

## Course Reminders

- The lessons will open in a new window once you click on them.
  - If you are unable to see the new window, please make sure that:
    - Pop up blocker is turned off.
    - The window is not minimized or opened as a new tab.
    - You have cleared your cookies. Click [here](#) for information on how to clear browser cookies.
- **Only one person** per email address in this course. If multiple people are using the same email address, they will not receive credit for taking the course. No exceptions!
- **Turn off** the pop-up blocker on your computer settings.
  - Click [here](#) for information on how to turn off pop up blocker.
- We recommend that you do not use mobile devices (ex: iPhone, iPad, tablets) when completing quizzes.
- We recommend using Google Chrome as your browser while completing this coursework.
  - [Google Chrome Install](#)
  - [Step by Step Guide](#)
- **Warning:** Prolonged inactivity while logged in to this website will result in auto log out without a warning message and can interfere with quiz completion.

## Frequently Asked Questions

- **What is the Best Care Connected program?**
  - Best Care Connected provides five hours of free PDR verified professional development training through the University of Arkansas Cooperative Extension Service in partnership with the Arkansas Division of Child Care and Early Childhood Education. We provide a new five hour Best Care Connected course each year. The areas of emphasis include child development, health, nutrition, and resource management.
- **How do I create an account with courses.uaex.edu?**
  - For full access to courses, you'll need to take a minute to create a new account for yourself on the website. Here are the steps:
    1. Fill out the [New Account](#) form with your details.
    2. An email will be immediately sent to your email address.
      - Be sure to check Junk/Spam/Clutter Folder for this email.
    3. Read your email, and click on the web link it contains.
    4. Your account will be confirmed and you will be able to log in.
    5. Now, select the course you want to participate in and click "Enroll me".
    6. You can now access the full course.

From now on you will only need to enter your personal username and password to log in and access any course you have enrolled in.

## Frequently Asked Questions

- **What do I do if I have forgotten how to log in?**

- Visit our [Courses](#) website and click on Lost Password. You must know your username and/or correct e-mail address for this to work.
- If you cannot remember either piece of information to have your reset password sent to you, then you will need to contact technical support one of the following ways:
  - E-mail at [courses@uaex.edu](mailto:courses@uaex.edu)
  - Phone at (501) 671-2214
  - Chat feature located at the bottom of the website by clicking “Need help?”

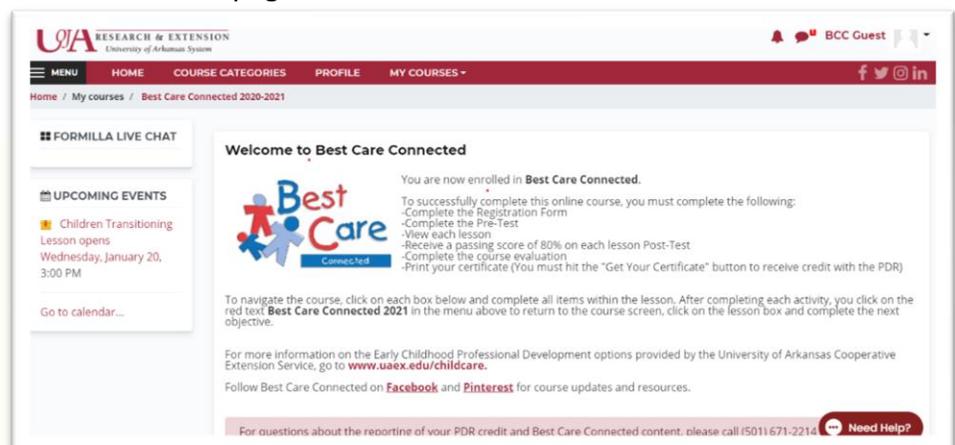
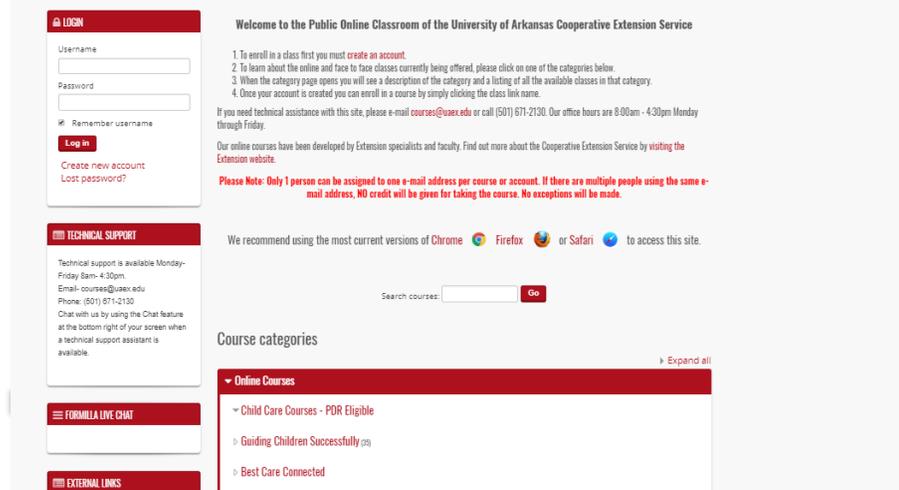
All forms of live technical support are available from 8:00 am to 4:30 pm. Any after hour question will be answered over e-mail.

- **I have taken other courses on the website before. Can I use that account or do I need to create a new account?**

- If you have the same e-mail address, it is advised to use the previously created account, but it is not required. You will just have to have a new e-mail address to create a new account.
- If you enter the same e-mail address you registered the account with, it will continue to ask for the username and password for that account.

- **How do I enroll in this course?**

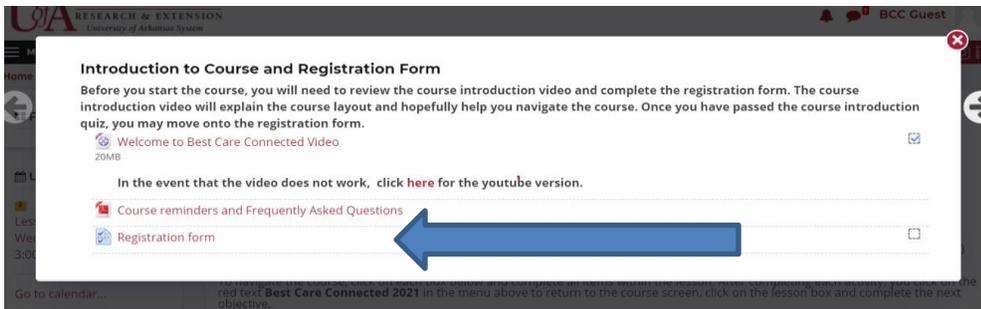
- On the [courses.uaex.edu](http://courses.uaex.edu) homepage, click on Best Care Connected Course under “Child Care Courses- PDR Eligible.” **Pictured here**
- You should see “Welcome to Best Care Connected” at the top of this page. You will need to scroll to the bottom and click on “Best Care Connected 2020-2021.”
- Now click the “Enroll me” button.
- You will then be directed to the course page. **Pictured here** →



## Frequently Asked Questions

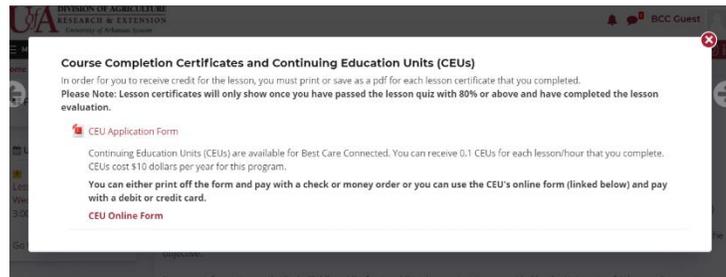
- **How do I navigate the Best Care Connected course?**

- Each lesson is worth one credit hour and is divided out into blocks. In order to receive credit for a lesson you must do the following:
  - Complete the Registration Form
  - Complete the pre-test prior to accessing the lesson
  - Understand lesson materials and pass the post-test assessment with an 80% or above
  - Complete the lesson evaluation.
  - Print or save as a pdf the lesson certificate.
- The registration form is the 3<sup>rd</sup> block from the top on the course page and is followed by the lesson blocks. Each lesson box has everything that you need to do in order to receive credit except for the certificate.
  - Example:



- After you have completed all the lessons you intend to take, we have an overall course evaluation and the **certificate/ CEU section** at the bottom of the course page.
  - Here is what those sections look like:

### Lesson Block



- **Should I give my PDR number on the Registration form?**

- You will need to make sure and provide us with your PDR number. As of November 2017, we no longer report to TAPP. If you do not have a PDR account, please click [here](#) to register.

If you have questions about PDR, please call (888)429-1585 or visit [www.arkpdr.com](http://www.arkpdr.com).

## Frequently Asked Questions

- **How do I receive PDR credit for Best Care Connected courses?**

- You must complete all of the lesson requirements which include:
  - Complete the Registration Form
  - Understand lesson materials and pass the pre-test assessment with an 80% or above

- Complete the lesson evaluation.
  - Print or save as a pdf the lesson certificate for your records.
- If you fail to complete all of the requirements, you will not receive any credit.**
- **What do I do if I completed the registration form, quiz (passed with an 80% or above), and/or evaluation, but the course does not allow me access to the next section?**
    - You will need to contact technical support. This is likely due to an internet connectivity issue which will not pass your grade into your grades section.
    - For the quiz, be sure to check “Start a New Attempt” any time you are going in for another attempt.
  - **How do I access my certificate?**
    - At the end of the course page there is a section for Lesson Certificates which if you have completed the lesson requirements your certificate will show up in this section. If you not completed the lesson requirements then the option to get certificate will not show up.
    - Once you select a Lesson Completion Certificate, you will be directed to a new page that includes a “Get Certificate” button.
    - Press the button to open your certificate in a PDF document format. This will then allow you to either print your certificate or save it onto your computer or device.
  - **When should I expect to see the credit in PDR?**
    - Typically we try to report hours once a month, therefore, expect a 30 to 45-day delay in your credit being reported to PDR.
    - We have encountered some technical difficulties with PDR so anticipate a longer delay in hours getting reported. PDR has been made aware of the technical issues and are working on it. In the meantime, please print or save all lesson certificates for your records. If directors or licensing specialist asks about hours, copies of your certificates should suffice.
  - **What can I do to make the reporting to PDR process go faster?**
    - Make sure you have everything correct in PDR:
      - **Do you have PDR Number?** TAPP Numbers are different than PDR numbers. We no longer report to TAPP.
      - **Is your PDR account considered active?** Check to make sure that your email address and password is set up properly.
    - Make sure that I have the correct information on your Registration Form (*email me corrections*)
      - **Does your name look different in PDR?**
      - **Did you give me the correct PDR number?**

## Frequently Asked Questions

- **What other Early Childhood Professional Development hours do you offer?**
  - The University of Arkansas Cooperative Extension Service in partnership with the Arkansas Division of Child Care and Early Childhood Education and Professional Development Registry provide fifty-three hours of early childhood professional development training each year.

Each training program is available statewide and provides research-based information and are offered free of charge.

- Best Care provides ten hours of online or Zoom training in a multi-county setting across the state of Arkansas.
  - Guiding Children Successfully provides thirty- eight hours of self-guided and/or online training, which can be completed every four years by participants.
  - Best Care Connected provides five hours of online training each year.
  - Best Care Out of School Time provides five hours of online training for programs with school-aged children.
- For more information on the Early Childhood Professional Development options provided by University of Arkansas Cooperative Extension Service, go to <https://www.uaex.edu/childcare>.

### **Still Need Our Help?**

- For questions specific to the Best Care Connected course, other Early Childhood Professional Development, and reporting your PDR credit, please contact Amy Cofer at (501) 671-2325 or e-mail [bcc@uaex.edu](mailto:bcc@uaex.edu).
- For specific questions related to PDR accounts/numbers, please call (888)429-1585. Click [here](#) for PDR Frequently Asked Questions.
- If you need technical assistance for the [courses.uaex.edu](https://courses.uaex.edu) website, please call (501) 671-2130 or e-mail [courses@uaex.edu](mailto:courses@uaex.edu).

**For immediate assistance, try using the new chat feature located on the bottom right between 8:30 am and 4:30 pm.**