



## Tips for Successful Training Verification MyLearning (online training) and the OPR

The Department of Children and Youth and the Ohio Professional Registry (OPR) work together to provide training completion verification for any participant that takes the training in the MyLearning system and needs the attendance in the OPR. Please review the following tips to understand the linkage between the two systems and to make sure that you receive attendance verification in your OPR profile.

- 1. Make sure that your first name, last name and e-mail address are exactly the same in your MyLearning account and in your OPR profile.**
  - a. First Name: be sure that the name matches, not a nickname in one system such as Katherine in one system and Kathy in the other, likewise, Meg and Megan do not match.
  - b. Last Name: be sure that if a hyphen is used in one system, that it matches in the other system, Smith Jones is different than Smith-Jones
  - c. E-mail address: this is one of the most common differences between the two systems. You can use personal or business e-mail in the OPR, just make sure the e-mail addresses in both systems matches exactly. For example, [ksmith@occrpa.org](mailto:ksmith@occrpa.org) is not the same as [kelly.smith@occrpa.org](mailto:kelly.smith@occrpa.org)
- 2. Registration for courses in the OPR**
  - a. If you have not registered for the courses in the OPR, but completed them in MyLearning, if the above information matches, the connection between the two systems will create your registration and provide attendance verification in the OPR.
  - b. You can register for the courses in both the OPR and MyLearning and your attendance will be provided in the OPR.
- 3. Training Certificates**
  - a. The OPR will not accept training certificates/MyLearning transcripts for any training completed in MyLearning on or after August 3, 2020. The certificates/transcripts are not accepted because the connection between the two systems is providing you with attendance verification.
  - b. **If you upload a training certificate/transcript for a training completed on or after 8/3/2020 and the training is not already verified in your profile, you will see that your training is unable to verify with the following note:**

*Training: As of August 3, 2020: Unable to verify DODD Training Certificate Transcript for this training title. Update your First Name, Last Name, and email address in the Account Section of your Registry profile to match the information in DODD's LMS. Then contact [Rhiannon.Monks@childrenandyouth.ohio.gov](mailto:Rhiannon.Monks@childrenandyouth.ohio.gov) for course completion verification.*

- c. If you upload a training certificate/transcript for a training completed on or after 8/3/2020 and the training is already verified automatically in your profile, you will see that your certificate/transcript is unable to verify.**
  - d. Please note, that if you upload a certificate/transcript and then make changes to your name or email address, you will need to notify [Rhiannon.Monks@childrenandyouth.ohio.gov](mailto:Rhiannon.Monks@childrenandyouth.ohio.gov) to re-run your course completion verification. If any changes are made, DODD needs to re-send your info to the OPR.**
4. If your training is not verified after review of both accounts, please provide screen shots of your name and email address in both systems to [Rhiannon.Monks@childrenandyouth.ohio.gov](mailto:Rhiannon.Monks@childrenandyouth.ohio.gov).
  5. Important to note: the “unable to verify” message will not prevent submission of the Service Coordinator or Supervisor application if the course was subsequently verified in your profile.