



Children's Equity Coalition
TRAINING ACADEMY

TRAINING ACADEMY STUDENT FAQs



STUDENT FAQ's

This article is intended to prepare students for questions that they may have used this learning platform.

System Requirements

Desktop and laptop hardware

- Internet bandwidth: A high-speed internet connection is recommended, 1.5 Mbps minimum
- Set system's zoom to 100%
- Turn off and disable all **pop-up blockers**
- Third-party cookies must be accepted
- A PDF reader
- Microsoft Office version 2010 or higher, for applicable courses
- A computer with speakers or headphones
- 1 GB of RAM or greater
- Computer processor: 2 GHz or greater
- Screen resolution of 1024x768 or larger

Browser versions and settings

- Set browser's zoom to 100%
- Google Chrome 73+
- We recommend using the newest browser versions whenever possible for improved security and performance



ACCESS AND NAVIGATION

Why can't I log in?

There could be many reasons, but the most probable is you have simply forgotten your password, are trying the wrong one, or are entering it incorrectly. Some other things to think about include:

- Does your username or password contain a mixture of upper- and lower-case letters? It should be entered exactly.
- Are cookies enabled on your browser?
- The last resort is to select forgot username or password. Follow the prompts on the screen. An email will be sent to your inbox. If you do not see an email, check the junk, or spam folder.

A screenshot of the login page for Children's Equity Coalition Training Academy. At the top left is the organization's logo. Below it are two input fields: the first contains the text 'student' and has a user icon on the left; the second contains a series of dots and has a lock icon on the left. Below these fields is a checkbox labeled 'Remember username'. A blue 'Log in' button is positioned below the checkbox. A red arrow points from the 'Log in' button to a link that reads 'Forgotten your username or password?'. Below this link is a note that says 'Cookies must be enabled in your browser' with a small blue question mark icon.

- If you are still experiencing a problem, contact CEC Train at train@cetrain.org.




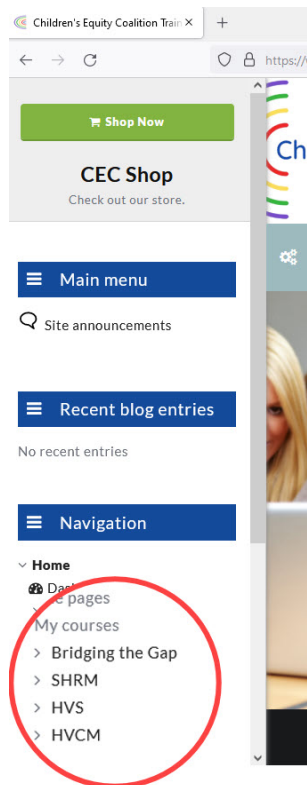
How do I gain access to a course?

Register and pay for the course to gain access.

If you are still experiencing a problem, contact CEC Train at train@cectrain.org.

How do I jump between my courses?

Select the icon  to access your courses under the navigation section. Below under my courses, you can find your course listing.



If you are still experiencing a problem, contact CEC Train at train@cectrain.org.