

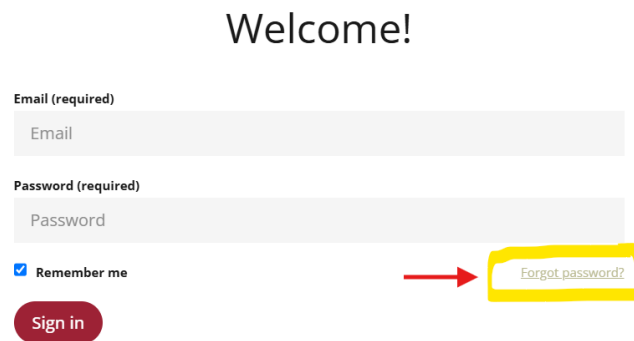
Direct Care Staff Training FAQ

General Information

I forgot my password. What should I do?

Use the **Forgot Password** link on the [Thinkific](#) login page to reset your password.

Welcome!



The image shows a login form with the following elements:

- Email (required)**: A text input field with the placeholder text "Email".
- Password (required)**: A text input field with the placeholder text "Password".
- ☒ **Remember me**: A checkbox with the label "Remember me".
- Sign in**: A red button with the text "Sign in".
- Forgot password?**: A link highlighted with a yellow box, with a red arrow pointing to it from the "Remember me" checkbox area.

What if I no longer have access to the email address I used to register?

Contact the training team and provide your full name along with information that may help locate your account. Once your account is verified, staff can assist with updating your email address and restoring access to your training records and certificates.

Is the training available in Spanish or other languages?

The training is only available in English. Closed captions are enabled and available for all training videos.

Does my certificate expire?

Certificates of completion do not have an expiration date. However, individual employers or licensed facilities may establish their own policies requiring staff to retake the training at specific intervals, such as annually or during onboarding.

Registration and Accounts

Should I use a personal email address or a work email address?

Certificates are tied to the individual's account. If you use a work email address and later leave your position or lose access to that email account, you may lose access to your training records and certificates. A personal email address is strongly recommended.

What if I do not have an email address?

An email address is required to create a Noncredit account and access the training. If you do not currently have an email address, you will need to create a free account through a provider such as Gmail or Outlook before registering for training.

What if a staff member cannot create or use an email account?

If a specific barrier or accommodation-related reason is preventing a staff member from creating or using an email address, please contact your regional office.

Thinkific Troubleshooting

If you are experiencing any issues with the Thinkific website not loading correctly, or the videos not playing when prompted, please try these suggested fixes on the training computer that you are using:

- Clear the browser cache.
- Switch networks temporarily; *For example, use a guest Wi-Fi or mobile hotspot.*
- Try a different browser; *For example, Google Chrome instead of Microsoft Edge.*
- Make sure your browsers are updated.
- Disable ad-blockers or privacy extensions.
- Ensure pop-ups and third-party cookies are allowed.
- Open the course in Incognito or Private browsing mode. This opens a browser window without stored cache, cookies, or extensions.
 - Google Chrome and Microsoft Edge: Press Ctrl + Shift + N
 - Safari (Mac): Select File > New Private Window

Completion Records

How do I retrieve my certificate of completion?

Any training records and completion certificates from October 2022 to present (under Temple Management) are stored in Thinkific.

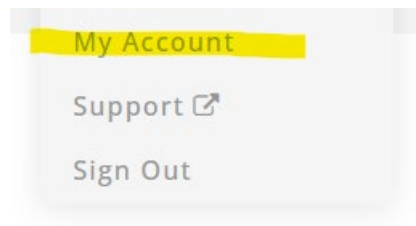
1. Go to **temple.thinkific.com**
2. Log in using the full email address used during registration

Example: directcarestafftrain@temple.edu

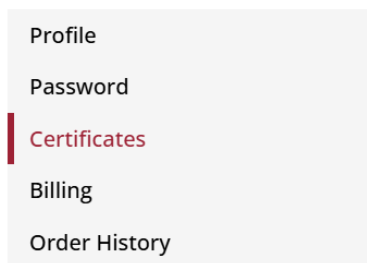
3. Enter your password

*If needed, use the **Forgot Password** option*

4. Click your account menu in the upper-right corner



5. Select **My Account**
6. Select **Certificates** from the left navigation menu



7. Click **View** next to your certificate

What if I completed the training before October 2022?

Temple assumed management of the training in October 2022. All completion records before that were on the state's legacy site and are no longer retrievable from the state.

What if I cannot access my certificate?

Contact the training team at dcstrain@temple.edu for assistance. Please include your full name and any information that may help locate your account, such as the approximate completion date or your employer at the time training was completed.

Can employers print certificates for their employees?

Each learner creates and maintains their own individual login account. There are no employer or administrative logins available for accessing employee training records. Participants can independently log in to the Thinkific course website at any time to view, download, or print their own certificates of completion.

Retaking the Training

Is the Direct Care Staff Training required annually?

2600 and 2800 regulations do not require this to be completed annually. However, employers may require staff to retake the training as part of their internal policies.

What if my employer requires annual retraining?

Thinkific allows one completed training record per email address. If you need to retake the training for employer-specific requirements, you must register with a different email address. Your original certificate will remain available in your original account.

If you retake the training under your original account, the original completion date will remain, and your re-attempt is unable to be tracked or verified.

Contact Information

Who should I contact if I need help?

For assistance related to registration, certificates, or account access, contact the **Temple University Harrisburg Team** at dcstrain@temple.edu.

Please include the following information:

- First and Last Name
- Licensed facility and/or employer
- Email address used for registration purposes