# KNOW & TELL® eCourse

Registration, Access, and Printing Your Certificate

Before you can register for the KNOW & TELL® eCourse, you must set up a student account with the National Criminal Justice Training Center of Fox Valley Technical College as they host the course on their Learning Management System – Blackboard.

It is recommended that you use Google CHROME as the browser. Also ensure that pop-ups are allowed.

1. Navigate to www.ncjtc.org.
2. Click **SIGN IN** in the upper right corner.
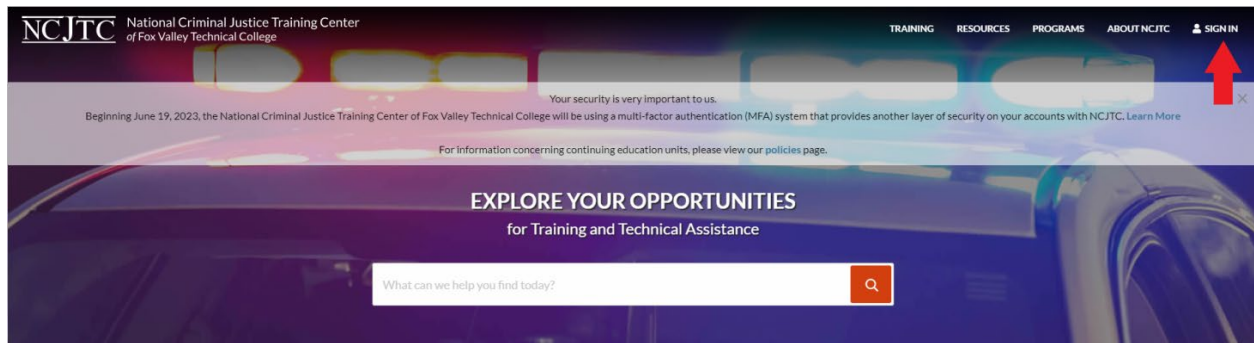
3. The screen below will open. If you already have an account and you remember your 9-digit student ID and password, skip to step 6. If you don't remember if you have an account, choose "**Find My Account**" and follow the prompts to determine if you have an account or not. If you know that you do not have an account, click on "**REQUEST ACCOUNT**"

4. When you choose "**REQUEST ACCOUNT**", you will be directed through <u>4 screens</u> to provide the information needed for an account. The screens you will encounter are below. It is important to respond to the information accurately so that you are able to recover your account in the future should you need to do so. To begin, enter information in the About You screen and click **NEXT**.

Request Account

Request an account in order to register for NCJTC training.

➡ About You	○ Organization	○ Position	○ Approving Authority

About You

We need some general information to begin the account request process.

First Name

MI (optional)

Last Name

Date of Birth

MM/DD/YYYY

Ethnic Group

Select One ▾

Why do we need this?

Gender

Select One ▾

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NEXT

Next, you will enter information about your organization. It is possible your organization is already in the system, but if not, complete the information and click **NEXT**.

Request Account

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✓ About You	➡ Organization	○ Position	○ Approving Authority

Organization

We can help you find your organization. Simply start typing the name of your organization below.

Organization Name

Choose a different organization.

Organization Type

▾

Country

United States ▾

Address

APT (optional)

Apartment, suite, unit, building, floor, etc.

City

State

▾

Postal Code

County

▾

Municipality

▾

District

▾

Organization Phone

🇺🇸 +1 ▾

Extension (optional)

Ext. 9999

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PREVIOUS   **NEXT**

The next screen will be information about your position. ==It is critical that you enter a VALID email address and phone number== as these will be used to authenticate your identity. It is recommended that you use a cell phone number or a phone that you have open access to receive messages. Once you have completed this information, click **NEXT**.

Request Account

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✅ About You	✅ Organization	➡️ Position	⬚ Approving Authority

Position

Provide us with information on your position at your organization.

Title/Rank

Title

Email

email@domain.com

Position Phone

🇺🇸 +1 ▾   201-555-0123

Extension (optional)

Ext.   9999

Please Note: The phone number you provide will be used for MFA⧉ to contact you each time you login.

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PREVIOUS   NEXT

The final step is to list your Approving Authority. You may choose to list your supervisor or select "I am my own Approving Authority." Supervisor approval is <u>not</u> needed for this class. When complete, click "**REQUEST ACCOUNT**". It may take up 5 minutes to receive an email with your account information.

Request Account

Request an account in order to register for NCJTC training.

✅ About You	✅ Organization	✅ Position	➡️ Approving Authority

Approving Authority

Let's add information on who will approve your training registrations.

☑️ I am my own Approving Authority

ℹ️ Warning: You must list your direct supervisor unless you do not have a supervisor. Your future registrations may be denied without supervisor information. All registrations are reviewed prior to approval.

First Name

Last Name

Organization Name

Title/Rank

Email

Phone

🇺🇸 +1 ▾

Extension (optional)

9999

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PREVIOUS   REQUEST ACCOUNT

5. When you receive the confirmation email, it will include your 9-digit student ID number and instructions for how to set up a password. Record your student ID and password in a safe location as you will need this every time you access the eCourse.

6. Now that you have a 9-digit student ID number and password, return to www.ncjtc.org and **SIGN IN**. NOTE: When you sign in, you must use your 9-digit password plus "@fvtc.edu" as your username. For example, "**987654321@fvtc.edu**). Do NOT use your organization email address to login. In the search box, type "**KNOW & TELL**" and press enter.
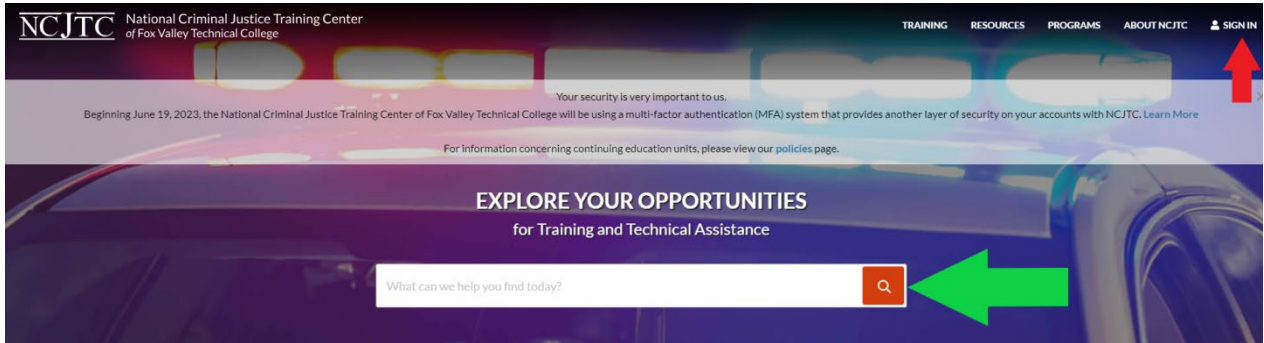
7. Choose the KNOW & TELL®eCourse that best fits your needs. NOTE: The **KNOW & TELL® Program for Healthcare Providers** is only for certified/licensed healthcare staff. All other individuals should take the Child Abuse: The KNOW & TELL® Program course. Click **MORE INFO** next to the course for which you would like to register.

8. Click **REGISTER** and follow the prompts to answer the questions required for registration. Click **CONFIRM** on the final screen.

9. When you have completed the registration process, you will receive the screen below. You can click **ACCESS VIRTUAL CLASSROOM** if you want to start immediately; please note it may take 30 minutes until the course is ready for you in the Blackboard LMS. If you prefer to start later, you can access the virtual classroom directly by going to https://ncjtc.blackboard.com.

All set,   ! You have **successfully registered** for your training.

Please check your email for details on your registration.

TRAINING INFORMATION   🖶 PRINT PAGE

Self-Paced

Child Abuse: The KNOW & TELL® Program
📅 Any Time | ○ Internet On-line, 100% Online

No Fee   ✓

                                                    ACCESS VIRTUAL CLASSROOM

There may be a delay of up to 30 minutes before you can access this training in our training system.

DETAILS

> CONTACT INFORMATION

> MY ORGANIZATION INFORMATION

10. Clicking **ACCESS VIRTUAL CLASSROOM** or going to https://ncjtc.blackboard.com will take you to the following screen. You will click **Sign In Here**. There is again an option to Lookup your ID or Request an Account. If you have forgotten your password, there is an option to Reset your password.
NOTE: When you sign in, you must use your 9-digit password plus "@fvtc.edu" as your username. For example, "**987654321@fvtc.edu**). Do NOT use your organization email address to login.

NCJTC   NCJTC Login   🏠 ❓ Login

NCJTC Users: Enter your 9 digit ID + @fvtc.edu (example: 123456789@fvtc.edu)

For assistance, please contact Blackboard Support: 920-735-4816 or online@fvtc.edu.

Sign In Here

Lookup your ID **here**.
Request an Account **here**.

Blackboard Support Current Hours of Operation:
- Monday-Thursday: 7:00am - 8:00pm
- Friday: 7:00am - 4:00pm
- Saturday: 8:00am - 11:00am
- Sunday: 5:00pm - 7:00pm

Technical Recommendations:
- Use Google Chrome or Mozilla Firefox to access Blackboard.
- Periodically clear your browser cache to optimize your computer's functionality with the Internet.

Have you registered for a class yet?

I NEED TO REGISTER

Having troubles logging in?
Reset your password **here**.
Enter your 9 digit ID + @fvtc.edu (example: 123456789@fvtc.edu) as your email/username.

11. Once signed in, find the name of the course and click the title to enter the course. There are instructions inside the course on what steps must be completed to earn a Certificate of Completion.

Certificate of Completion PRINTING Instructions

You must complete all aspects of the course before the option to print a certificate of completion is made available; this includes assessments, surveys, evaluations, and the training modules.

1. After all items are complete, select the **Certificate of Completion** link from the course menu.
2. Click the **Certificate of Completion** title to launch the certificate program (similar to the training modules that you just completed).
3. This will open a short video module explaining how to print the certificate. Enter your name in the box provided and then click **Generate Course Certificate**.

4. Your certificate will appear in a new window. You may print this or save it as a PDF by pressing **Ctrl+P** on your keyboard. Choose the option you prefer (PDF or Printer) and press **Print**.
   NOTE: Do <u>not</u> right click and save as a .jpg or .png as it will not save your name.

To request support with <u>registration or in accessing the eCourse</u>, please contact any of the following:

NCJTC Customer Support: (855) 866-2582

Jeanette Leitner: jeanette.leitner1969@fvtc.edu

Wendy Hartman: wendy.hartman6099@fvtc.edu

Please note that updating your Chrome browser to the latest version, [clearing your browser history](#), and ensuring that you have allowed pop-ups will take care of many technical issues.

For <u>content-related questions or to inquire about further training opportunities</u>, please contact:

Stephanie Arroyo: sarroyo@cac-nh.org

(608) 864-0216