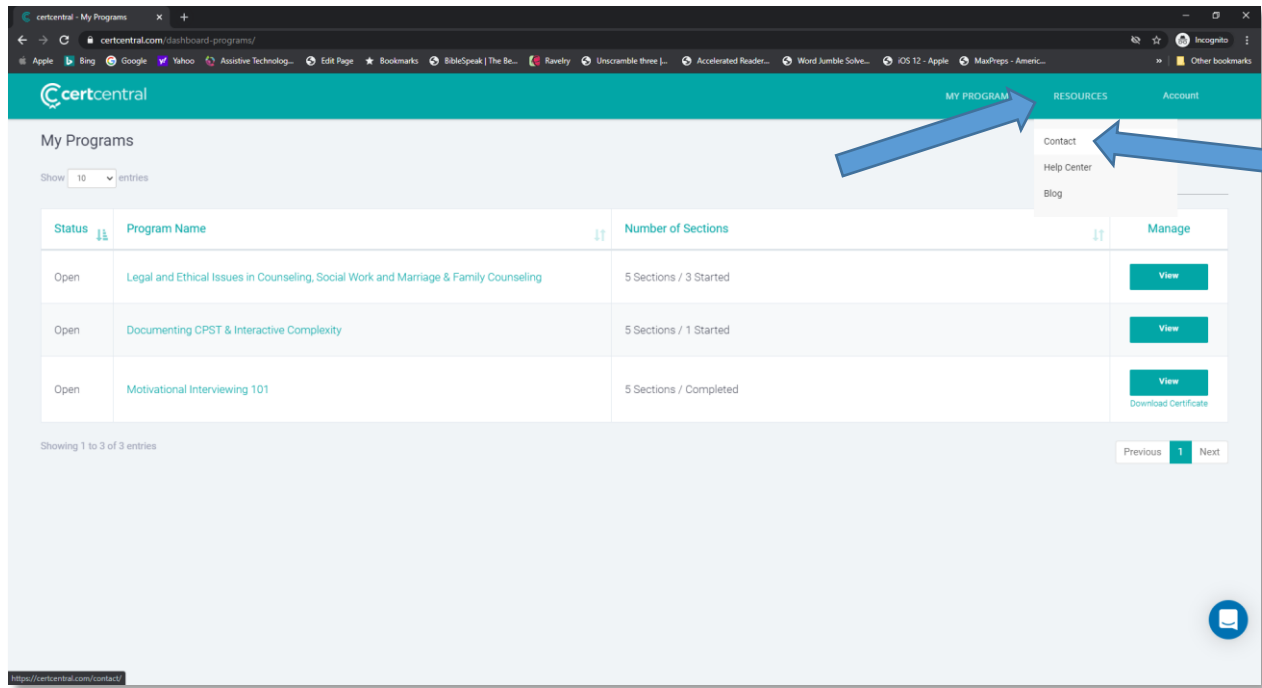2) <mark>See all your conversations</mark>

OR

3) <mark>Search our articles</mark>

If you click on Send us a message, you will be presented a dialogue box to enter your message.

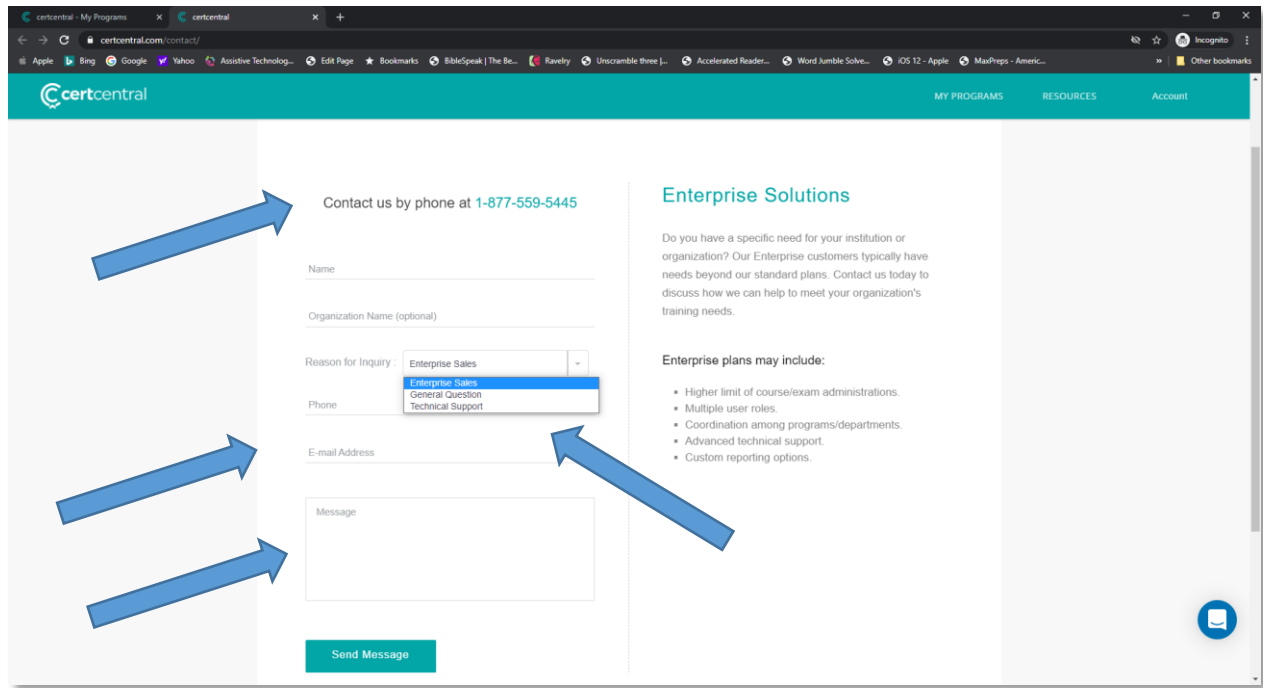**Collapse the Conversation by clicking the <mark>Down Arrow</mark>.**

Another option to get Help is to click Resources at the top right hand side of the screen.

Then click on Contact.

You can contact CertCentral by telephone

OR

Fill in the information form with your message

Be sure to select the reason for your inquiry (e.g., General Question, Technical Support).