



The screenshot shows a login form with the following elements: a title 'Login', a 'Username:' label followed by a text input field, a 'Password:' label followed by a text input field, a link for 'Forgot Username / Password?', and a 'LOGIN' button with a right-pointing arrow.

Login/Reset Password

1. Navigate to <https://rescare.csod.com/>.
2. Enter username and password*.
3. Select **LOGIN**.

* If you need to establish a new password, select the 'Forgot Username/Password' link. Check email for password reset message.

Access Courses

1. Hover over the Home tab.
2. Select *Welcome*.
3. Access courses using one or more of the following methods:
 - Use the global search bar, located in the upper right
 - Select the **Course Listing** button, located toward the center of the page. Open or download/save the file for future reference.
 - Manually browse, using the Browse for Training section. Select 'Browse for Training' to see all courses *or* select the '+' checkbox to expand groupings.

Launch Courses

1. Select the course title.
2. Select the **Launch** button.
3. Ensure pop-ups are enabled for the website and select the **Start Course** button in the pop-up window.

Note: Check course listing to determine whether a particular course is tablet/mobile compatibility. Supported browsers include: Microsoft Edge for Windows 10, Internet Explorer (IE) 11 and greater, Apple Safari 10 and greater, Latest Mozilla Firefox, Latest Google Chrome https://help.csod.com/help/csod_0/Content/General_Minimum_Requirements.htm

View/Print Course Records

1. Hover over the Course Record tab.
2. Select *View My Course Record*.
3. The page defaults to Active courses, sorted by title. The filter may be changed to show Completed or Archived courses.
4. Filter for Completed courses.
5. Select the **View Certificate*** button.

Note: The certificate will load in a pop-up window. Ensure pop-ups are enabled for the website.

* For courses with a test, the jobseeker must receive an 80% or higher score in order to receive a certificate.

Obtain Support

1. All general questions and issues should go through the career center staff or your assigned talent development specialist. If necessary, issues will be forwarded to a ResCare Academy Support mailbox.
2. If you are unable to contact the career center staff, support requests may be sent to rescareacademysupport@rescare.com.

Note: Please include the following when you contact your support team: username, type of device, type of browser, description of issue and a screen shot of the error/issue. Passwords may be reset by using the built-in password reset functionality; refer to the Login/Password Reset section of the guide for details.