

Welcome! This FAQ is designed to answer your most common questions quickly, so you can focus on your training.

Contents

Zoom and Daily Schedule	1
Coursework and Completion	1
Technical Support and Login	2
Breaks and Appointments	3
Course Materials	4
Payment and Paperwork	4
Communication and Support	4
Next Steps After Training	4
RBT Credential	4

Zoom and Daily Schedule

Q: Do I have to stay on the Zoom call?

A: While your primary goal is to complete coursework, we strongly encourage you to stay connected. Participants who remain in the call or check in periodically have a more successful and efficient training experience. Your engagement helps us support you best!

Q: What are we doing today? / Am I on track?

A: Your daily Milestones are reviewed each morning in Zoom. You are on track if you are completing those daily goals. You are always welcome to work ahead!

Q: What time is Zoom each day?

A: Your trainer will announce the daily start time. Log in a few minutes early. Even if you're ahead, join for the morning announcement to get important updates.

Q: If I finish a Milestone early, can I leave Zoom?

A: Check in with your trainer. If you have additional time, we encourage you to continue working on the training learning path.

Coursework and Completion

Q: Which course am I supposed to be working on?

A: Please focus exclusively on the learning path titled "CENTRIA: Behavior Technician 40 hr. Training (3.0)." You may see other items listed in your account under the Learning Path tab, such as older course editions or First Aid training. Please do not start them at this time. If you are unsure or see something that looks out of place, message your trainer for confirmation.

Q: Can I work on courses after hours?

A: We recommend finishing during the Zoom call for real-time support.

Need a schedule exception? Contact your OS (Onboarding Specialist) directly.

Q: What happens if I fall behind?

A: Communicate immediately with your OS (Onboarding Specialist) for support. You are responsible for completing the training Milestones within the designated time frame.

Note: Not completing the 40-hour coursework on time may delay your onboarding and ability to move to orientation.

Q: How do I know if I'm on track?

A: Check your progress against the daily goals shared by your trainer. When in doubt, ask your trainer!

Q: Why won't it let me start the next Milestone?

A: Something in the previous Milestone is likely incomplete. Check for:

- A course that shows "Continue" but needs to be marked "View Course."
- A required video or audio not fully finished.

Still can't proceed? Message your trainer. They can check your account.

Technical Support and Login

Q: I can't log in / my password isn't working.

A: First, use the correct email format: firstname.lastname@centriahealthcare.com.

Still locked out? **Do NOT keep trying** (this triggers a 30-minute lock). Instead:

- Message your trainer or OS (Onboarding Specialist) for a manual reset.
- Or, call our support team: 833-476-5837.

Important: Do not use the "Forgot Password" feature. You will not be able to reset it that way.

Q: A video is stuck. What should I do?

A: Try these steps in order:

1. Refresh the page.
2. Clear your browser's cache and cookies.
3. Close and re-open your browser (must be Chrome or Firefox).
4. Hard reset: Power your device completely off and on.
5. Try a different device (e.g., switch from laptop to tablet).

Still stuck? Message your trainer or OS (Onboarding Specialist).

Q: Can you send me the login link again?

A: The link is always in two places:

- The Zoom chat each morning.
- Your "Welcome to Centria" email (Access Your Central Reach Institute Here button).

Pro-Tip: Bookmark the link! **Do not Google "Central Reach Institute"** –you must use our specific link.

Q: The CRI platform is down. What should I do?

A:

1. Check with your trainer via Zoom chat to confirm it's a widespread issue.
2. Take a break. Your trainer will announce when it's back up.
3. Check every 10-15 minutes—don't refresh constantly.
4. Resume your coursework once the site is restored.

Q: Which browser should I use?

A: You must use Google Chrome or Mozilla Firefox. Other browsers (Safari, Edge) often cause videos to get stuck or block progress.

Q: Can I switch devices during training?

A: Yes. Log out of CRI on your current device, then log in on your new one using the same link and credentials. Make sure the new device has Chrome or Firefox.

Breaks and Appointments

Q: Can I take a break? / When is lunch?

A: Yes, take quick breaks as needed. There is no scheduled group lunch. Use your judgment based on your personal schedule and coursework flow.

Q: I have an appointment. Is that okay?

A: We understand!

- For job-required obligations (CPR, TB test read): Notify your trainer in the chat before you leave.
- For personal obligations (doctor, school pick-up): Notify both your OS (Onboarding Specialist) and your trainer in advance.

Remember: You are responsible for completing the training Milestones within the designated time frame.

Course Materials

Q: Where are the guided notes?

A: They are downloadable PDFs inside each course.

1. Open a course.
2. Scroll down to the "Guided Notes" section.
3. Click the PDF link to download.

Save these for easy reference!

Payment and Paperwork

Q: Who do I talk to about payroll?

A: All pay, direct deposit, and tax form questions go to your OS (Onboarding Specialist). Your trainer does not have access to this information.

Communication and Support

Q: How do I contact my OS (Onboarding Specialist)?

A: Your OS's (Onboarding Specialists) contact info was provided before training began. Check your email or welcome materials. Can't find it? Ask your trainer.

Q: What if my OS (Onboarding Specialist) is out of office or not responding?

A: Let your trainer know. They can help with urgent issues or find a backup. For technical issues, call 833-476-5837.

Next Steps After Training

Q: I'm done with all my coursework, my certificate is generated. What now?

A: Congratulations! Here's what to do:

1. Proactively reach out to your OS (Onboarding Specialist). Let them know you've completed all 40 hours and have your certificate.
2. Your OS (Onboarding Specialist) will confirm your completion.
3. They will then contact you with the date and details for your 8-hour live remote orientation.

Please allow a few days for your OS (Onboarding Specialist) to process your completion.

RBT Credential

Q: Do I need to pursue the RBT (Registered Behavior Technician) credential?

A: It depends on your role, state, and region. Your OS (Onboarding Specialist) or OD/FSM (Operations Director/Field Staff Manager) will provide guidance based on your specific situation. Connect with them directly.

Q: Who do I talk to about pursuing the RBT (Registered Behavior Technician) credential?

A: Here's a simple guide:

- Your OS (Onboarding Specialist): Best first contact during onboarding/training.
- Your OD/FSM/DCS (Operations Director/Field Staff Manager/Director of Clinical Services): If you do not require the RBT (Registered Behavior Technician) for your client's case, you would speak to your leadership regarding approval and RBT (Registered Behavior Technician) process.

In short: Start with your OS (Onboarding Specialist) or OD/FSM (Operations Director/Field Staff Manager). They will connect you with the right people.

Q: What is my RBT (Registered Behavior Technician) number? / Do I need a BACB ID (same as RBT number)?

A: If you have not created a BACB account, you do not have one at this time. When prompted during CRI profile setup, simply enter "N/A."

Q: What's the difference between my OS (Onboarding Specialist), OD/FSM (Operations Director/Field Staff Manager), BCBA (Board Certified Behavior Analyst), DCS (Director of Clinical Services)?

A:

- OS (Onboarding Specialist): Provides "behind-the-scenes" support during your Onboarding process (Interview Process, 40-Hour Training and Orientation).
- OD/FSM (Operations Director/Field Staff Manager): Provides "in-the-field" coordination for schedules and assignments post Orientation.
- BCBA (Board Certified Behavior Analyst): Provides clinical oversight and supervision as your SC (Supervising Clinician).
- DCS (Director of Clinical Services): Provides leadership and clinical development to SC's (Supervising Clinicians). Partners with your OD/FSM (Operations Director/Field Staff Manager) on client and staff outcomes.