F A Q
FREQUENTLY ASKED QUESTIONS

TCOM

The Praed Foundation Collaborative Training Website

Q: I had an account on LearnerNation, how do I log into Schoox for the first time?

A: If you had an account in LearnerNation, and are now logging into Schoox for the first time, please follow the below steps:

1. Go to: https://www.Schoox.com/login.php
2. Username: the email you used in LearnerNation
3. Password: password (yes, the word 'password' is your temporary password)
4. You will be prompted to reset your password after completing steps 1 and 2
5. Must be 6 alphanumeric characters
6. You will be prompted to select your agency by using the following filters
7. Country
8. Regional Designation
9. Unit (Agency- Start Typing your agency name and it will auto populate)

Q: I did not have an account on LearnerNation, how do I register on Schoox?

A: If you did not have an account in LearnerNation and need to register on Schoox, please follow the steps below:
1. Go to: https://www.schoox.com/academy/CANSAcademy/register
2. Fill out the required fields
3. Click 'sign up now'

Q: How do I obtain a certificate in one of the TCOM Tools?

A: To obtain a certificate, you must complete ALL of the steps in the corresponding course. Simply passing a final exam does not grant you a certificate

Q: What courses do I need to take?

A: Please contact your agency to determine what courses you are required to take.

Q: How do I recertify?

A: Recertification is the same process as certification. You need to complete all of the steps in the course you are required to recertify in by your agency.

Q: I cannot pass the final exam. I have completed all of the materials and reviewed my quizzes and videos, what do I do?

A: If you are having trouble passing the final exam, please contact our support team at: support@TCOMTraining.com and let them know you would like coaching. Our team will connect you with a coach.

Q: Do you provide live training opportunities?

A: Yes! We provide online webinars and in person training events. To view what is available and register for an event, toggle over 'Training' in the top toolbar and select 'events'.