

# CANS Training and Certification

## This if for Optum Providers

Welcome to the CANS Training and Certification User Guide. 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 COUPON CODE SENT VIA EMAIL

You will receive an email with your code from RIHS.

### 2 CREATE ACCOUNT & REDEEM COUPON

The CANS online course and exam must be accessed through the Praed Foundation platform using your coupon code. Use the step-by-step instructions on pages 3 & 4 of this guide.

### 3 COMPLETE ONLINE COURSE

You should complete the San Diego CANS 1.0 course on the Praed Foundation website, to maximize your success on the certification exam.

### 4 PASS THE CERTIFICATION EXAM

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

#### Important note:

Prior to using CANS one must be certified.  
Please work on completing this certification prior to 6/30/2019.

# STEP 1: Create Account & Redeem Coupon

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.

## [The Praed Foundation CANS Website](#)

Click here!

If you are a user from LearnerNation who is logging into Schoox for the first time, please login through [www.schoox.com/academy/CANS-Academy](http://www.schoox.com/academy/CANS-Academy) with your email address from LearnerNation as your username. You will then be prompted to select your agency.

First Name	Phone
Last Name	License # / HCS ID / Staff ID
Email	
Password (minimum 6 characters)	
Choose Country	
Choose Regional Designation	
Choose Agency	

United States of America

California

Optum Health - San Diego County

Once you have chosen California as your Regional Designation, type the full name of your agency. (Optum Health – San Diego County)

*\*Note that you will not see the full list in the drop down menu because there are hundreds or thousands of agencies in California using the CANS. Typing your agency's full name will allow the system to search the list to find matches.*

If you do not see the **California, Behavioral Health – San Diego County** course bundle, make sure you selected your correct state and agency.

If your profile includes your correct state and agency, use the menu at the top to navigate to **Training → Bundles** to locate the San Diego County course bundle.

Once you have created an account, you should see this:

Home Me Training Content Dashboard My Schoox

john praed FOUNDATION

Circle Academy

Academy Bundles

Type to search

Creation Date ↑↓ Update Date ↑↓

California, Behavioral Health- San Diego County

by Lauren Schmitt | 2 courses | Category: California / Behavioral Health- San Diego County

price 125

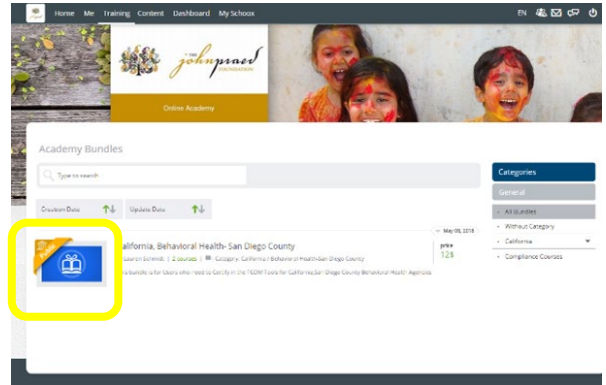
This bundle is for Users who need to Certify in the TCOM Tools for California, San Diego County Behavioral Health Agencies

Categories

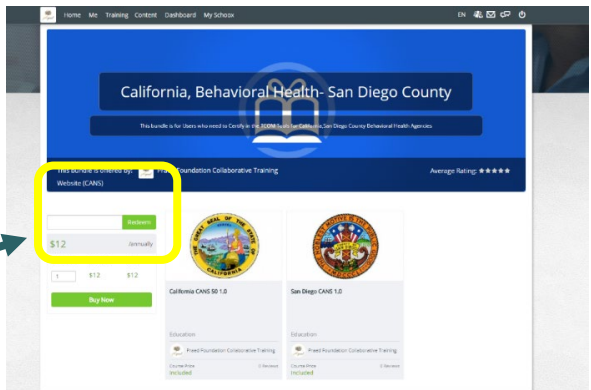
- Control all
- All Bundles
- Without Category
- California
- Compliance Courses

# STEP 2: Create Account & Redeem Coupon

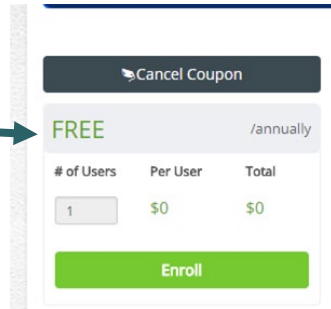
Click on the course icon.



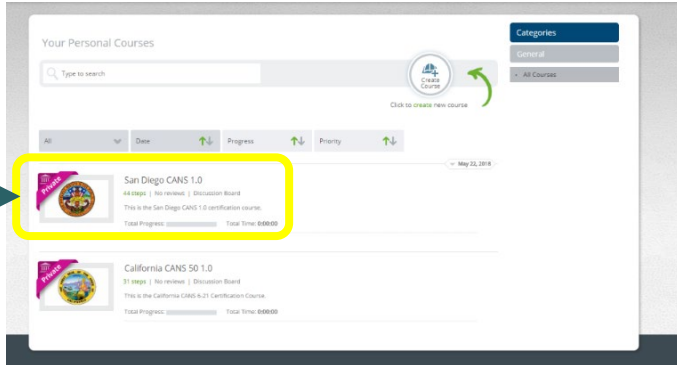
Enter the coupon code you received via email in Step 1 and click **REDEEM**:



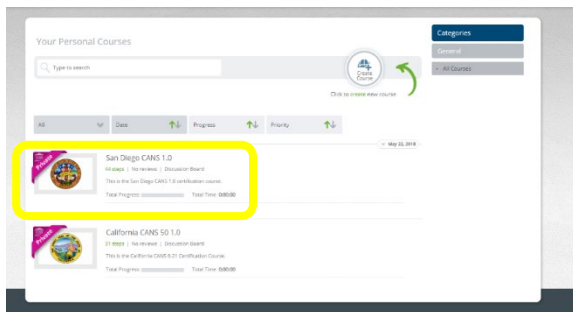
Once you redeem your coupon, the course cost should switch to FREE. You are now ready to click **ENROLL**:



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

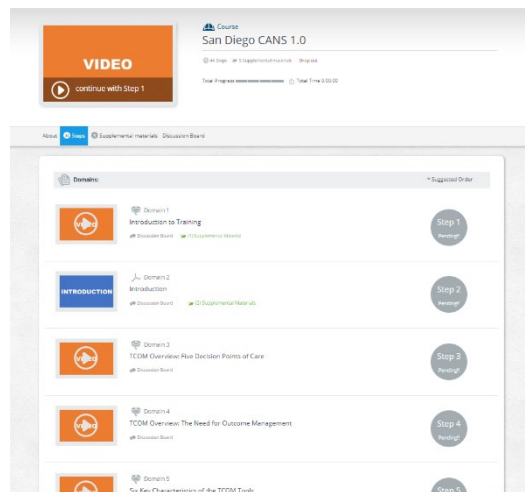


# STEP 3: Complete Online Course

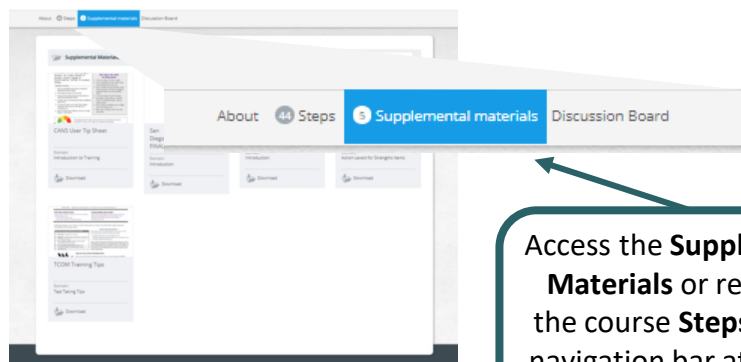


Once you open the **San Diego CANS 1.0** course, you will see the full course outline and can begin the course. For those who attended the 1- day training course, you may elect to take the Certification Exam without completing the online course.

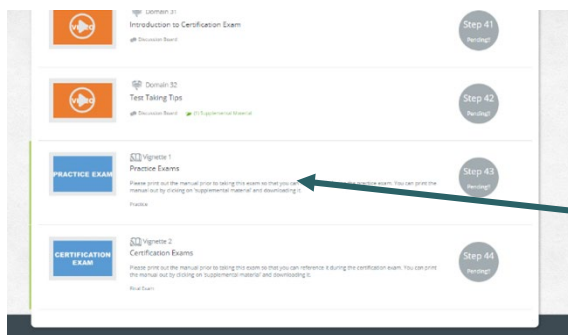
You can navigate through the course **Steps** in any order, by clicking on the icons on the left. There are videos, short quizzes and selections from the *Reference Manual* to teach you about the overall CANS and each individual Domain.



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.

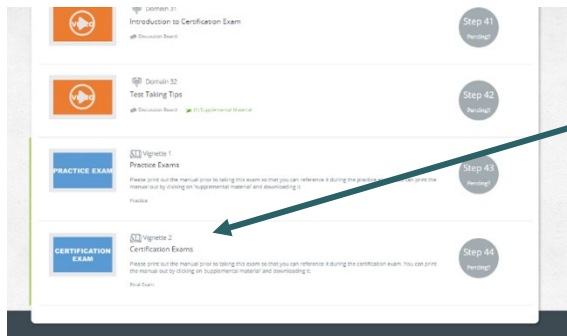


Access the **Supplemental Materials** or return to the course **Steps** via the navigation bar at the top of the course view.



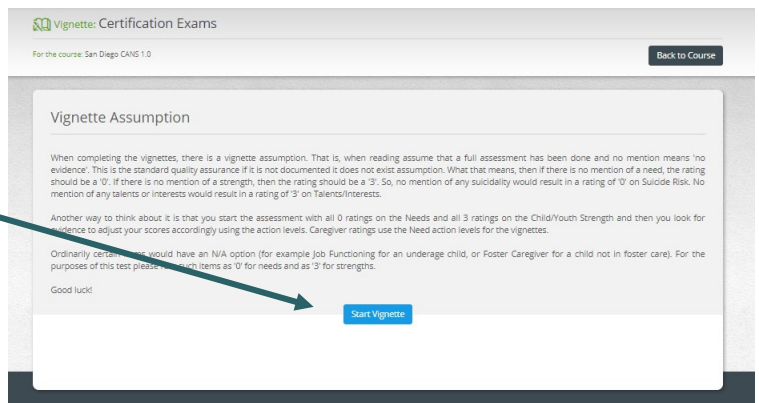
Ready to put it all together? Take a practice exam at the end of the course.

# STEP 4: Pass the Certification Exam

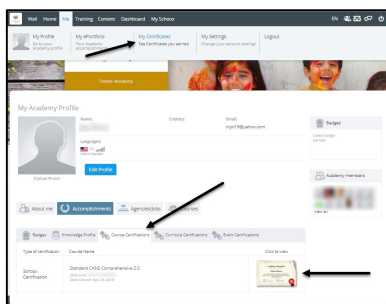


Once you feel comfortable with the practice tests, it's time to take the certification exam. Be sure to give yourself plenty of time and have your *Reference Manual* handy.

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.

## Important note:

Prior to using CANS one must be certified.  
Please work on completing this certification prior to 6/30/2019.

# 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 send via email. If the error message appears again, 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 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?

Please reach out to the Praed Foundation team at [support@TCOMTraining.com](mailto:support@TCOMTraining.com).