

CASAS Online Training

Frequently Asked Questions

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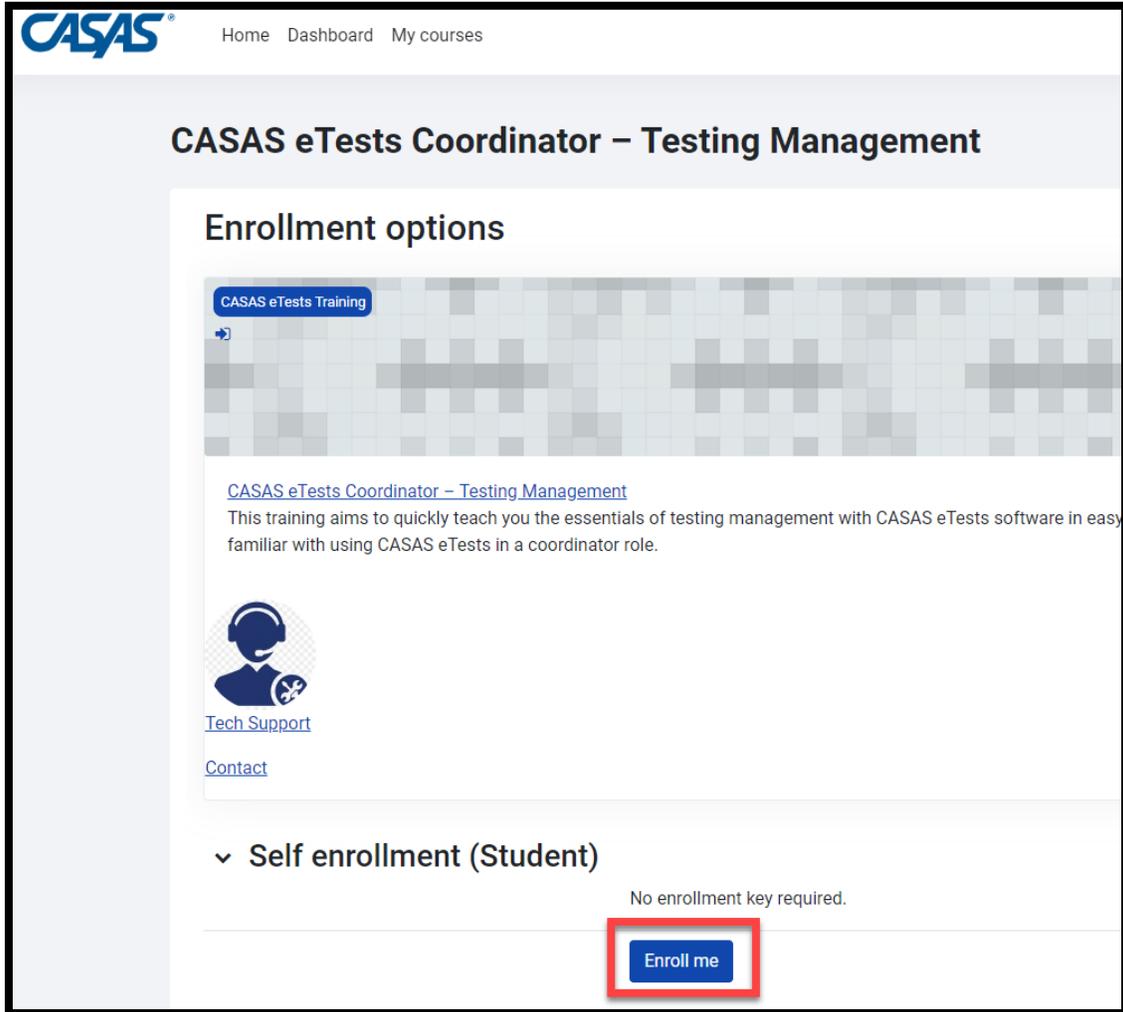
Comprehensive Adult Student Assessment Systems.

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1. How do I enroll in a training?

Click on the training. The training will open. Click **Enroll me** and the training will be added to your Dashboard.



 Home Dashboard My courses

CASAS eTests Coordinator – Testing Management

Enrollment options

CASAS eTests Training

CASAS eTests Coordinator – Testing Management

This training aims to quickly teach you the essentials of testing management with CASAS eTests software in easy familiar with using CASAS eTests in a coordinator role.


[Tech Support](#)
[Contact](#)

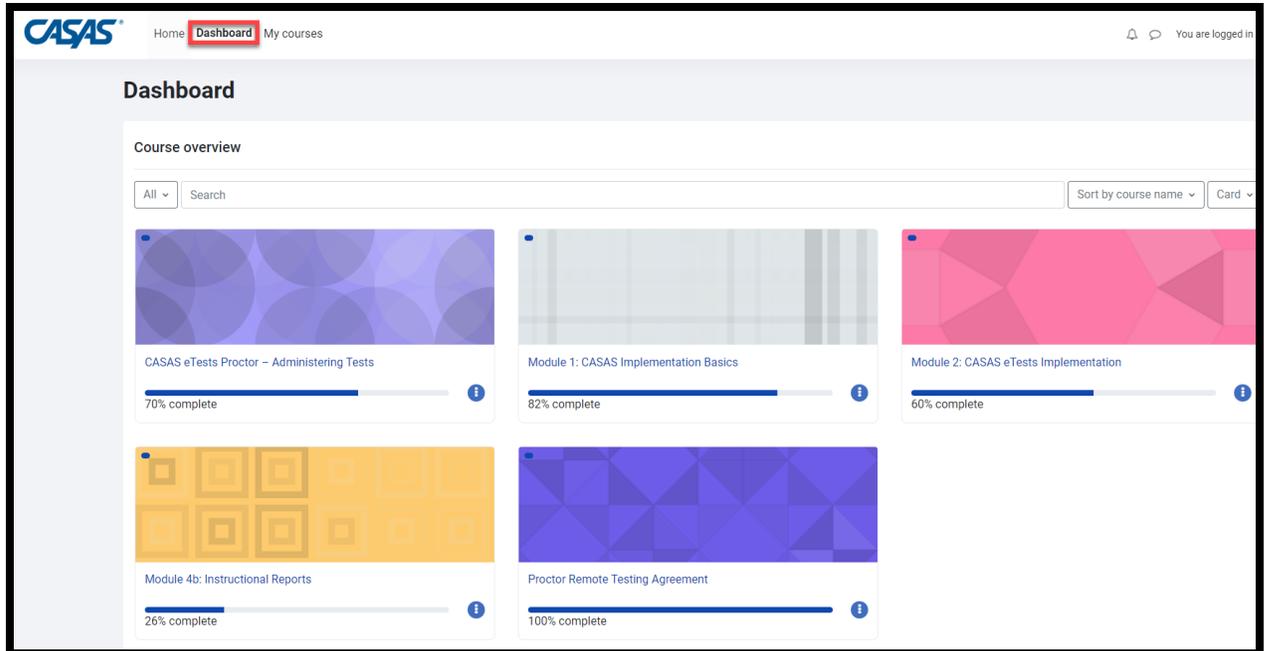
▼ **Self enrollment (Student)**

No enrollment key required.

Enroll me

2. What is my “Dashboard”?

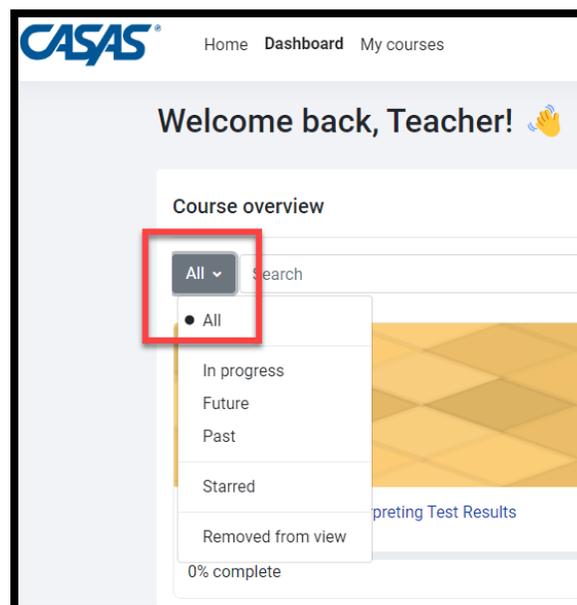
Your **Dashboard** displays the trainings in which you are enrolled. When you enroll in a training, it's automatically saved to your **Dashboard**.



You can return to your Dashboard any time to:

- Finish a training
- Review the content of a training
- Check to see whether a training is 100% complete

If you don't see your trainings on your Dashboard, be sure your view is set to **All**.



3. How can I get my Certificate of Completion?

Once you have:

- Completed all units of the training
- Achieved the required scores on all Checks for Understanding

the **Training Completion** section will open at the bottom of the **Course Index**. (See question #4). Complete and submit the **Test Security Agreement**, and a PDF of your **Certificate** will be available for download and printing.

CASAS STRONGLY RECOMMENDS SAVING A COPY OF YOUR CERTIFICATE ON YOUR COMPUTER FOR FUTURE REFERENCE. WE ALSO SUGGEST YOU SEND A COPY TO YOUR PERSONAL EMAIL AND SAVE IT TO THE CLOUD AS A BACKUP.

The screenshot shows the CASAS training completion interface. At the top, there is a navigation bar with 'Home', 'Dashboard', and 'My courses'. Below this is a 'QUESTIONNAIRE' section for the 'Test Security Agreement', which is marked as 'Done: Submit this questionnaire to complete it'. The main content area features a 'CONGRATULATIONS!' message and instructions on how to receive the certificate via email. A red arrow points to a 'CERTIFICATE' link labeled 'Certificate of Completion' with a 'Done: View' button next to it. The left sidebar shows a 'Training Completion' section with 'Test Security Agreement' and 'Certificate of Completion' listed. The footer includes contact information, social media links, and mobile app download instructions.

4. How do I know if I've completed all the units of the course?

A Unit is complete when the dot next it in the **Course Index** is green and all the labels on the right change from **To Do** to **Done**.

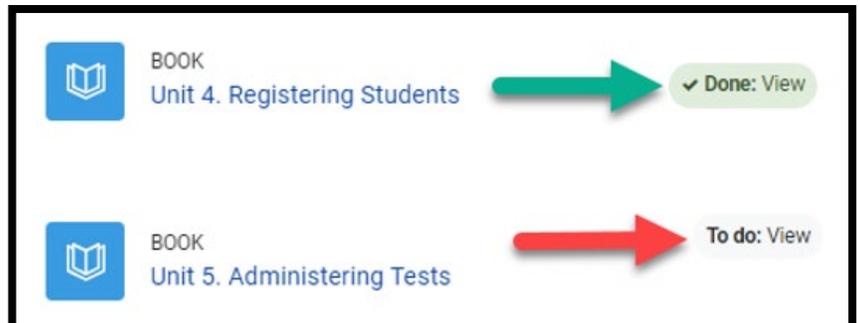
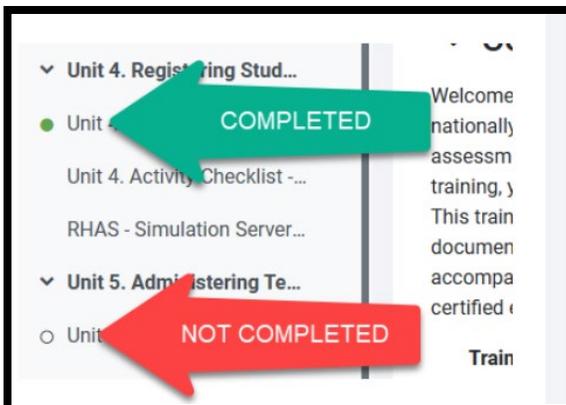
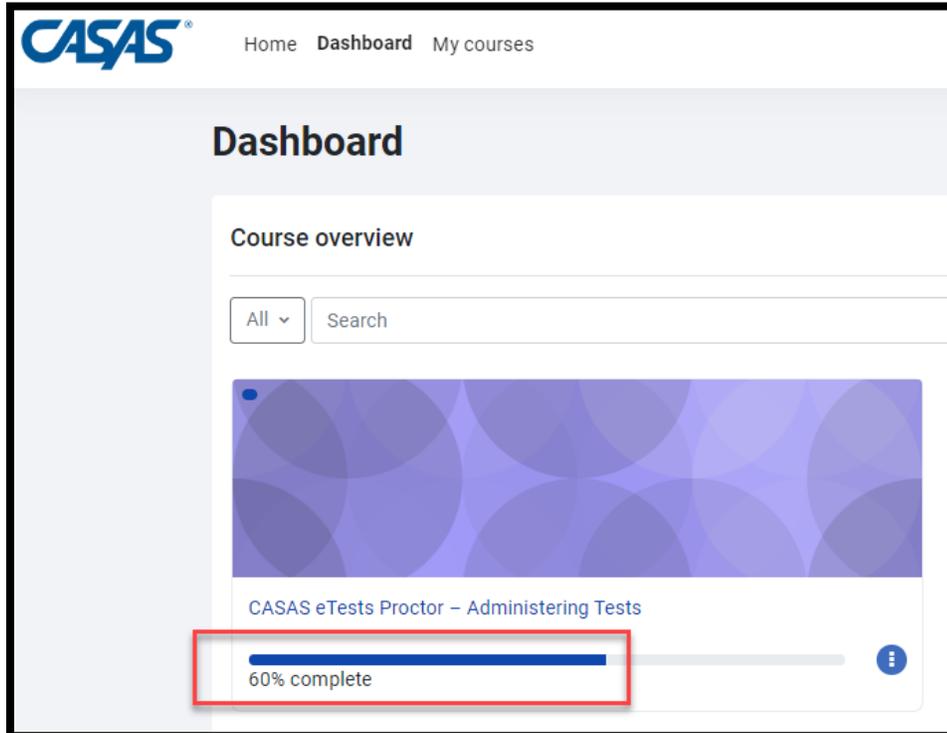
The screenshot displays the CASAS course interface. On the left, the **Course Index** is visible, listing units and activities. A green arrow points to the green dots next to the unit names, with the text "Make sure all the 'dots' are green". On the right, the main content area shows tasks with their completion status. A yellow arrow points to the "Done" labels, with the text "Make sure all areas are marked 'Done'". The tasks shown include "About This Training", "Unit 1. About CASAS", "Unit 1. ACTIVITY: Getting to Know CASAS", "Unit 2. Testing Overview", "Unit 2. ACTIVITY: Sample...", "Unit 3. Intake Process", "Unit 3. Check for Understanding", "Unit 4. Measuring Progress", and "Unit 4. Check for Understanding".

If your **Course Index** isn't showing on the left side of your screen, you can open it by clicking the blue tab:

The screenshot shows the CASAS dashboard. At the top, there are navigation links for "Home", "Dashboard", and "My courses". Below these, there are tabs for "Course", "Grades", and "More". A blue button with a hamburger menu icon is highlighted, with a red arrow pointing to it and the text "Open course index". The main content area shows the course title "Getting Started With CASAS" and the instruction "Begin with About This Training ↓ below." Below this, there is a "BOOK About This Training" card.

5. I'm certain I completed the training. Why can't I find my Certificate of Completion?

If your **Certificate of Completion** isn't available at the bottom of your **Course Index**, it means that you haven't completed all the units of the training, or you haven't achieved the required score on one or more Checks for Understanding. Check your Dashboard to see whether it shows 100% completion. If it doesn't, go into the training and look for white dots and **to do labels**, then complete those units. (see #4 above).



6. I completed a training two years ago. Where can I print a copy of my Certificate of Completion?

Certificates of Completion are only kept for the duration of the Program Year in which they are earned. This is why we strongly encourage trainees to download and save their certificates.

Certificates are emailed to the email address linked to your account, so search your inbox, junk, and spam folders for previously earned certificates.

Additionally, training history is available for the previous five years. Please check your training history (see question #7) to verify your records.

M1 2023-24 > Certificate of Completion

CERTIFICATE

Certificate of Completion

✓ Done: View

Summary of previously received certificates

Issued

Click the button below to display your certificate.

1. **Save to your computer.**
2. Print your certificate (optional).
3. Check your email for a copy of your certificate.

Get your certificate

7. How can I check my Training History?

Check your **Training History** by following these steps:

- Sign into the CASAS [homepage](#)
- Click your name at the top center of the page
- Scroll down. Your Training History is at the bottom of the page

The screenshot shows the CASAS user profile page. At the top, the CASAS logo is on the left, and a search bar and user name 'Welcome, Teacher 31' are on the right. Below the logo is a navigation menu with links for Home, Product Overviews, Training and Support, Education Providers, Workforce Development, Business and Industry, and Social Media. A breadcrumb trail shows 'Home > View Profile'. The main heading is 'User Profile'. Below this, user information is listed: Full Name (Teacher 31), Email Address (teacher31@rhas.org), and a section for 'Primary Location' with fields for Country (UNITED STATES OF AMERICA), State (CALIFORNIA), Province/Region, Organization Name (CASAS), Site Name (CASAS), Street Address (5151 Murphy Canyon Rd Ste #220), City (San Diego), Zip/Postal Code (92123), Phone #, and Fax #. There are also checkboxes for 'Yes, I would like to receive email and newsletters' (Not Selected) and a question 'What category best describes your organization?'. Below the profile information are two buttons: 'Edit Profile' and 'Change Password'. A red box highlights the 'Training History' link on the left side of the page. Below this link is a table with two columns: 'Certification' and 'Completion Date'. The table contains five rows of training records. At the bottom of the page is a 'Print' button.

Certification	Completion Date
Module 1 - IT Basics Certification	12/22/2023
CASAS Assessments Overview	11/10/2023
Implementation Training - Module 1 & 3	9/1/2023
Module 3 - Paper IT Certification	8/31/2023
Implementation Training - Module 1 & 2	8/31/2023

HELP! I'm still lost!

You can always get assistance by contacting CASAS. We are happy to help!

training@casas.org

Please include your first and last name, and the training title and issue with which you need assistance.