



## ONLINE TRAINING SYSTEM TECHNICAL SUPPORT INFORMATION

<http://cca.deltraining.com/index.cfm>

### 1. Minimum Specifications

- Any modern browser
  - Recommend Mozilla Firefox (<http://www.mozilla.org/en-US/firefox/new/#download-fx>)
  - Must have 32 bit version of Internet Explorer if using older Adobe Flash Player
- Compatible with Windows 7, XP, Vista, and Apple OSX.
- Flash Player 9 browser plugin or later (<http://get.adobe.com/flashplayer/>)
- Screen resolution of 1024x768
- Audio

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If you use Dial-up or have other system issues, we recommend you take the classroom version of this training.

**Note: Viewers requiring Section 508 Accessibility Tools should view this training in IE7 or later only.**

*as shown on online training system website*

### 2. To begin training:

- Link may be found on our own homepage (<http://www.childcarenet.org/>)
- Or by typing [cca.deltraining.com](http://cca.deltraining.com) into their address bar (which I do recommend)

<http://www.wachildcaretraining.com/>

ChildCare Aware Student Center

File Edit View Favorites Tools Help

Google Search Share More Sign In Convert Select

ChildCare Aware OF WASHINGTON  
Washington's most trusted child care resource.

Sponsored by  
Washington State Department of  
Early Learning

[I am a new student and need a user name and password](#)

#### Student Login

User Name

Password

[Forgot your username or password?](#)

Login

#### Minimum Specifications:

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*homepage*

### 3. Create account / log-in / forgot password

**c2.** Password incorrect!

**a.** [I am a new student and need a user name and password](#)

#### **b. Student Login**

User Name

Password

**c1.** [Forgot your username or password?](#)

**Login**

- a. Click the "[I am a new student and need a user name and password](#)" link
- b. Log-In by entering "User Name" and "Password" in aptly named fields under "Student Login"
- c. Click "[Forgot your username or password?](#)"<sup>c1</sup> if they get "Password incorrect!"<sup>c2</sup> error message, at which time a User Name/Password Request option will open ([http://cca.deltraining.com/index.cfm?fuseaction=login\\_trouble](http://cca.deltraining.com/index.cfm?fuseaction=login_trouble))

#### **User Name/Password Request**

Please enter your email address:

*After you click submit we will email you your user name and password.*

**Submit**

*user name/password request*

### 4. Account set-up

- If they don't yet have an account and have chosen the "I am a new student..." option, a "[New Student Form](#)" will open, which must be filled out to create an account.

#### **New Student Form**

Note that all fields are required except Address 2.

First Name

Last Name

Email Address

Social Services Payment System (SSPS) Provider Number  *(If you don't have one, enter 0)*

Number Of Children You Care For Who Receive Subsidies  *(If you don't have any, enter 0)*

STARS ID  *(9-10 digits. If you don't have one, enter 0)*

Address 1

Address 2

City

State

Zip

County

Username

Password

Confirm Password

**Submit**

If you already have a user name and password, go to the [main login page](#) to log in and access your courses.

[Forgot your username or password?](#)

*new student form*

- After creating their account they should see a "Welcome" greeting and a "To access your training, please visit the link below" message after which is a link to their course page

## Welcome

Hi CCA,

Welcome to wachildcaretraining.com. You have successfully registered as a new student. A confirmation email has been sent to you at YOUR OWN EMAIL ADDRESS WILL APPEAR HERE. If you do not receive this email shortly, please check your spam or junk folder, and make sure you add noreply@wachildcaretraining.com to your contact list or safe list.

To access your training, please visit the link below:

**courses**

<http://www.wachildcaretraining.com/index.cfm?fuseaction=welcome>

welcome screen

### 5. Course Registration

- Click "Register for more courses through the [course catalog](#)"
- Can only register for training once. If registered for incorrect training, ask that they notify us via email [onlinetrainingsupport@wa.childcareaware.org](mailto:onlinetrainingsupport@wa.childcareaware.org), and we will re-register them for the proper course.

Register for more courses through the [course catalog](#)

link to catalog

- Select the title of the course for which they would like to register. If they wish to register for Early Learning Guidelines, Core Competency for Providers and Introduction to ERS/CLASS, but are unable to locate it within the course catalog, they may be unaware that they are each a portion of the "Early Achievers Level 2 Online Training"

## Course Catalog

Registering for courses involves enrolling in a program, which registers you for courses in that program. Pick a program from the following list and click on the program name to enroll in the program and register for the courses.

**Program Name:** [Capacitación de nivel 2 en línea de Early Achievers \(español\)](#) - click to enroll

**Description:** Esta es la serie de tres cursos gratuitos en línea que se exigen como parte del nivel 2 de Early Achievers. Además de completar estas tres capacitaciones en línea, los participantes de Early Achievers deben también completar una serie de tres capacitaciones en persona. Comuníquese con su especialista en asistencia técnica para obtener detalles sobre estas 6 capacitaciones obligatorias.

**Courses in program:** Early Learning Guidelines (Spanish) - Online - CORE COMPETENCY: Professional Development and Leadership; 2 STARS hours. This course is an introductory overview of the Washington State Early Learning and Development Guidelines, which can help orient adults to child development. The module examines the history and purpose of the Guidelines and who can use Guidelines and for what purpose. Additionally, the module provides an overview of the structure of the 2012 ELGs document and presents examples of how to

catalog

- Click "[Enroll and Register](#)"  
You will be registered for the following courses.

Course Name	Delivery
<input checked="" type="checkbox"/> Early Learning Guidelines (Spanish)	Online
<input checked="" type="checkbox"/> Core Competency for Providers (Spanish)	Online
<input checked="" type="checkbox"/> Introduction to ERS/CLASS (Spanish)	Online

**Enroll and Register**

- Click "[Back to Student Center](#)"

## Course Catalog

You have been registered for 3 courses.

[Back to Student Center](#)

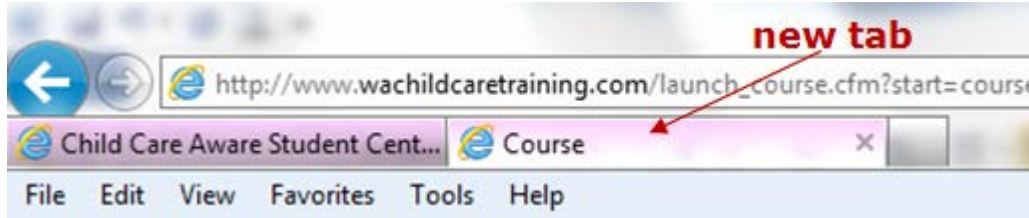
### 6. Begin courses

- After selecting "Back to Student Center" they will be taken to their home screen. To begin a course, click on the course title (which will be a link)
- "**Status**" will read "not started" if they have not yet begun the course; "In progress" if the course has been started but is not yet complete; and "completed" if the training has been finished and the certificate will be available at that time
- Due date is only a note of when user access to that training will expire, *not* the date by which the training must be completed.

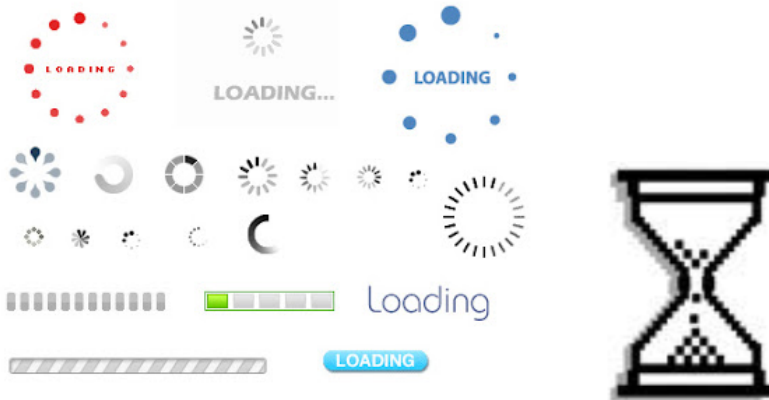
#### CCA WA's Courses

a. Course Name - Click to launch	b. Status	c. Due Date	Complete Date	Certificate
<a href="#">Early Learning Guidelines (English)</a>	in progress	03/18/2014		Unavailable
<a href="#">Core Competency for Providers (English)</a>	not started	03/18/2014		Unavailable

- Dependent upon their browser settings, either a new tab will appear or a new browser window will open. Some users are not aware that either has occurred.



- The site gives *no indication* that anything is occurring, that pages are in fact loading (such as an hourglass, spinning wheel, etc.) so just ask that they give it a moment.



### 7. Training

- When in the training, **do not** use any browser buttons such as back, forward, refresh. There will be no indicator, but the system is a tad slow and 99% of the time it is processing the user's command.



- Use only the buttons offered within the trainings (Back, Next, Exit Training)

Washington State Department of Early Learning

Early Learning Guidelines

Section: Introduction

### About This Module

This module explains how the Early Learning Guidelines (ELGs) can help orient adults to child development, as well as:

Menu | Help | Exit Training

CLICK & DRAG TO REWIND/FAST FWD

PLAY/PAUSE

BACK/NEXT

Early Learning Matters!

PAUSE Page 2 of 7 ◀ BACK NEXT ▶

- Perhaps tell them to periodically return to the main menu of the “Early Achievers Level 2 Online Training” to ensure that there are in fact check marks next to their recently completed sections.

Washington State Department of Early Learning

Early Learning Guidelines

To take this course, select each topic in order.

## Washington State Early Learning and Development Guidelines

Check mark indicating this section has been completed

- Introduction
- Standards Working Together
- Setting the Foundation for Early Learning
- Structure of the Early Learning Guidelines
- Using the Early Learning Guidelines

No check mark indicates that it has not been completed

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## 8. Survey

- Only in the Subsidy Billing Training is the survey inclusive within our online training system. Otherwise, they are taken outside of our online training system to "[Survey Monkey](#)".
  - In page 14 of 15 of the last session, they are instructed to click the Take Course Survey button.

Washington State Department of  
**Early Learning**

Menu | Help | Exit Training

**Early Learning Guidelines**

Section: Using the Early Learning Guidelines

### The Course Survey

To finish this course you are required to complete the course survey and then return to this page. Do not take the survey until you have completed all sections in this course.

When you click the "Take Course Survey" button, the survey opens in a separate window. Answer all questions on the survey, and after you click "Done" return to this page and follow instructions to complete this course.

**Take Course Survey**

Early Learning Matters! 630 PAGE COMPLETE Page 14 of 15 BACK NEXT

- After doing so, they are then directed to the Survey Monkey website and the corresponding survey which (as mentioned earlier in #6) dependent upon their browser settings, either a new tab will appear or a new browser window will open.

http://www.surveymonkey.com/s/LXG2NQN

Child Care Aware Student Cent... Course Online Course Evaluation - ...

File Edit View Favorites Tools Help

Google Search Share More >> Sign In Convert Select

Chil... DEL... Regi... IE8... We A... Sugg... Get... Err... Disp... Chil...

### Online Course Evaluation - Early Achievers Level 2 Trainings

To receive credit for the online class, you must complete this evaluation.

Your feedback is important to improving this and future courses. Your comments will be kept confidential!

\*1. What is the name of the online course you have completed and are evaluating?

\*2. How many online courses have you taken, including this one?  
 1  2  3-5  More than 5

\*3. What is your age?  
 18-25  26-35  36-50  50+

\*4. How long have you worked in the early care and education field?  
 1 year or less  Between 1-5 years  Between 5-10 years  Over 10 years

\*5. What is the highest level of education you have completed?

3. After completing the survey and clicking "Done", they are redirected to [http://deltraining.com/courses/survey-confirmation/confirmation\\_EN.html](http://deltraining.com/courses/survey-confirmation/confirmation_EN.html), and given a confirmation message and instructions to "Close this browser window or tab, and then select the course window or tab to return to the course."

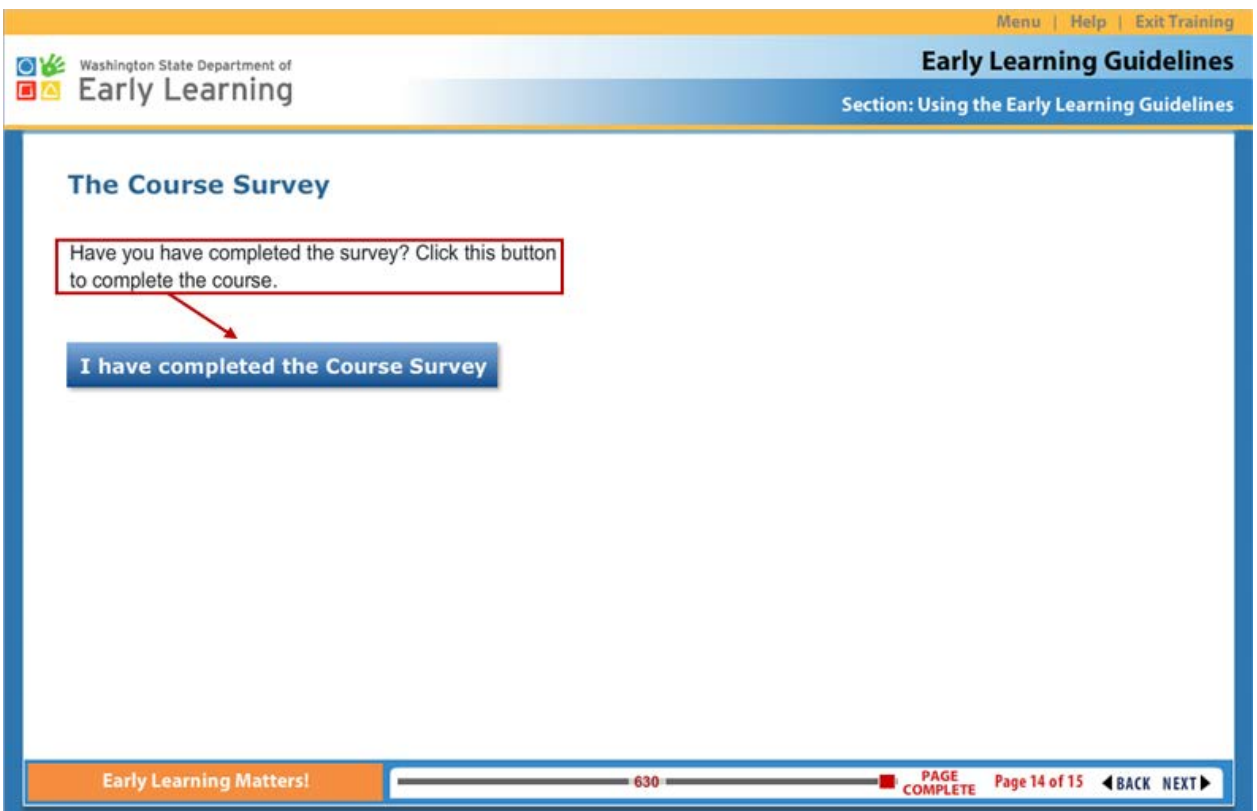


Thank you for completing the Course Survey.

**You must return to the online course and follow the instructions to complete this course.**

Close this browser window or tab, and then select the course window or tab to return to the course.

4. After doing so, they should immediately see their current course screen and an option to select "I have completed the Course Survey" which will then take them to their course table of contents.



- At this time they should click the "Exit Training" option in the upper right-hand corner of their screen, which will prompt the message "Do you really want to exit this course?" to appear. Be sure to advise them to select this option after they've completed the course.

- System will take a moment to think, but they should be taken back to their home screen and should now see the words "[Available here](#)" in the form of a link, next to their course title under "Certificate"

Course Name - Click to launch	Status	Due Date	Complete Date	Certificate
<a href="#">Subsidy Billing Training for Family, Friends and Neighbor Child Care Providers (English)</a>	in progress	02/27/2014		Unavailable
<a href="#">Early Learning Guidelines (English)</a>	completed	07/03/2013	03/18/2013	<a href="#">Available here</a>

## 9. Log-Out

- The online training system will not time-out, so it is recommended they click the "logout" link located in the upper right-hand corner of the user's home page.

Welcome