BHS ANSA/CANS Certification Instructions

All clinicians who are completing the ANSA or the CANS to AOA and CYF consumers must be certified to use the tools. Clinicians must be certified within 30 days after being hired for a Program and then recertified annually. Although clinicians may want to complete the certification training for the particular tool they use (i.e., the ANSA, the CANS 0 – 5 or 6 – 20), certification on **any** of the instruments certifies the user for use of **all** instruments. For example, someone who has completed the certification process for the ANSA is considered to be certified to use the CANS and vice versa. The recertification due date varies for each user depending on the date of your last certification (e.g., if you became certified 11/12/20 then your next certification date is on 11/12/21 and so forth). The website will send you a reminder email a month before your certification expires. Your account will be deactivated if you do not complete recertification within 90 days of the reminder.

Please make sure you complete certification on one of the following compatible web browsers: Google Chrome, Firefox, Safari or Internet Explorer-Edge. Most likely you will experience technical issues if using an old outdated version of Internet Explorer.

To register for an account or to obtain your ANSA/CANS Certification (approx. 3-4 hours), follow the Registration and/or Certification directions below.

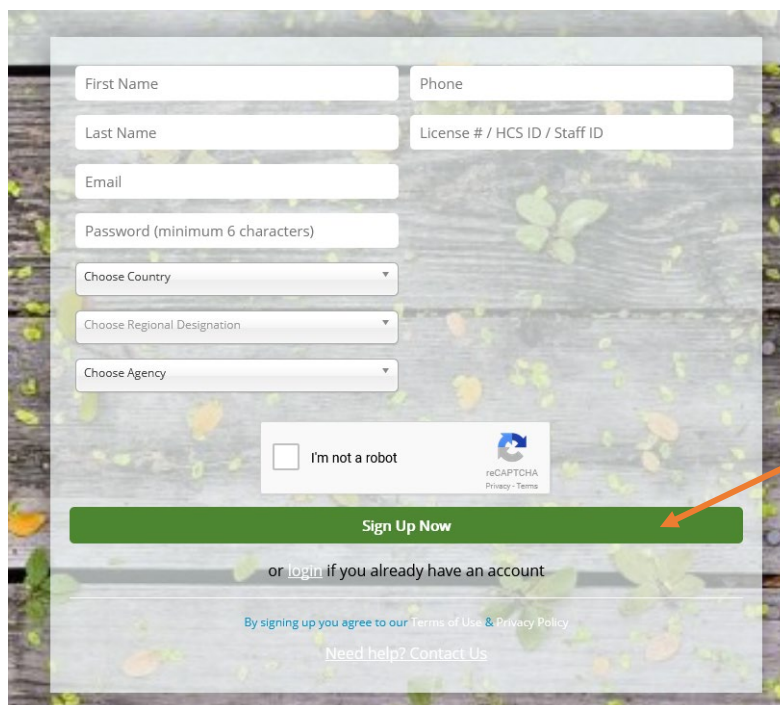**To update your account settings, view the Managing Your Account directions at the end of the document.**

To retrieve a forgotten password or to reactivate your account visit Retrieving Your Password or Reactivating Your Account for information.

Registration and/or Certification:

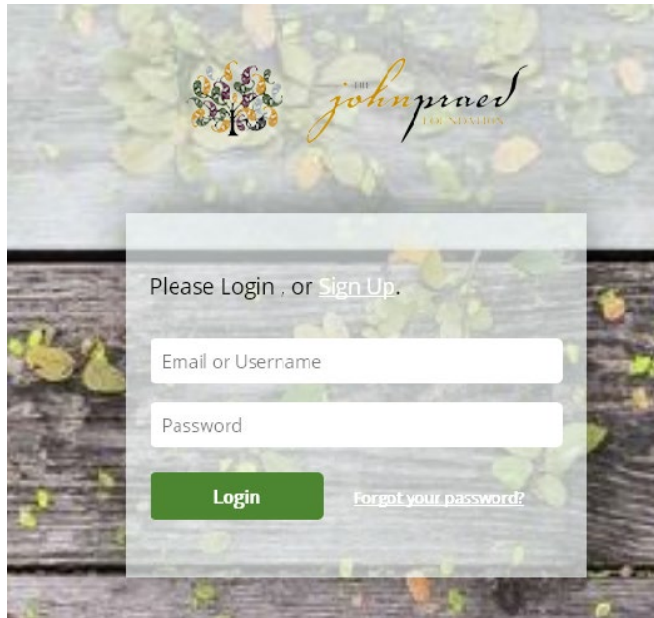1) Register for an account or log into your existing account.

   a. **If this is the first time you are getting certified for the CANS/ANSA in San Francisco:** register for an account here https://www.schoox.com/academy/CANSAcademy/register. Note: If you were already registered at the old canstraining.com website, skip to step b. below.

      1. Enter your information

   a) For Country, select *United States of America*. For Regional Designation, select *California*.

b) In the Choose Agency field, there several agencies listed after filtering for Country and Regional Designation. As a result, only a partial list of agencies to select from is visible in the drop down menu.

        i. If you know the name of your agency, type it in the search bar within the Choose Agency field. Agency names will auto-populate. Locate and select your agency.

        ii. If you cannot locate your agency name, type "San Francisco County" in the search bar. The field will auto-populate with all programs associated with San Francisco County.

        iii. View Appendix A for a list of current San Francisco County agencies available for selection.

c) In the License # / HCS ID / Staff ID field, enter your San Francisco BHS Staff ID number.

2. Remember to record your username and password, as it will be needed for recertification in the following years.

3. Select the *I'm not a robot* box (unless you are a robot)

4. Click Sign Up Now. Skip to step 2) of these directions to continue.

b. **Existing users:** Users who previously had an account at the old canstraining.com website will use this link to log in https://www.schoox.com/login.php

1. If you are an existing user logging onto the Schoox platform for the first time, enter the following:

a. For Email or Username, enter the email address used on the previous platform Learner Nation

b. For password, enter the word "password".
    i. Do enter the password used with your Learner Nation account.
    ii. Do not select Forget Password and enter the temporary password sent to you.

c. Select green "Login" button

d. You will be asked to create a temporary password. Though it states temporary, you may keep it as your permanent password. You will not be prompted to create another one at a later time.

e. You will be asked to select your agency. For helpful tips selecting agency, see step b) above.

2. If you are an existing user who has logged onto the Schoox platform at least once, enter your email/username and password. Select the green "Login" button.

Send questions to: Petra Jerman, PhD, MPH, Quality Management, Behavioral Health Services, San Francisco Health Network, petra.jerman@sfdph.org, 415.255.3620

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2) Congratulations! You are now logged into your account. Hover your curser over Training on the top of the page and select Courses.

>a. If you do not see a list of available training courses, you will need to select a course bundle first.

>>1. Hover over Training and select Bundles

>>2. Select California, Behavioral Health- San Francisco County

>>3. Click on the green Enroll button

>>4. All CANS and ANSA training courses will load to your Course Catalogue list in the Courses section.
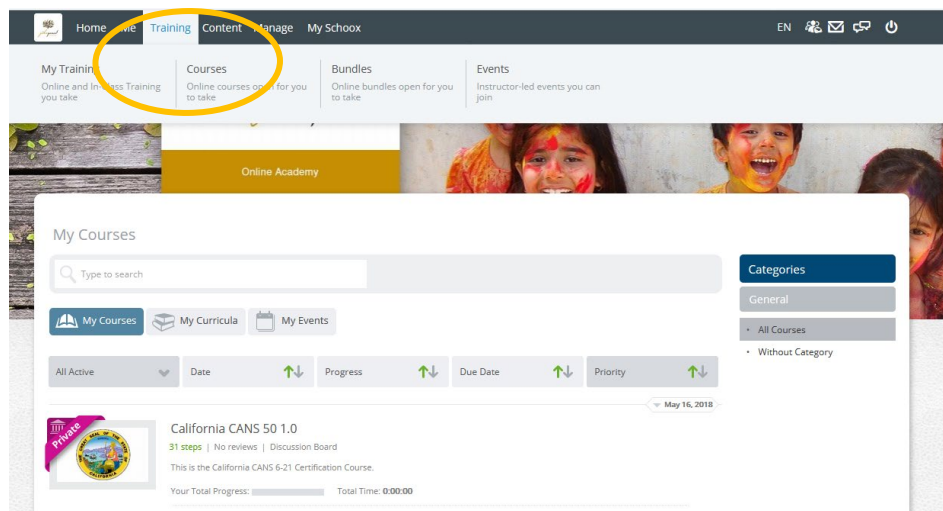
3) Select the training course link you need to complete from the Course Catalogue list to be redirected.

>a. You do not have to complete the training in one sitting. Feel free to stop and resume at a later time. Your work automatically saves. The only exception is the final step of the training, the final vignette exam. Once you enter this step, you have two hours to complete it.

b. You are not required to complete all steps for certification; only the final vignette exam. However it is strongly recommended that new users review all training content prior to taking the final exam.

4) Prior to starting the training, select the Supplemental Materials icon on the course toolbar to download the Manual and supporting documents. You may find it helpful to reference the material throughout the training.
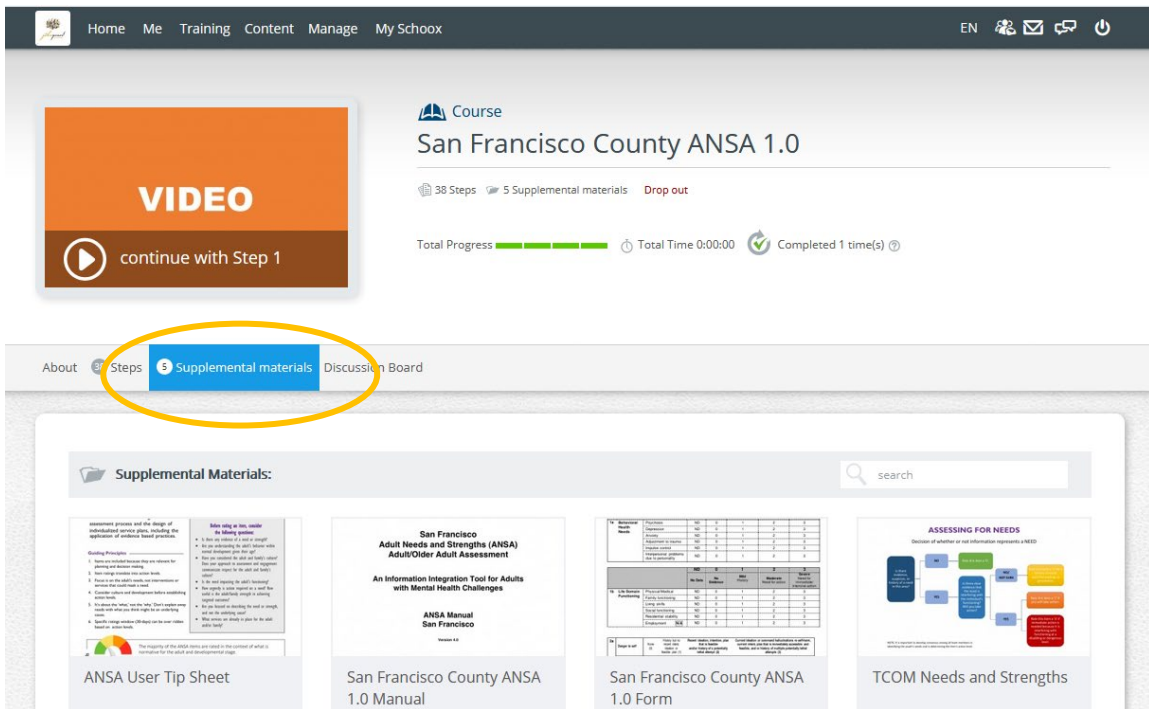

5) Select the Steps icon from the same toolbar to access the course training. To begin the training, click on Step 1.

6) Once you have completed a step, exit the window. The step icon will indicate "Completed!" and turn green. You may move on to the following step. Continue this process until the end of the training. *Note that you do not have to complete the steps in order.*
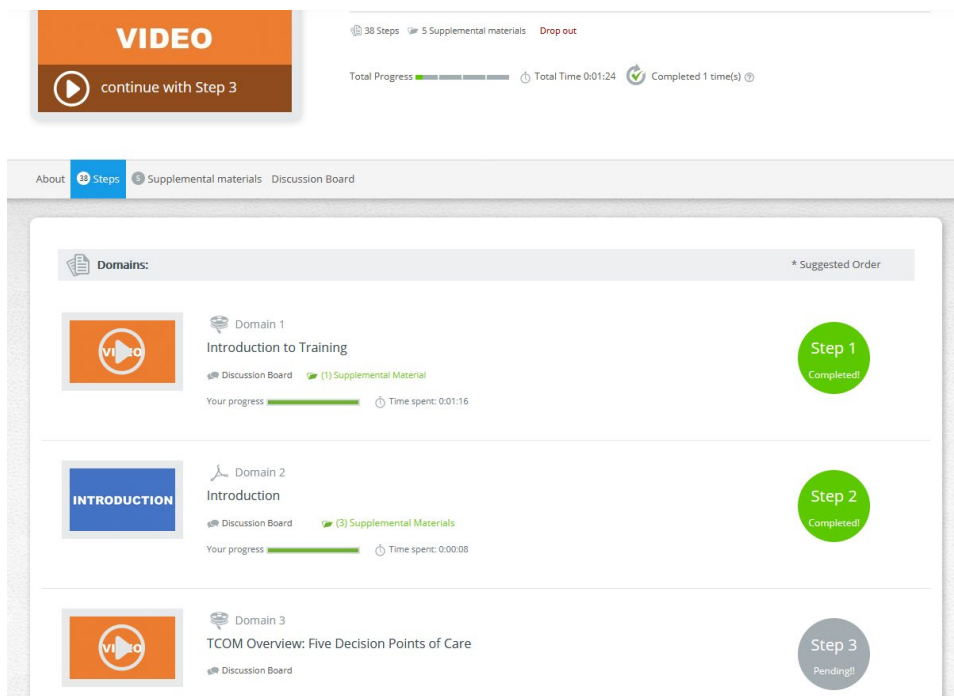
c. For those who are re-certifying, all or some of the training step icons will already appear with "Completed!" in green. They will permanently remain this way regardless if your certification has expired or not.

       i. Select any step you would like to review

       ii. For the final vignette exam module, select the blue "Retake Vignette" button

7) For quiz modules, you will be redirected to the Review page after submitting all your answers. Select any question you answered incorrectly to review the suggested rating. For example, in the screenshot below, I chose a "3" for Adjustment to Trauma, which is flagged as incorrect.
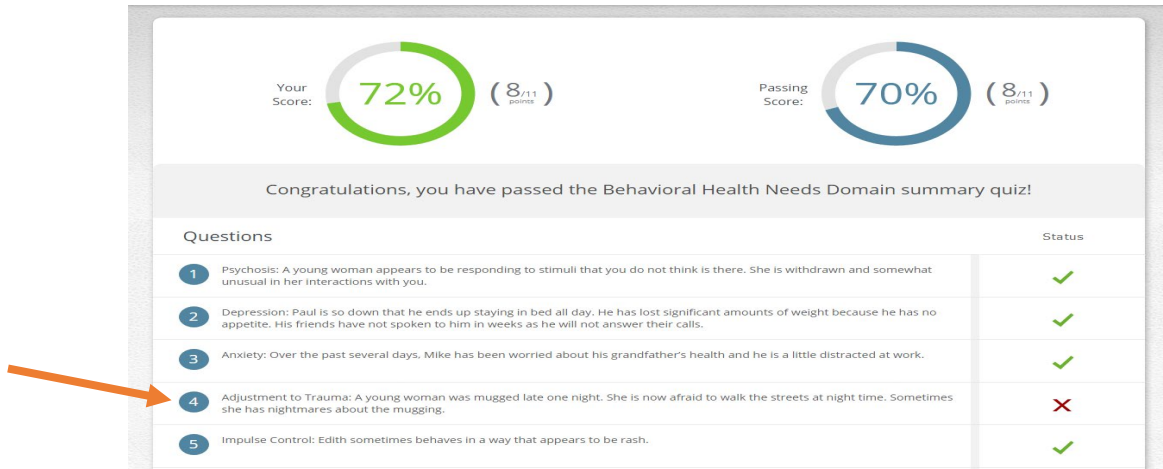
When I click on it, I get the explanation below.
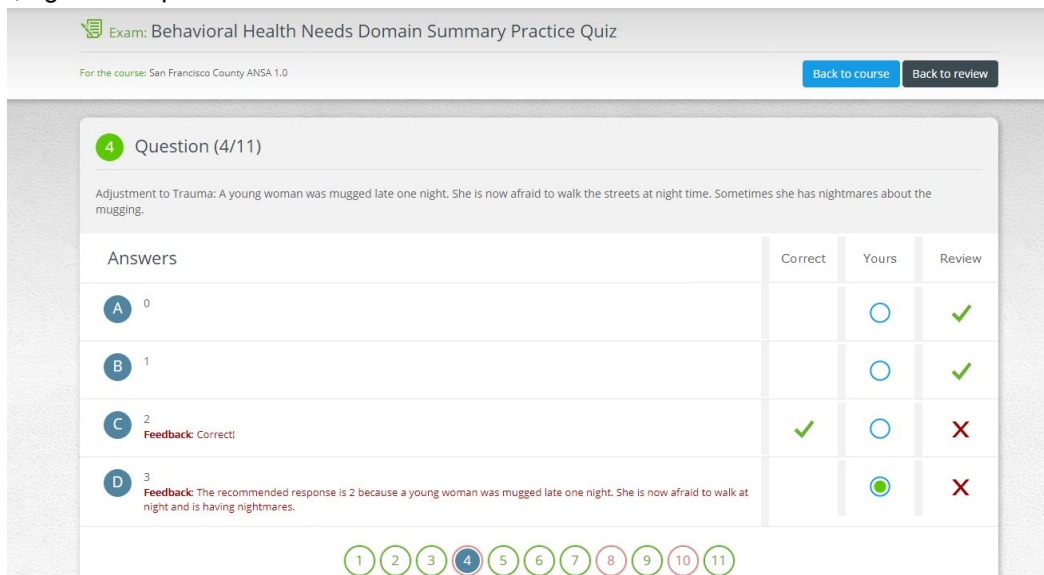
a. You may review additional questions by selecting the corresponding numbers at the bottom of the screen.

b. Select the black "Back to review" button, then the blue "Retake Exam" button to retake the quiz or select the blue "Back to course" button to resume the training.

8) The second to the last step of the training is the Practice Vignette step.

a. Completing a practice vignette, though optional, is recommended in preparation for the final vignette exam.

b. There is no limit to the number of practice vignettes you take.

c. This is the only step that you are not required to view, complete or pass for certification.

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9) The last step of the training is the final vignette exam.

    a. You must complete and pass this step for certification.

    b. You have an unlimited number of attempts available to pass the final vignette.

    c. Read Vignette Assumption, then select the blue "Start Vignette" button in the center of the page. For those re-certifying, you will see a blue "Retake Vignette" button instead.

    d. Once you enter this step, you have 2 hours to complete it.

    e. You can navigate through all sections of the final exam by using the green "Previous Section" or "Next Section" buttons at the top right corner. Don't forget to hit the blue "Finish" button to officially submit your exam.

    f. A passing score means obtaining a coefficient of .70 or higher. Thus, when testing you will not lose a lot of credit for being 1 point off here and there but you will lose a lot of credit for being consistently 2 or 3 points off.

    g. After you become certified, keep a copy of the certificate for your records. Give a copy to your supervisor depending on department policies.

Managing Your Account

1) A month before your certification expires, the website will send you a reminder email. It is important to keep your information up to date in the system.

    a.   To edit account:

        1. Hover your curser over Me on the top of the page and select My Settings.
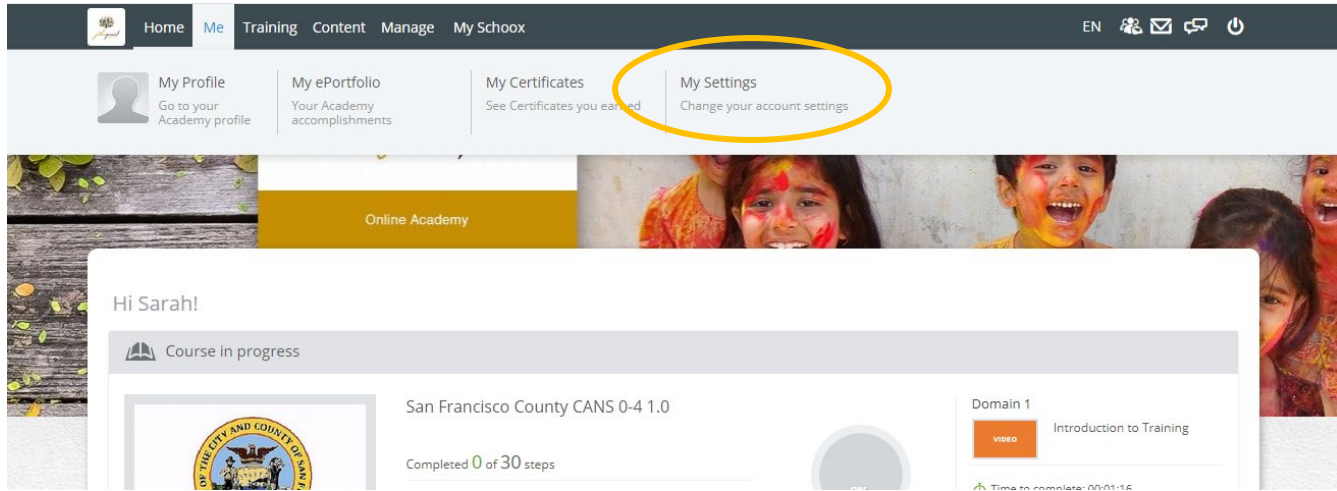
        2. Select My Account on the left side of the page

        3. You have the option to update your email address or change your account password.

2) To view current and past certificates:

    a. Hover your curser over Me on the top of the page and select My Certificates.

Retrieving Your Password or Reactivating Your Account

1) Should you forget your password, ***do not create a new account***.

    a. Instead click "Forgot Your Password?" on the login page and the site will email you a reset password.

    b. It should take about a minute for the site to email you a reset password. Follow instructions provided in the email.

2) If you have not recertified within 90 days of your certification expiration date, your account will be deactivated. You will need to contact the site to have it reactivated because you will not be able to create a new account under the same email address.

    a. Email the site for reactivation at support@TCOMTraining.com or email the Praed lead directly, Lauren Schmidt at lschmidt@chapinhall.org

    b. Please give the site at least 24 hours to respond.

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San Francisco County Agencies

Note: some agencies are misspelled – we are working with the website to correct these.

1380-Admin - San Francisco County
A Better Way - San Francisco County
A Woman's Place - San Francisco County
AARS - San Francisco County
AIIM Higher - San Francisco County
Aldea Children and Family Services - San Francisco County
Alternative Family Services - San Francisco County
Asian Americam Recovery Services - San Francisco County
Baker Places - San Francisco County
Bay Area Addiction Research and Treatment - San Francisco County
Bayview Hunters Point MH - San Francisco County
Behavioral Health Access Center - San Francisco County
Boys and Girls Club - San Francisco County
Castro Mission Health Center - San Francisco County
Center on Juvemile and Criminal Justice - San Francisco County
Central City Older Adults - San Francisco County
Child Abuse Prevention Center - San Francisco County
Child Crisis - San Francisco County
Chinatown Child Development Center - San Francisco County
Chinatown North Beach MH - San Francisco County
Citywide Case Management & Community Focus - San Francisco County
Community Housing Partnership - San Francisco County
Community Youth Center - San Francisco County
Conrad House - San Francisco County
Crisis Response Services - San Francisco County
Curry Senior Center - San Francisco County
Edgewood - San Francisco County
Epiphany - San Francisco County
Episcipal Community Services - San Francisco County
Family Builders - San Francisco County
Family Mosiac Project - San Francisco County
Family Service Agency - San Francisco County
FMP-Bayview - San Francisco County
Foster Care Mental Health - San Francisco County
Fred Finch - San Francisco County
FSA-Full Circle - San Francisco County
HAFCI - San Francisco County
Healthright 360 - San Francisco County
Homeless Children's Network - San Francisco County
Homeless Prenatal - San Francisco County
Huckleberry - San Francisco County
Hyde St. - San Francisco County
Infant Parent Program - San Francisco County
Instituto Familiar de la Raza - San Francisco County
Jewish Family Children's Services - San Francisco County
LHH Dept. of Psychiatry - San Francisco County
McAuley - San Francisco County
Mission ACT - San Francisco County
Mission Family Center - San Francisco County
Mission Mental Health - San Francisco County
Native American Health Center - San Francisco County
Oakes - San Francisco County
OMI Family Center - San Francisco County
OTTP - San Francisco County
Progress Foundation - San Francisco County
RAMS - San Francisco County
ROYAL - San Francisco County

S. Van Ness Adult Behavioral Health Services - San Francisco County
SAGE Project - San Francisco County
San Francisco County Human Services - San Francisco County
San Francisco Unified School District - San Francisco County
SECFTC - San Francisco County
Seneca Center - San Francisco County
Seneca Connections - San Francisco County
Seneca Potrero - San Francisco County
SF FIRST - San Francisco County
SFBGH - San Francisco County
SFCBH - San Francisco County
SFGG (EDCM) - San Francisco County
South of Market MH - San Francisco County
Southeast Child and Family Therapy Center - San Francisco County
Southeast Mission Geriatric - San Francisco County
SPY - San Francisco County
St. James Infirmary-San Francisco County
St. Vincent's - San Francisco County
Stonewall Project - San Francisco County
Sunset Mental Health Clinic - San Francisco County
Swords to Plowshares - San Francisco County
Targeted Case Management - San Francisco County
Thunder Road - San Francisco County
Transitional Youth Services - San Francisco County
UCSF Aliiance Project - San Francisco County
UCSF Center on Deafness - San Francisco County
UCSF-CAS - San Francisco County
UCSF-CASARC - San Francisco County
Uplift Family Services - San Francisco County
Walden House - San Francisco County
WestCoast\'s Therapeutic-Collaborative Assessment-San Francisco County
Westside-ACT - San Francisco County
Westside-Ajani - San Francisco County
Westside-CalWorks - San Francisco County
Westside-CS - San Francisco County
YMCA-Urban Services - San Francisco County

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