

FAQ for Professionals and Program Directors

How do I access the PD Plan?

The online PD Plan is not available yet. The vendor is working with other states to get it implemented and should be available in the next few months. Please use the link below to access the PDF version of the self-assessment and plan from the former registry.

<http://www.pakeys.org/wp-content/uploads/2018/10/Big-Ideas-Framework-writeable.pdf>

How do I register staff for an event?

To register your staff, please follow the below steps.

1. Make sure you have access to your Org Profile.
 - a. This is in the upper right-hand corner in the drop-down by your name. (purple box)
2. Each staff will need to have their employment added to their profile. Click the below link to access this tipsheet.

<http://www.pakeys.org/wp-content/uploads/2018/03/How-to-Add-Employment-to-your-Profile.pdf>

3. Verify your Staff. Click the below link to access this tipsheet.

<http://www.pakeys.org/wp-content/uploads/2018/05/How-to-Verify-Staffs-Employment.pdf>

Once the above is completed, you will be able to register your staff. You will want to make sure you are within your Organization (Org.) Profile. This is in the upper right-hand corner in the drop-down by your name. You will then go to Training Calendar and search for the event you wish to attend. You will be able to click the Register Online tab and register your staff. When you are in the event, you will see an option to register your staff, click on that and then select the staff you want to register. After you have everyone signed up, go to My Cart and check out.

How do I access certificates?

The PD Registry captures the information contained on a traditional training certificate on your Learning Record. You can print your Learning Record by following these steps:

1. Login to your PD Registry profile
2. Click the **Reports** tab
3. Click **My Professional Development Learning Record**

This record can be used to provide evidence of training completion to employers, and certification, and Keystone STARS.



I have PD not showing up on my learning record. What do I do?

You will need to talk to the event contact or the trainer to be added to the event roster. If you do not have contact information for either of these people, you may contact us at registry@pakeys.org with the name or ID number of the training event and the date.

How do I locate online courses?

To locate the online courses and register:

1. Go to the **Training Calendar**
2. Scroll down and check **Online Self-Paced** and **E-Learning** and uncheck the other boxes
3. Click **Search**
4. Scroll through the events until you find the online course you are looking for
5. Click **Register Online** and follow payment steps
6. Once you have registered, you may click on the **MY PD tab** to get to the course
7. Click on the blue box next to the course title to begin the online course
8. Click **launch** to begin

I can't attend an event. How do I cancel my registration?

Please contact the event contact or the trainer of the event. He/she will need to either transfer you to another event, or refund you, if applicable.

How do I add outside PD to my Learning Record?

To add Professional Development taken outside of the Registry:

1. Go to MY PD tab
2. Click **Edit Training**
3. Click **Individual Request Approval**

Please note, any PD taken outside of the Registry will appear as Self-Reported on your MY PD tab. The PA Key does not verify certificates uploaded at this time.

I need a payment receipt. How do I get this?

To get a receipt of payment:

1. Login to your PD Registry profile
2. Click **Invoices** in the left-hand menu
3. Within the Status drop-down, select **Paid**
4. Click on the appropriate invoice to print



How do I register an Org Profile?

To register your organization, you can open the drop-down menu on the far-right side at the top of the screen. At the bottom of that drop-down menu, there will be an option that says "+Organization Profile". You can create your profile and submit for approval. It will take approximately 1-2 business days to process.

How to access your Org Profile for Childcare Directors/Admin

How to Access your Org Profile:

1. Sign into your PD Registry account
2. Select your Org Profile in the drop-down menu on the far-right side at the top of the screen
3. Agree to the terms and conditions of use
4. You will arrive at the Org Profile home screen. From there, click through the tabs in the menu to provide information about your program.
5. Be sure to update the employment status of current or past employees at your program.

Log into your Org Profile periodically to make sure your program's profile is up to date.

How do I give Org Admin access to another Org Admin?

After you have been verified as the director, go to the Org Details tab then click Manage Profile Users (under the contact info). Scroll down to the bottom and click on the + icon next to the names of the staff you want to give admin access to within the Org Profile.

I would like Act 48 hours for PD I have taken. Who do I contact?

Act 48 follows the organization who offered the PD. Not all courses are eligible for Act 48 hours. You will need to contact the organization who offered the PD.

How do I access my employees' training transcript?

To access your staff's training transcripts, you will want to be within your Org Profile. This is in the upper right-hand corner in the drop-down by your name. You will then go to the reports tab and select the Staff Report link.



My Better Kid Care courses are not showing up on the Learning Record.

If your information in the Registry does not match your information in your Better Kid Care profile, your courses will not load properly. Here are the steps that you should take to have your courses upload smoothly to your PD Record.

1. Log in to the PA PD Registry
2. Go to your profile and make sure that all your information is up to date. Make note of your Registry ID#.
3. Log into Better Kid Care. Make sure that your information matches what is in the PA PD Registry exactly, especially your Registry ID#. (Ex. 100 North Third Street and 100 N 3rd St do not match, 4a and 4 A do not match).
4. Send an email to: betterkidcare@psu.edu saying that you updated your information and to please include your courses in the next PA Key upload.

Please note that we only upload workshops twice each month, shortly after the 15th and 30th.

If, after you have verified your information in both databases and given at least 3 weeks post email to Better Kid Care, your workshops are still not showing up, please email us your name, Registry ID#, the list of missing courses, and the dates that you took them.