

California Early Childhood Online (CECO) Frequently Asked Questions (FAQ)

- 1. I have a new email. Do I have to create a new account?** No, do not create a new account. Simply update your contact email with your new email address. Your login email address cannot be changed because it's used to track your progress.
- 2. I reset my password using the "Forgot Password?" function but I never received an email.** Search for the following email address info@caearlychildhoodonline.org to locate the email. Please be sure to check your spam and junk folders.
- 3. I am having trouble registering.** Please view this tutorial for registration support: https://www.caearlychildhoodonline.org/IntroToCECOv4v2018/story_html5.html or contact us at: ceco@wested.org or call 1-800-770-6339.
- 4. How many professional development hours is each course worth?** Early childhood educators may receive professional development (PD) hours for completing modules within various components provided on the learning portal, California Early Childhood Online (CECO). A chart listing the modules and their corresponding number of professional development hours is available by selecting Modules Available on the CECO website: <http://www.caearlychildhoodonline.org>
- 5. How do I change the language of the site?** CECO content may be viewed in English or Spanish. Select a language in which to view the site by using the language button located in the top right-hand corner of the login page.
- 6. How do I access the CECO modules?** Once logged in, users may access modules by selecting the Browse All Modules tab on the login page or by viewing the My CECO Dashboard page.
- 7. How can I find out which CECO modules I have already completed and what other modules are still available?** The My CECO Dashboard page displays your status on modules completed, modules started and not yet completed, and modules still available to you. Upon logging in to the site, you will be immediately directed to your personal dashboard page. Users may also return to the dashboard page by selecting the My CECO Dashboard button from any current page.
- 8. The course says I need an enrollment key, where can I get that?** This depends on the course you are taking. For the Foundations & Frameworks courses, it is located in the Foundations & Frameworks Overview Quiz feedback section. Simply open the quiz again, and the enrollment key will show while reviewing your quiz score.
- 9. I am on the CECO portal clicking on a course and nothing happens.** It is possible that your Internet browser (Safari, Chrome, Internet Explorer, etc.) is blocking the CECO Web site and you may need to disable pop-up protection on the web page. Depending on the type of browser, there is usually a selection in the browser's address bar that

allows you to disable pop-up protection from the dropdown menu. You may know this as a “pop-up blocker.”

10. I have completed the modules but did not receive a certificate. If a module has been successfully completed with a quiz score of 80% or higher, there are two ways to download your certificate:

a) From a specific module page:

- Once you have completed the module, refresh the course page to show necessary updates. The refresh link is located in the upper portion of your browser window.
- Below the Enter Module option, select the highlighted Download Certificate to download the certificate.

OR

- If that does not work, try logging out and then back in.
- Once logged back in, navigate to the module by either locating it on the homepage of the website or from the Dashboard (view Recently Accessed Courses).
- Below the Enter Module option, select the highlighted Download Certificate to download the certificate.

b) From the main CECO page:

After you have downloaded the certificate from the course, certificates for completed modules may also be accessed on the My CECO Dashboard page.

- Go to the My CECO Dashboard.
- Look under Modules Completed and select the module for which the certificate is needed.
- View the list of certificates and select the one needed for downloading.
- Alternatively, select the link, All My Certificates. An expanded list of all completed course certificates will appear.

11. My certificate does not have a date, what do I do? Certificate settings have been changed recently. Return to the course. Upon opening the certificate, the date will have been added. Reprint as needed.

If you still have difficulty, please contact us at (805) 465-4400 or ceco@wested.org.