

CERTCENTRAL USER INSTRUCTIONS

September 26, 2020

ACCESSING TRAINING CONTENT ON CERTCENRAL

GETTING HELP WITH CERTCENTRAL USER & TECHNICAL ISSUES

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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.

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|----|---|---------------------------------------|-------|
| | | REGISTER Already Registered? Login | 0 |

You will be presented with the Student Registration Page.

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

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|---|---|---|
| | ► Legal and Ethical Issues in Counseling, Social Work and Marriage & Family Counseling | Student Registration First Name Susan Last Name Smith githecounselingsource con Pasword |
| | | 9 |

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.

| Ç cert central | | | LOGIN |
|-----------------------|---|--|-------|
| | E Legal and Ethical Issues in Counseling, Social Work and Marriage & Family Counseling | Student Registration First Name John Date Date Date Date Date Date Date Date | |
| | | Already Registered? Login | 0 |

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.

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|---|--|--|---|
| | Current Courseling, Social Work and Marriage & Family Counseling | Account Login Email Addres Informeriaw@thecounseiingsource@ Password Com Login Need an Account? Register | |
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When you click the Login link as a returning user, enter the email address and password you used to set up your account initially.

| cert ce | | | | MY PROGRAMS | RESOURCES Account |
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| ow 10 | | | | | Search |
| Status 🛔 | Program Name | | Number of Sections | | Jî Manage |
| Open | Motivational Interviewing 101 | | 5 Sections / 0 Started | | View |
| Open | Legal and Ethical Issues in Counseling, Social Work and Marriage & Fami | ily Counseling | 5 Sections / 0 Started | | View |
| owing 1 to 2 | of 2 entries | | | | Previous 1 Next |
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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.

| cert central | | | | Account |
|---|--------------------------|------------|-------------|-----------------|
| | | MY PROGRAM | S RESOURCES | Account |
| egal and Ethical Issues in Courseling, Social Work ar | nd Marriage & Family Col | unseling | | |
| e Created: 04-19-20 | | | | |
| w 10 • entries | | | Se | earch |
| Sections | | | Score | Manage |
| Section 1: Student Information | | | None | Start |
| Section 2: Introduction | | | None | |
| Section 3: Video | | | | |
| Section 4: Post-Test | | | None | |
| Section 5: Survey | | | None | |
| swing 1 to 5 of 5 entries | | | | Previous 1 Next |
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After clicking the View button, you will be taken to the main page for the course selected.

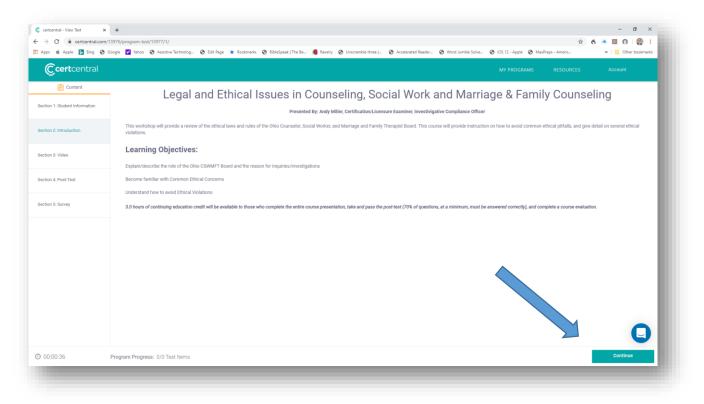
The Sections of the course are on the left-hand side of the screen.

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

| certcentral - View Test x - → C | + 3976/program-test/13982/1/ | | | | | - |
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| ©cert central | | | | | MY PROGRAMS RESOU | RCES Account |
| E Content | Enter your NAME & CREDENTIALS (| e.g., Jane Doe, MA, LPCC-S), and PROFE | SSIONAL LICENSE NUMBER (e.g., E.1010101 | 1) below as you would like it to appear o | n your Certificate of Completion: | |
| Section 1: Student Information | QUESTION 1: | | | | | |
| Section 2: Introduction | NAME & CREDENTIALS QUESTION 2: | Shawn E. Honnerlaw, LPCC | K | | | |
| Section 3: Video | PROFESSIONAL LICENSE NUMBER | E.0500943 | | | | |
| Section 4: Post-Test | | | | | | |
| Section 5: Survey | | | | | | |
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| 00:00:15 | Program Progress: 1/2 Test Items | | | | | Continue |

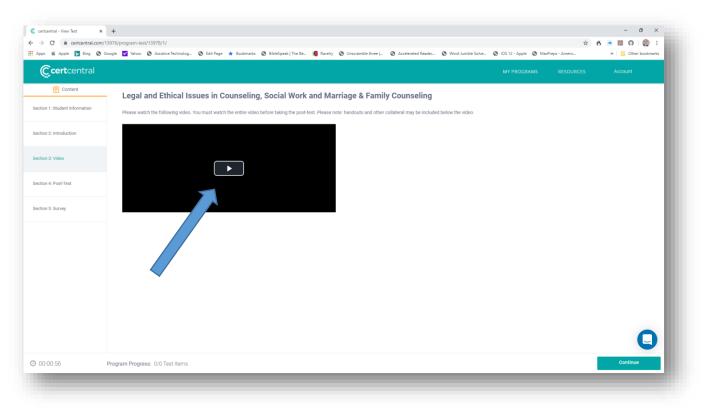
On the Student Information page, enter your name and credentials followed by your professional license number **EXACTLY** as you would like them to appear on your certificate of completion.

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.

| Program | | | | | earch |
|----------------|--|------|----------------------|---------|-----------------|
| tatus ↓1 | Program Name | Lt N | umber of Sections | - It | Manage |
| lpen | Motivational Interviewing 101 | 53 | Sections / 0 Started | | View |
| lpen | Legal and Ethical Issues in Counseling, Social Work and Marriage & Family Counseling | 53 | Sections / 3 Started | | View |
| ving 1 to 2 of | f 2 entries | | | | Previous 1 Next |
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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.

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| egal and Ethical Issues in Counseling, Social Work and Marriage et created: 04-19-20 | & Family Counseling | |
| tow to • entries | | Search |
| Sections | Score | Manage |
| Section 1: Student Information | None | Start |
| Section 2: Introduction | None | |
| Section 3: Video | None | |
| Section 4: Post-Test | None | |
| Section 5: Survey | None | |
| lowing 1 to 5 of 5 entries | | Previous 1 Next |
| | | |
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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 Completion Certificate - Google Chrome | | | | | - 0 |
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| mail.thecounselingsource.com/owa/#viewmodel=ReadMessageItem&ItemIE | =AAMkADczNWJkOTEzUWyyOTQtNDVjOC1i/mizLTQxZTQ1YJBjZjRkMABGAAAAAACPwATHGFzYSJZp4yYl6ziQ8w8zWm5F8T5KQqQjcWhVTKeTAA | y%28bcSPAA8ruO6avwaMTI | M4XNE6S03 | UAASp6gliAAA% | 3D8twid=83&lispop |
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| To: Shawn Honnerlaw; | | | | | |
| To help protect your privacy, some content in this message has been blocked. To re-ena | ble the blocked features, click here. | | | | |
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| [certcentral.com] | Your Completion Certificate Dear Shawn Honnerlaw. You passed your program! Please see the attached PDF with your certificate of completion. If you have any questions, please email us at support@certcentral.com. We'd love to help! CertCentral Inc. | | | | |
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Your Certificate will be attached to an email sent to the email address you used when you created your CertCentral account.

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| | | | Search |
| Status 💵 | Program Name | Number of Sections | .↓↑ Manage |
| Open | Legal and Ethical Issues in Counseling, Social Work and Marriage & Family Counseling | 5 Sections / 3 Started | View |
| Open | Documenting CPST & Interactive Complexity | 5 Sections / 0 Started | View |
| Open | Motivational Interviewing 101 | 5 Sections / Completed | View Download Certificate |
| owing 1 to 3 of 3 | l entries | | Previous 1 Nex |
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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

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| Cert central | MY PROGRAMS RESOURCES | Account |
| Content | Enter your NAME & CREDENTIALS (e.g., Jane Doe, MA, LPCC-S), and PROFESSIONAL LICENSE NUMBER (e.g., E.1010101) below as you would like it to appear on your Certificate of Completion: | |
| Section 2: Introduction | NAME & CREDENTIALS Single Line Response | |
| Section 3: Video | QUESTION 2: PROFESSIONAL LICENSE Single Line Response NUMBER | |
| Section 4: Post-Test | | |
| Section 5: Survey | | |
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| O0:00:07 | Program Progress: 0/2 Test Items | Continue |

One way to get assistance is to click on the Conversation Icon in the lower right hand corner of the screen.

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| Content | Enter your NAME & CREDENTIALS (e.g., Jane Doe, MA, LPCC-S), and PROFESSIONAL LICENSE NUMBER (e.g., E.1010101) below as you would like it to appear on your Cert |
| Section 1: Student Information | QUESTION 1: |
| Section 2: Introduction | NAME & CREDENTIALS Single Line Response Start a conversation |
| Section 3: Video | QUESTION 2: PROFESSIONAL LICENSE Single Line Response Of the Control of the Cont |
| Section 4: Post-Test | NUMBER Single Line Kesponse |
| Section 5: Survey | |
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| | We run on Intercom |
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| (2) 00:01:47 | Program Progress: 0/2 Test Items Continue |

You can click on:

- 1) Send us a message
- 2) See all your conversations

OR

3) Search our articles

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| 🗊 Content | Enter your NAME & CREDENTIALS (e.g., Jane Doe, MA, LPCC-S), and PROFESSIONAL LICENSE NUMBER (e.g., E.1010101) below as you would like it to appear on your Ce | <pre>< certcentral</pre> |
| Section 1: Student Information | QUESTION 1: | Our usual reply time |
| Section 2: Introduction | NAME & CREDENTIALS Single Line Response | J O A few hours |
| Section 3: Video | QUESTION 2: PROFESSIONAL LICENSE Single Line Response Single Line Respo | A |
| Section 4: Post-Test | NUMBER Single Line Kesponse | |
| Section 5: Survey | | |
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| | | We run on Intercom |
| | | Type your message here! 🙂 🕨 |
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| ② 00:05:31 | Program Progress: 0/2 Test Items | Continue |

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

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| Content | Enter your NAME & CREDENTIALS (e.g., Jane Doe, MA, LPCC-S), and PROFESSIONAL LICENSE NUI | IMBER (e.g., E.1010101) below as you would like it to appear on your Cert | |
| Section 1: Student Information | QUESTION 1: | Hi Shawn 👏 | |
| Section 2: Introduction | NAME & CREDENTIALS Single Line Response | Start a conversation | |
| Section 3: Video | QUESTION 2: PROFESSIONAL LICENSE | Our usual reply time ③ A few hours | |
| Section 4: Post-Test | NUMBER Single Line Response | Send us a message | |
| Section 5: Survey | | See all your conversations | |
| | | Find your answer now | |
| | | Search our articles | ``` |
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| ② 00:01:47 | Program Progress: 0/2 Test Items | | Continue |

Collapse the Conversation by clicking the Down Arrow.

| cert cer | | MY PROGRAM | Contact | Account |
|-----------------|--|------------------------|---------------------|------------------------------|
| ow 10 🗸 | | | Help Center Blog | |
| Status 💵 | Program Name | Number of Sections | | Manage |
| Open | Legal and Ethical Issues in Counseling, Social Work and Marriage & Family Counseling | 5 Sections / 3 Started | | View |
| Open | Documenting CPST & Interactive Complexity | 5 Sections / 1 Started | | View |
| Open | Motivational Interviewing 101 | 5 Sections / Completed | | View Download Certificate |
| owing 1 to 3 of | 3 entries | | | Previous 1 Next |
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Another option to get Help is to click Resources at the top right hand side of the screen.

Then click on Contact.

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| ← → C = certcentral.com/contact/ ≦ Apple Bing G Google Y Yahoo Assistive Technolog | 📀 Edit Page ★ Bookmarks 🥱 BibleSpeak The Be 🌈 Ravelry 🍣 Unscram | ible three J 📀 Accelerated Reader 🥱 Word Jumble Solve 🔇 iOS 12 - Apple 🔇 MaxPrep | k≷ ☆ 💮 Incognito 🗄 s - Americ » 📘 Other bookmarks |
| Ccert central | | MY PROGRAMS | * |
| | Contact us by phone at 1-877-559-5445 | Enterprise Solutions | |
| | Name | Do you have a specific need for your institution or organization? Our Enterprise customers typically have needs beyond our standard plans. Contact us today to discuss how we can help to meet your organization's | |
| | Organization Name (optional) | training needs. | |
| | Reason for Inquiry : Enterprise Sales - Enterprise Sales General Quession Phone Technical Support | Enterprise plans may include: • Higher limit of course/exam administrations. • Multiple user roles. | |
| | E-mail Address | Coordination among programs/departments. Advanced technical support. Custom reporting options. | |
| | Message | | |
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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).