

# Magellan CANS Certification/Recertification FAQs Updated 09122018

First time logging in, please go to <http://www.schoox.com/login.php>

State: Wyoming

Agency: Magellan

## Logging In

Registering for the site:

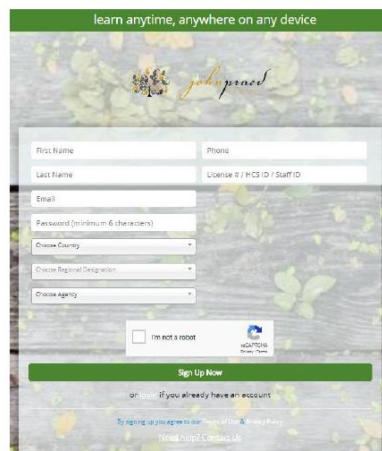
- Ensure you are at the correct Site  
<https://www.schoox.com/academy/CANSAcademy/register>
- To Register Enter your information, Choose a Country, Region then Agency (Required Field).
- After entering your information select the *I'm not a robot* box
- Click *Sign up Now*

Logging in After Registration

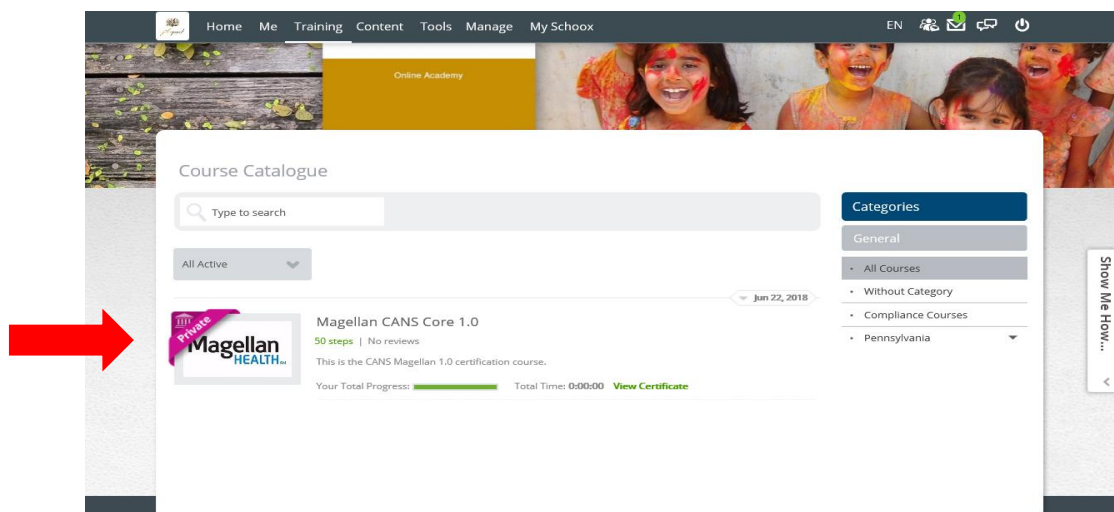
- If you have already registered you can go straight to the login site at: <https://www.schoox.com/login.php>
- Enter your User Name and Password
- Select *Login*

Forgot Password?

- If you have forgotten your password select the *Forgot Password* Link and enter the email you used to register with. Your like 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.



**Question #1:** Do I need to take all the courses to complete the certification?

**Answer:** Magellan expects users to complete the training for the first time certification. Yet, the certification test can be taken prior to completion of the videos. This does allow for individuals with in-person training to use the on-line certification test.

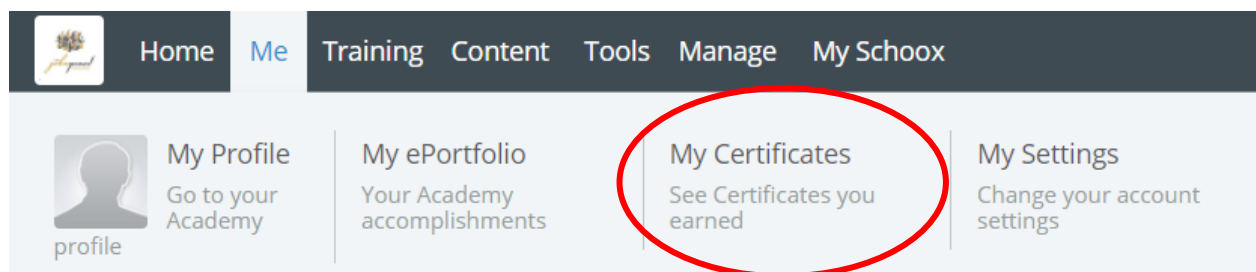
**Question #2:** Do I need to take any courses to complete the re-certification?

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

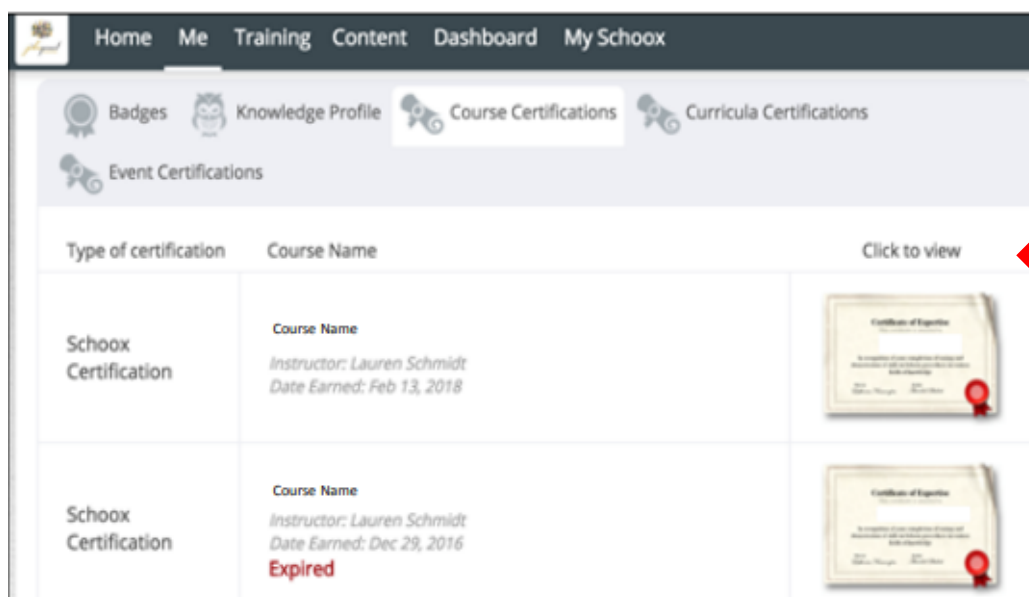
**Question #3:** How do I get my certificate?

**Answer:** Your certifications all appear under 'Me' in the toolbar.

1. When you have completed the training, go to the top tool bar and hover over 'Me' – select 'My Certificates' for a quick link to all expired and active certifications:



2. The view of all your CANS certifications with link to click to view and print certificate:



- 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 a user dashboard with a top navigation bar containing 'Home', 'Me', 'Training', 'Commit', 'Dashboard', and 'My Scores'. The 'Dashboard' item is circled in red. Below the navigation bar, there is a user profile section with a timer at '0:00:00' and a score of '100'. A search bar is present with the text 'Sort by: Name (A-Z)'. The main content area lists three exams:

- 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

A red arrow points to a bar graph icon to the right of the 'Practice Exam' entry. Below the exam list is a 'History' table:

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

- 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/>