Prevent Child Abuse North Dakota™

Empowering families to thrive by providing community-driven resources that foster safe and nurturing environments for children.

Hello and thank you for taking the mandated reporter training. This document has been created to help with some of the common questions related to the training. Please know that I do not have any affiliation with Growing Futures, I work for the non-profit PCAND and we are tasked with hosting the Mandated Reporter training through our website. Please feel free to share this document with your staff.

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Closed Captioning—First, click the center of the video to play it within the training, see the circled icon in the image below.

Second, select the "CC" option on the menu bar, See the circled icon in the image below

If the "CC" option is not available, clear your cache, refresh your browser, and try again.

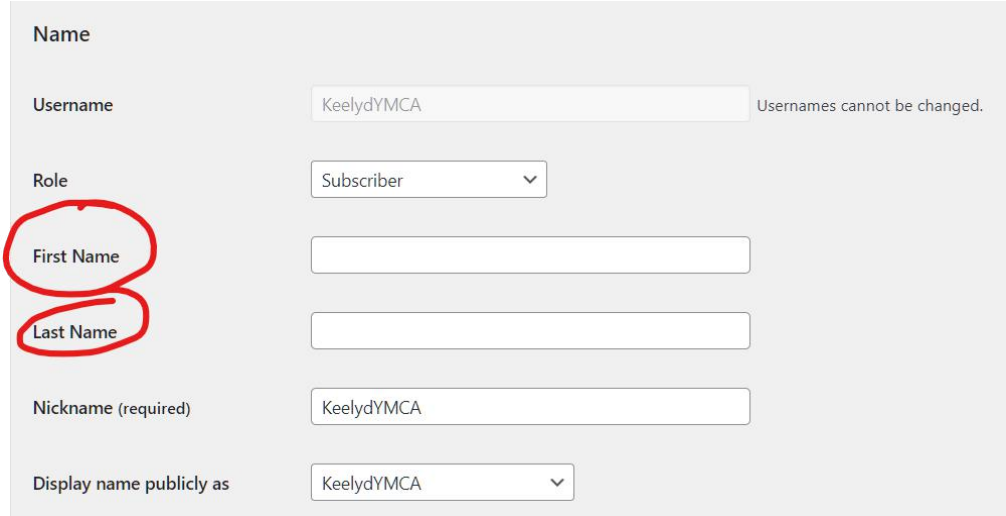
Stuck on Modules/Being "Kicked Out"—This issue resolves when users refresh their browser and clear their computer cache prior to starting the training.

A Note on Passwords— Choose a complex password that ***does not*** contain your name/email, or phrases such as "Password123."

Change to User's License Number— Contact Jenn Grabar, *LBSW*, Child Maltreatment and Fatality Manager, Child Fatality Review Panel Presiding Officer via 701.328.1863 or mailto:jjgrabar@nd.gov

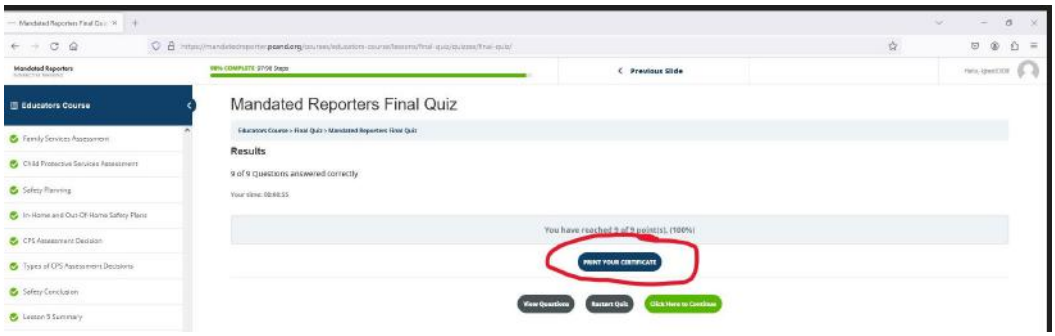
Credit has not been Assigned! – Please allow 10 days from the time you complete and pass the training for award of credit. After 10 days, if you do not see your training listed as "Completed" and "Verified" under your blue "Training" tab or on your DHS Licensing Training Record, please contact dhsecpd@nd.gov with your concern.

No Name on Certificate? - If an individual completed the training but their name is missing from their certificate, please advise them to go to https://mandatedreporter.pcand.org/wp-admin/profile.php after they are logged into their account, add in their first/last name, and click the blue "Update user" button on the bottom. Then their name should be on their certificate when it's opened again.



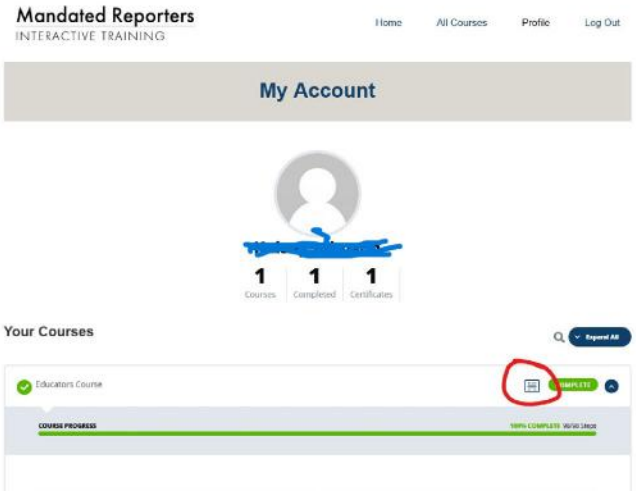
Note -Users are able to edit their own account on the site, from there they can enter their GF number. These numbers will not be inserted on certificates or accounts as this is a user function. The user must register with their GF number for the certificates to include the number. If the user updates their account, it should also update the report as it pulls the user account information, however it will not update the certificate.

No Date on Certificate? - Upon course completion, users land on a page with a "Print Your Certificate" button:



When the button is clicked, the certificate that is displayed is missing the Course Completion Date and Course Name:

However, when users navigate to their "Profile" after course completion, and click on the "Certificate" button:



the certificate will display all of the correct information:

MANDATED REPORTERS INTERACTIVE TRAINING

Certificate of Completion

THIS CERTIFICATE CONFIRMS THAT

[redacted]

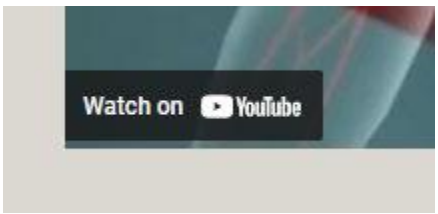
HAS COMPLETED THE ONLINE MANDATED REPORTERS
INTERACTIVE TRAINING MODULE
FOR PERSON REQUIRED BY NORTH DAKOTA LAW
TO REPORT SUSPECTED CHILD ABUSE AND NEGLECT

Completion Date:
March 8, 2024, 11:49 am - Educators Course
Mandated Reporters Final Quiz

NORTH Dakota | Health & Human Services

Toxic Stress Video – For the training to continue, please click on the white triangle within the red rectangle that is near the heart on the body. If you accidentally click *"watch on YouTube"* in the lower left corner, a new window will open.

Left Side "Impact of Toxic Stress"

DO CLICK:

DO NOT CLICK: