Arkansas Professional Development Registry

Member User Manual

This document serves to assist members with member-related activities within the Professional Development Registry.
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Division of Child Care and Early Childhood Education  
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www.arkansas.gov/dhs/dccece/  

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographic errors will be corrected in subsequent editions.

This document was created using Microsoft Word 2013 software. The typeface is Segoe UI.
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1 Eligibility and Enrollment

- Anyone wishing to participate in the Arkansas Professional Development Registry (PDR) may submit an application for membership.

- Effective 01/01/2016, the Arkansas Department of Human Services, Division of Childcare and Early Childhood Education will require primary and assistant caregivers’ membership in the PDR as a part of licensing requirements to be licensed as a child care or family operated facility.

- Eligibility and program information is distributed via brochures, newsletters, PDR website, and through networking meetings and presentations.

- When submitting a membership application to the PDR, the user will be automatically approved as an Entry level member. To obtain a higher level, please refer to the Career Ladder in the tool bar at the top of the PDR Home Page.
2 Accessibility

The Arkansas Professional Development Registry (PDR) shall ensure quality services and comply with the Americans with Disabilities Act of 1990.

2.1 Architectural Barriers

The PDR has addressed the issue of physical accessibility by assuring the office is fully accessible. The office entrance is on the ground floor, without steps, has accommodating doorways, accessible restrooms, wide hallways, and accessible conference rooms. The PDR’s office is accessible to employees and participants with disabilities.

2.2 Attitudinal Barriers

The PDR staff has access to trainings on diversity and cultural sensitivity and treat program participants and community partners with respect. Staff meetings are held on a regular basis where staff discusses issues and interactions with PDR participants.

2.3 Communication Barriers

The PDR is sensitive to language needs and sensory impairments any participants may have. When needed, PDR staff seeks outside assistance with communicating to PDR participants. Our system and website meet 508 compliance to make our electronic and information technology accessible to people with disabilities. Ensuring our system is 508 compliant is a specific goal of the Arkansas Department of Human Services and the PDR.

2.4 Program Access

The PDR’s office is open from 8:00 a.m. to 4:30 p.m. Monday through Friday, with voicemail services available after hours, weekends, and holidays. Email is also available at PDRegistry.mailaccount@dhs.arkansas.gov.
3 Rights of PDR Participants / Confidentiality

- Anyone wishing to participate in the Arkansas Professional Development Registry (PDR) is entitled to program consideration.

- Participant information is kept confidential and electronic information is kept in a secure database.

- The PDR uses a variety of methods to maintain the confidentiality of a participants’ personal information. Examples of these methods include, but are not limited to:
  
  o Prohibiting the inclusion of personal information in any email correspondence
  
  o Ensuring that all files containing participant information are locked and housed in a secure location
  
  o Confirming a participant’s identity through multiple means before providing information over the phone
4 Social Security Numbers

The *Arkansas Professional Development Registry (PDR)* requires the participant’s Social Security Number (or Individual Taxpayer Identification Number, for legal aliens) and Date of Birth to become an active member of the PDR.

The Arkansas Department of Human Services, Division of Childcare and Early Childhood Services (DHS DCCECE) funds the PDR. As a database requirement, the Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) and birth date are used as primary identifiers.

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**Note:** For security purposes, all data stored within our databases, including Social Security Numbers, Individual Taxpayer Identification Numbers and Dates of Birth are encrypted with 128-bit SQL encryption to ensure that in the event a data breach is attempted, the data will be protected.
5 Lawful Presence in the United States

If a participant does not have a Social Security Number, the *Arkansas Professional Development Registry (PDR)* will use the alien number or I-94. If these numbers are used, the participant will need to submit proof of their alien number or I-94.

Hereinafter this document will reference the alien number or I-94 as the Social Security Number.
6 Input from Participants

In an effort to deliver quality effective and efficient services, the *Arkansas Professional Development Registry (PDR)* will offer opportunities for registry participants and other stakeholders to share their perspectives on services and empower them in the process.
7 About This Guide

The information below describes the contents of the guide, the intended audience, prerequisite knowledge and conventions used.

7.1 Contents

This document is divided into the following sections:

<table>
<thead>
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<th>Areas</th>
<th>Sections</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1 – 10</td>
<td>General Information</td>
</tr>
<tr>
<td>2</td>
<td>11 – 17</td>
<td>Member Specific Information</td>
</tr>
<tr>
<td>3</td>
<td>Appendices A – D</td>
<td>Appendices</td>
</tr>
</tbody>
</table>

7.2 Who Should Use This Document

This guide is intended for the following groups:

- Prospective members
- Members

7.3 Prerequisite Knowledge

Using the Arkansas Professional Development Registry (APR) application and guide assumes that the user has the following prerequisite knowledge:

- Using a Tablet PC, Smart Phone, or standard desktop computer
- Internet connectivity with one of the following browsers:
  - Internet Explorer 9 or higher
  - Safari
  - Mozilla Firefox
• Google Chrome

• Arkansas Professional Development Registry (PDR) process, including rules, regulations and related forms as they apply to the user’s membership level

7.4 Conventions

This document uses the following conventions:

• Italics – The status of a member and procedure titles are shown italicized (for example, the status changes to Entry)

• Bold – Keyboard keys, buttons, menu options, and list items are shown in bold (for example, click Save)

• Click and double-click – When these terms are used, tap and double-tap can be substituted for Smart Phones and Table PC users.

• Select – The act of picking an item from a list or choice of options (for example, select Bachelor’s Degree from the drop-down list).

• Notes – Additional information to help the user to perform a task or better understand the task. Notes will be displayed in the following format:

  Note: Pertinent information will be addressed here to capture the user’s attention to provide additional information on the subject.
8 Application Overview

The Arkansas Professional Development Registry (PDR) application is an easy-to-use program that changes the way that trainings, trainers and members of the registry are captured. The application provides the following key features:

- Enter trainer and member information directly into the application, minimizing the need for paper forms
- Store and view scanned documents associated to the member
- Enhanced functionality to access training information
- Reduce the need for approvals on select trainings, reducing time and administrative costs
- View, export and print pre-defined reports.

8.1 System Requirements

For the application to function properly, the computer, smart phone or tablet (PC) must meet the following minimum hardware and software requirements:

- Tablet PC or desktop running Microsoft Windows® 7 or higher
- Microsoft Internet Explorer 9 or 11, or other internet browser
- Internet connection

Note: Application-related software changes (including periodic updates) is automatically loaded and installed on the user’s computer by their service provider.

8.2 User Types and Permissions

The PDR application is a role-based system, taking into account current business practices and rules. Based on the user type, the user has access to certain information and the ability to perform certain activities.
**User Types**
This manual is designed for the following users:

- Prospective Members
- Member

Since a user can have multiple roles, there may be slight variations in some illustrations based on the user’s permission(s) to the *PDR*.

**Permissions**

The table below describes the various levels of access and what type of activity can be performed. Based on the user’s role (e.g., user type) in the *Arkansas Professional Development Registry* process, the user may be granted permission to perform one or more of these activity types.

<table>
<thead>
<tr>
<th>Permission</th>
<th>What the user can do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create</td>
<td>Permission to create new records</td>
</tr>
<tr>
<td>Edit</td>
<td>Permission to edit/change current existing records</td>
</tr>
<tr>
<td>View</td>
<td>Read only Permissions on existing records</td>
</tr>
<tr>
<td>Assign</td>
<td>Assign tasks</td>
</tr>
</tbody>
</table>

If the user attempts to perform an activity that they have not been authorized to perform, they may not be able to see certain control buttons such as save, add, or edit, and some editable fields may be disabled.
### 9 General Procedures

The **Arkansas Professional Development Registry (PDR)** application includes menus, toolbars and buttons that the user will use to control the application and complete their work. This section provides basic information and contains details about the main application windows.

#### 9.1 Navigating the Application

The application includes tools and controls for navigating, entering information and other tasks.

**Toolbars**
The application is bordered on top and bottom by toolbars. Use these toolbars to access and control key areas and functions of the application.

**Top Toolbar**
The following graphic and table below describes each of the buttons and links on the top toolbar. This may also be referred to as a **Navigation Bar**.

![Top Toolbar (External)](image)

<table>
<thead>
<tr>
<th>Item</th>
<th>Click This</th>
<th>To Do This</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arkansas.gov Link</td>
<td>Opens the Arkansas.gov website</td>
</tr>
<tr>
<td>2</td>
<td>Agencies Link</td>
<td>Opens a new window to list Arkansas government agencies</td>
</tr>
<tr>
<td>3</td>
<td>Online Services Link</td>
<td>Opens a new window to list Arkansas services</td>
</tr>
<tr>
<td>4</td>
<td>State Directory Link</td>
<td>Opens a new window to the Arkansas online phone directory</td>
</tr>
<tr>
<td>5</td>
<td>Better Beginnings</td>
<td>Opens a new window to the Arkansas Better Beginnings website</td>
</tr>
<tr>
<td>6</td>
<td>Text Magnifier</td>
<td>Adjusts font size on the website</td>
</tr>
<tr>
<td>7</td>
<td>Facebook</td>
<td>Opens a new window to the AR Better Beginnings Facebook page</td>
</tr>
<tr>
<td>8</td>
<td>Facebook Link</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Home</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Become a Member</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Career Ladder</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Contact Us</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>About Us</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Resources</td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>Click This</td>
<td>To Do This</td>
</tr>
<tr>
<td>------</td>
<td>------------</td>
<td>------------</td>
</tr>
<tr>
<td>1</td>
<td>Arkansas.gov Link</td>
<td>Opens the Arkansas.gov website</td>
</tr>
<tr>
<td>2</td>
<td>Agencies Link</td>
<td>Opens a new window to list Arkansas government agencies</td>
</tr>
<tr>
<td>3</td>
<td>Online Services Link</td>
<td>Opens a new window to list Arkansas services</td>
</tr>
<tr>
<td>4</td>
<td>State Directory Link</td>
<td>Opens a new window to the Arkansas online phone directory</td>
</tr>
<tr>
<td>5</td>
<td>Better Beginnings</td>
<td>Opens a new window to the Arkansas Better Beginnings website</td>
</tr>
<tr>
<td>6</td>
<td>Text Magnifier</td>
<td>Adjusts font size on the website</td>
</tr>
<tr>
<td>7</td>
<td>Home Button</td>
<td>Opens the Internal Home page (found in the Welcome [Name]) drop down</td>
</tr>
<tr>
<td>8</td>
<td>Facebook</td>
<td>Opens a new window to the AR Better Beginnings Facebook page</td>
</tr>
<tr>
<td>9</td>
<td>Twitter</td>
<td>Opens a new window to the AR Better Beginnings Twitter page</td>
</tr>
<tr>
<td>10</td>
<td>Profile Button</td>
<td>Opens the Profile page</td>
</tr>
<tr>
<td>11</td>
<td>My Trainings Button</td>
<td>Opens the My Trainings page</td>
</tr>
<tr>
<td>12</td>
<td>Become a Trainer Button*</td>
<td>Opens the Trainer Application page</td>
</tr>
</tbody>
</table>
1 Become a Trainer (Pending)* | View Only
2 Trainer Button* | Opens the Trainer page
3 Resources Button | Opens the Resource page

* Become a Trainer will display until such time that a member has submitted a Trainer application. The button will then become a read-only notification while the trainer application is being processed. Upon approval, the Become a Trainer button will be replaced with a Trainer button. If the trainer application is denied, the system will display the Become a Trainer button again so the user may reapply in the future.

**Bottom Toolbar**

The following graphic and associated table below describes each of the buttons on the bottom toolbar.

<table>
<thead>
<tr>
<th>Item</th>
<th>Click This</th>
<th>To Do This</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arkansas Department of Human Services Button</td>
<td>Opens the Arkansas Department of Human Services page</td>
</tr>
<tr>
<td>2</td>
<td>DCCECE Button</td>
<td>Opens to the Arkansas Division of Child Care and Early Childhood Services page</td>
</tr>
<tr>
<td>3</td>
<td>Accessibility Link</td>
<td>Opens to the Accessibility policy on the Acceptable Use page</td>
</tr>
<tr>
<td>4</td>
<td>Privacy Link</td>
<td>Opens to the Privacy policy page</td>
</tr>
<tr>
<td>5</td>
<td>Security Link</td>
<td>Opens to the Security statement in the Acceptable Use page</td>
</tr>
<tr>
<td>6</td>
<td>Acceptable Use Link</td>
<td>Opens to the Acceptable Use page</td>
</tr>
<tr>
<td>7</td>
<td>Version Number</td>
<td>View Only</td>
</tr>
</tbody>
</table>

9.2 Controls
Below is a list of the common controls found in the application, with a short description of their use.

**Bread Crumbs**

As the user selects buttons on various pages within the system, a bread crumb trail will display beneath the **Top Toolbar**.

The user can easily jump back to previous pages by selecting a link within the bread crumb trail. In the example below, the user is on the Search for Trainings page. They can return to the Profile page or the My Profile page by selecting the specific location they wish to go to without having to start over in the **Top Toolbar**.

![Bread Crumb Example](image)

**Common User Interface Elements**

The system uses multiple types of common user interface elements. These elements allow the user to interact with the application and enter information into forms.

**Checkboxes**

A checkbox allows the user to make one or multiple selections from a predetermined list of choices. To select an item, move the pointer to the appropriate box next to the record and select it. A checkmark displays within the checkbox next to the selection. *Checkboxes that display in the header of a table will allow the user to select or deselect all records.*

![Check box example](image)

**Drop Down Lists**

A drop-down list allows the user to choose information from a pre-populated list that "drops down" when activated. To select an item, move the mouse pointer to the appropriate item in the list and select it.
Radio Buttons
A radio button allows the user to choose one item from a small set of predefined values. To make a selection, select the radio button next to the appropriate record.

Text Boxes
Text boxes are used to record variable information, and may be either numeric or alpha-numeric depending on the information being requested. To enter information, tab or move the cursor to the field and type in the data. Text boxes that are shaded are read-only text boxes that provide default information that cannot be changed.

Navigating in Forms
There are several methods the user may use to navigate when completing forms.

Using the Scroll Bar
Most of the web pages contain more information than can be displayed on a single screen. In
these cases, use the scroll bar that appears to the right side of the window to move up or down within the active window.

A scroll bar that appears at the bottom of the window allows the user to move left or right within the active window.

**Using the Tab Key**

To move easily between fields, press the Tab key on the keyboard to move the input cursor to the next field on the page. The user may also move the input cursor to previous fields by pressing Shift+Tab.

**Using the Backspace Key**

The user can remove one character at a time within a field by pressing the Backspace key on the keyboard at the desired location to remove the character(s).

**About Required Fields**

Many of the forms the user may work with require a minimum amount of information to save the record. As shown in the graphic below, required information may be identified by a red asterisk “*” next to the label where the information is required. The form cannot be saved until valid information has been entered for those fields.

![Mailing Address Form]

*Required field* example

---

**Note:** Some pages will not display the required fields in advance, in an effort to gather information that the user would likely opt to skip. However, collecting the information is valuable for statistical interpretation.
10 Starting and Exiting the Application

Starting the Application

The **Arkansas Professional Development Registry (PDR)** is a web application that requires an active internet connection. The URL is: [https://www.pdregistry.arkansas.gov](https://www.pdregistry.arkansas.gov)

Open an internet browser that meets the minimum software requirements. Enter the URL in the Browser text box and select the **Enter** key to initiate the website. The application will display to allow the user to log in. Upon successful log in, the internal home page will display.

*Internal Home Page example*

*Note: The first time the user logs into the system, they will be required to accept a Statement of Understanding regarding usage of the website. More information can be found in section 16 of this guide.*
Once a user leaves the home page, they can return to the home page by selecting the **Welcome [Name]** drop down list, located in the upper right side any page while the user is logged into **PDR**, and select **Home** to return to the home page.

![Return to home page example](Image)

**Exiting the Application**

Click on the **Close** button ( ) in the upper right of the browser window. This will immediately terminate the session and close the internet browser.

**Logging Out of the Application**

If logged in, click the down arrow on the **Welcome [User Name]** and click **Log Off** to terminate the session but keep the web page open. The user will be redirected back to the External Home Page.

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**Note:** Be sure to save any changes before exiting the application. Failure to do so will result in loss of data.
11 External Home Page

The default page that displays when a user first accesses the PDR will be referred to as the External Home Page. To access this page type [http://www.pdregistry.arkansas.gov](http://www.pdregistry.arkansas.gov) in the internet browser URL bar and search.

The table displayed below details the various areas of interest found on the external home page. More information about these fields will be found in subsequent sections of this manual.

<table>
<thead>
<tr>
<th>Item</th>
<th>Click This</th>
<th>To Do This</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Home (tab)</td>
<td>Allows the user to return to the external home page</td>
</tr>
<tr>
<td>2</td>
<td>Become A Member (tab)</td>
<td>Opens a Member Application to allow a new user to be able to become a member</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>3</td>
<td>Career Ladder <em>(tab)</em></td>
<td>Redirects the user to the Registry Ladder</td>
</tr>
<tr>
<td>4</td>
<td>Contact Us <em>(tab)</em></td>
<td>Redirects the user to the Contact Us page to request information or report problems to the agency</td>
</tr>
<tr>
<td>5</td>
<td>About Us <em>(tab)</em></td>
<td>Redirects the user to a page that describes the purpose of the application</td>
</tr>
<tr>
<td>6</td>
<td>Resources <em>(tab)</em></td>
<td>Redirects the user to a list of links to other resources that the user may find useful</td>
</tr>
<tr>
<td>7</td>
<td>Returning Users <em>(text boxes, button)</em></td>
<td>Allows the user to be able to log into the PDR</td>
</tr>
<tr>
<td>8</td>
<td>Core Competencies <em>(button)</em></td>
<td>Redirects the user a list of the core competencies that the user will gain knowledge in when taking courses through the PDR</td>
</tr>
<tr>
<td>9</td>
<td>Frequently Asked Questions <em>(button)</em></td>
<td>Redirects the user to a page of quick tip questions that may answer questions that the user may have</td>
</tr>
<tr>
<td>10</td>
<td>Trainer Designation Lattice <em>(button)</em></td>
<td>Redirects the user to a printable PDF of the Trainer Designation Lattice</td>
</tr>
<tr>
<td>11</td>
<td>Downloads <em>(button)</em></td>
<td>Redirects the user to PDFs and videos that are available</td>
</tr>
<tr>
<td>12</td>
<td>Find Training <em>(interactive map)</em></td>
<td>Selecting a county within the map will redirect the user to the Search for Trainings page to display all of the upcoming trainings available in the county selected</td>
</tr>
<tr>
<td>13</td>
<td>Become a Member <em>(button)</em></td>
<td>Opens a Member Application to allow a new user to be able to become a member</td>
</tr>
</tbody>
</table>

### 11.1 Home

While the user is not logged into the application, they may return to the external home page at any time by selecting the **Home** tab to access other areas of the system or to log into the application.

Additionally when the user logs out of the system, they will be redirected to the external home page.
11.2 Become a Member

To become a member of the Arkansas Professional Development Registry (PDR), an application must be successfully completed and submitted to the Registry for membership. By clicking the Become a Member tab or button on the home page, the user will be presented with an online application. Details for the Member Application are detailed below.

11.2.1 Personal Information

Section one of the Member Application details specific information about the user, such as their name, address, primary and secondary language, as well as race, ethnicity and the distance they are willing to travel for professional development courses.

Move the mouse to the Become a Member tab and select it to access the Member Application.
If the user was previously a member in the *Traveling Arkansas Professional Pathways (TAPP)* Registry and know their TAPP Identification Number, click on the *I have a TAPP Registry ID* check box.

If the user was not a member of the TAPP Registry or if the user does not know their TAPP Identification Number, do not select the check box.

![Member Registry Application](image)

*Member Application with TAPP ID fields example*

When the TAPP ID check box is selected, the user will be able to enter their ID Number on the application. To ensure that the user entered their ID Number correctly, the application will require that the TAPP ID Number be entered again.

**Note:** *The TAPP ID Number will be used to integrate the user’s TAPP Registry professional development records to their new account.*

Enter the user’s name on the application. If the user has a suffix, click on the *Suffix* drop down list and select the appropriate choice.
Suffix drop down list example

If the user has other names that they have used, (e.g., maiden name, former married name, nicknames) enter this data in the **Names previously used** text box. This information could assist in associating older records to the user.

Names Previously Used example

The user is required to supply their Social Security Number or Individual Tax Identification Number (if legal alien) in the **SSN/ITIN** text box. To ensure that the number was entered correctly, the user must re-enter the data in the **Re-enter SSN/ITIN** text box.

Date of Birth date picker example

The user can manually enter their date of birth or use the date picker provided to add their birth date. To use the date picker, select the Year that the user was born, and then the Month. Once the correct month and year display, select the specific date needed.

Alternately, the user can also select the back and forward arrows to scroll month by month to the date needed.
The Date of Birth date picker does not allow for future dates.

Using the **Gender** drop down list, select the most appropriate gender of the user.

![Gender drop down list example](image)

When entering the mailing address, complete the Address Line 1 and if applicable, Address Line 2 text boxes. Enter the zip code for that Mailing Address.

The Zip Code field will match the zip code entered to the City, State and County. If the user lives in a zip code that covers multiple locations and the location that loads is not the correct location, the user can update the city, state or county, as applicable.

The user is required to enter a contact phone number. Enter the phone number and select the appropriate phone type from the **Home Phone Type** drop down list.

![Mailing Address example](image)
A personal email address is required to complete a member application. This email address will be used to notify the user of course cancelations, evaluations that are ready to be completed and other important notifications. As a part of the goal to reduce waste, the majority of notifications will be sent through email to the user.

**Note**: The Email addresses must be unique to the user. If the email address is already in use in the PDR, the user will be notified that they may already exist in the system. The user may contact the PDR if they need assistance to gain entry to the system.

Select the primary language that the user speaks from the **Primary Language** drop down list. If the user speaks multiple languages, they may choose a second language in the **Secondary Language** drop down list.
Other Profile information example

The Race and Ethnicity fields will be used to determine demographic information for federal reporting. Select the appropriate race and ethnicity from their appropriate drop down lists.

The primary contact method in the PDR will be the user’s email address found on their My Profile page. However, a preferred method of contact will also be used when the Registry needs to contact the users about important notices and events.

Select the preferred contact method for special notifications.

One of the enhancements that the PDR offers is the ability to display courses that are nearby for the user. To know what “nearby” is for that user, the user should select the preferred search distance from the drop down list. When the user sets the radius of their preferred driving
distance, the system will display trainings within that radius when the user selects **Other Nearby Trainings** on their Profile page to find trainings in the user’s area.

Select the number of miles from the drop down list.

![Radius drop down list example](image)

Once the user enters their data for section one (1) of the application, select the **Next** button.

If there is missing or invalid information for the mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect. Additionally, the system has been designed to detect duplicate or near duplicate records to prevent a user from creating more than one account in error.

In the event that the user receives notification that there may be a record that already exists, they will be directed to contact the **PDR** customer service to assist in resolving the issue.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The value ‘##########’ is invalid.</td>
<td>The number of characters in the TAPP ID or re-enter TAPP ID fields is too long. Review and correct the TAPP ID or Re-enter TAPP ID fields and try again.</td>
</tr>
<tr>
<td>TAPP Registry IDs must match</td>
<td>The values entered in the original TAPP ID and re-enter TAPP ID fields do not match; check and correct the invalid answer(s)</td>
</tr>
<tr>
<td>The First Name field is required.</td>
<td>The first name is missing; enter the user’s first name in the First Name field</td>
</tr>
<tr>
<td>The Last Name field is required.</td>
<td>The last name is missing; enter the user’s first name in the Last Name field</td>
</tr>
<tr>
<td>The SSN/ITIN field is required.</td>
<td>The Social Security Number/Individual Taxpayer Identification Number is missing; enter the user’s SSN or ITIN in the SSN/ITIN field</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The Reenter SSN/ITIN field is required.</td>
<td>The Social Security Number/Individual Taxpayer Identification Number is missing; enter the user’s SSN or ITIN in the Reenter SSN/ITIN field</td>
</tr>
<tr>
<td>‘Reenter SSN/ITIN’ and ‘SSN/ITIN’ do not match.</td>
<td>The values entered in the SSN/ITIN and re-enter SSN/ITIN fields do not match; check and correct the invalid answer(s)</td>
</tr>
<tr>
<td>The Date of Birth field is required.</td>
<td>The date of birth is missing; enter a valid date of birth. Date of birth cannot be a future date.</td>
</tr>
<tr>
<td>The value ‘##/##/####’ is not valid for the Date of Birth.</td>
<td>Check and correct the date of birth; the information entered is not a valid date.</td>
</tr>
<tr>
<td>The Gender field is required.</td>
<td>The user’s gender has not been selected; choose the most appropriate gender type from the Gender drop down list</td>
</tr>
<tr>
<td>The Address 1 field is required.</td>
<td>The Address Line 1 value is missing; enter the user’s mailing address line 1 in the Address line 1 field</td>
</tr>
<tr>
<td>The Zip Code field is required.</td>
<td>The zip code is missing; enter a valid 5 or 9 digit zip code in the zip code field.</td>
</tr>
<tr>
<td>The City field is required.</td>
<td>The zip code entered does not have a valid city match. Recheck the zip code. If the zip code is valid, the user can manually enter the city value.</td>
</tr>
<tr>
<td>The County field is required.</td>
<td>The zip code entered does not have a valid county match. Recheck the zip code. If the zip code is valid, the user can manually enter the county value.</td>
</tr>
<tr>
<td>Invalid Email Address</td>
<td>Check the email address; email addresses must contain a “username”, “@” symbol, and “domain name” and “extension”. Valid email address examples include: <a href="mailto:johann.x.example@dhs.arkansas.gov">johann.x.example@dhs.arkansas.gov</a> and <a href="mailto:jxsexample@example.org">jxsexample@example.org</a>.</td>
</tr>
<tr>
<td>The Contact Number field is required</td>
<td>The contact number is missing; enter a valid phone number</td>
</tr>
<tr>
<td>Invalid Contact Number</td>
<td>Check the telephone number; the phone number must be 10 digits in length.</td>
</tr>
<tr>
<td>The Email Address is required</td>
<td>The email address is missing; enter a valid email address.</td>
</tr>
<tr>
<td>The Primary Language field is required</td>
<td>The primary language has not been selected; choose the most appropriate language from the Primary Language drop down list</td>
</tr>
<tr>
<td>The Race field is required</td>
<td>The race has not been selected; choose the most appropriate race type from the Race drop down list</td>
</tr>
</tbody>
</table>
The Preferred Method of Contact field is required.
The preferred method of contact has not been selected; choose the most appropriate method from the Contact Type list.

Preferred Distance is required
The distance in which the user is willing to travel has not been selected; choose a value from the Preferred Distance drop down list.

It appears that a member already exists with your information. Please contact system administrator.
Check your Social Security Number and email address. Correct and try again. If the Social Security Number is correct, contact the PDR for assistance on resetting your password; if the email address is correct, someone else has already used the email address. Contact the PDR for assistance or enter a different email address.

11.2.2 Current Early Childhood Care Employment

Section two (2) of the member application will capture the user’s current employment information. Based on certain selections, fields may not display when the user first accesses the page. The example below illustrates how the page will look when the user first accesses the page.

If the user is not currently employed, check the **Check this box if you are currently unemployed** check box. Click the **Next** button to go to section three of the application.

Click the **Back** button to return to page one if needed.
Current Early Childhood Care Employment – Unemployed example

If the user is currently employed, select the most appropriate occupation area from the Occupation Area drop down list.

Select the most appropriate title from the Occupation Title drop down list. The Occupation Title will be based off of the selection in the Occupation Area.

If the user does not find an appropriate title, they may try selecting a different occupation area to find the title. For example, select the Occupation Area Education, Training and Library to find the Occupation Title Preschool or Kindergarten Teacher; select the Occupation Area Personal Care and Service to find the title Childcare Worker.
Click the **Check this box if you work for a child care provider** check box if the user is currently employed by a child care facility or family home that is licensed in the State of Arkansas.

![Image](image-url)

**Child Care Provider example**

The user will enter the name of the facility in which they work. The system will provide a drop down list of all of the providers that have a similar name. In the example above, if the user enters “abc” the system prefilled all of the active child care facilities and homes that begin with “abc”.

When the user tabs out of the facility name field, the system will pre-populate the address information for that facility.
Pre-filled facility information example

The user will not be able to update the work mailing address. If the address that displays is not the correct address, search for the Facility Name again.

The system will display the main work number for the facility in the Work Number text box. If the user has been provided with their own phone number at the facility, they may update this field to list their specific phone number.

The user may enter their work email address.

Work experience example
Enter the total number of years and months of work experience the user has in the child care industry. The user may include voluntary experience.

Select the most appropriate employment status from the **Current Employment Status** drop down list.

Select the appropriate employment type from the **Current Early Childhood Employment Type** drop down list.

Select the average income from the **Current Early Childhood Employment** Income drop down list. Based upon the selection made in the **Current Early Childhood Employment Type** drop down list, the income will be based on hourly or salary wages.
Select all benefits that the child care employer provides as a part of the user’s employment package. If the Other check box is selected, please describe the type of benefit that the user receives in the Other Benefits text box.
Once the user enters their data for section two (2) of the application, select the Next button. The user may also select the Back button to return to the previous page.

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupation Title is required.</td>
<td>The user selected an Occupation Area but did not select an Occupation Title; select an appropriate title from the Occupation Title list.</td>
</tr>
<tr>
<td>Facility not found. Please check your entry and try again.</td>
<td>The user selected the <strong>Check this box if you work for a child care provider</strong> check box but did not enter a facility name in the <strong>Facility Name</strong> text box or the name entered did not find any records; enter a Facility Name and choose from the list provided or unselect the check box.</td>
</tr>
<tr>
<td>Invalid Email Address</td>
<td>Check the work email address; email addresses must contain a “username”, “@” symbol, and “domain name”. Valid email address examples include: <a href="mailto:johann.x.example@dhs.arkansas.gov">johann.x.example@dhs.arkansas.gov</a> and <a href="mailto:jxsexample@example.org">jxsexample@example.org</a>.</td>
</tr>
<tr>
<td>The field Years must be a number.</td>
<td>The user entered alpha or special characters in the Years field. Adjust the answer to a numeric value.</td>
</tr>
</tbody>
</table>
The field Months must be a number
The user entered alpha or special characters in the Months field. Adjust the answer to a numeric value.

The total of your duty percentages exceeds 100 percent.
The total percentage of the Primary, Secondary and Third duty areas must be less than or equal to 100%. Adjust the percentage on one or all percentage fields that contain data until the total is 100% or lower.

11.2.3 Educational Background

Section three outlines the highest level of education that the user has currently completed.

Select the appropriate level of education from the Do you have a degree drop down list.

Do you have a degree?
- Select One
- No Degree
- GED
- High School
- Associates
- CDA
- Bachelors
- Masters
- Doctorate

Note: Original notarized college transcripts must be submitted as proof of any college degrees that the user may have.

Once the user enters their data for section three (3) of the application, select the Next button. The user may also select the Back button to return to the previous page.

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.
11.2.4 Professional Activity

Section four (4) of the membership application allows the user to identify any memberships they may have with early childhood organizations. Proof of memberships can be uploaded in section seven (7) of the application, mailed to the Registry or uploaded from the user’s Profile page once their application has been submitted. For more information regarding uploading documents, refer to section 11.2.7.

![Professional Activity page example](image)

Select the appropriate check boxes associated to the childhood organization. For further information regarding the childhood organizations, refer to Appendix C in the user manual.

If there is additional information that the applicant would like to include with their application, they may enter this information in the Additional Endorsements, Certifications, Licenses and Credentials text box.

Once the user enters their data for section four (4) of the application, select the Next button. The user may also select the Back button to return to the previous page.

11.2.5 Areas of Interest or Specialization
The user may complete section five (5) to document the areas that the user is interested in pursuing. This will allow the **PDR** to send out information tailored to the user’s needs.

**Areas of Interest or Specialization example**

Select the appropriate check boxes for any specialty areas that the user wishes to learn more about.

Once the user enters their data for section five (5) of the application, select the **Next** button. The user may also select the **Back** button to return to the previous page.

11.2.6 Signature

In order to submit the completed membership application, the user must initial their application. The system will automatically date the application for the user.

**Signature page example**

Once the user enters their data for section six (6) of the application, select the **Next** button. The user may also select the **Back** button to return to the previous page.

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.
Alert Message | Cause and Solution
--- | ---
The Initial field is required. | The user selected the **Next** button without initializing the application; enter the first, middle and last initial in the Initial text box.
The Date (MM/DD/YYYY) field is required. | The user selected the **Next** button without initializing the application; enter the first, middle and last initial in the Initial text box. When the user initials the application, it will prepopulate the date field.
Initials has a maximum length of 5 characters. | The user entered more than five (5) characters in the Initial text box. Adjust the initials to five (5) or fewer characters.

11.2.7 Document Upload

Section seven (7) of the membership application allows the user to be able to submit certain types of documents electronically with their membership application.

**Document Upload example**

Any documentation submitted through this page must be an image (JPG or Jpeg) or PDF document. Certificates, licenses, credentials and proof of memberships can be submitted using the Document Upload tool.
Select the type of document to upload from the Document Type drop down menu.

![Document Type drop down example](image)

Click the **Browse** button to search for and insert documents that have been scanned and saved to the user's local computer.

![Browse button example](image)

A folder will open and display all of the documents in the user's default folder. Navigate to the appropriate location that the document is housed to upload the document.

The user can select the document two ways:

- Search and **double-click** the document to send to the Registry.
- Search and **single-click** the document and click the **Open** button on the **Choose File to Upload** form.

The selected file will display the location in the computer that the document is coming from.
Enter a description for the document in the **Document Description** text box.

Click on the **Upload** button.

A successful upload will add the file and description name to Documents table, as displayed in the example below.
If the user uploads the same document multiple times, the system will rename the file adding a file reference number.

![Duplicate file name example]

If a document was uploaded in error, the user can remove the document prior to submission of the application by selecting the Remove button on the document they wish to discard.

![Confirm deletion example]

A confirmation alert will display. Click Yes to continue. If the Remove button was selected in error, click the No button to cancel the transaction.

Once the application has been submitted, the user will be unable to remove the document.

Note: To minimize storage size on documents, it is recommended to upload files that are less than 100kb. Documents up to 300kb will be allowed. If the document is greater than 300kb, try saving the document in another acceptable format or mail the document with a document cover sheet to the PDR.
Once the user uploads any documents they wish to submit in section seven (7) of the application, select the **Next** button. The user may also select the **Back** button to return to the previous page.

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>File must be PDF or JPG.</td>
<td>The document that was selected was in an incorrect format. Select the <strong>Browse</strong> button to select a document in PDF, JPG or JPEG format.</td>
</tr>
<tr>
<td>Please select a document type from the list.</td>
<td>An attempt to upload the document was made without classifying the document type; select the <strong>Document Type</strong> drop down list and choose the most appropriate document type.</td>
</tr>
<tr>
<td>Please provide a description of the document you are uploading.</td>
<td>The user did not enter a description of the document; enter a description in the <strong>Document Description</strong> text box.</td>
</tr>
<tr>
<td>File size must be less than 300 KB in size.</td>
<td>The size of the document was larger than the maximum allowed file size. Save the file in another format or compress the file and attempt to upload again. Alternately, the document can be mailed to the <strong>PDR</strong> with a coversheet that can be printed in Section eight (8) of the application.</td>
</tr>
</tbody>
</table>
11.2.8 Application Submission

Section eight (8) allows the user to submit the membership application.

Application Submission example

The system provides a challenge-response test to ensure that the application is being submitted by a human. This test is called a CAPTCHA and will display alpha and/or numeric characters in a graphic that the user must correctly enter before they are able to submit the application.

Note: The CAPTCHA is a security measure to prevent spam and protect the user’s data.

To enter the CAPTCHA, view the graphic and type the letters and/or numbers displayed in the graphic in the text box located below the graphic. If there are multiple sets of letters or numbers, be sure to include a space between each set of characters.

Depending on the setting on the user’s computer or lags in internet connectivity, the CAPTCHA may not automatically display. If there is a message at the bottom of the page, click the Show all content button; otherwise click the Refresh button.

Show content example
If the user completing the application is using the Firefox browser, additional security could prevent the CAPTCHA image from displaying. If CAPTCHA does not pop up, the user should see the error message circled below:

The user might also see the following message: “Arkansas.gov secure connection. Firefox has blocked parts of this website that are not secure” Look in the address bar at the top of the window, and look for the lock icon as shown below:

Clicking on that icon should bypass the increased level of security and allow the CAPTCHA image to appear.
Sometimes graphics can be difficult to read. If the user cannot determine the characters, the user may refresh the graphic by clicking on the **Refresh** button to get a new challenge.

If the user completing the application is visually impaired, they may select the **Audio** button to hear the values they need to enter in the text box.

If additional assistance is needed to complete the CAPTCHA response test, the user may select the **Help** button. The system will open a new browser window or tab to display help documentation for the user. This documentation can also be found at [https://support.google.com/recaptcha/?hl=en](https://support.google.com/recaptcha/?hl=en).

The user can also see the CAPTCHA’s Privacy & Terms that the Registry uses by selecting the **Privacy & Terms** link on the page. The system will open a new browser window or tab to display the Privacy and Terms information. This information can also be found at [http://www.google.com/intl/en/policies/](http://www.google.com/intl/en/policies/).

If the user wishes to cancel the application, they may select the **Cancel** button. The user will be redirected to the external Home Page.

---

**Note:** The application will remain available on the user’s computer until the application’s cookie has been removed or until they return and submit the application.

---

Once the CAPTCHA challenge has been entered, select the **Submit Application** button to send the membership application to the **PDR**.

The system will validate the challenge-response test. If the user has correctly entered the challenge answer, the user will receive a message that their application has been submitted.

---

**Confirmation Notice example**
The page will refresh and display a **Print Member Application** and **Print Coversheet** button. For more information, refer to section 11.2.9 on printing the application and 11.2.10 on printing the coversheet in this guide.

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th><strong>Alert Message</strong></th>
<th><strong>Cause and Solution</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The verification words are incorrect</td>
<td>The user has entered the CAPTCHA challenge incorrectly; re-enter the new value provided and resubmit the application.</td>
</tr>
<tr>
<td>Invalid reCAPTCHA request. Missing response value.</td>
<td>The user attempted to submit the application without completing the CAPTCHA challenge; enter the new value provided before submitting the application.</td>
</tr>
</tbody>
</table>

**11.2.9 Print Member Application**

The user may click the **Print Member Application** button to view and print a copy of the application for their records.

A message will display at the bottom of the page that the user must act upon in order to view the document.

![Print Member Application message example](image)

Select the **Open** button to access the pdf.
The user may also select the **Save** button to save the document to their computer. A message will display at the bottom of the page to allow the user to access their membership application they saved.

When the user selects the **Open** button, the PDF document will display for viewing or printing. The user can also select the **Open folder** button to access the location where the document was stored. A folder will open and based on the user’s settings on their computer, the document may display in a preview mode. The document will be named **MemberApplication.pdf**.
Clicking the **View Downloads** button will display a page that allows the user to track and view their downloaded documents.

If the user selected the **Print Member Application** button in error, they can click the **Cancel** button to terminate the transaction. The message will close and the user will remain on the current page.
11.2.10 Print Coversheet

The user can open or create a coversheet to attach to any documents that they wish to mail to the Registry. To access the coversheet, select the **Print Coversheet** button.

A message will display at the bottom of the page asking the user if they want to open, save or cancel the transaction.

Click the **Open** button to access a coversheet to print.

The coversheet will display the name and phone number of the Registry as well as the date it was printed, the Registry ID number, name and address of the applicant as well as a QR code that lists the user’s ID number and name.
The user may also select the **Save** button to save the coversheet to their computer. A message will display at the bottom of the page to allow the user to access their membership application they saved.

*Save coversheet message example*

When the user selects the **Open** button, the PDF document will display for viewing or printing.

The user can also select the **Open folder** button to access the location where the document was stored. A folder will open and based on the user’s settings on their computer, the document may display in a preview mode. The document will be named **MemberCoverSheet.pdf**.

*Open folder example*

Clicking the **View Downloads** button will display a page that allows the user to track and view their downloaded documents.
If the user selected the **Print Coversheet** button in error, they can click the **Cancel** button to terminate the transaction. The message will close and the user will remain on the current page.

### 11.3 Career Ladder

The Career Ladder, also called the Registry Ladder, is the sequence of levels within the **PDR** that a member can progressively advance as they gain knowledge through courses they have taken. The ladder helps people visualize and learn more about the levels that are available as they progress.

To access the Career Ladder, click on the **Career Ladder** button in the top tool bar.
The web page of the ladder will display. The user may also print the Career Ladder by selecting the **Print Career Ladder** button.
When the **Print Career Ladder** button is selected, a window will display allowing the user to choose if they want to open or save the form.

Click the **Open** link to access the PDF version of the Career Ladder.
**Registry Ladder PDF example**

Click the **Save** link to save a copy of the ladder to the user’s Download folder. An alert will display at the bottom of the page when the download has been complete.

![Save Registry Ladder notification example](image1)

**Save Registry Ladder notification example**

Select the **Open** button to access the PDF of the Career Ladder.

Select the **Open folder** button to display a preview of the document in the user’s Download folder. The document will be named **RegistryLadder.pdf**.

![Open folder example](image2)

**Open folder example**

The user can also rename the PDF and save the document in an alternate location by selecting the **Save as** link. A window will open to allow the user to save the document at an alternate location or name.
The Contact Us page was designed to give the user multiple choices on how to contact the PDR. The page provides a mailing address, phone number or an online way to contact the PDR.

To access the Contact Us page, click on the **Contact Us** button in the top tool bar.

The page will display. The page provides a mailing address and phone numbers for contact or the user can submit an online request.

To complete an online requests, complete the fields on the form and click the **Send** button.
Select a subject from the **Subject** drop down list. This will allow the **PRD** to identify who to direct the request.

The user must enter their first and last name so the **PDR** staff will know who to contact.

Enter a valid email address. This email address will be used as the primary means to contact the user.

As a secondary means of contact, the user must enter a contact phone number.

In the comments section, describe the reason for contacting the **PDR**.

---

**Note:** If immediate assistance is needed, please call the **PDR** for assistance at the numbers provided at the top of the form.
Once the form has been completed, click the **Send** button to submit the request to the **PDR**. Upon successful completion of the form, the user will receive a confirmation message. Click **OK** to close the alert.

![Confirmation message example](image)

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Subject field is required.</td>
<td>The user did not select a subject; choose a subject from the <strong>Subject</strong> drop down list.</td>
</tr>
<tr>
<td>The First Name field is required.</td>
<td>Enter a first name</td>
</tr>
<tr>
<td>The Last Name field is required.</td>
<td>Enter a last name</td>
</tr>
<tr>
<td>The Email Address is required.</td>
<td>Enter a valid email address</td>
</tr>
<tr>
<td>Invalid Email Address</td>
<td>Check the email address; email addresses must contain a “username”, “@” symbol, and “domain name”. Valid email address examples include: <strong><a href="mailto:johann.x.example@dhs.arkansas.gov">johann.x.example@dhs.arkansas.gov</a></strong> and <strong><a href="mailto:jxexample@example.org">jxexample@example.org</a></strong>.</td>
</tr>
<tr>
<td>The Phone field is required.</td>
<td>Enter a valid phone number</td>
</tr>
<tr>
<td>Invalid Phone Number</td>
<td>Check the telephone number; the phone number must be 10 digits in length.</td>
</tr>
<tr>
<td>The Comments field is required.</td>
<td>Enter the reason for contacting the Registry</td>
</tr>
</tbody>
</table>

11.5 **About Us**
The About Us page describes the vision and goals of the *Arkansas Professional Development Registry (PDR).*

*About Us button example*

To access the About Us page, click on the **About Us** button in the top tool bar. A short description of the goals and vision of the program will display.

*About Us page example*

### 11.6 Resources

The Resources page was designed to provide the user a list of websites that the user may find valuable.

*Resource button example*

To access the Resource page, click on the **Resource** button in the top tool bar.

A list of websites will display with a short description about the organization.
The websites are categorized for easier searching. Once the user finds an organization that they would like to access, click the **Name** of the organization. The user will be redirected to that organization’s website in a new browser window or tab.

**Note:** The websites provided are maintained by third parties and could change without notice. Please contact the **PDR** if a link is no longer valid so that the **PDR** can update or remove the website from the Resource page.

### 11.7 Returning Users

Current members of the **Arkansas Professional Development Registry (PDR)** can access their accounts by entering their user name and password on the external home page.
Type in the user’s Registry ID number in the User name text box and the password that the user created in the Password text box and click the **Log In** button.

The system will validate that the Registry ID number and Password match. If the user name and password match, the user will be redirected to the Internal Home Page. Refer to section 13 for more details about the internal home page.

The user can also select the **Remember me?** check box if they are not on a public computer. This will allow the user’s password to be pre-filled when the user enters their Registry ID number in the User name text box.

**Note:** It is highly recommended that the user does not select the **Remember Me** check box in an effort to protect the user’s account information. The **PDR** is not responsible for someone accessing a member’s account when the user has the password auto-completion enabled.

If the user cannot remember their password, they can select the link **Forgot your Password?** to complete their security questions and reset their password. Refer to section 11.7.1 for more information regarding forgotten passwords.

If the user cannot remember their Registry ID, they can select the link **Forgot registry id?** So the user can their registry number. The user will enter their email address and then complete their security questions and reset their password. Refer to section 11.7.2 for more information regarding forgotten Registry IDs.
If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid username or password</td>
<td>User name and password do not match or data is missing from the user name or password text box; check user name and re-enter password</td>
</tr>
<tr>
<td>The number of attempts to access this account has been exceeded and the account has been locked. Lockout duration is eight (8) hours. To get immediate assistance please contact the Registry at (800) 445-3316.</td>
<td>The user has entered the user name and password incorrectly ten (10) times. Click lost password to reset the password using the security questions, wait until the lockout time has expired, or contact the PDR for assistance.</td>
</tr>
</tbody>
</table>

11.7.1 Forgot Password

The Forgot Password page will assist users in resetting their password. To access the Forgot Password page, click the **Forgot Password?** link on the external home page.

The user will be redirected to the Password reset page. Enter the user’s Registry ID in the **Registry ID** text box and click **Submit** to access the security questions.
The security questions that display are the user's pre-defined questions which were completed during the initial member password set up. The user may click the **Cancel** button to return to the external home page if they accessed the page in error.

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Questions are not on file for the Registry ID you have entered. Please check your email address to initiate completion of your security questions. If you need further assistance contact Member Customer Service: (888) 429-1585. Thank you.</td>
<td>1) Registry ID number is not on file – recheck the number and correct as needed, or 2) Security questions have not been set up for the Registry ID number listed – check the user’s email, including spam folders, and follow the steps to be able to create the security answers and password.</td>
</tr>
<tr>
<td>The Registry ID field is required</td>
<td>The user selected the Submit button without entering a Registry ID number.</td>
</tr>
<tr>
<td>The field Registry ID must be a number</td>
<td>One or more characters of the Registry ID entered included alpha or special characters; correct the Registry ID and try again.</td>
</tr>
</tbody>
</table>

Once the user selects the **Submit** button, if the application finds Security Questions for the Registry ID number entered, a page of the questions will display so the user can enter the corresponding answer.
The Registry ID number will be matched with the questions that the user answered when they set up their account.

Enter the appropriate answer for each security question and click the Submit button. If the answers correctly match the questions, the user will be redirected to the Password Maintenance page to create a new password. Refer to section 12.2 for more information on creating passwords.

The user may select the Cancel button if they wish to cancel the transaction. The user will be redirected to the external home page.

For more information about the security questions, refer to section 12.1.

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>One or more of your security answers is incorrect.</td>
<td>At least one security answer is blank or the data entered does not match the</td>
</tr>
<tr>
<td></td>
<td>records in the database; check the responses and try again.</td>
</tr>
<tr>
<td>Your account has been locked for security reasons,</td>
<td>Five attempts have been made to answer the security questions; contact the</td>
</tr>
<tr>
<td>please contact your administrator.</td>
<td>Registry at (800) 445-3316 to unlock the user account.</td>
</tr>
</tbody>
</table>
11.7.2 Forgot Registry ID

The Forgot Registry ID page will assist users in retrieving their registry number. To access the Forgot Registry ID page, click the **Forgot registry id?** link on the external home page.

![Login Form](image)

*Forgot your Password example*

The user will be redirected to the Forgot Registry ID reset page. Enter the user’s Registry ID in the user’s email address in the **Email Address** text box and click **Submit** to access the security questions.

Upon successful completion of a valid email address, the user will be redirected to the Security Questions to complete. Refer to section 11.7.1 for completing the security questions.

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Email Address field is required</td>
<td>The user did not enter an email address</td>
</tr>
<tr>
<td>Invalid Account Email Address</td>
<td>Check the email address; email addresses must contain a “username”, “@” symbol, and “domain name”. Valid email address examples include: <a href="mailto:johnnn.x.example@dhs.arkansas.gov">johnnn.x.example@dhs.arkansas.gov</a> and <a href="mailto:jxseexample@example.org">jxseexample@example.org</a>.</td>
</tr>
<tr>
<td>Email address not found</td>
<td>The email address entered does not match an email on file. Please check the email address and try again</td>
</tr>
</tbody>
</table>
11.8 Core Competencies

The Core Competencies page lists all of the Key Content Areas that are used to define the courses and professional development growth for the member.

When the user first accesses this page, all Competencies will be listed. The user can click the Competency Level drop down list and choose a specific level to view.

Due to the number of competencies, a pagination bar displays at the bottom of the page.

To change pages, select a number to move to the page being requested. Example, to move from page 1 to page 2, click on the button. The user may also move forward one page at a time by selecting the button, or moving to the last page by selecting the button.
Additionally the user can move back one page at a time by selecting the < button, or selecting the << button to return to the beginning of the list.

*Bottom of Core Competencies page example*

The user may print the Core Competencies by selecting the Print button. A message will display at the bottom of the page asking the user if they want to open, save or cancel the transaction.

*Open or Save message example*

Click the Open button to access a PDF version of the Core Competencies to print.
The PDF will display a list of the core competencies based upon the Competency Level that the user selected.

The user may also select the **Save** button to save the Core Competencies to their computer. A message will display at the bottom of the page.

When the user selects the **Open** button, the PDF document will display for viewing or printing.

The user can also select the **Open folder** button to access the location where the document was stored. A folder will open and based on the user’s settings on their computer, the document may display in a preview mode. The document will be named **CoreCompetencies.pdf**.
Clicking the **View Downloads** button will display a page that allows the user to track and view their downloaded documents.

If the user selected the **Print** button in error, they can click the **Cancel** button to terminate the transaction. The message will close and the user will remain on the current page.
11.9 Frequently Asked Questions

The Frequently Asked Questions page which lists questions that are frequently asked by users.

The page consists of three sections:

- Search
- List of questions that the user can see immediately and jump to an answer
- List of questions with the answers

In the search field, the user can type a specific word or set of words in the Search text box to filter the questions to the specific topic they wish to learn more about. When the user has entered their search criteria, click the Search button to display any records that match the criteria entered.

In the example below, a search was completed on the word “membership”. Only questions that are related to “membership” now display.
The user may also select the **Back to Top** link found on the right side of the page at each question to be able to return to the top of the page to search for other information or clear the search filter.

When the user has searched for information and wishes to display all of the questions again, the user may choose the **Clear** button to remove any filters. The page will display all questions and answers and remove any data that had previously been entered in the **Search** text box.

If there is invalid information entered in the search text box, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>No records found for search string, '[data entered in the search text box]'</td>
<td>The application did not find any matching results. Check for misspelled words or enter new search criteria and try again.</td>
</tr>
</tbody>
</table>

### 11.10 Trainer Designation Lattice

The Trainer Designation Lattice is a useful guide for trainers to show how they can strategically advance their career in the **PDR**. Experience, education and skill acquisition is measured to move the trainer into a variety of positions they may have become qualified.

When the **Print Trainer Designation Lattice** button is selected, an alert will display allowing the user to choose if they want to open or save the form.
Click the **Open** link to access the PDF version of the lattice.
The PDF will display the different trainer levels and the basic requirements needed to attain those levels.

The user may also select the **Save** button to save the Trainer Designation Lattice to their computer. A message will display at the bottom of the page.

When the user selects the **Open** button, the PDF document will display for viewing or printing.

The user can also select the **Open folder** button to access the location where the document was stored. A folder will open and based on the user’s settings on their computer, the document may display in a preview mode. The document will be named TrainerDesignationLadder.pdf.
The user can also rename the PDF and save the document in an alternate location by selecting the **Save as** link. A window will open to allow the user to save the document at an alternate location or name.
Clicking the **View Downloads** button will display a page that allows the user to track and view their downloaded documents.

![View Downloads example](image)

If the user selected the **Print** button in error, they can click the **Cancel** button to terminate the transaction. The message will close and the user will remain on the current page.

### 11.11 Downloads

The Downloads page is a useful resource for documents that the user needs as well as trainings and other important information that can be readily available. Note the color of the buttons as well as the icon on the button to the right of the name to determine if you are opening a document or video. Documents will have a PDF icon and will be a lighter blue color than the Videos. Videos will also display a movie reel icon next to the name.
11.11.1 PDF documents

To access a PDF document, click on the download of your choice that has a PDF icon to the right of the name of on the button. In the example below, the Training Outline button was selected.

An alert will display asking the user if they want to open or save the file.
When the **Print Training Outline** button is selected, a window will display allowing the user to choose if they want to open or save the form.

Click the **Open** link to access the PDF document.

![Training Outline pdf example](image)

The PDF of the document that was selected will display.

The user can also click **Save** to download and save a file. A message will display at the bottom of the screen with more options on how to proceed.

![Download complete example](image)

When the user selects the **Open** button, the PDF document will display for viewing or printing.

The user can also select the **Open folder** button to access the location where the document was stored. A folder will open and based on the user’s settings on their computer, the document
may display in a preview mode. In the example below the document is named Training Outline_130650493944462257.pdf.

Note: Documents that are uploaded have an extension number at the end of the document’s name. The document can be renamed and saved to the user’s computer without affecting the document.

The user can also rename the PDF and save the document in an alternate location by selecting the Save as link. A window will open to allow the user to save the document at an alternate location or name.
When the user selects the **Open** button, the PDF document will display for viewing or printing. The user can also select the **Open folder** button to access the location where the document was stored. A folder will open and based on the user’s settings on their computer, the document may display in a preview mode. In this example, the document is named **Training Outline_130529313622853474.pdf**.
11.11.2 Videos

To access a video, click on the button of your choice that has a movie reel icon to the right of the name of on the button. In the example below, the *What is a Professional Development Plan?* button was selected.

![Download button example](image)

A new browser window will display and the user will be redirected to video.

![Video example](image)

To close the video, the user can close the browser by clicking on the × in the upper right corner of the web page.

If additional assistance is needed on videos, refer to the *Help* documentation associated with the application that was used to view the video.
11.12 Find Training

Users can search for trainings from the main page by selecting the state map. The map is set up that if the user is on a desktop or tablet, they can select a county to search for trainings in a specific county.

However, due to the size of the images, if the user is accessing the Find Training from a smartphone, the user will be sent to the Search for Training page without the County selected.

Refer to section 15.2 for more information regarding the Search for Trainings.

11.13 Become a Member

This is a second location to allow the user to access the member application. Refer to section 11.2 for details.
12 Setting up the User Account

Once the user has successfully created their member application, they will receive a notification on Section eight (8) of the member application informing the user that they will receive an email to set up their security questions.

Approval notification example

Setting up a user account requires the user to create a list of security questions and answers so that in the event that they forget their password, they can reset it. To initiate the process, the user must use the email that was sent to them to access the security questions.

The user’s Registry ID number is included in the email and must be used when creating the security questions. Click the Create Security Questions link in the email.

Note: If the user does not receive their email within 24 hours, check the spam folder. Otherwise, contact the Registry at (888) 429-1585 to check the email address on file and re-send the approval notice email.
12.1 Security Questions

When the user selects the link in the approval notice email, the Create Forgot Password page will display with the user’s Registry ID number displaying on the page.

Create Security Questions example

For each security question, click the drop down list and choose a security question. Enter an appropriate answer that the user will remember for each question.

Security Question drop down list example

Three unique security questions and answers must be used to create the Security Challenge. As the user selects a security question, the security question will be removed from the other Security Question drop down lists to prevent duplication.
Once the user selects the three (3) questions and enters an answer for each of the questions, they may select the **Submit** button to access the Password Maintenance page.

Successful submission sends the user to the Password Maintenance page. For more information on creating the password, refer to section **12.2**.

Otherwise, the user may select the **Cancel** button to return to the External Home Page.

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>All security answers need to be different</td>
<td>The user must have three unique answers; one or more answers are the same. Check the answers and try again.</td>
</tr>
<tr>
<td>The Security Answer # field is required</td>
<td>Check the security answers; data does not exist in one or more text boxes. The message will indicate which answer is missing. Enter an answer in the text box and try again.</td>
</tr>
<tr>
<td>Please answer a question for security question #</td>
<td>The user did not select a security question from the drop down list. The message will indicate which question needs to be selected. Select a question from the drop down list and enter or update the security answer.</td>
</tr>
</tbody>
</table>

**12.2 Creating Your Password**

The password maintenance page is designed to allow the user to set up their initial password or change their current password.

To access this page, the user must first create or validate security questions for their account. For more information on creating security questions, refer to section **12.1**. If the user has forgotten their password, refer to section **11.7.1**.
Complex case-sensitive passwords are used in the **PDR**. Create a password using the following characteristics to create a strong password.

- A minimum of eight (8) characters in length
- A maximum of 24 characters in length
- At least 1 uppercase character
- At least 1 lowercase character
- At least 1 number
- At least 1 special character (e.g. @ # $ %)

In the **New Password** text box, re-enter the password that the user created in the previous field.

Click the **Submit** button to save the Password. The system will validate if the password meets minimum standards. If the submission is successful, the user will be redirected to the External Home Page to log into the system.

The user may click the **Cancel** button to terminate the page. The user will be redirected to the External Home Page.

---

**Note:** If the user selects Cancel and does not create the password after creating their security questions, they can select the **Forgot Password** link on the External Home Page and answer their security questions to finish completing the password setup.

---

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.
### Alert Message

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password does not meet security strength guidelines</td>
<td>The user failed to enter a password or a complex password was not used. Enter a new password that meets the password guidelines.</td>
</tr>
<tr>
<td>Passwords do not match.</td>
<td>The Password and New Password fields have different values; adjust the password or new password until both fields match.</td>
</tr>
<tr>
<td>The New password field is required.</td>
<td>The user entered a valid password but did not enter any data in the New Password field; correct entry and try again.</td>
</tr>
</tbody>
</table>

### 12.3 Change Password

Once the security questions and password have been successfully created, a user may change their password at any time once they are logged into the system. To access the Change Password page, click the **Welcome** button in the upper right corner of the web page. This is located below the **Better Beginnings** logo.

Select **Change Password**. This will redirect the user to the Change Password page.

Refer to section 12.2 for more information on how to create a password and the minimum requirements needed for password maintenance.
13 Internal Home Page

The home page displays when the user successfully logs into the Arkansas Professional Development Registry (PDR).

Home Page example

The page is divided into three sections:

- Message Board
- Notification of Upcoming Events
- Links

The system will allow the PDR staff to be able to communicate to all persons accessing the page by use of the Message Board.

The Message Board may contain one or more messages, and may include graphics and hyperlinks to access important information.

In the second section, the user may see a list of upcoming events. Both members and trainers will see lists of upcoming courses they are scheduled to attend or train within the next 30 days. If the user does not have any events scheduled within the next 30 days, the tables will not display.
To find the full list of all upcoming events, the user can go to the My Trainings tab to see courses they are scheduled to attend. If the person is a trainer, they may go to the Trainer tab to see courses they are scheduled to teach. More information will be found in section 15.1 regarding upcoming courses to attend.

For more information regarding upcoming courses to teach, trainers should refer to the *Arkansas Professional Development Trainer Manual* for more information.

The third section is a set of buttons to access information that will be useful for user. Each of the buttons are discussed in more detail in other sections of this manual.

For more information regarding each of the buttons, refer to following sections of this manual.

<table>
<thead>
<tr>
<th>Button</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending Evaluations</td>
<td>15.5</td>
</tr>
<tr>
<td>Career Lattice</td>
<td>11.3</td>
</tr>
<tr>
<td>Downloads</td>
<td>11.11</td>
</tr>
<tr>
<td>Core Competencies</td>
<td>11.8</td>
</tr>
<tr>
<td>Frequently Asked Questions</td>
<td>11.9</td>
</tr>
<tr>
<td>Trainer Designation Lattice</td>
<td>11.10</td>
</tr>
</tbody>
</table>

*Note: Everyone associated with the Professional Development Registry, regardless as to if they are an employee, trainer or member has access to the Profile and My Trainings tabs. Other tabs found on the site will be based on the user’s access level.*
14 Profile

Once successfully logged in, all active members, regardless of any other roles they may have, will have access to three sections of the *Arkansas Professional Development Registry (PDR)*. These sections are Profile, My Trainings and Resources.

In the Profile section, My Profile, Edit Profile, Release of Information Access and ability to print the Registry ID card are discussed.

To access the Profile section, click on the Profile button located in the furthermost left position of the Navigation Bar.

### 14.1 My Profile

The My Profile page displays a quick synopsis about the user’s account. This page contains seven (7) sections:

#### 14.1.1 Year to Date Training Hours

At the top of the page, the system will display a message that shows the number of training hours that the user has completed since the beginning of the current year. The count will be reset to 0 on January 1 of each year. For a cumulative total number of hours received to date, refer to Level Analysis. For more information about the Level Analysis, refer to section 14.1.7.
Based on the member’s radius, the user can click on the Other Nearby Trainings button to go to the Search for Trainings page for a listing of trainings that are in the user’s predefined area.

Note: If the user has a radius selected in the Edit Profile page, when they select Other Nearby Trainings, the system will only display trainings within the radius of where they live.

For more information about searching for trainings, refer to section 15.2.

14.1.2 Courses Scheduled to Attend

This section will contain a list of all of the classes the user is scheduled to attend in the upcoming 30 days. If they do not have any classes scheduled during this time frame, the table will not display on the page.

Courses Scheduled to Attend example

14.1.3 Courses Scheduled to Train

A table containing a list of all of the courses a trainer is scheduled to teach in the upcoming 30 days will display. If the trainer is not scheduled to teach a class during this time frame, the table will not display on the page.

Courses Scheduled to Train example

Members will not see this section unless they are also trainers.
14.1.4 Access Level

This section will display all of the active access levels, also referred to as roles, the user has been assigned. This will allow the user to be able to understand why they may or may not access certain sections of the application. A member can have multiple access levels.

![Access Level example]

14.1.5 Employment History

The user will now be able to capture employment information more accurately. This section details the employment history entered in the PDR.

If the user does not have employment history entered in the PDR, the system will display a message that there is no employment history found. Click the Add New Employer button to create a record. The page will expand to allow the user to be able to create their employment record. More information on this will be discussed below.

![Add New Employer Button example]

If the user has employment history already saved in the system, a listing of the employment history will display. The user can edit the existing record, add a new record or print their employment history by selecting one of the buttons in the example below.

The user can view address information regarding their employer in the Employment History by selecting the "➕" symbol.

![Collapsed Employment History example]
The user can hide the address information by selecting the “≡” symbol.

**Employment History**

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Employer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td>Self-Enrichment Education Teacher</td>
</tr>
</tbody>
</table>

**Address Line 1:** 4444 W Main  
**City:** Schenectady  
**State:** NY  
**Zip Code:** 12345-6465  
**Work Phone:**

**Expanded Employment History example**

---

**Note:** Changes to employment can also be made by a member’s child care employer or a trainer’s agency on that person’s behalf.

---

Click on the **Select** button in the Employment History table to edit the current employer history or click on the **Add New Employer** button to add additional employment records.

When an existing record is selected or a new record is added, Employment fields will load to the page.
By selecting an Occupation Area, the Occupation Titles drop down list will load Occupation Titles associated to the Area.

*Note:* The PPR only tracks specific occupations. If the user does not find an exact match to their Occupation Title, select a similar Title. If there is not a similar match, the user may select ‘Other’.

The Zip Code field will match the zip code entered to the City, State and County. If the user lives or works in a zip code that covers multiple locations and the location that loads is not the correct location, the user can update this information.

The user can select the **Cancel** button to withdraw any changes that have not been saved. Otherwise, click on the **Save** button to add or update the employment record.
If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Occupation Area field is required.</td>
<td>An occupation area was not selected. Click the drop down list and choose an appropriate area.</td>
</tr>
<tr>
<td>The Occupation Title field is required.</td>
<td>An occupation title was not selected. Choose the most appropriate title from the drop down list; otherwise choose another Occupation Area and Title to try again.</td>
</tr>
<tr>
<td>The Place of Employment is required.</td>
<td>The name of the employer has not been entered. If the user is self-employed, enter the user’s name or type “Self-Employed” in the text box.</td>
</tr>
<tr>
<td>The Address 1 field is required.</td>
<td>The mailing address was not entered on line 1. Enter the address and try again.</td>
</tr>
<tr>
<td>The Zip Code field is required.</td>
<td>The zip code was not entered. Enter a 5 or 9 digit zip code and try again.</td>
</tr>
<tr>
<td>The City field is required.</td>
<td>The zip code entered did not return a valid city or the zip code was not entered. Check the zip code and try again.</td>
</tr>
<tr>
<td>The County field is required.</td>
<td>The zip code entered did not return a valid county or the zip code was not entered. Check the zip code and try again.</td>
</tr>
<tr>
<td>The zipcode should be in the format 00000 or 00000-0000</td>
<td>The zip code must be exactly 5 or 9 digits in length. Check the zip code and try again.</td>
</tr>
<tr>
<td>Work Phone must be in (###) ###-#### format.</td>
<td>The phone number must be exactly 10 digits in length. Check the phone number and correct.</td>
</tr>
</tbody>
</table>

### 14.1.6 Document Upload

The user can send the PDR new certificates, licenses, credentials and proof of memberships for their account at any given time by using the Document Upload tool.

Select the type of document to upload from the **Document Type** drop down menu.
Click the **Browse** button to insert documents that have been scanned and saved to their local computer.

A folder will display. Navigate to the appropriate location that the document is housed to upload the document.

**Note:** The user will only be able to upload one document at a time. All documents uploaded must be in .pdf, .jpg, or .jpeg format.

The user can select the document two ways:
- Search and **double-click** the document to send to the **PDR**.
• Search and **single-click** the document and **click** the **Open** button on the **Choose File to Upload** form.

The selected file will display the location in the computer that the document is coming from.

![Selected File example](image.png)

*Selected File example*

Type in a description of the type of document to be uploaded in the **Document Description** text box.

![Document Description example](image.png)

*Document Description example*

Click on the **Upload** button.

A successful upload will add the file and description name to the Documents table, as displayed in the example below.

![Document Upload example](image.png)

*Document Upload example*

When the user uploads a document, the Approved check box or Rejected Reason will not display. Once the PDR Administrator has reviewed the document submitted, the status of the document will display in the table on the My Profile page.

In the example above, the CDA certificate was denied because the CDA had expired. The NAEYC Membership was approved, and a decision has not been made on the Early Learning Guidelines Credential.

If the administrator needs more information regarding a document that was submitted, they will contact the user by email and provide a list of requested item(s). The date that the administrator requested the information will also be provided.
If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please select a document type from the list.</td>
<td>The user did not indicate the document type from the drop down list. Select the most appropriate document type and try again.</td>
</tr>
<tr>
<td>Please provide a description of the document you are uploading.</td>
<td>A description of the document was not entered. Enter the name of the document, if it is self-explanatory, otherwise provide a brief description of the document.</td>
</tr>
<tr>
<td>The selected file exceeds the maximum file size.</td>
<td>The document that was uploaded was greater than 300 kb. Save the document in a format that is less than 300 kb or mail the document and the PDR will process the request to save the document to your account.</td>
</tr>
<tr>
<td>File must be PDF or JPG.</td>
<td>Only JPG, JPEG and PDF documents are allowed to be uploaded. Convert the document to one of these formats or mail the document and the PDR will process the request to save the document to your account.</td>
</tr>
</tbody>
</table>

14.1.7 Level Analysis
The user’s Level Analysis is a quick snapshot of the data listed in the user’s account. It displays their Member Level, the total number of hours training completed through the Registry as well as other educational information that is on file.

<table>
<thead>
<tr>
<th>Level Analysis</th>
<th>Intermediate 1</th>
<th>Associate Degree</th>
<th>No</th>
<th>Associate ECE?</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours Training</td>
<td>48.25</td>
<td>Bachelors Degree</td>
<td>Yes</td>
<td>Bachelors ECE?</td>
<td>Yes</td>
</tr>
<tr>
<td>Professional Membership</td>
<td>Yes</td>
<td>Masters Degree</td>
<td>Yes</td>
<td>Masters ECE?</td>
<td>No</td>
</tr>
<tr>
<td>ECE College Hours</td>
<td>6</td>
<td>Doctorate</td>
<td>No</td>
<td>Doctorate ECE?</td>
<td>No</td>
</tr>
<tr>
<td>CDA</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Level Analysis example*

College degrees will only display in the level analysis section if the user, or their institution of higher learning, has submitted *original* documents verifying the degree. Once the administrator has validated the college degree, the degree will display in the Level Analysis section.

*Note:* If at any time, the user sees any inaccuracies in this record, please contact a Registry Administrator at (870) 972-3556 or (888) 429-1585 for further assistance.

### 14.2 Edit Profile

The Edit Profile page allows the user to be able to keep their PDR record up to date on their contact information. The page also allows the user to set a radius for searching trainings. In addition, a history of changes will be maintained that the user or the Registry Administrator have made to the user’s account.

To access this page, click the **Edit Profile** button on the **Profile** page.

*Profile > Edit Profile*

The data may be changed by overwriting the fields that need to be edited.

The Zip Code field auto-populates the City, State and County fields. If the zip code entered belongs to multiple communities, the user may update the data to match their location.
Once any edits have been completed, click on the **Save Changes** button to save the records.

*Edit Profile example*

**Note:** The user is limited to changing their name one time. If the user needs to have their name changed and the name has been previously updated, please contact a Registry Administrator at (870) 972-3556 or (888) 429-1585 for further assistance.

Once the record has been successfully saved, the application will display the previous record to the Profile Change History table.
Profile Change History example

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The First Name field is required.</td>
<td>The user has removed the information in this field. Re-enter data in the field or cancel the transaction</td>
</tr>
<tr>
<td>The Last Name field is required.</td>
<td>The user has removed the information in this field. Re-enter data in the field or cancel the transaction</td>
</tr>
<tr>
<td>The Address Line 1 field is required.</td>
<td>The user has removed the information in this field. Re-enter data in the field or cancel the transaction</td>
</tr>
<tr>
<td>The Zip Code field is required</td>
<td>The user has removed the information in this field. Re-enter data in the field or cancel the transaction</td>
</tr>
<tr>
<td>The City field is required.</td>
<td>Either the user has removed information from this field or the zip code that the user entered does not have a matching record; check the zip code and city fields and try again</td>
</tr>
<tr>
<td>The County field is required.</td>
<td>Either the user has removed information from this field or the zip code that the user entered does not have a matching record; check the zip code and county fields and try again</td>
</tr>
<tr>
<td>The Contact Number field is required.</td>
<td>The user has removed the information in this field. Re-enter data in the field or cancel the transaction</td>
</tr>
<tr>
<td>The Phone Type field is required.</td>
<td>The user has changed the phone type to &quot;Select All&quot;; choose the most appropriate phone type and try again</td>
</tr>
<tr>
<td>The Home Address field is required.</td>
<td>The user has removed the information from Address Line 1. Re-enter data into this field or cancel the transaction</td>
</tr>
<tr>
<td>Invalid Email Address</td>
<td>Check the email address; email addresses must contain a “username”, “@” symbol, and “domain name”. Valid email address examples are:</td>
</tr>
</tbody>
</table>
Members are allowed to change their name only once. Call your system administrator at (888) 429-1585.

The user has previously changed their name. For future name changes, contact the administrator for assistance.

Phone must be in (###) ###-#### format.

Check the telephone number; the phone number must be 10 digits in length.

The zipcode should be in the format 00000 or 00000-0000

The zip code must contain exactly 5 or 9 characters; check the zip code and try again

### 14.3 Print Registry ID

Profile > Print Registry ID Card example

The user can open or view or print their Registry ID card by selecting the Print Registry ID Card button.

A message will display at the bottom of the page asking the user if they want to open, save or cancel the transaction.

Click the Open button to access the user’s Registry ID card to print.

Download Complete example

The ID Card will display in a PDF document. To print, click the Printer icon to initiate the printing and follow the instructions
Registry ID Card example

The user may also select the **Save** button to save the ID card to their computer. A message will display at the bottom of the page to allow the user to access their card they saved.

Save coversheet message example

When the user selects the **Open** button, the PDF document will display for viewing or printing.

The user can also select the **Open folder** button to access the location where the document was stored. A folder will open and based on the user’s settings on their computer, the document may display in a preview mode. The document will be named **IDCards.pdf**.
Clicking the **View Downloads** button will display a page that allows the user to track and view their downloaded documents.
14.4 Release of Information Access

As a user, you may want others to be able to view your records. In order to allow someone to view the records, however, a written request must be made to the PDR. The user can find a Release of Information Request form in the Downloads section of the application.

Once a request has been submitted, the administrator will enter the request in the user’s account. If the user has never requested anyone to have access to their records, or if an access has been made, but the request has not been entered, the Release of Info Access button will not display.

Profile > Release of Info Access

For users who have authorized others to be able to see their records, they will be able to manage access of the permissions the requested access.

To view, click the Release of Info Access button to view the list of people that have been granted permissions to view information about the user.

Authorized Release of Information Access example

If the user accesses the page, a list of all people that are currently available to view the user’s records will display.

The user may edit permissions or remove that user from having access to their records.
To edit a person that the user has authorized a release of information, click the **Edit** button on the record to be edited.

The user will be redirected to a Release of Information Access page that lists the current permissions of the person who has access to the user’s records.

To change any permissions, select or de-select any field.

**Edit Release of Information Access example**

Click the **Save** button to save any changes that were made. The user will be redirected to the Authorized Release of Information Access List and a message will display notifying the change was successfully updated.

---

**Note:** When the user completed their membership application, they were notified that Arkansas Department of Human Services has permissions to view the user’s records. Additionally, if the user is employed in a licensed child care facility in the State of Arkansas, their employer has access to view their training records. Permissions cannot be removed or adjusted for these two entities.
Click the **Cancel** button to cancel the transaction. The user will be redirected back to the Authorized Release of Information Access page and the changes will be terminated.

To remove someone from the authorization list, click the **Remove** button. A message will display to confirm the deletion.

Click the **Remove** button to end the Release of Information access. The user will be redirected to the Authorized Release of Information Access List and a message will display notifying the change was successfully updated.

Click the **Back to List** button to cancel the transaction. The user will be redirected back to the Authorized Release of Information Access page and the termination of the access will be cancelled.

---

**Delete Release of Information Access example**

Click the **Remove** button to delete this member from viewing your information. A message will display to confirm the deletion.

**Profile->Release of Info Access**

**Delete Member From Release of Information Access**

Are you sure you want to delete this member from viewing your information?

Authorized Person: Mary Smith

[Remove] [Back to List]

---

**Note:** Once an authorized person’s access has been removed from the user’s account; the user will have to complete a new Release of Information Request if they should ever wish to give that person access again in the future.
15 My Trainings

The My Trainings page houses anything training-related that a member would need to access. By selecting the second button titled My Trainings, the user will be able to access courses they are scheduled to attend, search and schedule training, print the training transcript and course certificates, as well as complete the evaluations on courses the user has attended.

15.1 My Upcoming Courses

Click the Upcoming Courses button to access a list of the trainings that the user is pre-registered to attend. Courses that have already taken place will not display in the list.

Upcoming Courses example

Click the Select button on a specific class in the list to see detailed training information regarding the course.
15.1.1 Training Information

The Training Information page contains four (4) sections:

1. **General Course Information**

   In section one (1), the user will find general information for the course such as Name, Location, Date(s) and Time. In addition, they will also find other information such as if they should prepare to bring or purchase lunch.

2. **Trainer Information**

   Section two (2) details information about the primary trainer scheduled to teach the course. This section provides contact information.

3. **Map**

   Training Information example
The map is a graphical representation, providing a visual snapshot of directions from the user's address listed in their profile to the location of the training.

When the page loads, several features on the Google map will be provided.

<table>
<thead>
<tr>
<th>Item</th>
<th>Click This</th>
<th>To Do This</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>![A]</td>
<td>Provides an approximate starting address on the map</td>
</tr>
<tr>
<td>2</td>
<td>![B]</td>
<td>Provides an approximate ending address on the map</td>
</tr>
<tr>
<td>3</td>
<td>![Terrain]</td>
<td>Changes the graphic to a terrain map; unselecting the check box will revert the map back to the default street map</td>
</tr>
<tr>
<td>4</td>
<td>![Satellite]</td>
<td>Changes the graphic to a satellite image. The user can add or remove labels by selecting the check box. To switch back to street view, select the Map button as in item 3.</td>
</tr>
<tr>
<td>5</td>
<td>![Street]</td>
<td>Click and dragging this icon to a street allows the user to see a street view. Click the &quot;X&quot; in the upper right corner to return to street view.</td>
</tr>
</tbody>
</table>
Click the “+” button allows the user to see a close up of the map.

Click the “−” button allows the user to see a larger area of the map (bird’s eye view).

The screen shots below are pictorials of how the map will behave as the user selects each of the items in the table above.
15.1.4 Detailed Course Information

The detailed course information in section four (4) provides the user with an in-depth description about the course as well as key words to assist in future searches. Also displayed in this section is a list of the key content areas that are covered in the class, the training level and the target audience for the class. A Train the Trainer check box, for trainers who are in search of these types of courses, is also listed.

15.1.2 Cancelling Pre-Registration

Withdrawing from a class is simple. By accessing the upcoming class list, simply select the **Cancel Registration** button to cancel the course registration so someone else can attend.
**Upcoming Courses example**

The user will need to confirm that they wish to cancel the course, in the event that they clicked the button inadvertently.

**Confirm Cancellation of Pre-registration example**

Click on the Cancel button to return to the previous page or click Confirm to finish withdrawing from the course.

---

**Note:** Seating for classes is limited! Withdrawing from a class will allow someone else to be able to register for the course.

---

**15.2 Search for Trainings**

The Search for Trainings page provides several search features to assist the user in locating the training to suit their needs.
15.2.1 Search Criteria

To assist in understanding the functionality for the Search for Training page, the page has been broken down into 21 sections.
15.2.1.1 General Search

The general search text box allows the user to search using free-form text for courses. Data entered in this field will search the course title, key words, as well as the detailed description for the course.

Type the word or phrase into the search text box and click on the Search button to initiate a search.

If there are one or more records that match the search criteria entered, a list of courses will display.

If there is not a result that matches the criteria, the system will ask the user if they wish to expand their search criteria or allow the user to request a class. More information regarding wish lists is discussed in section 15.2.4.

15.2.1.2 Number of Records

The system will display a count of the number of records that met the search criteria that was entered.

15.2.1.3 Sorting Data

Note: One or more search criteria can be applied during a search. However, if too many search criteria are applied, near matches may be excluded. It is recommended to limit the number of search criteria to no more than three (3) filters for best results.
Search results will automatically display based on the Start Date. However, the user can change the way that the data is displayed if they want to search based on the distance from their profile address or can alphabetize the records by Course Title.

15.2.1.4 Contracted Trainings

Contracted trainings refer to the trainings that the Division of Childcare and Early Childhood Education has pre-approved to meet certain licensing requirements.

Note: The number, found to the right of a filter value, indicates the number of records that meet the current display results. As the user further filters their search criteria, the number will change based on the new filters.

15.2.1.5 Course Name

The Course ID number and Course Name displays for each record found in the user’s search criteria. This information contains a hyperlink to the detailed Training Information page for that course. Click the Course ID or Course Name to access this page. Refer to section 15.1.1 for details regarding the Training Information page.
15.2.1.6 Course Information

Site Address example

The location of each course will display. On the first line, the site location displays. The remainder of the information is the address where the course will be held. In the graphic listed above, an extra address line is listed that shows specifically which room within the site location that the event is being taught in.

15.2.1.7 Trainer Information

Trainer Information example

The primary trainer’s name and a contact phone number also displays in the address area.

15.2.1.8 Course Date and Time

Course Date and Time examples

The Course Date(s) and Time display. If the course is a one day course, e.g., the course starts and ends on the same date, only the Start Date will display. If the course runs over multiple days, both the Start and End Date will display.

The Start and End Time will display for each course.

15.2.1.9 Course Clock Hours
Clock Hours example

The total number of clock hours allowed for course credit displays beneath the time. Be sure to check the detailed information to determine the exact start and end dates and times for courses that contain sections or modules.

15.2.1.10  Distance

Distance example

The **Professional Development Registry** now offers an estimated distance from the user’s Profile Address information to the Site Location of the training course. For Online trainings, the system will notify the user that this is an online class that can be taken anywhere.

**Note:** The distance to the course cannot be determined if the user is not logged into the application. Therefore, searches for trainings from the external home page will show the distance based on the user’s current location. Once the user has logged into the system, they will see the distance based upon their profile address information.

15.2.1.11  Get Directions

*Get Directions button example*

On Site training courses will now provide the user with the actual directions from their location. As in the note in 15.2.1.10, the directions will be determined based on whether the user has
logged into the application. Click on the Get Directions button to access this page. Refer to section 15.2.3 for more information about the Directions page.

15.2.1.12 Items per Page

Items per Page example

Items per Page drop down list example

When the user first accesses the Search for Trainings page, the number of courses will default to ten (10) records per page. However, the user can change this to display more records by selecting a value in the drop down list.

15.2.1.13 Search by Date

Search by Dates filter example

One of the search filters provided by the Arkansas Professional Development Registry application is the ability to search for trainings during a specific date range. The user may manually enter the dates in the Start and End Date fields or click on the Calendar to select the dates they wish to search by.
**Date Picker Calendar example**

If there is invalid information for any fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date is greater than the End Date</td>
<td>The user entered an end date that takes place before the start date. Check both dates and correct either the start date or the end date and try again</td>
</tr>
<tr>
<td>An invalid start or end date was entered</td>
<td>The user entered a date that doesn’t exist; check the start and end date and correct</td>
</tr>
<tr>
<td></td>
<td>Examples include: 02/29/2015 or 04/31/2015</td>
</tr>
</tbody>
</table>

**Note:** Dates that are in gray are selectable dates. If the user manually enters in the date in the text box, the date picker will automatically change as data is entered.

15.2.1.14 Search by Location
Search by Location filter examples

To search by city, select the drop down list to and then click on a city.

The drop down list will show all of the locations in which there are trainings. If a city is not shown, then there are no trainings being held at that location.

Alternately the user can select a location by zip code by manually entering the zip code the user wishes to search by.

15.2.1.15 Search by County

Search by County filter example

The user can search by one or more counties by selecting the specific counties they wish to search within.
15.2.1.16  Search by Key Content Area

Search by Key Content Area filter example

Searching for courses that deal with specific Key Content Areas can be completed by selecting one or more check box(es).

15.2.1.17  Search by Course Type

Search by Course Type

This filter allows the user to be able to search for On-Site classes, Conferences or Online classes. For example, e-learning may not be an option for some students because of how they learn. By selecting the on-site classes, the user can remove the online classes from the list.

15.2.1.18  Search by Radius
The user can tailor their search to be within a specific area from their location. For instance, if they only want to see trainings within a 50 miles radius, they would select the number 50 in the drop down list.

15.2.1.19 Search by Training Level

If the user wants to filter for specific training levels, e.g., advanced courses, click on the check box(es) to tailor the course list to display classes based on that specific level.

15.2.1.20 Saving Search Filters
The user can save their filters they use frequently by naming the search. This will allow them to return to the Search for Trainings page and select the filter to automatically search for the courses based on their saved filter selections. The saved searches will continue to be available for 90 days from the date the user saved the filter.

To save a search filter, enter the various parameters that need to be set, such as Key Content Area or County. Enter a name in the **Name your saved filters** text box. For example, if the user searched for courses on Child Growth and Development that are located in Pulaski County, they may want to name it “Pulaski Child Growth and Development”. Click on the **Save Search Filters** button to save the record. The user will receive a message to confirm the record. They may cancel by clicking on the **Cancel** button or click on **OK** to confirm.

Once a search filter is saved, a record will display below the **Save Search Filters** button. Click on the search name and the system will search and display all trainings that meet the filters that were set for that record.
15.2.2 Registering a Course

Members, and Directors registering their staff, can pre-register someone for a course.

15.2.2.1 Member Registration

To access the Member Registration page for a particular course, click the **Register** button for the specific course the user wishes to register for.

The Training Registration form will pre-fill the course details and the member’s information. Click on the **Submit** button to register for the course.

![Training Registration Form example](image)

A successful pre-registration will display the following notification:
Successful Pre-Registration example

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>You are already registered for this training course. Click the Cancel Registration to cancel.</td>
<td>You or someone on your behalf pre-registered you for the class you are currently attempting to register.</td>
</tr>
<tr>
<td>You are not able to register for this training as this training conflicts with another training’s schedule.</td>
<td>The user has another class scheduled that is during the same time frame as the existing class that the user is attempting to register. Either cancel the transaction or withdraw from the original class and then register for the new class.</td>
</tr>
<tr>
<td>You cannot register for this training as there are no available seats.</td>
<td>If the course the user has selected does not have any available seats, the user will be able to request a placement on the waitlist. More details regarding wait lists can be found in section 15.2.2.2.</td>
</tr>
</tbody>
</table>

15.2.2.2  Wait Lists

The Arkansas Professional Development Registry is now allowing members to waitlist for a class in the event that seats become available. The following message will display when the user selects the Submit button on the Training Registration Form, when the Number of Seats Remaining is 0.
Waitlist Message example

Click **No** to cancel the transaction.

Click **Yes** to be placed on the list.

**15.2.2.3 Placement on the Wait List**

For most classes, placement on the wait list is based on the first come, first serve basis rule. However, some classes, which were developed for Better Beginnings quality improvement, are geared with the child care facility in mind.

The wait list for DCCECE contracted trainings will be determined by the Better Beginnings level of a facility. Child care facilities with a higher Better Beginnings level will receive preferential treatment over lower level, or non-Better Beginnings facilities. Members who are actively employed in a Better Beginnings facility will be placed higher on the wait list than non-Better Beginnings facilities or members who are not employed in a child care facility.

*For example:* The class is Pre-K ELLA. A member employed in a Better Beginning Level 2 child care facility will be placed higher on the waitlist than a member who is already on the wait list employed at a Better Beginning 1 facility.

If there are multiple members employed at facilities of the same Better Beginning level on the wait list, the priority will be based on whom, within that Better Beginnings level was placed on the wait list first.

**15.2.3 Directions**

When the user clicks the **Directions** link on a course result, a set of directions will display to assist the user with turn by turn directions to the training location. If they are logged into the application at the time they select this link, the directions will be based off of their profile address.
If the search was completed while they were not logged into the application, the directions will be based from where the user is currently located at the time they accessed the page.

The page can be closed by clicking the "" in the upper right corner or by clicking the OK button in the lower right corner.

Directions example

15.2.4 Wish List

There will be times when the user is unable to locate the class they are searching for. Wish Lists can be created to let an agency know that the user is looking for a specific type of course or specific location for the course.

Wish list message example

What type of courses should be placed on a wish list?

- The user sees the course they want, but it is not at a location near them
- There is a course has been listed in the past, but is not currently being offered
• The user sees the course but needs the course to be scheduled on an alternate day, e.g., it is offered at night but the user needs to be able to attend the class on a Saturday.

---

**Note:** Wish lists were designed to let the agency know there is a need for a particular class, whether by location, date or type of class. Agencies may or may not be able to schedule the course based on their current schedule or financial constraints. However, it will help them know what is being requested and where the requests are coming from for future scheduling.

---

### 15.2.4.1 Creating the Wish List

Agencies would need more information than what the Search for Training page provides. A short questionnaire will display to complete the transaction.
The search criteria that was entered in the Search for Trainings search text box will be imported to the questionnaire. The user may add additional terms to more fully describe what type of training that they are looking for. In the example below, “nutrition” was the search criteria from the Search for Training page. The word “obesity” was added to more fully describe the type of training the requestor is looking for.

**Search Terms example**

A date may be entered, if the user has a specific date that they want to have the training scheduled by. If no date is entered, the form will default to 90 days from the date the form was completed.

**Date text box example**

The user can manually enter a date or use the date picker that displays on the form to enter the date.

**Date picker example**

**County text box example**
As the user enters the county of their choice in the text box an auto-complete will display to allow the user to correctly enter the county they would like the training in. The County is not a required field and can be left blank. The user may select the **Clear** button to clear the entry.

**Key Content Area check boxes example**

To better assist the agency, select up to five (5) key content areas. The user will receive an error message if more than five (5) areas are selected. This will assist the agency to determine what areas of training to concentrate in. The user may select the **Clear** button to clear the entry.

**Training Level radio buttons example**

Select a radio button in the Training Level section to let the agency know what depth of training the user is searching for. The user may select the **Clear** button to clear the entry.

**Name Wish List example**
Once the form has been completed, name the form and click the **Save** button. The system will determine if the minimum requirements are met. Upon successful submission of the form, the user will receive a confirmation message that the request was created.

You have successfully created a new Wish List.

**Success example**

Additionally, the system will save the name of the Wish List to the form so that if the user submits a request in the future they can see what they have previously created. The list will show up to the last five (5) requests sent.

<table>
<thead>
<tr>
<th>ABC Training For Arkansas County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arkansas County CPR Class</td>
</tr>
<tr>
<td>CPR</td>
</tr>
<tr>
<td>Cardiopulmonary resuscitation</td>
</tr>
</tbody>
</table>

**Previous Wish Lists example**

If the user wants to terminate the request before they have submitted it, they can click the **Cancel** button to cancel the request. The user will be redirected to the Search for Trainings page.

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot select more than 5 Key Content Areas.</td>
<td>The system will remove the last key content area that was selected. If that key content area is needed, review the other key content areas and select no more than five key content areas</td>
</tr>
<tr>
<td>An invalid date was entered</td>
<td>The user entered a date that doesn’t exist; check the date and correct</td>
</tr>
<tr>
<td></td>
<td>Examples include: 02/29/2015 or 04/31/2015</td>
</tr>
<tr>
<td>Only future dates are allowed</td>
<td>The user entered a past or current date. Correct the date and try again</td>
</tr>
</tbody>
</table>
At least one search term must be entered

The user removed the search terms from the questionnaire. Enter at least one search term. If multiple terms are entered, separate each term with a comma.

Examples include: childhood, early learning

Please name your Wish List

To submit the Wish List, a name is required. Please enter a name and try again.

15.3 Training Transcript

The training transcript is a summary of the user’s education and professional development that the PDR has on file.

My Trainings > Training Transcript

To access the Training Transcript, select the Training Transcript button in the My Trainings section. A parameter page will display allowing the user to be able to look at all of their history or only more recent history.

15.3.1 Transcript Parameter Page

Select the most appropriate Date Type from the drop down list.
Date Type drop down list example

A Start and End Date text will appear based on the selection made.

Parameter page with Start and End Date example

Date Picker example

The user can enter the start and end date manually or use the date picker to enter the dates they want.

An explanation of the date types are below:

<table>
<thead>
<tr>
<th>Date Type</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td></td>
</tr>
<tr>
<td>Current Calendar Year</td>
<td></td>
</tr>
<tr>
<td>Date Range</td>
<td></td>
</tr>
<tr>
<td>Past Two Years</td>
<td></td>
</tr>
<tr>
<td>Current State Fiscal Year</td>
<td></td>
</tr>
<tr>
<td>Prior State Fiscal Year</td>
<td></td>
</tr>
<tr>
<td>Selection</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>All</td>
<td>This selection will pull all records available on the user from 01/01/2000 to the present date.</td>
</tr>
<tr>
<td>Current Calendar year</td>
<td>This selection will display records that are from 01/01/xxxx of the current year to the present date.</td>
</tr>
<tr>
<td>Date Range</td>
<td>The user will be allowed to specify the exact start date and end date and only trainings that have occurred during this time period will display.</td>
</tr>
<tr>
<td>Past Two Years</td>
<td>This selection displays records for the previous year and the current year. For example, if today is Mar 23, 2015 and the user selects Past Two Years the results will be for the time period of 01/01/2014 – 03/23/2015.</td>
</tr>
<tr>
<td>Current State Fiscal Year</td>
<td>The State Fiscal Year is July 1 through June 30 each year. For example, if today is Feb 3, 2015, the report would be for all activity from 07/01/2014 through 02/03/2015.</td>
</tr>
<tr>
<td>Prior State Fiscal Year</td>
<td>This selection would look at the previous state fiscal year that has already ended. For example, if today is Feb 3, 2015, the report would be for all activity from 07/01/2013 through 06/30/2014.</td>
</tr>
</tbody>
</table>

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>You cannot enter a start date greater than the end date</td>
<td>The user entered an end date that takes place before the start date. Check both dates and correct either the start date or the end date and try again</td>
</tr>
<tr>
<td>An invalid start or end date was entered</td>
<td>The user entered a date that doesn’t exist; check the start and end date and correct</td>
</tr>
<tr>
<td></td>
<td>Examples include: 02/29/2015 or 04/31/2015</td>
</tr>
</tbody>
</table>

When the user selects the Run Report button, a message will display at the bottom of the screen to allow you to Open, Save or Cancel the transaction.

Save transcript example
Click the **Open** button; the Transcript will display.

![Training Transcript example](image)

*Training Transcript example*

The user may also select the **Save** button to save the Training Transcript to their computer. A message will display at the bottom of the page to allow the user to access their document they saved.

*Download complete message example*

When the user selects the **Open** button, the PDF document will display for viewing or printing.

The user can also select the **Open folder** button to access the location where the document was stored. A folder will open and based on the user’s settings on their computer, the document may display in a preview mode. The document will be named **TrainingTranscript.pdf**.
Preview example

Clicking the **View Downloads** button will display a page that allows the user to track and view their downloaded documents.
**View download example**

The Training Transcript has five (5) basic sections:

1. Identifying Information
2. Education
3. Professional Development
4. Member Level History
5. Trainer Level History

---

**Note:** Some sections of the Training Transcript are specifically for Trainer related activities. Members, who are not trainers, will not see these sections in their Training Transcript.

---

15.3.2 Identifying Information

The identifying information is the current information that is on file for that member. This information includes their address, what type of member and what level they are. The Level will be based off the type of member. For example, a member who is also a trainer will be designated as a trainer and will display their trainer, rather than member level.

15.3.3 Education

The education section of the transcript displays all degrees and credentials that have been validated by the **PDR**.
15.3.3.1 Degrees

Training Transcript Education example

Note: Transcripts which have been submitted but not yet validated will not display on the Training Transcript. Additionally, copies of college transcripts that are not verified will not appear.

15.3.3.2 Professional Credentials

Professional Credentials will not be listed in the initial release of the Training Transcript. The credentialing process is being reevaluated and changes will be taking place later this year. The decision was made to exclude the Credential section until this process is complete.

15.3.4 Professional Development

The professional development section of the training transcript details all conferences and events that the user has attended during the time range selected.

Note: Courses that are not PDR-approved will not display on the transcript.

15.3.4.1 Conferences Attended

Training Transcript Conferences Attended example
The document will display a list of all conferences, their start dates, the number of hours credit attained for each conference and the total number of hours received.

15.3.4.2 Other Trainings Attended

A detailed listing of the specific training events will display indicating the name of the course, when the course occurred, who taught the course and the number of hours credit received for each course.

The document will also provide a total number of hours received for the time period.
15.3.4.3 Training Summary for Time Period

The summary of the trainings attended breaks down how many hours credit was received for ADE (Arkansas Department of Education) and Registry-Approved hours.

15.3.3.4 Training Summary by Key Content Area

The user will be able see at a glance what key content areas they have been trained. More than one Key Content Area can be assigned to a course. At this time, the Registry does not distinguish the percentage of time devoted to a specific key content area.

---

**Note:** Changes are underway to provide a more realistic measurement of how much time was devoted to specific key content areas and should be available in late 2015.
15.3.3.5  *Trainings Conducted*

<table>
<thead>
<tr>
<th>Year</th>
<th>Title</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>Caregiver Certificate Program: Child Development 0 To 3</td>
<td>3.50</td>
</tr>
<tr>
<td>2014</td>
<td>Concentric Learning</td>
<td>18.00</td>
</tr>
<tr>
<td>2014</td>
<td>Conscious Discipline - Infants And Toddlers Part 1</td>
<td>12.00</td>
</tr>
<tr>
<td>2014</td>
<td>Conscious Discipline - Infants And Toddlers Part 1</td>
<td>12.00</td>
</tr>
<tr>
<td>2014</td>
<td>Conscious Discipline - Part 1</td>
<td>6.50</td>
</tr>
<tr>
<td>2014</td>
<td>Early Learning Guidelines for the Administrator</td>
<td>8.25</td>
</tr>
<tr>
<td>2014</td>
<td>HRM Journal: Human Resources Management In Early Childhood Programs</td>
<td>30.00</td>
</tr>
<tr>
<td>2014</td>
<td>Pre-K Framework Handbook</td>
<td>6.00</td>
</tr>
<tr>
<td>2014</td>
<td>Pre-K Framework Handbook</td>
<td>6.00</td>
</tr>
<tr>
<td>2014</td>
<td>Pre-K Social-Emotional Learning (Pre-K SEL)</td>
<td>6.00</td>
</tr>
<tr>
<td>2014</td>
<td>Trainer Orientation 1</td>
<td>8.00</td>
</tr>
</tbody>
</table>

*Training Transcript Trainings Conducted example*

For trainers, the transcript will display a list of all of the trainings that the user has conducted during the time period selected. This will include the number of hours credited for a member who attended the course.

15.3.3.6  *Trainings Conducted for Time Period*

<table>
<thead>
<tr>
<th>Year</th>
<th>Training Types</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>Total Training Hours (Registry Approved)</td>
<td>12.00</td>
</tr>
<tr>
<td>2015</td>
<td>Subtotal</td>
<td>12.00</td>
</tr>
<tr>
<td>2014</td>
<td>Total Training Hours (Registry Approved)</td>
<td>60.00</td>
</tr>
<tr>
<td>2014</td>
<td>Subtotal</td>
<td>168.25</td>
</tr>
<tr>
<td>2013</td>
<td>Total ADE Training Hours</td>
<td>2.00</td>
</tr>
<tr>
<td>2013</td>
<td>Subtotal</td>
<td>2.00</td>
</tr>
</tbody>
</table>

*Training Transcript Trainings Conducted by Training Type example*

This section displays the training courses that were conducted by a trainer. It differentiates the ADE (Arkansas Department of Education) credited classes from the registry approved trainings. Trainers that were not approved by the Registry will not display.
15.3.3.7  Trainings Conducted by Key Content Area

Training Transcript Trainings Conducted by Key Content Area example

In this section, the trainings that were conducted by a trainer are broken down by the key content areas that were taught.

<table>
<thead>
<tr>
<th>Key Content Area</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Planning and Management</td>
<td>46.00</td>
</tr>
<tr>
<td>Professional Development and Leadership</td>
<td>16.00</td>
</tr>
<tr>
<td>Positive Interaction and Guidance</td>
<td>36.25</td>
</tr>
<tr>
<td>Learning Environment and Curriculum</td>
<td>63.75</td>
</tr>
<tr>
<td>Family and Community</td>
<td>21.50</td>
</tr>
<tr>
<td>Child Observation and Assessment</td>
<td>21.50</td>
</tr>
<tr>
<td>Child Growth and Development</td>
<td>63.50</td>
</tr>
<tr>
<td><strong>Total Hours</strong></td>
<td><strong>268.50</strong></td>
</tr>
</tbody>
</table>

*Note: Changes are underway to provide a more realistic measurement of how much time was devoted to specific key content areas and should be available in late 2015.*

15.3.4  Member Level History

Training Transcript Member Level example

This section displays all of the levels that the user held since becoming a member of the registry.
15.3.5 Trainer Level History

![Trainer Level](image)

*Training Transcript Trainer Level example*

This section displays all of the levels that trainer has held since becoming a trainer within the registry.

15.4 Training Certificates

![My Trainings > Training Certificates example](image)

Training Certificates are available for the user to have personal documentation of the courses that they have attended.

**Note:** For Arkansas licensed child care facilities, the Division of Child Care and Early Childhood Education does not accept printed training certificates as proof of professional development hours. For accreditation purposes, proof of professional development hours will be verified directly from the Arkansas Professional Development Registry.

15.4.1 Certificate Parameters

When the user selects the **Training Certificates** button in the **My Trainings**, the user will be redirected to a page listing all of the courses that the user has completed.
A member can access and print or save a copy of their training certificates for the courses they completed by selecting the specific training course they completed. Click the **Training Class ID** check box listed to the left of the training class the user has completed.

**Note:** Training courses which were started but not completed will not display in the list.

15.4.2 Certificate

The user can open or view or print a certificate by selecting the **Submit Query** button.

A message will display at the bottom of the page asking the user if they want to open, save or cancel the transaction.

Click the **Open** button to access the selected certificate to print.
Save Certificate example

The training certificate will display in a PDF document. To print, click the Printer icon to initiate the printing and follow the instructions.

![Certificate of Completion](image)

Training Certificate example

The user may also select the Save button to save the certificate to their computer. A message will display at the bottom of the page to allow the user to access the document they saved.

Download message example

When the user selects the Open button, the PDF document will display for viewing or printing.
The user can also select the **Open folder** button to access the location where the document was stored. A folder will open and based on the user’s settings on their computer, the document may display in a preview mode. The document will be named **TrainingClassCertificate.pdf**.

**Preview example**

Clicking the **View Downloads** button will display a page that allows the user to track and view their downloaded documents.
15.5 Pending Evaluations

When a member has attended a course, evaluations are set up to provide feedback to trainers to help them know if the course provided value to the attendee. Evaluations are now completed online.

Evaluations are not available to the attendee until the Trainer has submitted attendance for the course. The user will be notified by email when the course evaluation form is available.

In the event that the email address the PDR has on file in the application is incorrect, the user can check the Pending Evaluations page for evaluations they need to complete.

If there are Pending Evaluations, the number of records will display on the button.
To access a pending evaluation, click the **Pending Evaluations** button to access the list of Evaluations ready for completion.

### 15.5.1 Pending Evaluation List

**Pending Evaluations List example**

When the user accesses the Pending Evaluations page, they will find a list of evaluations on courses that they have recently taken.

Once an evaluation has been completed on a course, the record will no longer display on the page. If the evaluation has not been completed within one year (365 days) from the date attendance was submitted on the course, it will be removed from the list.

To access the evaluation, click the **Select** button on the record to be accessed.

### 15.5.2 Evaluation Form

The Evaluation Form is broken down into two sections:

- Statistical Information regarding the audience
Statistical Data on Evaluation form example

To complete the statistical information select the drop down list for each question and select the most appropriate answer.

![Select the one that BEST describes your position](image)

**Statistical Information Drop Down List example**

- Evaluation questions about the trainer and course

![Evaluation Questions example](image)

**Evaluation Questions example**

Evaluation Questions are currently geared on a one (1) to five (5) rating scale.

- 5 = Excellent
- 4 = Above Average
- 3 = Average
- 2 = Below Average
The selections the user makes during completion of the evaluation will later be merged and converted into an analysis as to how the class was received by all attendees.

<table>
<thead>
<tr>
<th>Evaluation Questions</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The trainer was knowledgeable on this topic.</td>
<td>Excellent Above Average Average Below Average Poor</td>
</tr>
</tbody>
</table>

**Evaluation Questions Drop Down List example**

To best assist the trainer in understanding their strengths and weaknesses, it is recommended to answer all of the Evaluation Questions and provide feedback Comments.

Click the **Cancel** button to return to the evaluation to complete at a later time; otherwise, click the **Submit** button to save the record.

---

**Note:** Once an evaluation form has been completed and submitted, the form can no longer be accessed. Please complete the form before selecting the Submit button.

---

Once the form has been submitted, the application will redirect the user to the Pending Evaluations page so they can complete any other pending evaluations they may have.

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position is required.</td>
<td>The statistical information on the Pending Evaluation form is required. Choose the most appropriate position from the drop down list on the statement “Select the one that BEST describes your position:”</td>
</tr>
<tr>
<td>Age group is required.</td>
<td>The statistical information on the Pending Evaluation form is required. Choose the most appropriate position from the</td>
</tr>
<tr>
<td>Years of experience is required.</td>
<td>The statistical information on the Pending Evaluation form is required. Choose the most appropriate position from the drop down list on the statement “I have been in the childcare early education profession.”</td>
</tr>
</tbody>
</table>

| drop down list on the statement “Select the one that BEST describes the age group you work with.” |  |
16 Annual Renewals

Once a year, at the user’s anniversary, the system display an Edit Profile page for the user to review to verify that the address information is up to date.

Annual Renewal example

The user should review all fields on the form to ensure that nothing has changed.

If no changes have occurred, click the No Changes button. The user will be redirected to their internal home page.

This form provides the user the opportunity to update the user’s contact information to ensure that contact information remains up to date. It also allows the opportunity to review the radius of the training area the user is willing to travel.

Make any necessary changes and click the Save Changes button to update the user’s profile data.

**Note:** The user can update their profile information at any time by logging in and accessing the Edit Profile page in the Profile section.
Once the form has been submitted, the application will redirect the user to the internal home page.

If there is missing or invalid information for any mandatory fields on the page, the user will receive an appropriate notice as to what is missing or incorrect.

Examples of invalid or missing information display in the table below.

<table>
<thead>
<tr>
<th>Alert Message</th>
<th>Cause and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The First Name field is required.</td>
<td>The user has removed the information in this field. Re-enter data in the field or cancel the transaction</td>
</tr>
<tr>
<td>The Last Name field is required.</td>
<td>The user has removed the information in this field. Re-enter data in the field or cancel the transaction</td>
</tr>
<tr>
<td>The Address Line 1 field is required.</td>
<td>The user has removed the information in this field. Re-enter data in the field or cancel the transaction</td>
</tr>
<tr>
<td>The Zip Code field is required</td>
<td>The user has removed the information in this field. Re-enter data in the field or cancel the transaction</td>
</tr>
<tr>
<td>The City field is required.</td>
<td>Either the user has removed information from this field or the zip code that the user entered does not have a matching record; check the zip code and city fields and try again</td>
</tr>
<tr>
<td>The County field is required.</td>
<td>Either the user has removed information from this field or the zip code that the user entered does not have a matching record; check the zip code and county fields and try again</td>
</tr>
<tr>
<td>The Contact Number field is required.</td>
<td>The user has removed the information in this field. Re-enter data in the field or cancel the transaction</td>
</tr>
<tr>
<td>Invalid Email Address</td>
<td>Check the email address; email addresses must contain a “username”, “@” symbol, and “domain name”. Valid email address examples are: <a href="mailto:johann.x.example@dhs.arkansas.gov">johann.x.example@dhs.arkansas.gov</a> and <a href="mailto:jxexample@example.com">jxexample@example.com</a></td>
</tr>
<tr>
<td>Phone must be in (###) ###-#### format.</td>
<td>Check the telephone number; the phone number must be 10 digits in length.</td>
</tr>
<tr>
<td>The zipcode should be in the format 00000 or 00000-0000</td>
<td>The zip code must contain exactly 5 or 9 characters; check the zip code and try again</td>
</tr>
</tbody>
</table>
17 Statement of Understanding

The first time that a user logs into the PDR, a Statement of Understanding will display upon successful access to the application.

Until the Statement of Understanding is accepted, the user will be unable to access the application.

Statement of Understanding example

Click the Yes button if the user accepts the terms of agreement. The user will be redirected to the internal home page.

If the user does not accept the terms, click the No button. The user will be logged out of the system and no further access allowed until the Statement of Understanding is accepted.
Appendix A: Vendor Lists

The table below is a table of the agencies that the *Arkansas Professional Development Registry* contracts with to provide events. Trainers who are not associated to an agency are not listed in the table below.

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Agency Address</th>
<th>Contact Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arkansas Head Start Association</td>
<td>1400 W Markham Ste 406 Little Rock AR 72201</td>
<td>(501) 371-0740</td>
<td><a href="mailto:jackied@arheadstart.org">jackied@arheadstart.org</a></td>
</tr>
<tr>
<td>Arkansas State University Childhood Services</td>
<td>PO Box 808 State University AR 72467</td>
<td>(870) 972-3055</td>
<td><a href="mailto:prof_registry@astate.edu">prof_registry@astate.edu</a></td>
</tr>
<tr>
<td>Arkansas State University Jonesboro R &amp; R</td>
<td>PO Box 808 State University AR 72467</td>
<td>(870) 972-3055</td>
<td><a href="mailto:jbattle@astate.edu">jbattle@astate.edu</a></td>
</tr>
<tr>
<td>Child Care Connections</td>
<td>3805 McCain Park Dr Ste 120 North Little Rock AR 72116</td>
<td>(501) 374-0330</td>
<td><a href="mailto:terrie.baker@childcareawarecswa.org">terrie.baker@childcareawarecswa.org</a></td>
</tr>
<tr>
<td>Howard Dawson Educational Coop</td>
<td>711 Clinton St Arkadelphia AR 71923</td>
<td>(870) 246-3077</td>
<td><a href="mailto:tonjal@dawsonesc.com">tonjal@dawsonesc.com</a></td>
</tr>
<tr>
<td>Jefferson Comprehensive Care R &amp; R</td>
<td>1203 W Pullen St Pine Bluff AR 71601</td>
<td>(870) 466-4550</td>
<td><a href="mailto:elaine@ipa.net">elaine@ipa.net</a></td>
</tr>
<tr>
<td>National Park (Community) College: Child Care Aware of West Central Arkansas</td>
<td>101 College Dr Hot Springs National Park AR 71913</td>
<td>(501) 760-6588</td>
<td><a href="mailto:childcare.aware@np.edu">childcare.aware@np.edu</a></td>
</tr>
<tr>
<td>Northwest Arkansas Child Care R &amp; R</td>
<td>614 East Emma Springdale AR 72764</td>
<td>(479) 751-3463</td>
<td><a href="mailto:cthornton@nwachildcare.org">cthornton@nwachildcare.org</a></td>
</tr>
<tr>
<td>UAMS: Community Research Group</td>
<td>4301 W Markham Slot 530 Little Rock AR 72205</td>
<td>(501) 526-6124</td>
<td><a href="mailto:bokonyattia@uams.edu">bokonyattia@uams.edu</a></td>
</tr>
<tr>
<td>UAMS: Healthy Hearts &amp; Healthy Lungs</td>
<td>4301 W Markham Slot 510 Little Rock AR 72205</td>
<td>(501) 686-5139</td>
<td><a href="mailto:burnser@uams.edu">burnser@uams.edu</a></td>
</tr>
<tr>
<td>UAMS: Pediatrics – Healthy Child Care Arkansas</td>
<td>4301 W Markham Slot 512-39 Little Rock AR 72202</td>
<td>(501) 526-8737</td>
<td><a href="mailto:tdtolbert@uams.edu">tdtolbert@uams.edu</a></td>
</tr>
<tr>
<td>University of Arkansas: Early Care and Education Projects</td>
<td>104 S Graham Ave Fayetteville AR 72701</td>
<td>(800) 632-8754</td>
<td><a href="mailto:ecepinfo@uark.edu">ecepinfo@uark.edu</a></td>
</tr>
<tr>
<td>University of Arkansas at Fort Smith</td>
<td>PO Box 3649 Fort Smith AR 72913</td>
<td>(479) 788-7917</td>
<td><a href="mailto:tisha.shipley@uafs.edu">tisha.shipley@uafs.edu</a></td>
</tr>
<tr>
<td>University of Arkansas Cooperative Extension</td>
<td>2301 S University Little Rock AR 72204</td>
<td>(501) 671-2202</td>
<td><a href="mailto:bschrick@uaex.edu">bschrick@uaex.edu</a></td>
</tr>
<tr>
<td>University of Arkansas: Welcome the Children</td>
<td>322 Main St Little Rock AR 72201</td>
<td>(501) 301-1100</td>
<td><a href="mailto:bkreynol@uark.edu">bkreynol@uark.edu</a></td>
</tr>
<tr>
<td>White River Planning &amp; Development R &amp; R</td>
<td>PO Box 2396 Batesville AR 72503</td>
<td>(870) 793-5233</td>
<td><a href="mailto:debbie@wrpdd.org">debbie@wrpdd.org</a></td>
</tr>
</tbody>
</table>
Appendix B: Acronyms

**AECA**: Arkansas Early Childhood Association – This organization is comprised of early childhood professionals and the parents of Arkansas who share a common concern about the well-being of young children and families.

**AHSA**: Arkansas Head Start Association – This organization is a collaborative group of agencies and programs that pledge to advocate, communicate and partner at the community and state levels to enhance and ensure the provision of high quality outcome-oriented services to children and families.

**CAPTCHA**: Acronym for Completely Automated Public Turing Test to Tell Computers and Humans Apart. This is a challenge-response test used to determine whether or not the user accessing the system is human.

**DCCECE**: Division of Childcare and Early Childhood Education – a specific division within the Arkansas Department of Human Services whose purpose is to enhance the coordination of child care and early childhood education programs within the state.

**DHS**: Department of Human Services – Refers specifically to the Arkansas Department of Human Services. DHS is Arkansas’ largest state agency, working to ensure citizens are healthy, safe and enjoying a high quality of life.

**ITIN**: Individual Tax Identification Number – This is a taxpayer identification number issued by the Internal Revenue Service for people who are not eligible to receive a Social Security Number.

**NAA**: National Afterschool Association – This organization’s mission is to foster development, provide education and encourage advocacy for the out-of-school-time community.

**NAEYC**: National Association for the Education of Young Children – This is the world’s largest organization working on behalf of young children.

**NHSA**: National Head Start Association – This national organization is committed to the belief that every child, regardless of circumstances at birth, has the ability to succeed in life.

**PDR**: Acronym for the Division of Child Care and Early Childhood Education Professional Development Registry

**SECA**: Southern Early Childhood Association – This organization is committed to improving the quality of care and education for young children and their families through advocacy and professional development.
**URL**: Uniform Resource Locator – This is the address of documents and other resources on the World Wide Web
Appendix C: Terminology

**Active**: Participation status that references an individual’s participation in the *Professional Development Registry*

**Administrator**: Security level designated for administration and maintenance of the Professional Development Registry. *Also referred to as Registry Administrator*

**Agency**: References organizations that have a signed contract with the Department of Human Services to conduct trainings within the Professional Development Registry

**Attendance**: Action in which the trainer marks a member to be present at the event

**Better Beginnings**: The Division of Childcare and Early Childhood Education’s Quality Rating system

**Capacity**: Refers to the number of people who can function safely and comfortably in a room

**Clock Hours**: Refers to the actual time that the user spends in a training session; for example, if they have attended a workshop that begins at 9:00 a.m. and ends at noon, the user would receive credit for attending 3 clock hours of training

**Contracted Trainings**: Trainings that have been pre-approved by the Division of Child Care and Early Childhood Education to be taught by one or more Agencies

**Cookie Crumbs**: Navigation aid used on the user interface pages that allow the user to keep track of their locations within the system. Also known as *Cookie crumb trails, breadcrumbs, and breadcrumb trails*.

**Course ID**: Identification number of the Training Course or Conference

**Course Type**: Categorizes courses as On-Site Courses, Online Courses and Conferences

**Date Picker**: Control that allows the user to input date information in a textual or graphic format

**Director**: An administrator or manager of a child care facility

**Document Upload**: System control that allows the user to upload documents saved on their computer to the Professional Development Registry. *All documents must be in .pdf, .jpg, or .jpeg format with a size smaller than 300 kb.*
**Duty Areas:** Subgroup of an occupation that describes specific tasks related to the user’s employment

**Electronic Application:** Online application web pages that must be completed and submitted through the Professional Development Registry.

**Eligibility:** The administrative tasks to determine the status of the person’s application or request

**Evaluation:** Online form completed following a training course that provides a structured interpretation of the impact of the class on the attendee

**Hyperlink:** System control in a webpage that links to another location in the same or different webpage.

**Intended Level:** Level or degree of intensity the course is proposed to accomplish

**Key Content Area:** A set of content areas that define what early care and education professionals should know and understand in order to provide quality experiences for children, regardless of the setting in which the education occurs. Also known as general knowledge areas.

**Member:** An individual that belongs to the Professional Development Registry. May also be referred to as Practitioner

**Non-Active:** Status of a member who is not currently engaged or involved in the Professional Development Registry

**Occupation Areas:** General area of occupation

**Occupation Titles:** Specific title of an occupation within an Occupation Area

**On-Site Course:** Course that is taking place at a specific classroom location

**Online Course:** Distance learning course that uses electronic media and information to convey subject matter

**Pending:** Refers to an application or request that is being reviewed for status change from the Professional Development Registry administrator

**Primary Trainer:** Refers to the lead trainer of a course

**QR Codes:** Machine-readable code used for storing information for reading by a camera or smart phone
**Radius:** Refers to the number of miles between point A and point B. This is a straight line and will differ from actual road travel mileage

**Registry Administrator:** Security level designated for administration and maintenance of the Professional Development Registry. *Also referred as Administrator*

**Registry ID Number:** Unique identification number assigned to all Professional Development Registry members.

**Registry Ladder:** Visual reference to the different levels a member can attain

**Specialized Trainer:** Trainers who work outside of the early childhood field that provides valuable information to the member

**Target Audience:** Refers to the type of audience that would most benefit from a course

**Time Picker:** System control that allows the user to input time information in a textual or graphic format

**Tool Bar:** A horizontal row of buttons on the display screen that are clicked to access general sections of web pages. For example, the Training button will redirect a Trainer to a list of pages related Trainings

**Trainer:** Person who is a content expert that provides new methods to help participants achieve specific learning goals

**Training Class:** Training that may span several sessions over several days. Also called Training Course

**Training Course:** Training that may span several sessions over several days. Also called Training Class

**Training Event:** Ties a training session to the training location

**Training Module:** One of multiple smaller courses that when combined with other smaller training courses makes up a full training course. May also be called a Training Section

**Training Section:** One of multiple smaller courses that when combined with other smaller training courses makes up a full training course. May also be called a Training Module

**Training Session:** An occurrence of a training course for a particular date and time

**Training Transcript:** Inventory of the courses taken by a member
**Wait List**: Refers to a list of potential attendees for a course in which there are currently no available seats.

**Watch List**: A list of courses that was requested by members for specific topics or locations.

**Wish List**: Refers to the member’s ability to create a request for a specific class at a specific location.
Appendix D: Email Notification Examples

**Professional Development Password Setup Notice example**

![Password Setup Notice Example]

**Training Registration Confirmation Notice example**

![Training Confirmation Notice Example]
Pre-Registration Cancellation Notice example

Our records indicate that you are pre-registered for Conscious Discipline - Part 1 that is scheduled to start on 01/20/2015.

This class has been canceled due to the following reason: Instructor Unavailable.

We apologize for any inconvenience this may cause. For more information on related trainings, please check out our Search for Trainings in the Arkansas Professional Development Registry Training Search.

Arkansas Professional Development Registry
Co-administered by: Arkansas State University and the Division of Childcare and Early Childhood Education
P.O. Box 1437 Slot S-160
Little Rock, AR 72203-1437

Member Customer Service: (866) 429-1566
Professional Development Trainer and Training Support:
PDRegistry.mailaccount@dhs.arkansas.gov

Cancellation Notice example
Dear Mary Matthews:

Please log in to The Professional Development Registry to complete your training evaluation for the following course:

Caregiver Certificate

Click here to login to the Arkansas Professional Development Registry.

If you have questions, or need additional information, please contact us at (888) 429-1585 or (870) 972-3555.

http://pdregistry.arkansas.gov

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P.O. Box 1437 Slot S-160
Little Rock, AR 72203-1437

Member Customer Service: (888) 429-1585
Professional Development Trainer and Training Support:
PDRegistry-mastercourse@tha.arkansas.gov

Training Evaluation Notice example