

**Date:** May 6, 2019  
**CYF Memo:** #10 -18/19  
**To:** CYF Mental Health Treatment Providers  
**From:** Yael Koenig, CYF Deputy Director  
**Re:** **CANS Recertification**

As a reminder, on an annual basis mental health providers administering the Child and Adolescents Needs and Strengths (CANS) are required to get recertified. The inaugural year for CANS implementation is coming to a close and many clinicians' initial CANS certification will be expiring in the next couple of months. Please allot time for your program clinicians to access the Praed Foundation on-line platform to obtain their CANS annual recertification.

Programs may choose to work collectively as a group during the recertification process which has shown higher pass rates for Child Welfare Services (CWS) staff.

Please find attached two recertification processes with instructions on how to access, register and complete the annual recertification process via Praed Foundation's on-line platform:

- User Guide for CANS Recertification
- User Guide for CANS Recertification after One Year

Providers can contact [Responsive Integrated Health Solutions \(RIHS\)](#) for any technical assistance with CANS recertification. The attached forms and other relevant outcomes training information can be found on the RIHS website.

If you have questions, please contact your Contracting Officer Representative (COR).

**CC:** County of San Diego Performance Improvement Team  
County of San Diego Quality Management  
Optum Health  
County of San Diego Child Welfare Services  
Responsive Integrated Health Solutions

# User Guide for CANS Recertification

For users recertifying before their certification expiration date.

Welcome to the CANS Training and Re-Certification User Guide for **users who are recertifying prior to their certification expiration date**. Please review each page for instructions on this document. If you have questions after reading this guide, please email RIHS at [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu) or visit us at our website <https://theacademy.sdsu.edu/programs/rihs/>

1

**Re-Certification  
Must Occur Yearly**

2

**Re-Certification Exam**

The CANS online course and re-certification exam must be accessed through the Praed Foundation platform.

3

**COMPLETE ONLINE  
COURSE**

You should complete the San Diego CANS 1.0 course for a review.

4

**PASS THE RE-CERTIFICATION  
EXAM**

You will need to successfully complete the certification exam once each year, with a correlation score of .7 or higher.

**Important note:**

Prior to using CANS one must be certified and you must recertify annually.

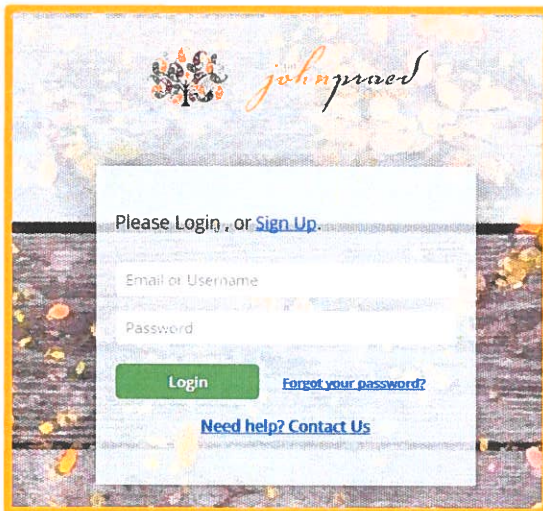
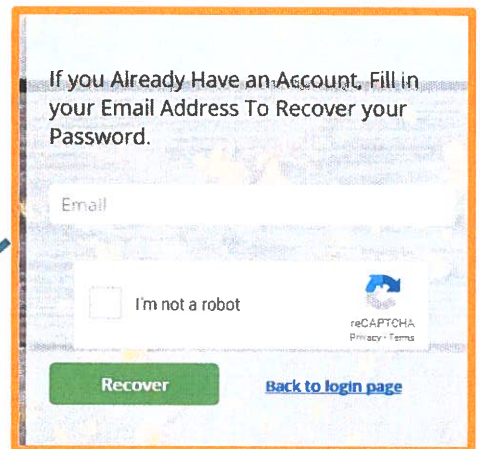
4/26/2019 Revision Date

# CANS RE-CERTIFICATION GUIDE

Go to the Praed Foundation website by clicking [here](#).  
or the website address is: <https://www.tcomtraining.com>

Make sure your pop up blockers are OFF.

Log In to Site with your email/username and your password.

A screenshot of the Praed Foundation login page. The page has a light blue background with a subtle pattern. At the top left is the Praed Foundation logo, which includes a crest and the text "john praed". Below the logo is a white box containing the text "Please Login, or Sign Up". There are two input fields: "Email or Username" and "Password". Below these fields are two buttons: a green "Login" button and a blue "Forgot your password?" link. At the bottom of the white box is a blue link that says "Need help? Contact Us".A screenshot of the Praed Foundation password recovery page. The page has a light blue background with a subtle pattern. At the top is the text "If you Already Have an Account, Fill in your Email Address To Recover your Password." Below this is a white box containing an "Email" input field. Below the input field is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo. At the bottom of the white box are two buttons: a green "Recover" button and a blue "Back to login page" link.

If you have forgotten your password click on  
Forgot Password .

If you are unable to access your account please reach out to the Praed Foundation.  
[support@TCOMTraining.com](mailto:support@TCOMTraining.com)



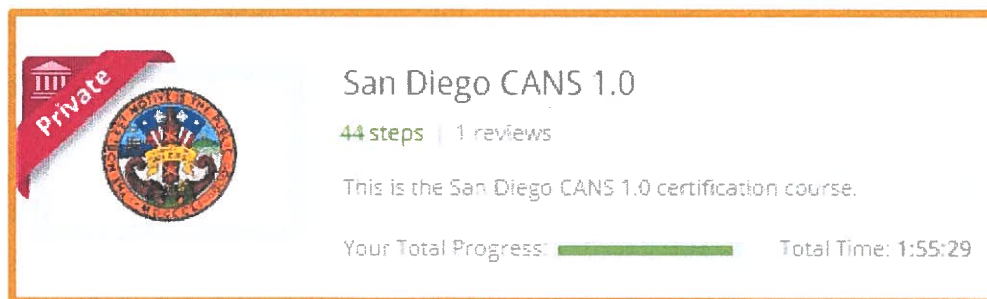
# CANS RE-CERTIFICATION GUIDE

The web-based CANS course and certification exam are written and managed by the Praed Foundation. You must create an account on their online platform in order to redeem your coupon and access the materials.

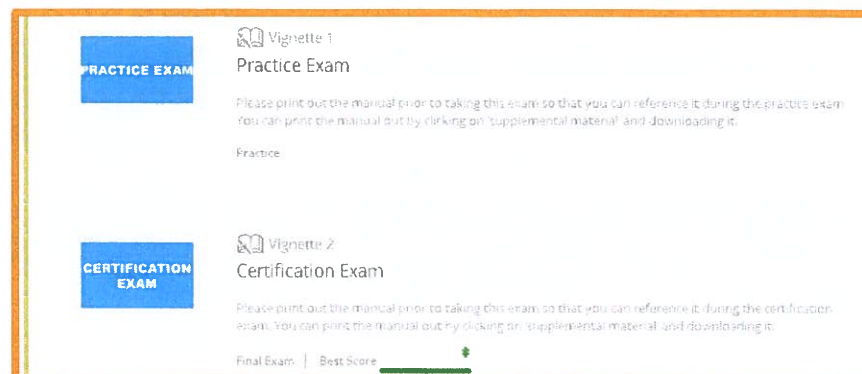
When you are logged in return to your certification course (CANS San Diego 1.0) by navigating to the training tab and clicking "Courses" as shown below.



Select the course you need to re-certify in CANS San Diego 1.0



You can now review the materials/steps and take the final exam which is the last step in the course to re-certify.



# CANS RE-CERTIFICATION GUIDE

## Tips and Hints

- All Manuals and course materials are under the 'Supplemental Materials' on the course toolbar.
- Reference the "TCOM Training Tips" and "Needs and Strengths" handout for support also located in 'Supplemental Materials.'
- Take Practice Test before certification!

## CANS Training and Certification FAQs

There are two courses shown when I log into the Praed site. Which one do I take?

Take the San Diego CANS 1.0 course. You do not need to take the California CANS course; it is just there as an extra resource. Complete the certification exam at the end of the San Diego CANS 1.0 course.

I took the California CANS 50 1.0 course instead of the San Diego CANS 1.0 course and passed the exam. Am I certified?

Yes; however, we strongly suggest you click on the San Diego CANS 1.0 course and search for the red modules. The red modules are specific to San Diego County. This information is not part of the exam, but it is an extra resource.

How do I know if I passed? You passed if your exam if it is marked as COMPLETE in the course outline. To view your certification you must have completed the full course AND passed the exam.

I completed the full course and passed the exam, but it still shows as incomplete.

What can I do? Click on the course and check that all of the videos and quizzes have been completed. Once everything is completed, the course outline will show COMPLETE.

I forgot my password to the Praed Foundation website. What do I do? Select the Forgot Password Link and enter the email you used to create your account. A link to reset your password will be sent to the email associated with your account.

I'm having difficulty with the Praed site itself. Who do I ask for help? At RIHS we'll always do our best to solve the problem for you. You can also ask the Praed Foundation team directly at [support@TCOMTraining.com](mailto:support@TCOMTraining.com).

# User Guide for CANS Recertification

This is for participants whose recertification has expired (past 1 year).

1

## REQUEST NEW COUPON CODE

You can request your coupon code on the CYF Outcomes page on the RIHS website. You will receive an email with your code once your request has been received and validated.

2

## CREATE ACCOUNT & REDEEM COUPON

The CANS online course and exam must be accessed through the Praed Foundation platform using your coupon code.

3

## COMPLETE ONLINE COURSE

You should complete the San Diego CANS 1.0 course.

4

## PASS THE CERTIFICATION EXAM

You will need to successfully complete the certification exam once each year, with a correlation score of .7 or higher.

Welcome to the CANS Training and Re-Certification User Guide for **users who are recertifying after to their certification expiration date**. Please review each page for instructions on this document. If you have questions after reading this guide, please email RIHS at [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu) or visit us at our website <https://theacademy.sdsu.edu/programs/rihs/>

### Important note:

Prior to using CANS one must be certified and you must recertify annually.



# STEP 1: Request Coupon Code

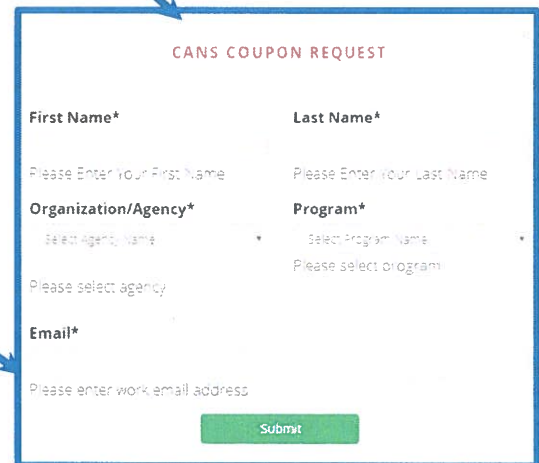
Go to the CYF Outcomes page on the RIHS website by clicking [here](#).

Make sure your pop up blockers are OFF.

Click on the [REQUEST COUPON CODE](#).

Complete the **CANS COUPON REQUEST** form that pops up.

- Each field on the form is required.
- If you do not see your Agency and/or Program, please email the RIHS at [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu).
- Please be sure to use your work email address.



The screenshot shows a web form titled "CANS COUPON REQUEST". It contains several required fields marked with an asterisk (\*): "First Name\*", "Last Name\*", "Organization/Agency\*", "Program\*", and "Email\*". Below "First Name\*" is a text input field with the placeholder "Please Enter Your First Name". Below "Last Name\*" is a text input field with the placeholder "Please Enter Your Last Name". Below "Organization/Agency\*" is a dropdown menu with the placeholder "Select Agency Name" and the text "Please select agency". Below "Program\*" is a dropdown menu with the placeholder "Select Program Name" and the text "Please select program". Below "Email\*" is a text input field with the placeholder "Please enter work email address". At the bottom right of the form is a green "Submit" button.

Once you click **SUBMIT**, you will receive a confirmation message directing you to check your inbox for your coupon code.

If you previously requested a coupon within the last year and used the same email address, you will receive a pop-up message with your existing coupon code.

Didn't get an email? Check your spam folder!

If someone with the same name, but a different email address has already requested a coupon, you will get a message asking you to contact the RIHS.

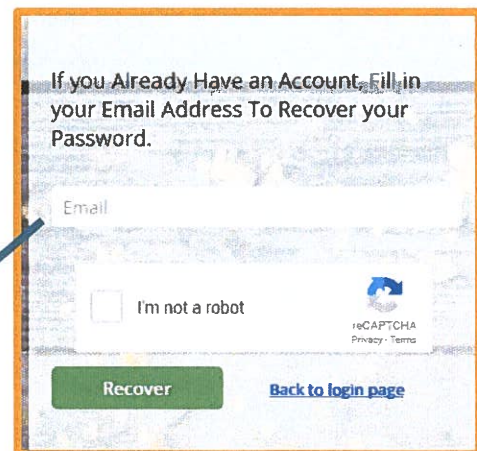
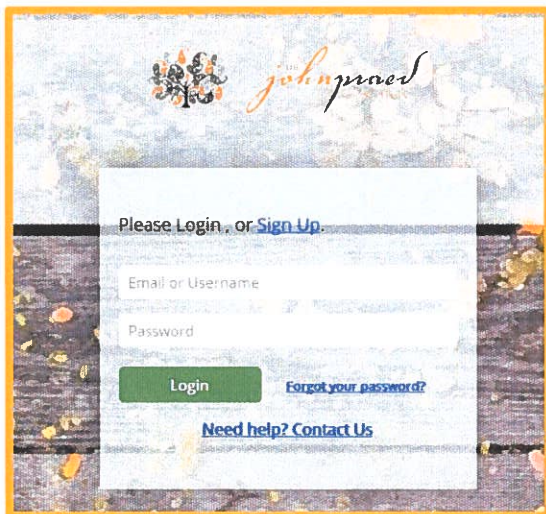
## STEP 2a: Log in to Praed Account

The web-based CANS course and certification exam are written and managed by the Praed Foundation. You must create an account on their online platform in order to redeem your coupon and access the materials.

Go to the Praed Foundation website by clicking [here](#).  
or the website address is: <https://www.tcomtraining.com>

Make sure your pop up blockers are OFF.

Log In to Site with your email/username and your password.



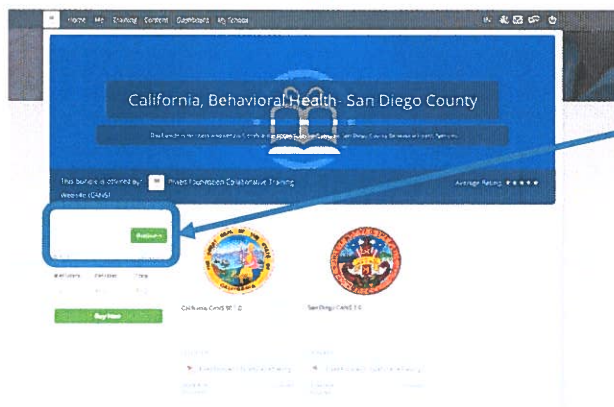
If you have forgotten your password click on  
Forgot Password .

If you are unable to access your account please reach out to the Praed Foundation.  
[support@TCOMTraining.com](mailto:support@TCOMTraining.com)



# STEP 2b: Redeem Coupon Code

Click on the course icon.



Enter the coupon code you received via email in Step 1 and click **REDEEM**:

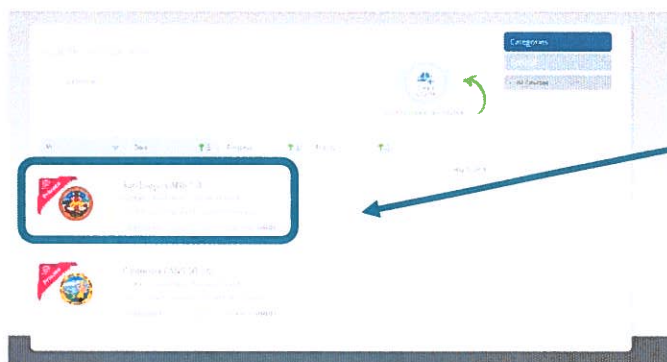
Once you redeem your coupon, the course cost should switch to **FREE**. You are now ready to click **ENROLL**:

Cancel Coupon

**FREE** /annually

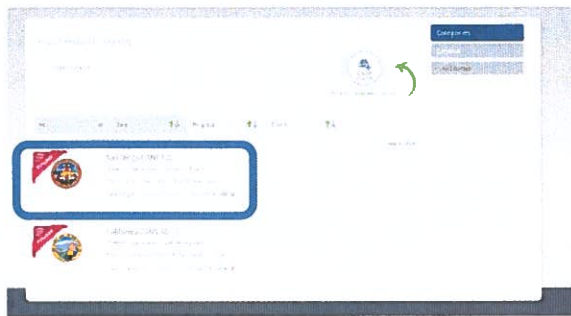
| # of Users | Per User | Total |
|------------|----------|-------|
| 1          | \$0      | \$0   |

**Enroll**

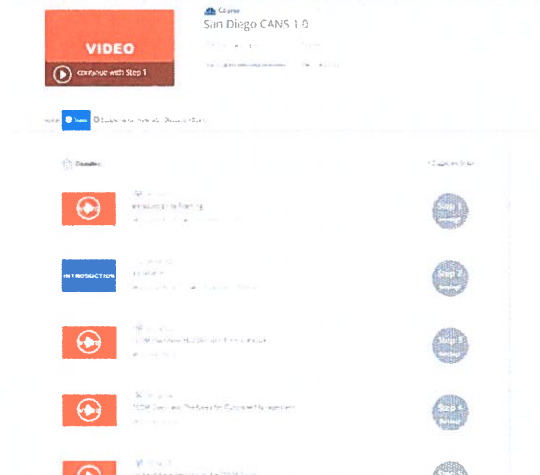


Your online course is now ready to launch! Click on **San Diego CANS 1.0** to begin your training:

# STEP 3: Complete Online Course

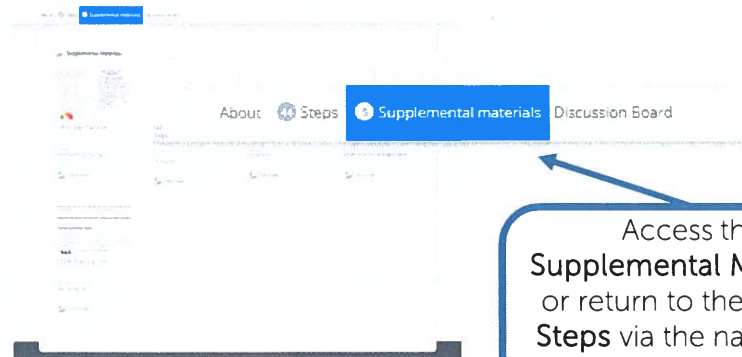


Once you open the **San Diego CANS 1.0** course, you will see the full course outline

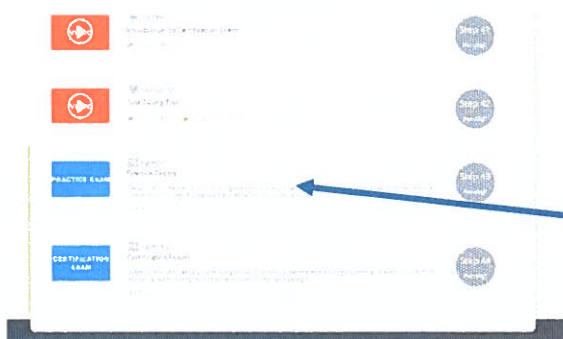


You can navigate through the course **Steps** in any order, by clicking on the icons on the left. There are videos, short quizzes and selections from the *Reference Manual* to teach you about the overall CANS and each individual Domain.

Be sure to download the **Supplemental Materials**, including the *San Diego Reference Manual*. These will help you throughout the course, especially on the practice tests and certification exams.

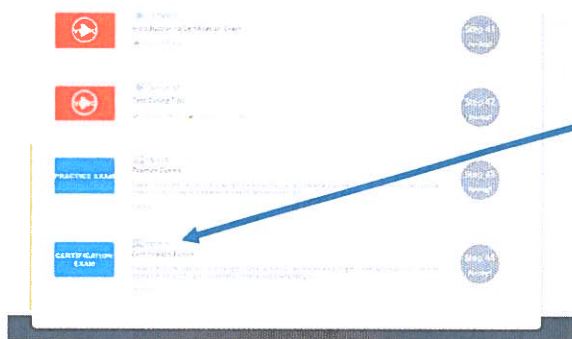


Access the **Supplemental Materials** or return to the course **Steps** via the navigation bar at the top of the course view.



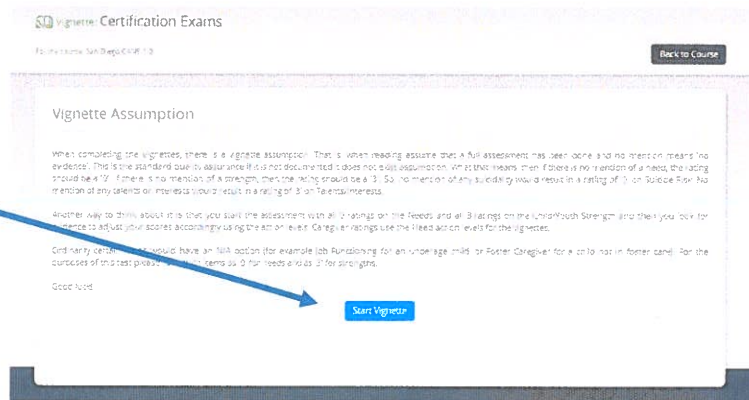
Ready to put it all together? Take a practice exam at the end of the course.

# STEP 4: Pass the Certification

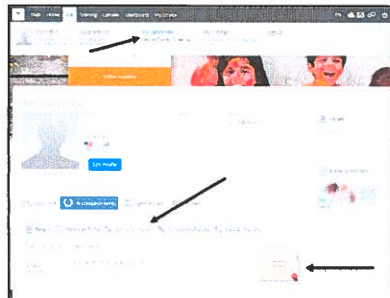


Once you feel comfortable with the practice tests, it's time to take the certification exam. Be sure to give yourself plenty of time and have your *Reference Manual* handy.

When you click on the certification exam icon, an important message will pop up about the **Vignette Assumption**. After reading carefully, click the **Start Vignette** button. You have two hours to complete the exam, so don't rush.



When you have successfully completed your exam, you can print your certificate from the Top toolbar under **ME → My Certificates → Course Certifications**.



You can take the certification exam as many times as you need to pass. However, the Praed Foundation strongly recommends that you take your time and review the course materials before trying again. After three attempts, they will send you feedback to help you prepare to re-test.

You should complete all sections of the course AND pass the certification exam with a correlation of .7 or higher to be marked as complete.



# CANS Training and Certification FAQs

## RIHS CYF Outcomes Website

I don't see my Agency or Program listed on the coupon code request form. Who do I contact?  
Contact RIHS at [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu).

I got an error message when I requested a coupon. What do I do?  
Contact RIHS at [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu).

I did not receive an email with my coupon code. What do I do?  
Check your spam folder. If the email can't be found in the spam folder, contact RIHS at [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu).

## Praed Foundation CANS Website

Where do I access the course and exam?  
To create your account, click here: <https://www.schoox.com/academy/CANSAcademy/register>.  
To log in, click here: <https://www.schoox.com/login.php>.

I don't see my Agency in the Praed Foundation CANS website. What do I do?  
Select **California** as the Regional Destination and type in the full name of your agency in the search box. If your agency can't be found, contact the RIHS at [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu).

I don't see the course bundle. Where can I find it?  
Locate the menu on top of the Praed page and click on **Training** and then search for the **California, Behavior Health - San Diego County** course bundle. Add the coupon code that you received via email and click **Redeem**.

It says "Invalid Coupon Code" when I type in my coupon code. What do I do?  
Make sure to copy and paste the coupon code exactly as it was sent via email. If the error message appears again, contact RIHS at [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu).

I entered my coupon code and a message states that I have to pay \$1 for the course bundle. What do I do?  
Click **Cancel Coupon** and enter your coupon code again. This error is currently being fixed, but if you experience any trouble with this message contact RIHS at [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu).

# CANS Training and Certification FAQs

There are two courses shown when I log into the Praed site. Which one do I take?

Take the **San Diego CANS 1.0 course**. You do not need to take the California CANS course; it is just there as an extra resource. Complete the certification exam at the end of the San Diego CANS 1.0 course.

I took the California CANS 50 1.0 course instead of the San Diego CANS 1.0 course and passed the exam. Am I certified?

Yes; however, we strongly suggest you click on the San Diego CANS 1.0 course and search for the red modules. The red modules are specific to San Diego County. This information is not part of the exam, but it is an extra resource.

How do I know if I passed?

You passed if your exam if it is marked as COMPLETE in the course outline. To view your certification you must have completed the full course AND passed the exam.

I completed the full course and passed the exam, but it still shows as incomplete. What can I do?

Click on the course and check that all of the videos and quizzes have been completed. Once everything is completed, the course outline will show COMPLETE.

I forgot my password to the Praed Foundation website. What do I do?

Select the **Forgot Password** Link and enter the email you used to create your account. A link to reset your password will be sent to the email associated with your account.

I'm having difficulty with the Praed site itself. Who do I ask for help?

At RIHS we'll always do our best to solve the problem for you. You can also ask the Praed Foundation team directly at [support@TCOMTraining.com](mailto:support@TCOMTraining.com).