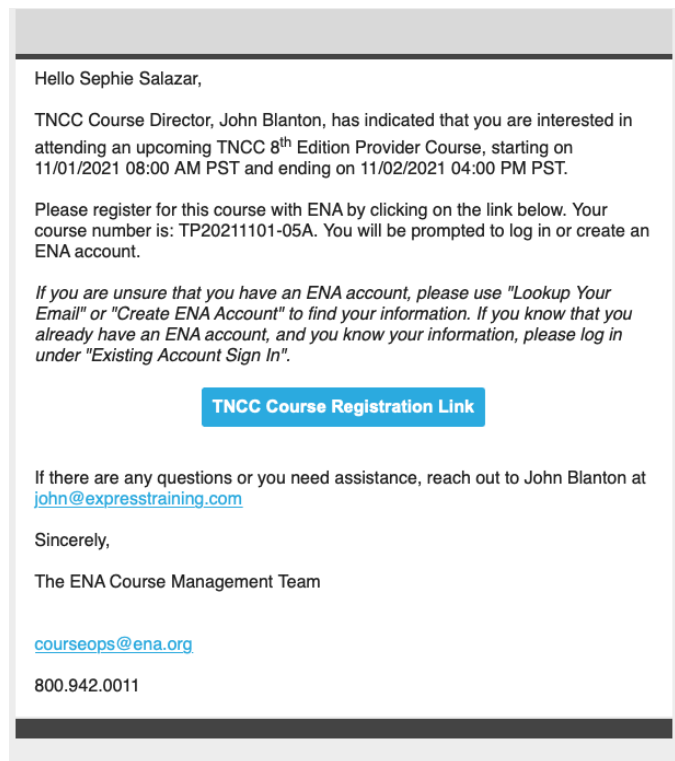# TNCC Course Management & FAQs

I. Registering for the course:

i) Upon registering for a TNCC/ENPC course through Express Training Solutions, you will receive a course registration link from the ENA to the email provided to us when you registered. The email will be "sent from" ENAU@ENA.org. If you do not see this email, please check your spam mailbox or reach out to info@expresstraining.com for assistance.

ii) Once you receive the email from ENAU@ENA.org, click the registration link and you will be prompted to log in. The email will look like the example below. Click the registration link and you will be prompted to log in. If you do not have an ENA account, you will need to create one.

Hello Sephie Salazar,

TNCC Course Director, John Blanton, has indicated that you are interested in attending an upcoming TNCC 8th Edition Provider Course, starting on 11/01/2021 08:00 AM PST and ending on 11/02/2021 04:00 PM PST.

Please register for this course with ENA by clicking on the link below. Your course number is: TP20211101-05A. You will be prompted to log in or create an ENA account.

If you are unsure that you have an ENA account, please use "Lookup Your Email" or "Create ENA Account" to find your information. If you know that you already have an ENA account, and you know your information, please log in under "Existing Account Sign In".

TNCC Course Registration Link

If there are any questions or you need assistance, reach out to John Blanton at john@expresstraining.com

Sincerely,

The ENA Course Management Team

courseops@ena.org

800.942.0011

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iii) Once logged in, you will be prompted to select your class type. Your class type will be the option you selected when you registered through the Express Training website. If you are unsure of what class type to select, please check with us.

iv) After logging in, then click on the "TNCC/ENPC" button on the left side bar. This will show you any of your past or upcoming TNCC or ENPC courses and allow you access to your pre-course modules, course evaluation, and exam.

| Catalog		
ENPC/TNCC	**Your ENPC/TNCC Course**	Search ENPC/TNCC Course
My Courses		
My ENA Profile	**TNCC 8th Edition Provider Course** ♡	
	In-Person Course by John Blanton in Tustin, CA	
Browse ENA Books and Manuals	☰ Nov 01 - Nov 02, 2021 ☞ 16.25 Contact Hour ···	

II.   Student Overview in LMS:

i) The Student View consists of four sections to illustrate course progression. Completion of all sections are required to successfully pass the course. They consist of:

(1) Pre-Course Modules

(2) Skills Station during in-person or virtual course

(3) Course Evaluation Survey

(4) Course Exam
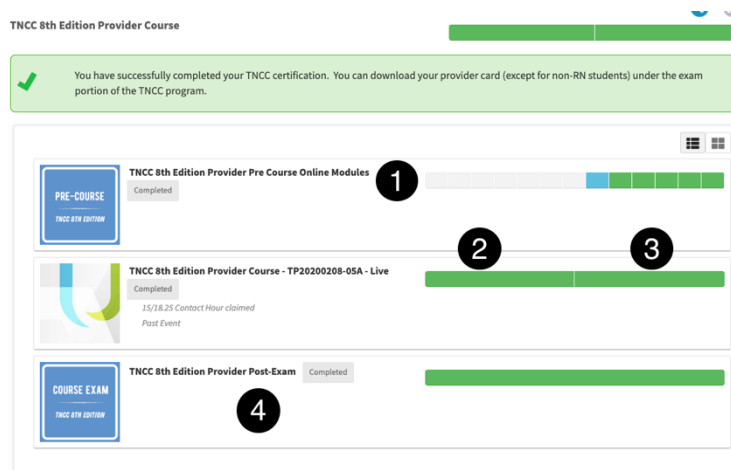
ii) As each of the pre-course modules are completed, the bar representing the module will turn green. Once all of the pre-course modules have been completed, the full line will be green and you will now be eligible to attend the in-person or virtual course. **There is no evaluation to complete after the pre-course modules.**

iii) Click on each pre-course module to start that module. Once the module has been completed, the box will turn green with a checkmark at the top right corner of the module. When all are completed, click on the "Mark as Viewed" button at the bottom of the page.

III. Skills Station Scores, Evaluation, and Online Exam:

i) As skills station scores are entered by the Course Director, the first bar in your account will turn green indicating that you have passed the skills testing with a score of 70% or higher. Once this bar is green, you have access to the required course evaluation. This evaluation must be completed before the exam can be accessed.
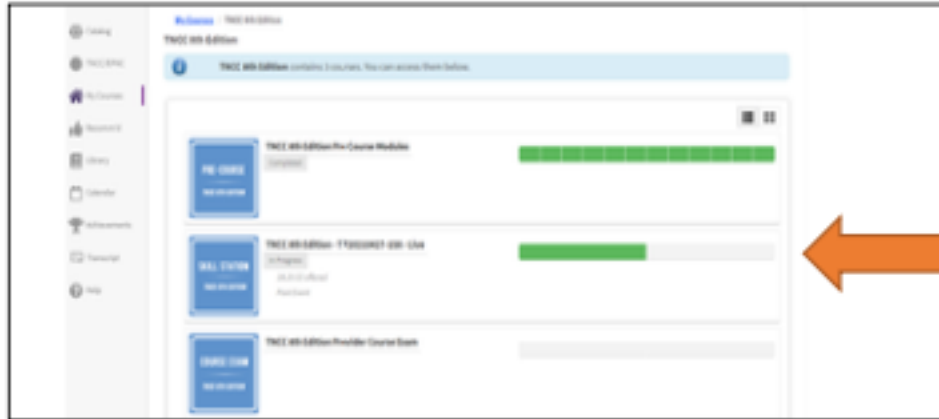
ii) After the in-person or virtual course, you must complete a course evaluation. When the required evaluation has been completed, the second half of the bar will also turn green indicating that the exam may now be accessed. The names of the course instructors will automatically populate for you to evaluate. After completion of the evaluation, you will have access to your CE certificate.

iii) You have two attempts to pass the exam. The two halves of the exam bar represent each attempt. The exam bar is color coded: red indicates the exam was failed and green indicates the exam was passed with a score of 80% or higher.

iv) Once you have passed the exam, you will be able to view your Remediation Report. You will now also have access to your provider card.

IV. Accessing CE Certification and Provider Card

i) You may access your CE Certification and Provider Card at any time. Click on "Transcript" on the left side toolbar and all past certificates and provider cards will be available for download.

V.   FAQs:

1.) How do I log back in after registration to access the online modules?
- You can access your courses any time from your registration confirmation email or directly from this link here - https://enau.ena.org/Public/Catalog/Main.aspx

2.) I never got the Registration Email from the ENA. How do I receive this email?
- Please make sure to check your Spam/Junk folder as well as your main inbox. If you do not see the email from the ENA, please reach out to us at 888-815-0313 or info@expresstraining.com

3.) I failed my exam. What are my next steps?
- If you failed your first attempt at the exam, you will be able to view your Remediation Report. You will then have access to the 2nd attempt or "make-up exam". The 2nd attempt needs to be completed within the seven-day exam window.

4.) I failed both attempts at the exam. Can I re-take the exam again?
- Unfortunately, no. If you fail the 2nd attempt at the exam, you will need to register and pay for a new provider course.

5.) Does the ENA give special accommodations for taking the online exam?
- Yes, the ENA has a policy regarding ADA Accommodation for testing and can provide reasonable accommodations to individuals with disabilities who request an accommodation. If you request accommodation, please reach out to ENAU@ENA.org for further assistance.

6.) How do I access my TNCC/ENPC Card in the future?
- To access your cards and CE certificates, please log into https://enau.ena.org/Public/Catalog/Main.aspx and select "Transcript" from the menu on the left-hand side. Next to the TNCC/ENPC Provider or Instructor rows, click the purple "Download" button. Your certification will download as a PDF.

7.) I'm having website issues with the ENA site. What do I do?
- Please make sure you are using the latest version of Google Chrome or Firefox. Please try to refrain from using Safari or Microsoft Edge as there have been reports of certain website features not working when on the ENA site. If you are using the latest version of Google Chrome or Firefox, please reach out to the ENA at ENAU@ENA.org or 800.942.0011 for further assistance.

8.) How long do I have to complete the exam?
- You have seven days from the date of Day 2 of the TNCC course to complete the written exam. Those who do not complete the exam are marked as "Incomplete" by ENA.

9.) <u>Can the exam time be extended?</u>
- Unfortunately, the ENA does not grant extensions for the exam unless the student requires extended time. Please refer to Question 5 on the FAQs for further information.

10.) <u>Can I use my textbook for the written exam?</u>
- Yes, the written exam is open book/open notes.

11.) <u>Is the book mandatory for the course?</u>
- Yes, the book is required for the course itself but is not required for the pre-course modules. The ENA recommends registering 30+ days before the course to prepare for the material and to receive any course materials such as the book. We strongly recommend you have the book before starting your pre-course modules.