

On-Line MCART & UP Training FAQ for Child Care Providers

Mandatory Child Abuse Reporter Training (MCART)

- ❖ Required: Two hours of approved training is required every five years for child care providers

Universal Precautions/Exposure Control Plan (UP/EC) Training

- ❖ Required: One hour of approved training is required annually for all licensed child care center staff
- ❖ Optional: One hour of approved training to meet continuing education requirements once every five years for child development home providers

Do I have to take these courses online?

No. This is one option (at no cost) for you to complete these courses. You are not required to take the courses on-line.

Where is the new on-line training available?

<http://prepareiowa.com>

Who do I call for technical assistance or with any other questions?

Please contact Sandra Lyles at 515-242-5165 or slyles@idph.state.ia.us. Also, for general technical support, users can send questions by clicking the 'Email Administrator' link on the Prepare Iowa Homepage or help@prepareiowa.com.

For questions on MCART, please contact Elena Beachy at elena-beachy@uiowa.edu.

When can I attend the new on-line training?

Any time! This is a self-study course that you can attend at your convenience. You must spend the **minimum required amount of time** taking the training, and you can spend additional time if necessary. You should not skip sections of the training. There will be an exam at the end of the course to document successful completion.

How do I sign up?

Each individual will need to create their own account with login and password. Complete instructions can be found in the 'new account instructions' document. There are **no** group registrations or accounts. Please keep your login and password information for the next time you take one of these courses. It is important that you do not create a new account if you already have one. Once the account is created and you log in, the course listing will open for you and you may select the appropriate course. Additional courses may be available at this location in the future.

Helpful Hint: Child care center directors may want to help staff keep track of user names and passwords.

Helpful Hint: If you cannot remember your account log-in name, contact Sandra (515-242-5165 or slyles@idph.state.ia.us) with your first and last name and she will assist you.

Helpful Hint: Use a current e-mail address as you will receive communications via e-mail.

How do I find the course I want after logging in to my account?

After logging in, click on the Course Catalog and search for the training you wish to take. For Mandatory Child Abuse Reporter training, search "mandatory." For the Universal Precautions course, search "universal." Complete instructions can be found in the 'registering for a course' document.

I have created an account and receive an error message when I try to get into the course. What do I do?

Sometimes there are some issues with launching the course. We are working on this error. Please contact Sandra Lyles at 515-242-5165 or slyles@idph.state.ia.us. Or, you can e-mail the question by clicking the 'Email Administrator' link on the Prepare Iowa Homepage or help@prepareiowa.com.

I took the course but have not received my certificate. What do I do?

You should receive e-mail verification of either (1) unsuccessful course completion with instructions to complete the course successfully or (2) successful course completions within **seven business days** of taking the course. **Be sure to check your junk e-mail.**

1. Unsuccessful course completion – You either did not spend required hours taking the course or did not pass the exam with 80% correct. You will receive an e-mail instructing you to retake the course. Please follow the instructions and reply to the e-mail when you have completed the course.
2. Successful course completion – you will receive a confirmation notice from Prepare Iowa stating you have completed all requirements for the course and you can access and print your certificate. Log in to your Prepare Iowa account – select My Transcript. Under the Action column click on the arrow to reveal “certificate” click the Go button. Your certificate will appear in the new window. If you experience problems you can contact technical support at: help@prepareiowa.com or Sandra Lyles.

Why is the date on my certificate different than the date that I took the course?

The certificate date is the date that successful completion of the training was verified. This can be up to seven (7) business days after you take the course.