

CERTCENTRAL USER INSTRUCTIONS

March 2, 2021

ACCESSING TRAINING CONTENT ON CERTCENRAL

GETTING HELP WITH CERTCENTRAL USER & TECHNICAL ISSUES

→ C (③ https://certcentral.com/enroll/p1T1ar	nge ★ Bookmarks 🚱 BibleSpeak The Be. 🥫 Raverity 🕲 Unscramble three j 🧿 Accelerated Reader 🧿 Word Jumble Solve 🥘 IOS 12 - Apple 🕥 MairPeps - Ame	ric
at Store		Gmail Images III
	Google	
	٩	
	Google Search I'm Feeling Lucky	

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.

If having problems, it may be helpful to log into CertCentral first, then use the link to register. If you have any issues with this, please contact CertCentral for assistance using the instructions found later in this document.

<pre>centeurlue Student Access x +</pre>	Est Page ★ Bookmarks ● EbleSpeek The Ba. ● Farely Est Page ★ Bookmarks ● EbleSpeek The Ba. ● Farely Est Page ★ Bookmarks ● EbleSpeek The Ba. ● Farely Est Page ★ Farely = EbleSpeek The Ba. ● Farely Est Page ★ Est Page + The Ba. ● Farely Est Page ★ Est Page + The Ba. ● Farely Est Page ★ Est Page + The Ba. ● Farely Est Page ★ Est Page + The Ba. ● Farely Est Page ★ Est Page + The Ba. ● Farely Est Page ★ Est Page + The Ba. ● Farely Est Page ★ Est Page + The Ba. ● Farely Est Page + The Ba. ● Farely	Vercombite three L Accelerated Reader. Word Jumble Solve Student Registration First Name John Last Name Doe Enail Address Johngjohndoe com Password eesses	 iOS 12 - Apple MasPreps - America. 	- G X * G I G I G I G I G * G I G I G I G I G COGIN
		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.

Cententral - Student Access x + + → C = cententral.com/introl/p111aauli11jt/ Apps til Apple D Bing © Google D Tahoo ⊙ Assistive Techn Ccertcentral	olog 🧿 Edit Page 🔺 Bookmanis 🥥 Biblidgeek The Br 🝓 Raveiry 📀 U	- O X •• 🔆 6 a 🖬 O i i tracramble three j. O Accelerated Reader O Word Jumble Solve O IOS 12 - Apple O Marihegis - Americ * Other bookmarks tracramble three j O Accelerated Reader O Word Jumble Solve O IOS 12 - Apple O Marihegis - Americ * Other bookmarks
	► Legal and Ethical Issues in Counseling, Social Work and Marriage & Family Counseling	First Name Susan Lat Name Smith Emil Address smithgithecounselingsource.com Password
		Q

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.

certcentral			LOGIN
Leg Cour Marri	al and Ethical Issues in nseling, Social Work and age & Family Counseling	Student Registration First Name John Last Name De Delinel Address Jeneglophridose com Pasword Test State Actister Aready Registered? Login	

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.

€ cetteentral-Student Access x + € → C is cettcentral.com/enroll/p1T1au/H1j// # Apps is Apps is apps Certcentral Image: Ima	. 🎯 Edit Page 🌟 Bootmarks 🎯 Biblidgeak The Be. Eavely 🦿	سے معنی کی معنی کہ معنی ہے۔ معنی کہ معنی ک معنی کہ معنی کہ معن	Ø X Ø Image: Contraction of the property of the propert
	► Legal and Ethical Issues in Counseling, Social Work and Marriage & Family Counseling	Account Login Email Address Messword Messword Messword? Register	
			0

When you click the Login link as a returning user, enter the email address and password you used to set up your account initially.

v Progra	entral			MY PROGRAMS RESOURCES	Account
ow 10	• entries			S	earch
Status 🔒	Program Name		Number of Sections		Manage
Open	Motivational Interviewing 101		5 Sections / 0 Started		View
Open	Legal and Ethical Issues in Counseling, Social Work and Marriage & Family	Counseling	5 Sections / 0 Started		View
owing 1 to 2	of 2 entries				Previous 1 Next
					•

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.

		MY PROGRAMS		
egal and Ethical Issues in Courseling, Social Work and Ma	rriage & Family Counseling			
te Created: 04-19-20				
ow 10 • entries			Search	
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		
owing 1 to 5 of 5 entries			Previous 1 N	ext

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.

→ C	/13976/program-test/13982/1/					🖈 6 🛎 🖪 🖗 🕄
Apps 🗯 Apple 🚺 Bing 🔇	Google 📝 Yahoo 🔇 Assistive Technolog	🔇 Edit Page 🔺 Bookmarks 🔇 BibleSpeak The Be	. 🍓 Ravelry 🔇 Unscramble three 🔇 Acceler	ated Reader 🔇 Word Jumble Solve	🕲 iOS 12 - Apple 🔇 MaxPreps - Americ	» Other bookmarks
©cert central						
E Content	Enter your NAME & CREDENTIALS	(e.g., Jane Doe, MA, LPCC-S), and PROFESSIONAL L	ICENSE NUMBER (e.g., E.1010101) below as you w	rould like it to appear on your Certificat	e of Completion:	
Section 1: Student Information	QUESTION 1:					
	NAME & CREDENTIALS	Shawn E. Honnerlaw, LPCC				
ection 2: Introduction	QUESTION 2:					
Section 3: Video	PROFESSIONAL LICENSE NUMBER	E.0500943				
Section 4: Doot.Test						
accentry, roat-hait						
Section 5: Survey						
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.

10 T	entries			Search
Status ↓≧	Program Name	Lt Numbe	er of Sections	↓† Manage
)pen	Motivational Interviewing 101	5 Sectio	ons / 0 Started	View
)pen	Legal and Ethical Issues in Counseling, Social Work and Marriage & Family Counseling	5 Sectio	ons / 3 Started	View
wing 1 to 2 of	12 entries			Previous 1 Next

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.

Ç cert central		
egal and Ethical Issues in Counseling, Social Work and Marriage & ne Greated: 04-19-20	Family Counseling	
now 10 • 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

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
mail.thecounselingsource.com/owa/#viewmodel=ReadMessageItem&ItemIE	=AAMkADczNWJkOTEzUWyyOTQtNDVjOC1i/mizLTQxZTQ1YJBjZjRkMABGAAAAAACPwATHGFzYSJZp4yYl6ziQ8w8zWm5F8T5KQqQjcWhVTKeTAA	y%28bcSPAA8ruO6avwaMTI	M4XNE6S03	UAASp6gliAAA%	3D8twid=83&lispop
Your Completion Certificate		× DELETE	E REPLY	- REPLY ALL	→ FORWARD
no-reply@certcentral.com SM Bio5/2020 1009 AM					Mark as unre
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.				
To always show content from this sender, click here.					
1 attachment					
Phish Alert Action life					+ Get more apps
[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.				
	[certcentral com/accounts/togin][.ogin [certcentral com/contact][Certact <u>Helio Certar</u> [certcentral com/]Home @ CertCentral Inc., 2020.				

Your Certificate will be attached to an email sent to the email address you used when you created your CertCentral account.

e la Bing G	r cooge 🗰 nanco 😭 Assistive lechnolog 🏈 Edit Hage ★ Bookimants 🏈 BibleSpeak The Be [Ravely 🔗 Un	scramble three j 🥎 Accelerated Reader 🎯 Word Jumble Solve 🧐 KUS 12 - Apple 🧐 MassPreps - Ame	nc	Other book
C cert cer	htral	MY PROGRAMS	RESOURCES Acco	unt
/ly Program	ns			
10 ¥	entries		Search	
Status 💵	Program Name II	Number of Sections	J† Manage	9
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 Cert	ificate
howing 1 to 3 of	'3 entries		Previous 1	Next
				-

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

C certcentral - View Test X	+ - 0
← → C ertcentral.com/192	Of/program-test/19212/1/ 🕸 🖈 🙆 iecognito
📫 Apple 🚺 Bing 🤤 Google 😿 Ya	ahoo 🚯 Assistive Technolog 🗞 Edit Page ★ Bookmarks 🔕 BableSpeak The Be 🦉 Ravely 🕲 Unccentral Revel 🗞 Mord Jamble Solve 🐼 105 12 - Apple 🕲 MauPreps - Americ 🔹 📔 Other bookma
©cert central	
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 1: Student Information	QUESTION 1:
Section 2: Introduction	NAME & CREDENTIALS Single Line Response
Section 3: Video	QUESTION 2: PROFESSIONAL LICENSE Single Line Response
Section 4: Post-Test	numer.
Section 5: Survey	
@ 00:00:07 Pr	rogram Progress: 0/2 Test Items

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

🧲 certcentral - View Test 🛛 🗙	+ - o x
← → C	kt 🛧 🖉 kooginto 👔
tii Apple 🕒 Bing G Google y	🖞 Nhoo 🕐 Austribe Technolog. 🕹 Edit Page 🖈 Boolmarks 🕲 Bäldspeak The Bu. 👔 Ravely 🥸 Unccentrible Navel 🕲 Accelerated Reader 🕲 Word Authle Solve 🕲 Kot S 12 - Apple 🕲 Machings - Americ » 🔳 Other boolmanks
Ccert central	
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 Control of the Descence
Section 4: Post-Test	NUMBER Single Line Mesponse
Section 5: Survey	
	Find your answer now Search our ansides
	2 We run on Intercom
(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

Certcentral - View Test X	+	- o x
← → C 🔒 certcentral.com/	/19206/program-test/19212/1/	秘 ☆ 🛞 Incognito 🗄
🗯 Apple ┣ Bing 🌀 Google 🖌	🛿 Yahoo 🕼 Assistive Technolog 3) Edit Page ★ Bookmarks 3) BibleSpeak The Be [Ravelry 3) Unscramble three J 3) Accelerated Reader 3) Word Jumble Solve 3) iOS 12 - Apple 3) M	axPreps - Americ » 📔 Other bookmarks
Cert central		
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 < certcentral
Section 1: Student Information	QUESTION 1:	Our usual reply time
Section 2: Introduction	NAME & CREDENTIALS Single Line Response	○ A few hours
Section 3: Video	QUESTION 2: PROFESSIONAL LICENSE Circle Lice Descence	A
Section 4: Post-Test	NUMBER Single Line Kesponse	
Section 5: Survey		
		We run on Intercom
		Type your message here! 🕕 🗲
		•
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.

C certcentral - View Test X	+	- o x
← → C i certcentral.com/	19206/program-test/19212/1/	🗞 🏠 🎯 Incognito 🗄
📫 Apple 🕟 Bing 🌀 Google 😾	Yahoo 🏠 Assistive Technolog 🥎 Edit Page ★ Bookmanks 🤄 BibleSpeak The Be [Ravelry 🤤 Unscramble three J 🔇 Accelerated Reader 🧐 Word Jumble Solve 🧐 IOS 12 - Apple 🌍 MaxPrep	is - Americ » 📃 Other bookmarks
Cert central		
Content	Enter your NAME & CREDENTIALS (e.g., Jane Doe M& 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:	Hi Shawn 👏
Section 2: Introduction	NAME & CREDENTIALS Single Line Response	Start a conversation
Section 3: Video	QUESTION 2:	Uur usual reply time 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
		-the run on Intercom
② 00:01:47	Program Progress: 0/2 Test Items	Continue

Collapse the Conversation by clicking the Down Arrow.

	ns		Contact Help Center Blog	
Status 👔	Program Name	Number of Sections	tt.	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

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

Then click on Contact.

C certcentral - My Programs x € certcentral A y Programs x € certcentral C ● C ● certcentral.com/contact/	x +		- ロ × 終 ☆ 🚷 Incognito :
🗯 Apple 🐌 Bing 🌀 Google 😾 Yahoo 🚷 Assistive Technolog	😙 Edit Page ★ Bookmarks 🛇 BibleSpeak The Be 🧔 Ravelry 🔇 Unscran	ible three J 📀 Accelerated Reader 🤄 Word Jumble Solve 🥥 IOS 12 - Apple 🕤 MasPreps - A	meric » Other bookmarks
©cert central			RESOURCES Account
	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	Enterprise plans may include:	
	Phone General Question Technical Support	Higher innit of course/exam administrations. Multiple user roles. Coordination among programs/departments.	
	E-mail Address	Advanced technical support. Custom reporting options.	
	Message		
	Send Message		•

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).