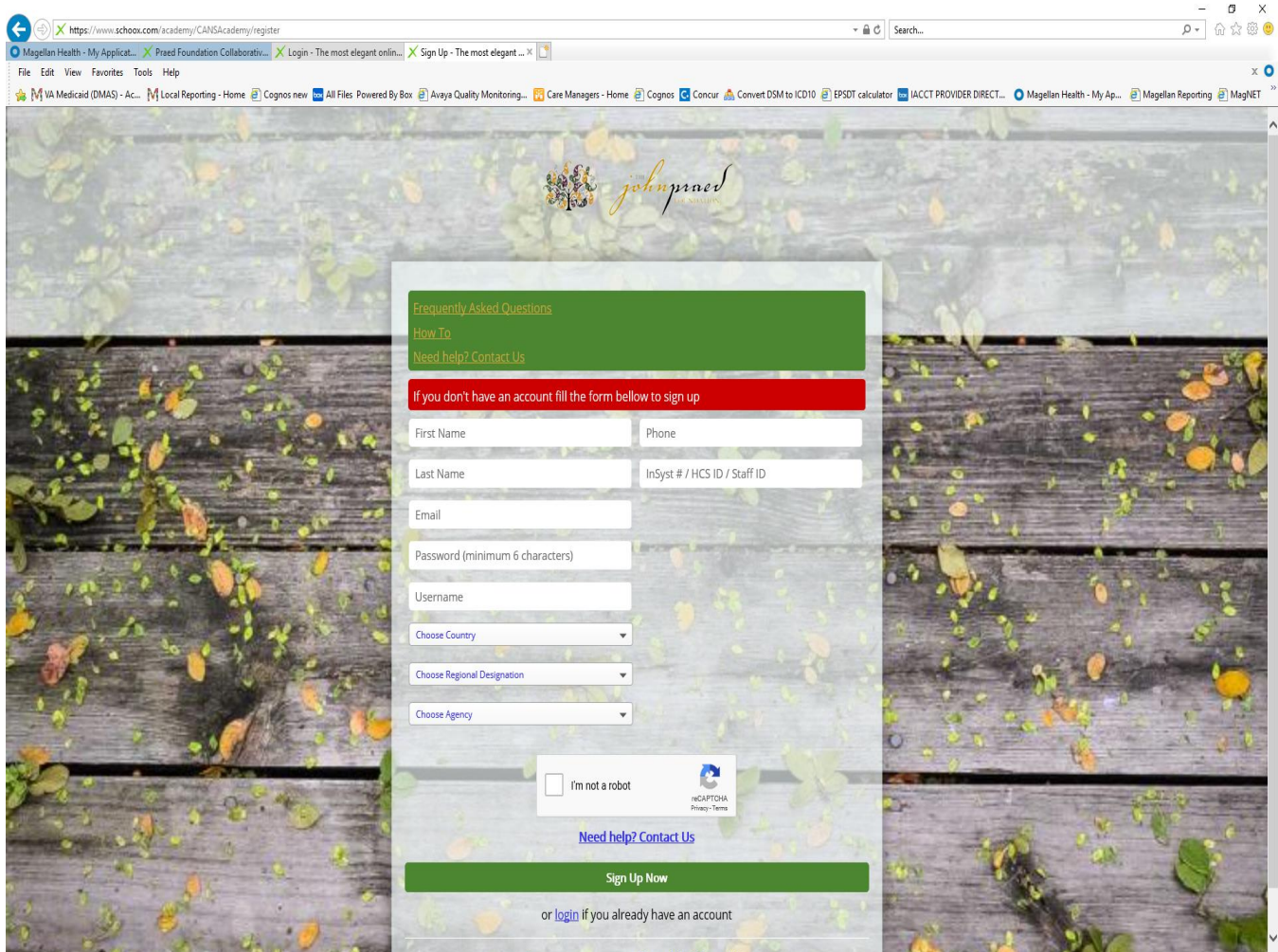


# Magellan Child and Adolescent Needs and Strengths (CANS) Certification/Recertification Guide and FAQ

- To get certified or recertified for CANS, users must log on using one of the following compatible browsers:
  - Google Chrome
  - Mozilla Firefox
  - Safari
  - Microsoft Edge
- For your first time logging in, please go [www.tcomtraining.com](http://www.tcomtraining.com). To register, click *Sign Up* and then select:
  1. Country: *United States of America*.
  2. Regional Destination: *Virginia*.
  3. Agency: start typing in Magellan. Then select: *VA Magellan – Private*.
  4. You do not need to enter InSyst # / HCS ID / Staff ID.
  5. After entering your information, select “I’m not a robot” box.
  6. Click *Sign Up Now*.



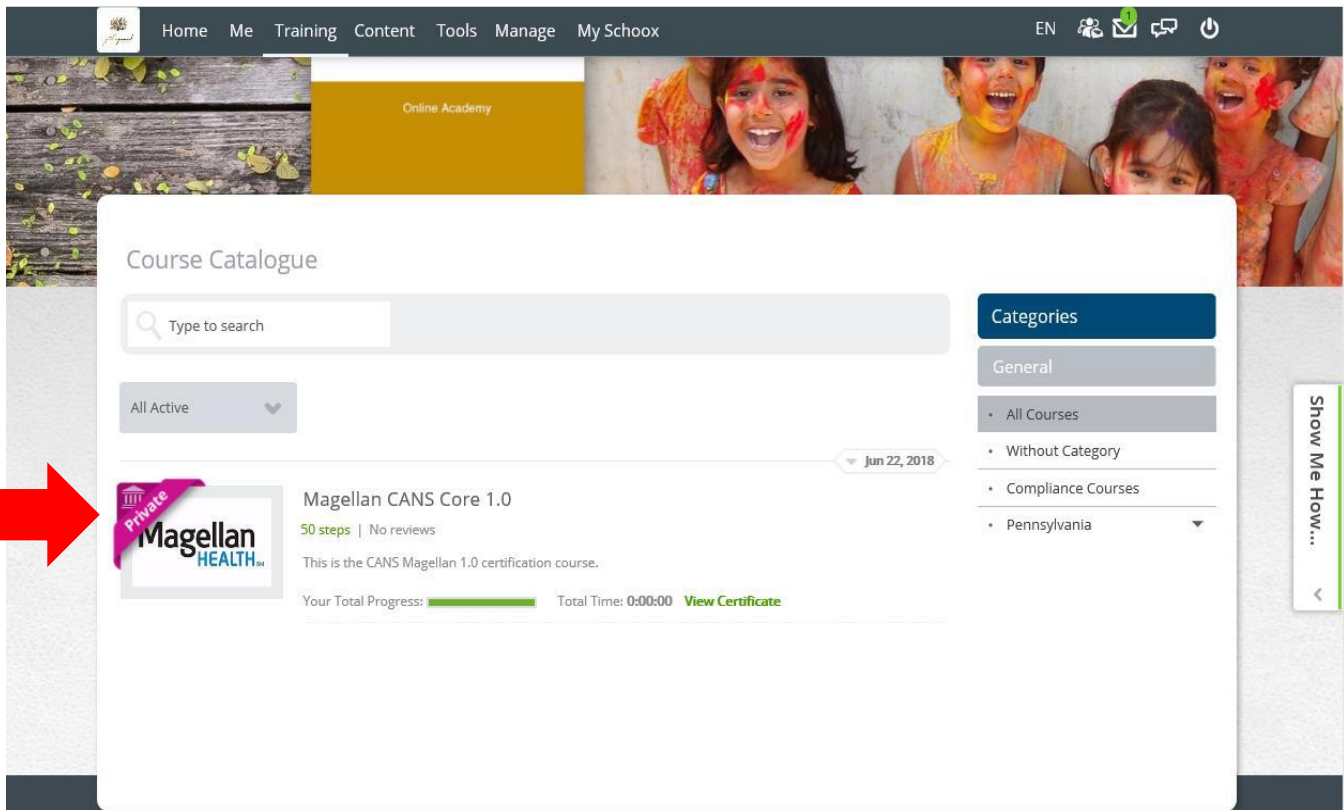
- Logging in after registration:

1. If you have already registered, you can go straight to the login site at: [www.tcomtraining.com](http://www.tcomtraining.com).
2. Enter your user name and password.
3. Select *Login*.

- Forgot your password?

If you have forgotten your password, select the *Forgot Password* link and enter the email you used to register with. Your link to reset your password will be sent to the email associated with your account.

- Please enroll in the Magellan CANS Core 1.0 which is free. This course is located under the training tab.



## Frequently Asked Questions

### Do I need to take all the courses to complete the certification?

Magellan expects users to complete the training for the first-time certification. The certification test can be taken prior to completion of the videos. This does allow for individuals with in-person training to use the online certification test.

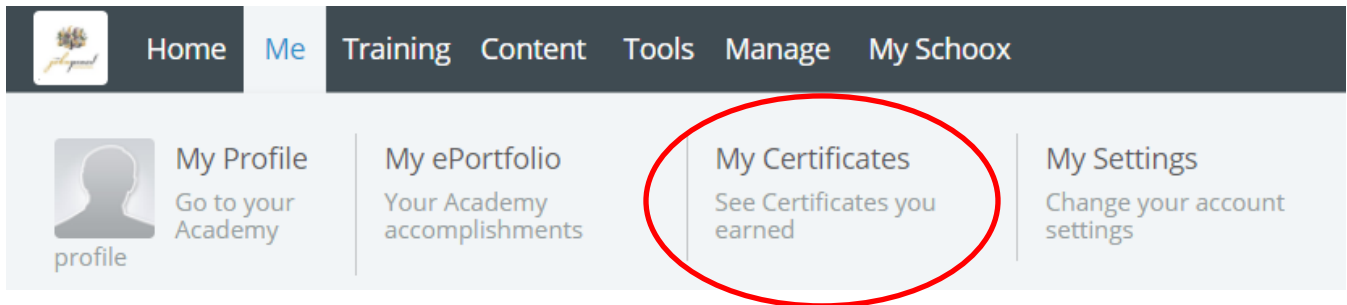
### Do I need to take any courses to complete the recertification?

No. The courses are available for your review at any time.

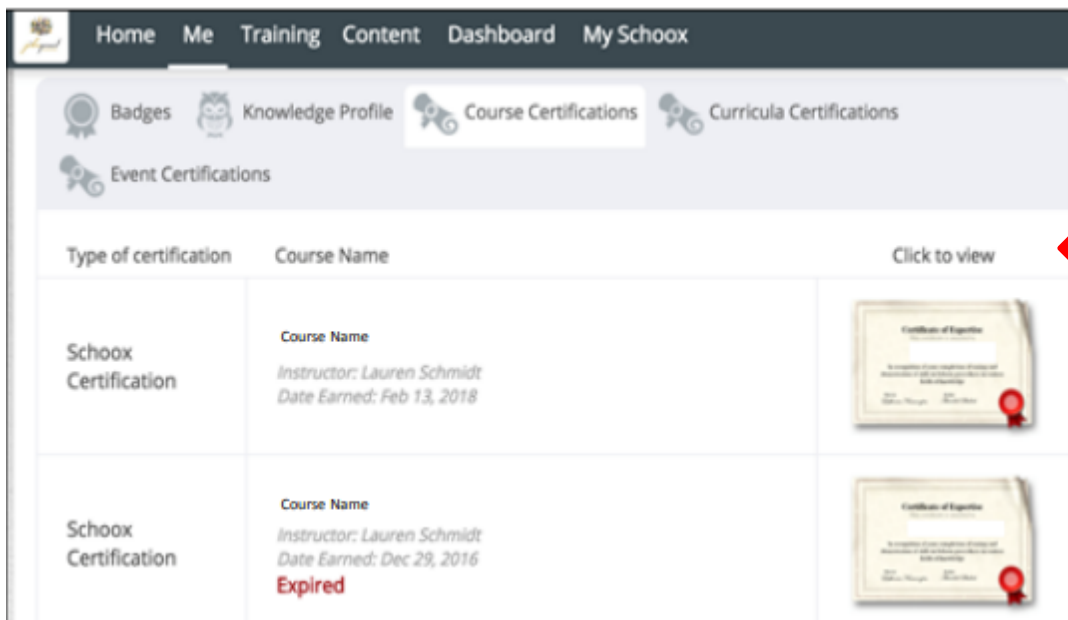
### How do I get my certificate?

Your certifications all appear under *Me* in the toolbar. Follow the instructions below to obtain your certificate.

1. When you have completed the training, go to the top toolbar and hover over *Me*. Select *My Certificates* for a quick link to all expired and active certifications:



2. You will see all of your CANS certifications with links to view and print certificates:



3. If you have passed the certification exam and there is no certificate, first double check that you took the certification exam. From the toolbar, select *Dashboard* then look at the test and use the graph icon to see the results:

- Once you have finished your exam you can see your results by selecting “Dashboard” on the top toolbar. Go to Vignettes, Select the bar graph to the right of the Certification Exam you took. Your Status of the Exam will show either Passed or Failed.

The screenshot shows the TCOM website dashboard. The top navigation bar includes 'Home', 'Me', 'Training', 'Content', 'Dashboard' (circled in red), and 'My School'. Below the navigation bar, there is a user profile icon, a notification bell with '4', a timer showing '0:00:00', and a score of '100'. A search bar is present with the text 'Sort by: Name (A-Z)' and 'Type to search'. The main content area displays three exam entries:

- Certification Exam**: Casey Family Programs CANS 1.0
- Certification Exam**: Casey Family Programs FAST 1.0
- Practice Exam**: Casey Family Programs CANS 1.0, Best Score: 0.77, Status: Passed

Each entry has a bar graph icon to its right. A red arrow points from the 'Practice Exam' entry to its bar graph icon. Below the exam entries is a table with the following data:

History	Score	Status	
August 13, 2013	0.71	Passed	Details
September 12, 2013	0.77	Passed	Details

4. If the certification exam indicates that you have passed and there is no certificate, email [support@TCOMTraining.com](mailto:support@TCOMTraining.com).

Full instructions on certification and recertification training are posted on <https://praedfoundation.org/training-and-certification/>.

**Where can I go if I have additional questions regarding the TCOM website?**

You can email [support@TCOMTraining.com](mailto:support@TCOMTraining.com).