

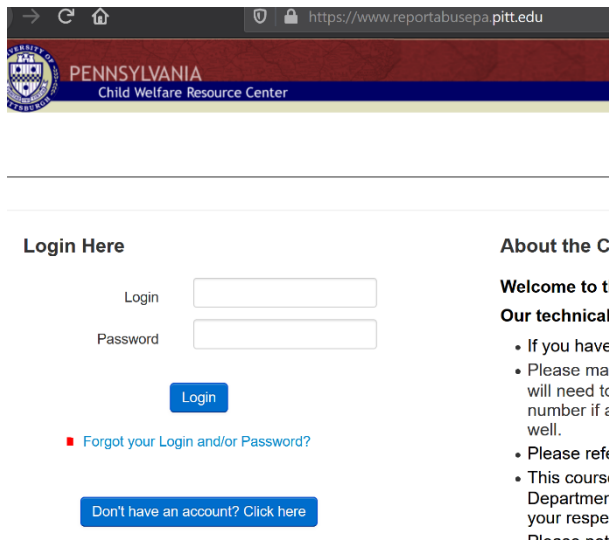
Frequently Asked Questions

<https://www.reportabusepa.pitt.edu/>

Our technical support staff are available Monday through Friday from 8:00 AM to 4:00 PM EST at helpcpsl@pitt.edu

I forgot my username and/or password?

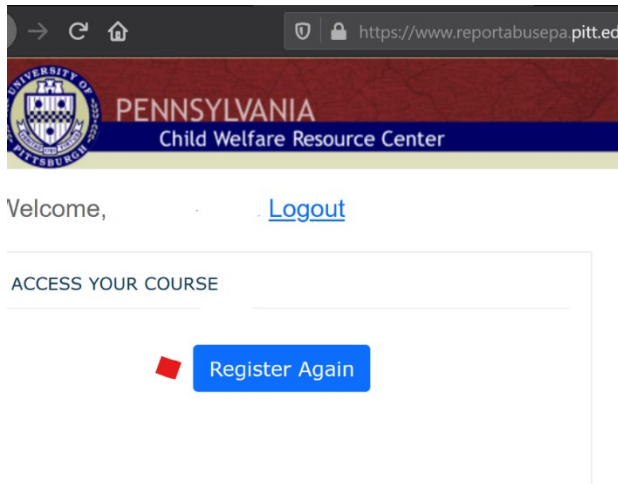
Click the "Forgot your Login and/or Password" link pictured below on our home page at <https://www.reportabusepa.pitt.edu/>



The screenshot shows the login page of the University of Pittsburgh Child Welfare Resource Center. The browser address bar displays "https://www.reportabusepa.pitt.edu". The page header includes the University of Pittsburgh logo and the text "PENNSYLVANIA Child Welfare Resource Center". The main content area is divided into two columns. The left column, titled "Login Here", contains a login form with fields for "Login" and "Password", a "Login" button, a link for "Forgot your Login and/or Password?", and a link for "Don't have an account? Click here". The right column, titled "About the Cc", contains a "Welcome to th" message and a section titled "Our technical:" followed by a list of bullet points: "If you have", "Please mak", "will need to", "number if a", "well.", "Please refer", "This course", "Department", "your respec", and "Please cont".

Can I retake the course?

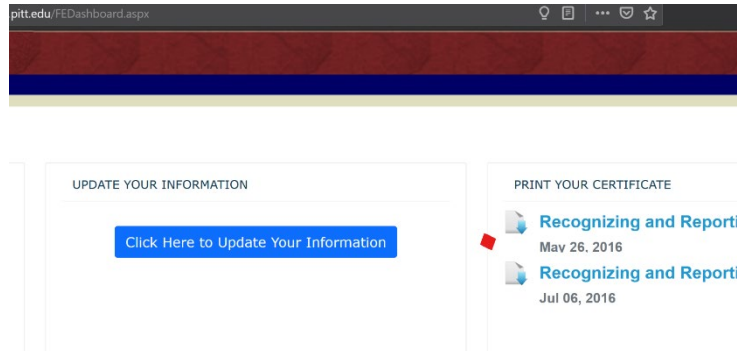
If you would like to retake the course, click on the "Register Again" button under the Access Your Course module after logging in.



The screenshot shows the "Access Your Course" module on the University of Pittsburgh Child Welfare Resource Center website. The browser address bar displays "https://www.reportabusepa.pitt.edu". The page header includes the University of Pittsburgh logo and the text "PENNSYLVANIA Child Welfare Resource Center". The main content area shows a "Welcome," message and a "Logout" link. Below this, there is a section titled "ACCESS YOUR COURSE" which contains a "Register Again" button.

Where is my Certificate?

Certificates of completion can be accessed, saved, and/or printed on the Print Your Certificate module after logging in. Please Note: The Department of State and the Boards do not accept paper certificates. All credits are electronically submitted by the provider.



How often do I need to retake the training?

Perspective licensees: The Department of State will only accept course completions which are 2 years or less from today's date. If you have taken a course which is more than 2 years old at the time of applying, you must take the course again.

If you are licensed, all licensing related questions should be referred to your respective Board(s).

If you are a non-licensed user, refer to the following link: <http://keepkidssafe.pa.gov/>

Questions Regarding Accreditation/Sponsoring of Entities such as NABP, AMA, AAPA, AAFP, etc.

We did not seek accreditation with any sponsoring entities. Please check with the specific entity to determine if this program is eligible.

What do I do if I don't have a SSN?

All credits completed without an SSN must have an attached waiver or will not be accepted by the Department of State. Upon course completion, please e-mail the help desk with a copy of your SSN Waiver and Act 31 Certificate at helpcpsl@pitt.edu.

Why does each slide have a page timer?

This course has been approved for 3 hours of continuing education credits. To ensure that this course meets the requirements for 3 hours, each page has a timer. The amount of time varies depending upon the volume of content. The "Next" button will appear at the end of the time.

Why am I not enrolled in any courses?

To ensure that you are being provided with the most up to date Child Protective Service laws and information, all course enrollments will deactivate 6 months from the date of enrollment. If your course has expired and you did not finish, you can re-enroll in a new course by clicking on the "Register Again" button under the Access Your Course module.

Do you offer a 2-hour course credit option?

No, at this time we only offer a course for 3 continuing education credits which have been approved by the PA Department of Human Services and the PA Department of State to meet ACT 31 Child Abuse Recognition and Reporting Training requirements.

Why didn't the Board receive my credits?

If you have received an e-mail discrepancy letter indicating the Board has not received the verification of completion of the Mandatory Act 31 Child Abuse Continuing Education Course, but you had completed the course, it's likely there is a registration data mismatch. Please look at your PALS account in the personal information tab by clicking view more to see if your information is correct then contact our helpdesk. You may monitor the status of your license online at <https://www.pals.pa.gov>.

Act 126 and Act 48 credits:

Completion of this Act 126 approved online course does not automatically result in approval for Act 48 credits. Educators who complete this Act 126 certified course and who are affiliated with a PA public school district may request their school district upload verification of their completion of Act 48 hours to PDE upon providing documentation of their completion of this online course. Those educators who are NOT affiliated with any PA public school district, may inquire at helpcpsl@pitt.edu as to how they can obtain Act 48 hours for their completion of this Act 126 online course.

My Course is expired, can I still review the training information?

To review the course materials as a PDF (For Reference Only) click the link: <http://www.pacwrc.pitt.edu/ELEARN/PA%20Mandated%20Reporting.pdf>

Do I Have to Finish the Course in One Session?

You do not have to complete the course in one session. During any future visits, you will get a pop-up message asking if you would like to resume where you left off. Please click on "Okay" and you will pick-up where you ended your session last time.