



**FOSTER
PARENT
COLLEGE.com®**

Trainee Manual

**Step-By-Step Instructions on How to Use Your
FosterParentCollege.com® Account**



Welcome to FosterParentCollege.com®! We are pleased to provide you with an outstanding training curriculum that will assist you in meeting the training requirements outlined by your state and county.

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System Requirements

FosterParentCollege.com® is compatible with many home networks and computer systems. Below are specific requirements for each of the most commonly used computer systems and well as instructions for testing your system to make sure it is compatible with FosterParentCollege.com.

Windows

Chrome 17+, Microsoft Edge, Internet Explorer 6.0+, Firefox 2.0+, Safari 3.0+
Adobe Flash Player 9 or higher
Sound card and speakers or headphones

Mac

Chrome 17+, Firefox 2.0+, Safari 3.0+
Adobe Flash Player 9 or higher
Speakers or headphones

Linux

Chrome 17+, Firefox 2.0+
Adobe Flash Player 9 or higher
Speakers or headphones

Mobile Devices

Adobe Flash Player is required to view FPC classes. Refer to your device manual to determine if it supports Adobe Flash. Apple iPad and iPhone do not support Adobe Flash, and you will not be able to view FPC courses on these devices at this time.

Internet

For viewing the multimedia courses, we strongly recommend broadband (256 kbps or higher) Internet access (DSL/Cable). We have optimized the courses for dialup (modem) connections but you should plan for longer load times.

Test Your System to Find Out If It Is Compatible with FosterParentCollege.com®:

1. From the FPC home page, hover your cursor over the **For Parents** tab.
2. Select **System Requirements**.

If you see all **green lights** under the system diagnostic tool, your system is compatible with the website. If you see **red lights** next to any of the specifications, please contact Foster Parent College for more information.

Types of Courses Offered through Foster Parent College

Foster Parent College offers two main types of courses, self-paced courses and advanced parenting workshops.

Self-Paced Courses are available 24/7 and may be completed at your own pace but usually take 1–2 hours to complete. Each course has course-related discussion boards available to all members and supplemental handouts. You may take notes as you move through the course, and you may also go back and review sections of the course you have already viewed. There are review questions at the end of each course.

Advanced Parenting Workshops are available 24/7 and allow you to collaborate with other resource parents as you answer the essay questions and complete the activities associated with the course. The workshops usually take 4–6 hours to complete. The workshops are taught by an expert in the field, and your answers to the discussion questions will be reviewed by the teaching assistants at Foster Parent College.



General Information about Your Foster Parent College Account

- Resource, kinship, and adoptive parents have access to FosterParentCollege.com® as either self-registered users or through their agency, if the agency has an account with Foster Parent College.
- Self-registered users will be required to purchase each course they enroll in. Some agencies will reimburse you for the cost of your training. To find out about reimbursement options, please contact your agency.
- Members who are registered for an account through their agency will be able to enroll in courses free of charge.
- Once you have an account with FPC, you may begin taking courses.
- Once you begin a course, you will have 30 days to complete it before the course expires.
- You will have the ability to review sections that you complete but you will not be able to skip ahead in the course.
- You may pause the course at any time. If you pause and exit the course, the segment you paused will start from the beginning when you return to the course.
- There are a series of review questions at the end of each course, based on the material covered in the course. The review questions are designed to help solidify the information you received; they are not designed for you to fail. If you choose the wrong answer, you will be allowed to choose again.
- Syllabus, Handouts, and Notes sections are accessible from within the courses and can be reviewed, printed, or saved for further review.
- When you have completed the review questions at the end of the courses, you will be prompted to print your Certificate. You may print out the certificate, download it to a PDF format, or send it to your agency supervisor or administrator via email.

Logging in to Your FosterParentCollege.com® Account

1. Open your web browser.
2. Type www.fosterparentcollege.com into the search bar located at the top of your screen.
3. Enter your email address and password in the fields located at the top right-hand corner of the screen.
 - Passwords are case sensitive.
 - The email address and password associated with your account were included in the welcome email when your account was created. If you did not receive the welcome email, contact your administrator for further assistance.

Edit Your Account Information

You may edit your account information, including updating your contact information and changing your password, at any time.

1. Log in to your Foster Parent College Account.
2. Click on the **Account Details** button on the right-hand side of the screen or hover your cursor over the **My Account** tab at the top of the screen and select **My Account & Password**.



Enrolling in and Starting a Course

1. After logging in to FosterParentCollege.com you will be taken to your personal home page, where you will see the courses available to you. You may enroll in the courses listed under the **Available Courses** tab.
2. You may preview courses before enrolling in them by clicking on the course title. For information about which courses to take, please contact your administrator.
3. To take a course click **enroll** (or **purchase** if you are a self-registered user). You will be taken to the confirmation page, where you will have an opportunity to review your selection. If you are a self-registered user and will be paying for your own training, you will be prompted to purchase the course. (If you are prompted to pay but your agency has an account with Foster Parent College and will be paying for your training, please contact your administrator; there may be an issue with your account setup.)
4. Once you have reviewed your selection, click **Enroll** to confirm enrollment.
5. After enrolling in the course, you will be given 3 options: **begin** course, **go to personal account**, or **print** your receipt. If you choose to go back to your personal account, you can locate the course or courses you just enrolled in in the **Current Classes** section.
6. To start a course from your Personal Home Page, click on the title. The course will be highlighted in yellow. Three options will appear beneath the title: **view course**, **handouts**, and **discussion board**.
7. Click **view course**.
You will be taken to the course welcome page.
8. Click **Start Course**.

If you have issues with viewing the course, you may **Send a Comment** (top right-hand corner of the screen) and describe the problems you are having. The FPC customer support team will get back to you with possible solutions.



Contacting Your Administrator

There are many reasons why you might contact your administrator, including questions about your account, questions about expired courses, questions about the courses you are required to take, or questions about your training as a resource parent.

1. Log in to your Foster Parent College account.
2. Hover your cursor over the **Support & Help** tab.
3. Click on **Contact My Group Admin**.
4. A window will pop up which will allow you to email to your administrator. The administrator's email address will automatically populate in the **Administrator** field.
5. Once you have composed your message, click **Send**.

Contacting Foster Parent College Staff

Foster Parent College staff are available to answer general support questions Monday through Friday, 8:30 am to 5:00 pm PST. You may contact us if you are experiencing technical difficulties with your account or courses, have questions about payments, need copies of your registration and payment records, or if you don't know how to get connected with your agency.

1. Log in to your Foster Parent College account.
2. Click **Send a Comment**, located on the top right-hand side of your screen.
This **Send a Comment** option is available from every page on the FPC website, including the courses.
3. Enter your email or phone number in the required field.
4. Compose your comment to the FPC staff.
5. Check the box confirming that the message is being sent from you and not a spam robot.
6. Click **Send**.



Basic Troubleshooting for Courses That Will Not Load

Occasionally a video course will take longer to load. Usually this is because your browser has too much data in its cache or the video settings are not ideal for your computer's streaming capabilities.

Clearing your Browser History / Cache:

Note: The specific verbiage in the instructions may be different than what you actually see on your computer, based on the web browser you are using.

For Internet Explorer

1. Click **Tools** or the gear icon in the upper right hand corner of your screen.
2. Click **Internet Options**,
3. Click the **General** tab.
4. Under the **Browsing History** section, click the **Delete** button.
5. When the computer is done deleting the history, dismiss the **Internet Options** window by clicking the **OK** button.

For Mozilla Firefox

1. Click the menu icon (three horizontal lines) in the upper right hand corner of your screen.
2. Click **History**.
3. Click **Clear Recent History**.
4. Check the boxes for **Browsing & Download History**, **Form & Search History**, **Cookies**, and **Cache**.
5. Click **Clear Now**.

For Google Chrome

1. Click the menu icon (Three vertically stacked dots).
2. Click **History**.
3. Click **Clear Browsing Data**.
4. Check the boxes for **Browsing History**, **Download History**, **Cookies and other site and plugin data**, **Cached images and files**.
5. Click **Clear browsing data**.

Change Your Video Settings:

1. Log in to your Foster Parent College account.
2. Click on the course title in the **current classes** section of your personal homepage. Three options will appear below; click **view course**.
3. Scroll down to the bottom of the page. On the left-hand side you will see **Video settings**.
4. Click **Video settings**. A pop-up window will appear.
5. Click on the drop-down menu under Video Quality and select **Lower quality (faster loading)**.
6. Click **Save**.