How to Navigate the CANS Training Website

THE PRAED FOUNDATION
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Special Note

IF YOU EXPERIENCE ANY DIFFICULTIES WITH THE SITE, PLEASE TRY THE FOLLOWING BEFORE CONTACTING CANSTRAINING.COM SUPPORT

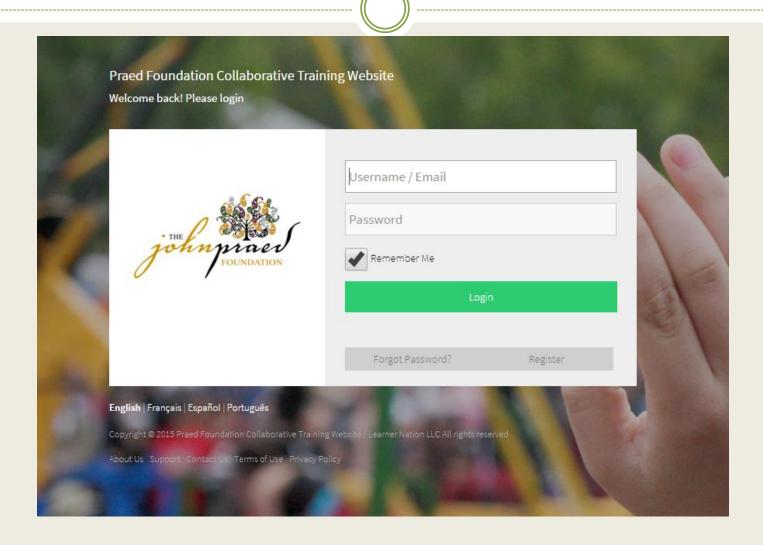
If you are experiencing any difficulties:

- Add the following addresses to your whitelist:
 - o .CANSTraining.com
 - o .LearnerNation.com
 - o <u>*@learnernation.com</u>
 - o *@mailjet.com
- Ensure you are using one of the following:
 - FireFox
 - o Google Chrome
 - o Safari
 - Internet Explorer version 8 or higher
- If you are using Internet Explorer, please ensure that Compatibility View is turned OFF

The Home Page

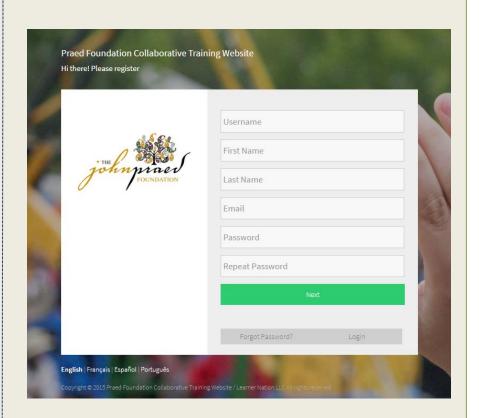
WHAT WILL YOU SEE WHEN YOU GO TO WWW.CANSTRAINING.COM?

What Will You See at: www.CANSTraining.com



If you do not have an account:

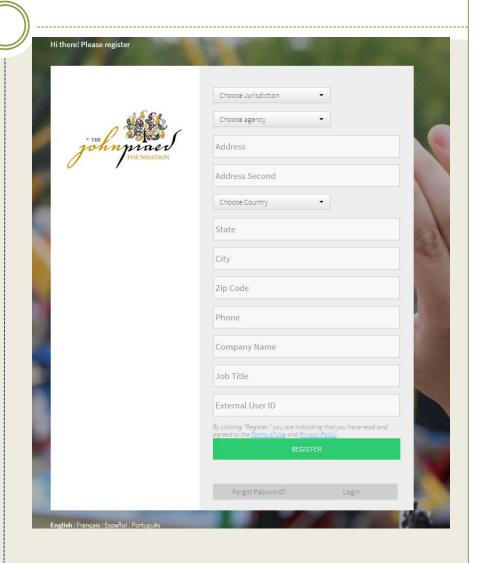
- Click "REGISTER"
- Enter the following:
 - o Create a username
 - Enter your first and last name
 - o Enter your email address
 - Create a password (no password requirements)
 - Repeat the password you created
 - o Click "NEXT"



If you do not have an account:

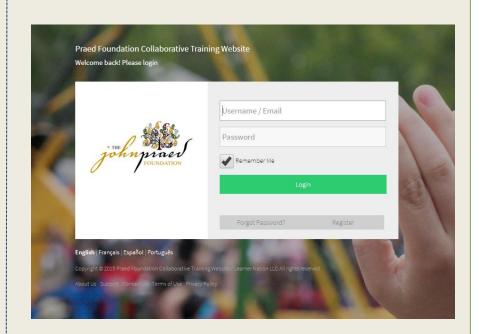
Enter the following:

- Select your jurisdiction from the dropdown (generally your state or province)
- Select your agency from the dropdown
- Enter your phone number
- All of the other information is optional
- o Click "REGISTER"



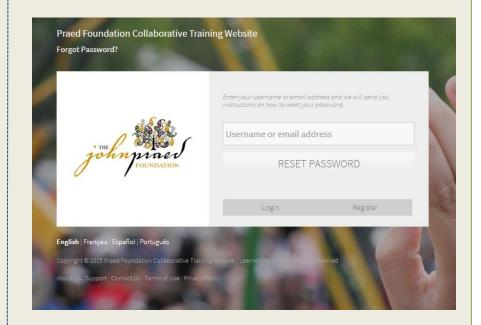
If you already have an account:

 Click on "LOGIN" and enter the username and password you created



If you forget the password you created:

- Click on "FORGOT PASSWORD"
 - Enter the email address that your used to create your account
 - An email will be sent to you from "LearnerNation" containing a link that will allow you to reset your password



If you do not receive the password reset email:

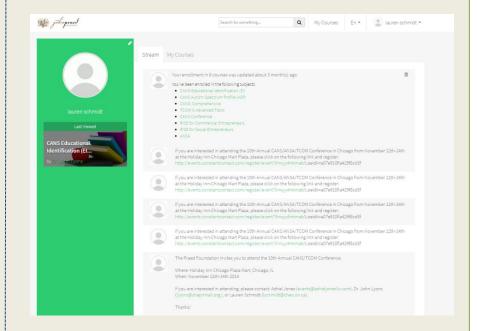
- This means there is a filter stopping the password reset email from coming through
 - Please contact your IT department and ask them to add to your whitelist:
 - **×***@learnernation.com
 - ×*@mailjet.com

Profile Page

WHAT YOU WILL SEE WHEN YOU LOGIN

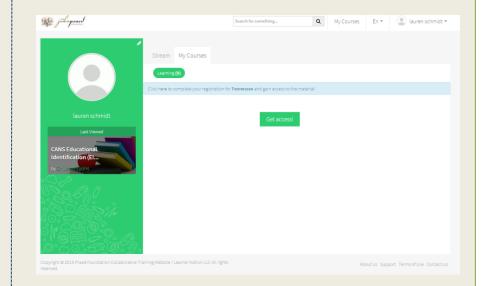
What you see when you login:

- "Stream" will display the following:
 - Any messages from the site
 - Any certifications that need to be renewed
 - If anyone has replied to a comment you posted on the site
- Click on "MY COURSES" to view the courses you have access to under your jurisdiction



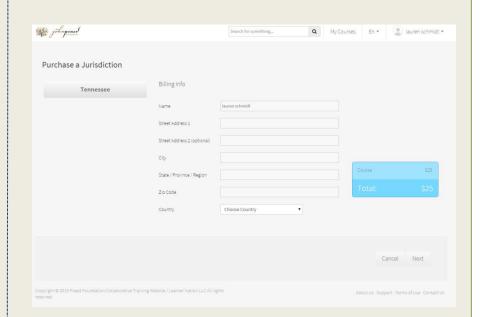
What will you see when you login for the first time OR when your subscription has expired:

- You need to enter a coupon code OR credit card number in order to get a one-year subscription to the materials
- Click on:
 - o "GET ACCESS" if this is your first time on the site
 - o "RENEW SUBSCRIPTION" if you are renewing your subscription from the previous year



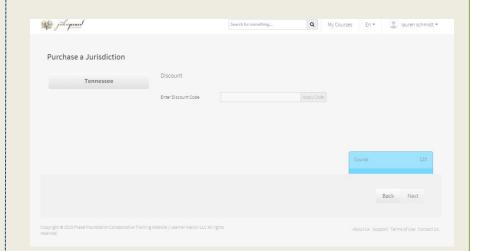
What you will see when you get/renew your subscription:

- The price a one-year subscription to your jurisdiction appears in the blue box
- Enter your name and address
- Click "NEXT"



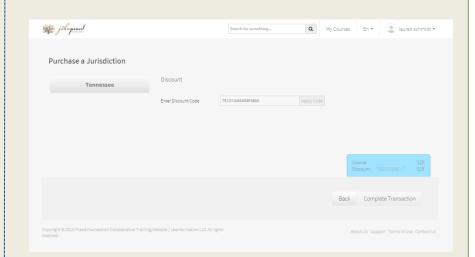
Entering your coupon code:

- If your agency provided you with a coupon code (to bypass the subscription fee), please enter it into the box
 - Please ensure that there are no spaces added to the end of the code when copying and pasting it
- Click "APPLY CODE"
- If you do not have a coupon code, click "NEXT"



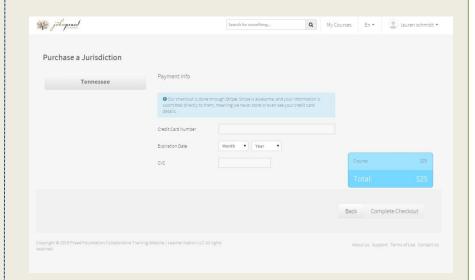
After you click "APPLY CODE":

- The blue box will show you that the discount has been applied
- Click on "COMPLETE TRANSACTION"



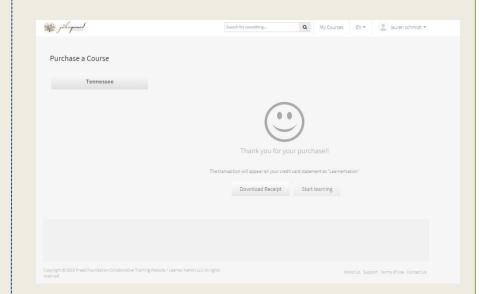
Entering your credit card information:

- Enter your credit card information
- Click "COMPLETE CHECKOUT"
- Please notice that we do not store your credit card information on our site for security purposes



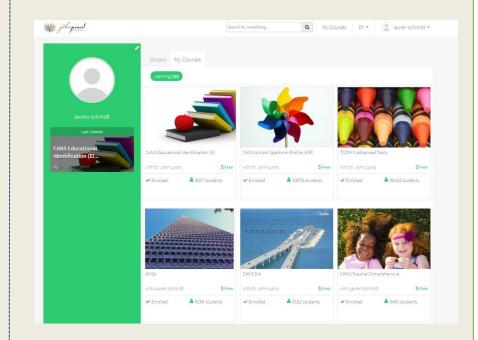
After you have purchased your jurisdiction subscription:

- After clicking
 "COMPLETE
 TRANSACTION", you
 will be brought to this
 page
- You can download your receipt if you need
- Click "START LEARNING" to get started



Once you "START LEARNING" you will see:

- When you login for the next year, you will click on "MY COURSES" and be brought to this page
- You will click on the course you would like to train in
 - Please note the selection of courses varies depending on your jurisdiction

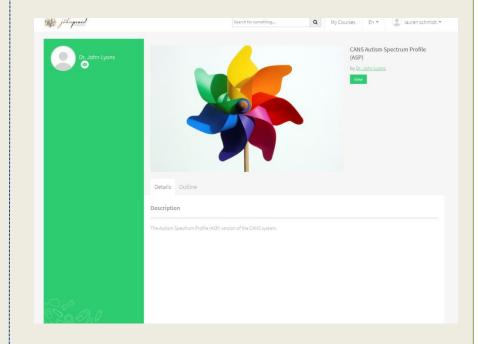


Training

WHAT HAPPENS WHEN YOU SELECT A COURSE TO TRAIN IN

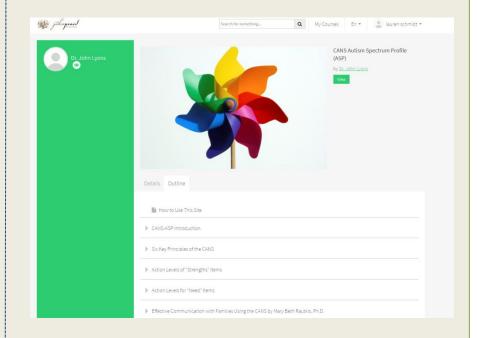
What you see when you click on a course:

- When you click on a course, you will be brought to this page
- Click on "OUTLINE" to see list of domains covered in training
- Click on "VIEW" to start training
- You may also click on the mail icon to email the instructor of the course



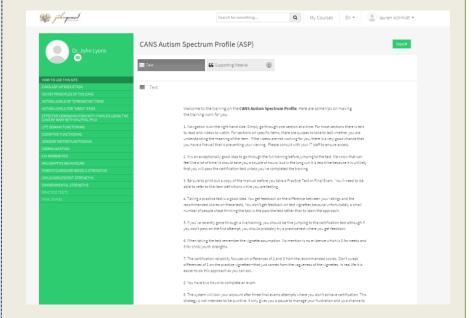
What you see when you click on "OUTLINE":

- You can select any domain or item to skip ahead to that domain or item
 - Most people use this feature when their training was interrupted and they would like to pick up where they left off



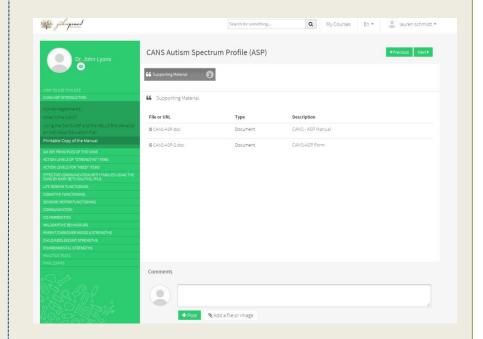
When you click on "VIEW":

- Please take the time to read the: "How to Use This Site" page as it contains important information about training
- You can click "NEXT" to go through the training in order OR select the specific section in the menu on the left to skip ahead



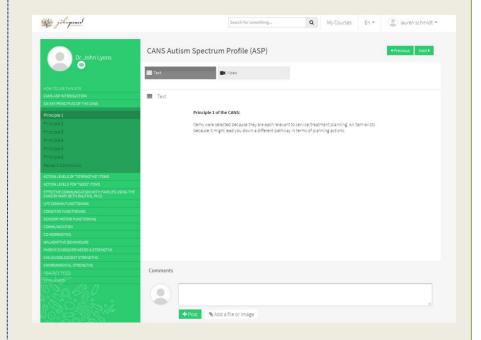
What happens when you click on "INTRODUCTION":

- The introduction chapter in the menu on the left contains introductory materials such as:
 - Acknowledgements
 - Introduction to the CANS
 - Printable materials
- The screen on the right shows what you will see if you click on "printable materials"
 - Click on the document name to download the materials
 - Many people like to print out the materials to have a hard copy during the final exam



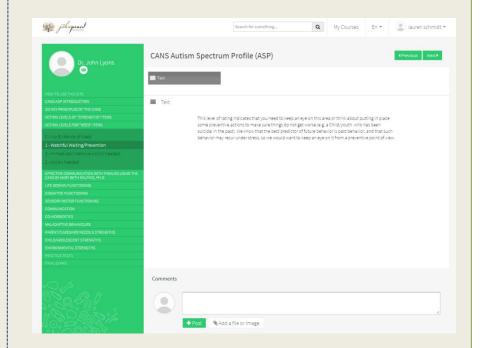
What happens when you click on "SIX KEY PRINCIPLES"

- This chapter provides details about the Six Key Principles
- Each Principle contains written principle and a video explaining the principle
- Please click on "VIDEO" to watch the video of Dr. John Lyons



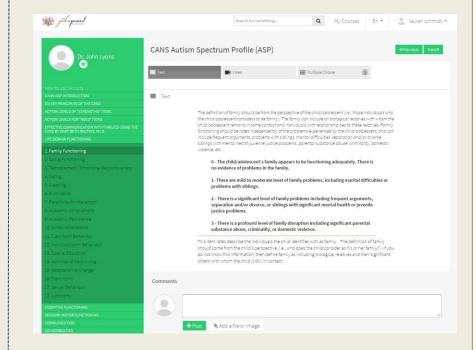
What happens when you click on "ACTION LEVELS"

- This chapter contains the general action level descriptions
- Please keep these descriptions, along with the item-specific descriptions (explored next) in mind when completing the final exam



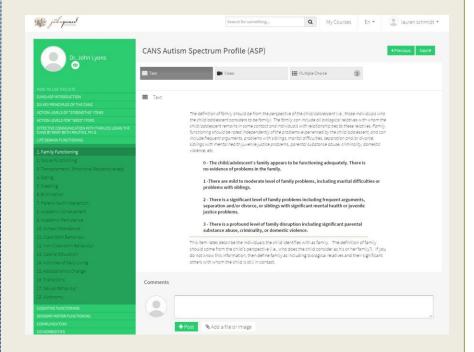
What each item looks like in training:

- This is what each item looks like
- Each item in training contains: Text, a video, and three multiple choice quizzes
- At the bottom of every page, you can post a comment if you have a question, suggestion, or compliment



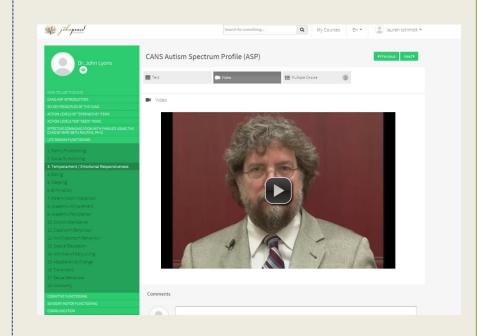
What is on the TEXT portion of the item:

- The TEXT portion of the item contains:
 - The action level definition
 - ⋆This will describe how to rate the item in detail
 - ★When rating items, please take the items specific action level definition along with the general action level definitions into account



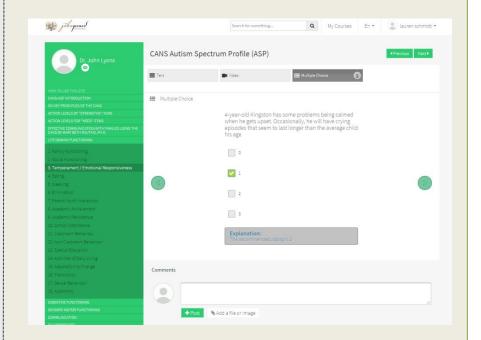
What is on the VIDEO portion of the item:

 Click on the play arrow to what the video of Dr.
 John Lyons explaining the item



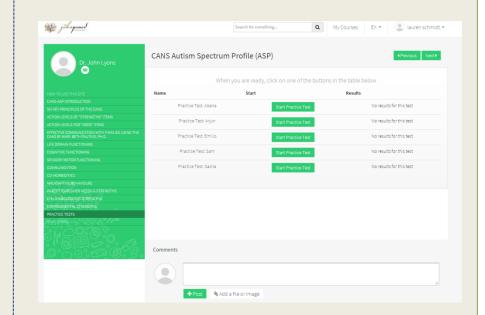
What is on the MULTIPLE CHOICE portion of the item:

- There are three quizzes for each item
- This will test your knowledge for the individual item to see if you are ready to move onto the next item



What you see when you click on PRACTICE TEST:

- Once you have gone through all of the training, you an test your knowledge by doing a few practice tests
- This page will display the most recent score you received on each test
- Click on the test you'd like to take to begin



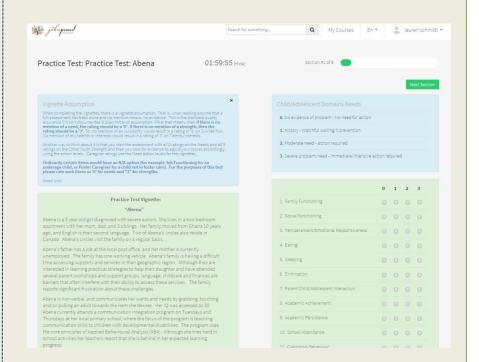
What happens once you click on a practice test:

- You have 2 hours of continuous testing time to complete the test
 - You will be given a
 warning of when you must
 complete the test by, if you
 are ready, you may click
 YES to confirm



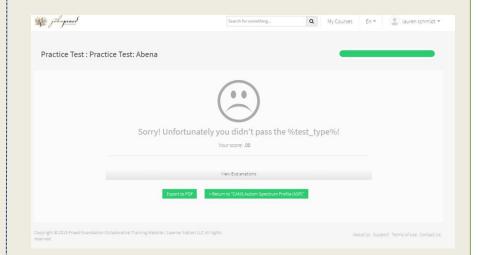
What you will see when you confirm that you are taking a test:

- Please note on this page:
 - At the top: timer and section completion
 - On the left: vignette assumption and vignette (read BOTH carefully)
 - On the right: Action level definitions and items to rate
 - ▼Please ensure each item is rated before clicking "NEXT" to move onto the next section of the test



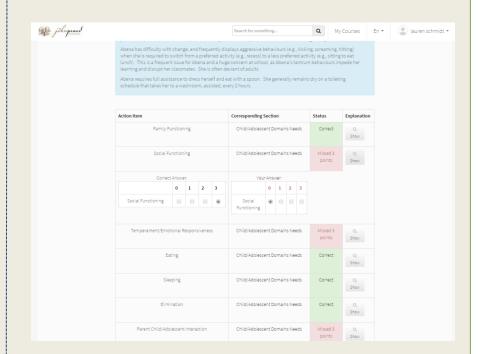
What you see once you have completed a practice test:

- You have a few options on this page:
 - You can export the test to PDF
 - You can click on "VIEW EXPLANATIONS to see the recommended scores versus what your scored for feedback (recommended)
 - You can return to the training course



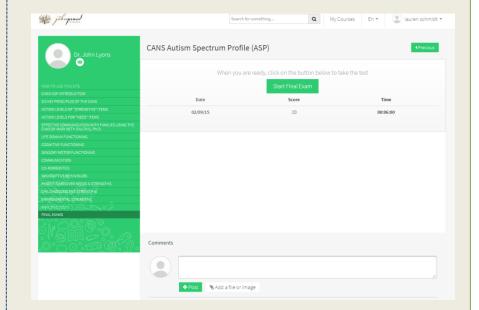
If you click on VIEW EXPLANATIONS:

- You can click "SHOW" to thee the specific ratings
- Ratings off by:
 - o 1 mark appear in blue
 - o 2 or 3 marks appear in red
 - ★ These are the ones that will affect your reliability
 - Correct ratings appear in green



When you click on "FINAL EXAM"

- When you are ready to become certified, please click on "FINAL EXAM" on the menu on the left hand side
- Things to know:
 - This page will show you the last 5 test (practice and final) that you have taken so you can judge if you are ready to proceed



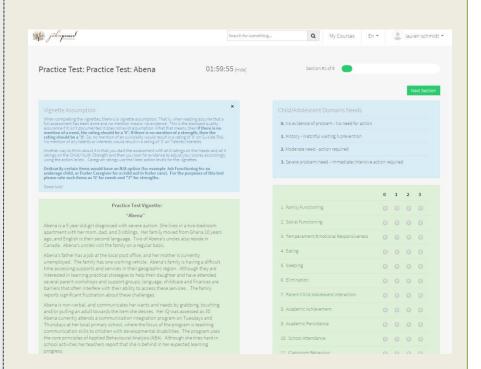
What you will see once you click START FINAL EXAM:

- This is the confirmation page (like the practice tests) for the final exam
- Each jurisdiction gives you a certain number of attempts to pass, this page will let you know how many attempts you have left
- If you are unsuccessful on all of your attempts, you will get a notification of what your next steps are
 - For most jurisdictions, it is to wait 24 hours for feedback from the site and then you may try again



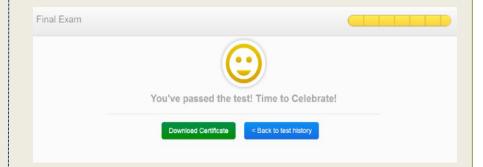
What you will see when you take a final exam:

- The final exam page is the same as the practice test page
- Here is a refresher of what you will see



You have passed! You are now certified:

- When you obtain sufficient reliability to obtain certification, this is what you will see
- You can print your certificate by clicking "DOWNLOAD CERTIFICATE"



Tips for taking the exam:

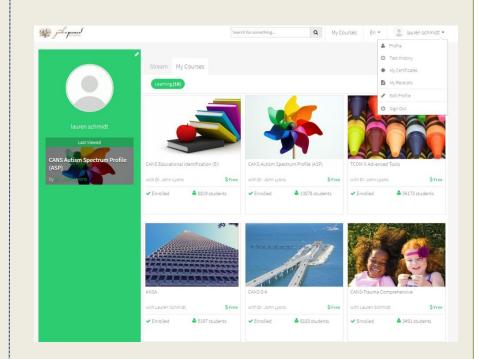
- It is a good idea to print off the manual before taking the exam so that you can follow along during the exam
- If you find it difficult to read the text of the test, please copy and paste it into a word file and adjust the font to best suit you. You can then print the word file so that you can highlight and circle important information on the vignette while taking the exam

Other Features of the Site

WHAT OTHER THINGS CAN YOU DO ON THE SITE?

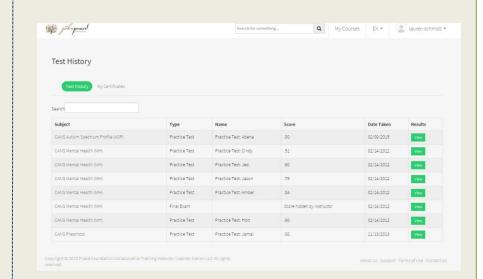
What happens when you click on your name:

- Click on your name in the top right hand corner and you can:
 - View your test history
 - o Edit your profile
 - View your certificates
 - o View your receipts
 - o Sign out



What happens when you click on TEST HISTORY:

- View all your test scores (practice and final)
- You can also print off your certificate by clicking MY CERTIFICATES



What happens when you click on MY CERTIFICATES:

Clicking on MY
 CERTIFICATES jumps
 ahead to the My
 Certificates page in your
 test history



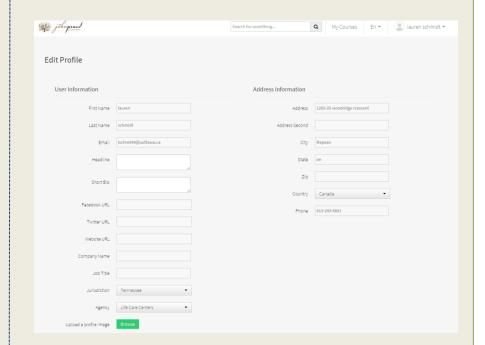
What happens when you click on MY RECEIPTS

 You will see a list of receipts for the jurisdictions you have purchased subscriptions to



What happens when you click on EDIT PROFILE:

- This is where you will:
 - Update email information (if your email changes)
 - Change your jurisdiction if you change jurisdictions
 - Add a photo of yourself if you would like



FAQ

WHAT QUESTIONS DO WE GET OFTEN?

Q&A

- What is passing reliability on an exam?
 - o Regular user: .70
 - o Trainer: .80
- I have reset my password multiple times and it does not work, help!
 - You will need to contact your IT department and ask them to "Clear my cache" and then reset your password again.

Closing Notes

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT: SUPPORT@CANSTRAINING.COM